



**CITY of CALABASAS**  
**CITY COUNCIL AGENDA REPORT**

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**DATE: AUGUST 29, 2022**

**TO: HONORABLE MAYOR AND COUNCILMEMBERS**

**FROM: KINDON MEIK, CITY MANAGER**

**BY: MARICELA HERNANDEZ, MMC, CPMC, CITY CLERK**

**SUBJECT: RECOMMENDATION TO APPROVE A PROFESSIONAL SERVICES AGREEMENT (PSA) WITH ECS IMAGING, INC., FOR LASERFICHE CLOUD LICENSING AND SUPPORT OF THE CITY'S ENTERPRISE CONTENT MANAGEMENT SYSTEM (ECMS); MIGRATION OF CITY COUNCIL AND COMMISSION AGENDA PACKETS; AND CONVERSION OF MICROFICHE PERMIT RECORDS FOR AN AMOUNT NOT EXCEED \$130,000**

**MEETING**

**DATE: SEPTEMBER 14, 2022**

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**SUMMARY RECOMMENDATION:**

That the City Council approve a Professional Services Agreement with ECS Imaging, Inc., to renew the Laserfiche cloud license and support of the City's ECMS for a period of three years; migration of agenda packets; and conversion and indexing of Microfiche permit records.

**REPORT:**

In 2016, the City moved away from SIRE, the previous and antiquated enterprise content management system to Laserfiche on prem-services. Staff found SIRE to be counterproductive and unreliable. Notably, staff encountered on numerous occasions that the document index had cleared itself and staff was unable to complete document text searches. In addition, SIRE search functions were antiquated and

complex, making it infeasible to implement a public web portal enabling members of the public to conduct their own search of City records. In 2021, the City contracted with ECS and moved to Laserfiche cloud-based. ECS worked with staff to transfer all documents and provided training for staff that administers the imaging system. Since the implementation of Laserfiche, City staff has been steadily scanning and indexing its permanent records into the system. Any electronic documents scanned to Laserfiche can be accessed and retrieved throughout the City computer network.

Laserfiche is a leading enterprise content management system, utilized by more than 35,000 organizations worldwide, with a strong emphasis on local government records. ECS Imaging, Inc., is a certified Laserfiche Value Added Reseller (VAR) and specializes in government implementation of Laserfiche. ECS Imaging, Inc. is headquartered in Riverside, California, and is available to provide rapid on-site support as necessary.

Staff evaluated Laserfiche to ensure that it complies with the following criteria:

- Comply with industry-recognized standards relating to security techniques and information security management, and provide administrative users with controls to prevent stored records from being overwritten, deleted, or altered.
- Provide tools and features to enable workflow efficiencies, improve information sharing, improved document searchability, decrease duplication of records, and minimize costs for carrying out the governance of an effective Records and Information Management Program.

#### *Project Description*

Efficient storage and retrieval of documents is critically important to the operations of the City and required under the California Public Records Act. Laserfiche is considered an industry leading Enterprise Content Management System designed to store, track, and reproduce official trustworthy electronic records. Laserfiche captures official documents in a permanent and durable medium and provides storage, retrieval, archiving, and security of these documents. The system does not allow unauthorized modifications or deletions, is verifiable through independent audit. Laserfiche meets the definition of a Trusted System as set forth in California Government Code Sections 12168.7 and 34090.5 and complies with California Code of Regulations 22620.1-22620.8 developed by the Secretary of State.

With Laserfiche, staff plans to implement a Weblink Public Portal providing the public with customizable access to City records in a read-only format. In addition, Building & Safety identified many permit records which are currently in Microfiche. ECS will prep, scan, index, and import Microfiche records directly into Laserfiche. ECS will also migrate City Council and Commission agenda packets into Laserfiche.

ECS has recently been awarded contracts for various services by cities throughout California. Staff has reviewed the scope of services and finds that ECS is offering the City comparatively discounted prices and recommended that the City Council waive the bidding requirements.

**FISCAL IMPACT:**

The proposed agreement with ECS Imaging, Inc., includes a three-year renewal of Laserfiche cloud licensing and support of the City's ECMS for a total cost of \$26,625 per year; a one-time cost of \$37,750 to convert and index Microfiche permit records into Laserfiche; and one-time cost of \$5,600 to migrate City Council and Commission agenda packets into Laserfiche.

**RECOMMENDATION:**

1. Approve a Professional Services Agreement with ECS Imaging, Inc., for a not to exceed amount of \$130,000.
2. Waive the competitive bidding requirements.

**ATTACHMENT:**

- A. Professional Services Agreement