



# City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Information Technology

To: City Council

From: City Manager & Staff

Council Meeting Date: November 21, 2022

Re: Authorizing an Agreement with ImageNet Consulting, LLC and Compulink Management Center, Inc. for a new document management system

## Executive Summary

Staff is requesting Council authorize the City Manager to execute agreements with ImageNet Consulting, LLC and Compulink Management Center, Inc. for licenses and services related to the implementation of a new Laserfiche document management system. The agreements include a Supplement to the Laserfiche End User License Agreement with Compulink Management Center, Inc., and two agreements with Imagenet Consulting, LLC related to the purchase of the Laserfiche licenses, implementation and maintenance services, and a service level agreement. If approved, staff will use Laserfiche to store city documents in an organized, searchable and centralized repository. Laserfiche will replace three (3) existing document management systems (Tyler Content Manager, Optiview and FileBound.)

## Discussion

Currently at least three (3) separate document management systems are used to conduct city business, Advanced Processing and Imaging Inc.'s "Optiview"; Upland Software Inc.'s "Filebound"; and Tyler Technologies, LLC "Tyler Content Manager". This contract would replace those three existing document management systems with Laserfiche, a well-known and stable enterprise document management system.

### History

Optiview was installed in 2007 and is utilized mainly by the city clerk's office to store council legislation documents. Upland Software, Inc. acquired Optiview in 2016. Optiview continued to be used until March 2020, when Upland Software, Inc. sunset the existing Optiview product and replaced it with their own FileBound software. The Filebound software frequently "locks up" requiring IT to reset it and their Optical Character Recognition (OCR) technology is poor. These two things make the system very difficult to use. As a result, Optiview could not be decommissioned as the City Clerk required a stable method to search historical documents for sunshine purposes.

In 2013, the City acquired Tyler Content Manager (TCM) as part of the COFERS project with Tyler Technologies, LLC. TCM is used to store financial and HR documents for Tyler Munis. TCM is also used by Tyler EnerGov to store business license and permit documents. After multiple years of waiting, many unresolved tickets and a future timeline that does not address core issues, the system does not and will not meet the full functional needs of the City.



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## RFP and Selection

The city issued an RFP on 9/17/21 detailing functional and technical requirements. Demonstrations with 3 vendors were held in March of 2022. From those demonstrations, Laserfiche was chosen by the evaluation committee for its speed, integration and customization capabilities.

## Selected Vendor Background

ImageNet Consulting, LLC (ImageNet) is a proud and stable provider of technology solutions in the state of Missouri. They have been in business since 1956, with headquarters at 913 N. Broadway in Oklahoma City and a Missouri office at 1228 Dielman Industrial Ct. Saint Louis, MO 63132. Currently, they have over twenty locations nationwide supporting over 10,000 customers with a variety of solutions that solve business problems.

ImageNet is one of the top ten Laserfiche Value Added Resellers (VAR) in the world. They have fifteen annual Laserfiche Top Winner Circle Awards in a row. They have assisted hundreds of organizations realize the digital transformation from burdensome and time-consuming paper-based processes to efficient digital alternatives that have increased the “clock speed” of their business, saved space and reduced costs.

Laserfiche has been in business since 1987. Their corporate headquarters is in Long Beach, California. Laserfiche software supports millions of users, over 35,000 installations worldwide in over 40 countries and 7 languages.

## Costs

Currently, Optiview is out of support. Upland FileBound support/maintenance is currently \$62,577 annually, increasing 7% year over year. Tyler TCM support/maintenance is currently \$30,195 annually, increasing 5% year over year. The total cost of existing solutions for the next five years is \$526,710.

Laserfiche licensing costs \$66,225 annually, locked for 5 years. A one-time fee of \$186,640 will be incurred during year one for implementation, integrations and data migrations. Years two through five will be \$68,625 annually (includes \$2,400 EnerGov Integration Maintenance), totaling \$274,500. A five-year investment of Laserfiche is \$527,365.

## Return on Investment

Given the five year costs mentioned above, return on investment occurs in year six. Taking into account annual increases, the sixth year cost for existing systems would be \$118,727, while the sixth year cost of Laserfiche would be no more than \$72,088, providing a \$46,639 savings, slightly increasing year over year.

Implementation, integration, data migration and year one licensing costs of \$252,865 will need to be appropriated.

Recurring annual maintenance fees of \$68,625 will be offset by terminating existing DMS software agreements.



## Fiscal Impact

Short-Term Impact: \$321,490 (\$252,865 first year, \$68,625 second year)

Long-Term Impact: \$68,625 annually, (5% year over year increase after year 5)

## Strategic & Comprehensive Plan Impact

### [Strategic Plan Impacts:](#)

Primary Impact: Organizational Excellence, Secondary Impact: Reliable Infrastructure,

Tertiary Impact: Not Applicable

### [Comprehensive Plan Impacts:](#)

Primary Impact: Mobility, Connectivity, and Accessibility, Secondary Impact: Inter-Governmental Cooperation, Tertiary Impact: Not Applicable

## Legislative History

Date	Action
May 03, 2021	B156-21 - Contract between Upland Software, Inc. and City of Columbia approved by City Council.
March 14, 2007	R030107 - Contract between Advanced Processing & Imaging, Inc. and City of Columbia approved by Purchasing Agent.
July 20, 2021	B-212-21 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for implementation of the Executime, Quatred, and General Ledger Application Programming Interface (API) software modules, and hosting services for the MobileEyes and MyCivic software modules; amending the FY 2021 Annual Budget by appropriating funds; and fixing the time when this ordinance shall become effective.
November 17, 2020	B310-20 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, to cancel Disaster Recovery services.
March 5, 2019	B53-19 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for the acquisition of Digital Health Department SaaS software.
January 29, 2019	B16-19 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, to discontinue bid management, decision engine and food inspection modules.



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August 21, 2018	B194-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for replacement of Tyler Forms with DocOrigin software.
May 22, 2018	B108-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, extending the EnerGov Go-Live date.
January 19, 2018	B16-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for many changes to the original agreement.
November 19, 2013	B337-13 – authorizing an agreement with Tyler Technologies, Inc. for the Columbia Financial Enterprise Resources System (COFERS) project; and fixing the time when this ordinance shall become effective.

## Suggested Council Action

Staff recommends approval.