



Memorandum

Date: 6/9/2026

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 26-363

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Technology and Information Services	Michael Marchand	425-556-2173
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DEPARTMENT STAFF:

Technology and Information Services	Courtney Miller	Technology Project Manager
Technology and Information Services	Carmen Hall	Project Mgmt Office Manager

TITLE:

Enterprise Content Management (ECM): SoftResources - Selection Consulting Services

OVERVIEW STATEMENT:

Based on the City’s recently completed Enterprise Content Management (ECM) Assessment and the recommendation to select new ECM software that would consolidate disparate practices and technologies across departments, the City has determined to engage SoftResources to assist through the selection of a new ECM.

Additional Background Information/Description of Proposal Attached

REQUESTED ACTION:

Receive Information Provide Direction Approve

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
2025/2026 BTIP
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Deliverables include:

- RFP document with business, technical and integration requirements
- RFP response review
- Vendor analysis 5-point decision report
- Demo script, feedback form, and resource support
- Due diligence support
- Decision consulting

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

The engagement is fixed fee - invoiced as phased work is completed - totaling \$64,750.

Approved in current biennial budget: Yes No N/A

Budget Offer Number:

362 - BTIP

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs: Yes No N/A

If yes, explain:

N/A

Funding source(s):

Costs associated with the engagement will come from the 2025/2026 BTIP

Budget/Funding Constraints:

N/A

Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

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Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
6/16/2026	Business Meeting	Approve

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

Maintain the current model of siloed, department-driven document management.

ATTACHMENTS:

Attachment A: SoftResources Engagement Letter