



MEMO TO: Finance and Administration Committee

FROM: Michelle Hart

DATE: August 28, 2018

SUBJECT: Records Management System Replacement

I. PURPOSE ☒ For Info Only Potential Agenda Item ☐ Scheduled for Council Action

II. RECOMMENDATION

No recommendation at this time.

III. DEPARTMENT CONTACTS

Maxine Whattam, Chief Operating Officer	425-556-2310
Michelle Hart, City Clerk	425-556-2190

IV. DESCRIPTION/BACKGROUND

The City implemented a Records Management System (RMS) for the Police Department Records Division in 2008. Ten years later, the vendor is sunsetting the product making it necessary to find a replacement. The Clerk's Office brought together staff from the Police Department Records Division and Technology and Information Services (TIS) to determine the best course of action. As a first step, the team decided to look at the RMS vendors the Washington State Department of Enterprise Services (DES) had contracted with 2015. The team shortlisted two of the three vendors, Open Text and Laserfiche. The Clerk's Office coordinated several demos with each vendor late 2017 and early 2018. It was apparent from this process that Laserfiche was the best fit from a functionality and an organizational perspective. Laserfiche also has a strong understanding of the public sector and there are many jurisdictions in Washington and throughout the country that use the product.

The team will be moving forward with creating a Scope of Work (SOW), timeline and contract that will come back to Council at the September 25 meeting requesting Council action to move the contract to consent either late October or early November.

A. Analysis

The DES of Washington State issues Requests for Proposals and awards Master Contracts for a variety of goods and services. These Master Contracts can be leveraged by local

jurisdictions for the purchase of these goods and services. In 2014, the DES issued a Request for Proposal (RFP) for the purpose of entering into Master Contracts with multiple contractors for Enterprise Content Management/RMS solutions. The requirements for these systems, the vendor responses, and Master Contracts have been reviewed by the Clerk's Office to ensure the vendors met our minimum requirements. The demos provided by Laserfiche and Open Text confirmed our requirements could be met.

V. TIME CONSTRAINTS

The Clerk's Office, Police Department Records Division and TIS would like to begin this system replacement in the Police Department before the end of year in order to have minimal impact on the Workforce Management System project.

VI. LIST OF ATTACHMENTS

None.