



CITY COMMISSION STAFF REPORT

DEPARTMENT: Finance

DATE: July 22, 2025

SUBJECT: Motion to Approve the award of Contract No. RFP-2024-4-CC for Document Management System to Global Solutions Group, Inc., in the amount of \$87,955.25 over a three (3) year term. - **Finance**

CITY MANAGER RECOMMENDATION:

It is recommended that the City Commission approve the award of Contract No. RFP-2024-4-CC for a Document Management System (DMS) to Global Solutions Group, Inc. in the amount of \$87,955.25 over a three (3) year term, with one (1) additional two (2) year term. This contract will allow the City to implement, migrate, and deploy a city-wide enterprise Document Management System (Laserfiche).

BACKGROUND OF ITEM:

Initially, the City implemented Fortis as its primary Document Management System. Several departments, including the City Clerk, Human Resources, Finance, and Community Development, utilized Fortis. Fortis was later acquired by Docuware, requiring the city to migrate to their platform.

Docuware's interface proved complex and difficult to navigate. Due to the frequency of staff turnover and inadequate policies and procedures, documents were not stored systematically, making them difficult to retrieve. Support services for Docuware were not renewed at the termination of the agreement on February 28, 2022.

Reinstating support, including a mandatory software upgrade, would cost the City \$14,000.00. Without support, the city risks system corruption or loss of vital records. Given the historical challenges City staff have faced with using Docuware, the City has decided to explore alternative solutions to improve the functionality and efficiency of its document management processes.

Departments expected to utilize the new system include City Clerk, Human Resources, Finance (especially Purchasing), Grants Management, Utilities, Parks and Recreation, and Community Development.

ANALYSIS:

The City of Cooper City issued RFP No. 2024-4-CC on July 5, 2024, to procure a city-wide DMS.

Six proposals were received by the deadline of August 22, 2025. For the six vendors that submitted proposals, the following Document Management Solutions were proposed:

1. Laserfiche (4)
2. SharePoint (1)
3. Odoo Content Services (1)

Laserfiche is the leading SaaS provider of enterprise content management and business process automation. It is an Enterprise Content Management (ECM) system capable of digitizing, managing, and automating business processes related to documents and records. It provides features for secure storage, retrieval, building online forms, workflow automation, and compliance management, helping organizations improve efficiency and reduce costs. Over 5,000 federal, state, and local government agencies in the U.S. use this ECM solution. Laserfiche is widely used among Florida governments, and the Florida League of Cities itself utilizes this ECM solution for its operations, serving over 400 cities, towns, and villages throughout the State. Laserfiche is the ECM solution choice of city staff.

The City Clerk has over seven years of experience with Laserfiche, making the implementation process straightforward and manageable. Her familiarity with the system will likely facilitate a smooth transition and enhance the overall efficiency of document management within the organization.

The Evaluation Committee reviewed and scored the proposals on January 6, 2025, and April 30, 2025.

MCCi, LLC was initially ranked as the highest Proposer based on the Committee's review of the firm's technical proposal. Upon opening the pricing, the purchasing team noticed that the firm did not provide pricing for the data migration line item. MCCi, LLC, put a note at the bottom of their proposal stating that data migration from Docuware to Laserfiche needed to be thoroughly scoped before a cost could be determined. The Proposer also took exception to Section 12, Limitation of Liability of the solicitation and included their draft form of agreement. This information was sent to the City Attorney for legal guidance. The Attorney advised the city to reconvene the Evaluation Committee and let the Committee determine if the cost proposal submitted by MCCi, LLC, was responsive. During this meeting, the Evaluation Committee determined that the City could not accurately calculate MCCi, LLC's total pricing due to the Proposer stating that data migration needed to be scoped before a cost could be determined. The vendor was notified of their non-responsiveness determination on 5/1/2025.

Global Solutions Group, Inc., the next highest-ranked responsive and responsible proposer, was selected based on its alignment with the city's requirements and criteria specified in the solicitation. Their proposed solution includes professional and participant user licenses, workflow

automation tools, Microsoft, DocuSign, and ADP integration, advanced audit tracking, secure cloud storage via AWS, and ongoing technical support. The solution also includes assisting the City with document retention and destruction procedures.

Global Solutions Group, Inc. proposed to provide Laserfiche cloud-based Professional licenses as the document management software. Staff explored the option of purchasing the software directly from Laserfiche, and we received a quote of \$16,465.00 for the Cloud-Based Professional licensing and \$88,875.00 for their professional services pricing, which includes implementation, migration, training, etc. Laserfiche also mentioned in their proposal that reasonable out-of-pocket expenses (e.g., airfare, lodging, meals, and ground transportation) will be billed as incurred and will not exceed 15% of service fees. Laserfiche noted in their proposal that if the estimated effort increases, a change request will be needed to set a new budget. The total pricing submitted by Laserfiche is approximately \$105,340.00.

The three-year total price submitted by Global Solutions Group, Inc. of \$87,955.25 is less than the 12-month estimated total of \$105,340.00 submitted by Laserfiche.

Data migration will take approximately 4-6 weeks and will involve approximately 250 GB of existing records. Scanning of old documents is not included, although most records are already digitized, except for some building plans and permits, which are being converted as part of the Accela rollout. While the scope of service implies a city-wide application of the DMS, specific document scanning efforts will be project-based and department-driven.

FISCAL IMPACT:

The FY25 Budget for this project is \$75,000. The first-year cost is \$52,185

<u>General Ledger Acct. Number</u>	<u>Budgeted Amount</u>	<u>Requested Amount</u>	<u>Remaining Amount</u>
001-130-534410-513	\$75,000	\$52,185	\$22,815

VENDOR(S) RECOMMENDED FOR AWARD:

<u>Vendor</u>	<u>Address</u>	<u>Principal</u>
Global Solutions Group, Inc.	25900 Greenfield Road, Suite 220 Oak Park, MI 48237	Lisa Salvador, Vice President

VENDOR(S) NOT RECOMMENDED FOR AWARD:

<u>Vendor</u>	<u>Address</u>	<u>Reason for Not Recommending</u>
Accelerated Information Systems	150 Motor Parkway., Suite 401, Hauppauge, NY 11788	Evaluation scores/ranking
Cybergrade- RUBENSKY LLC	12717 W Sunrise Blvd Suite #276 Sunrise, FL 33323	Evaluation scores/ranking

Dessau, LLC	15645 Collins Ave. Suite 202 Sunny Isles Beach, FL 33160	Evaluation scores/ranking
Dynamic Document Services, Ltd	133 NE 2nd Ave Suite 2612 Miami, FL 33132	Evaluation scores/ranking
MCCI, LLC	3717 Apalachee Parkway, Suite 201, Tallahassee, Florida 32311	Deemed Non-Responsive due to the Evaluation Committee not being able to determine the MCCI's total cost.

ALTERNATIVES:

It is recommended at a minimum to reinstate Docuware support to mitigate data loss risk.

DELEGATED AUTHORITY:

The City Manager or his designee will have the authority to execute the provisions of the contract, including any renewals, extensions, or cancellations, pursuant to Section 2-255. (b) of the Cooper City Procurement Code.

ATTACHMENTS:

1. RFP No. 2024-4-CC - Signed Agreement
2. RFP No. 2024-4-CC – Global Solutions Group, Inc. – Price Proposal
3. RFP No. 2024-4-CC – Global Solutions Group, Inc. - Technical Proposal
4. RFP No. 2024-4-CC – Global Solutions Group, Inc. – Due Diligence
5. RFP No. 2024-4-CC – Score Sheet
6. RFP No. 2024-4-CC – Addendum No. 1
7. RFP No. 2024-4-CC – Solicitation