



**TOWN OF LOS GATOS  
COUNCIL AGENDA REPORT**

MEETING DATE: 11/19/2024

ITEM NO: 3

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DATE: October 17, 2024  
TO: Mayor and Town Council  
FROM: Chris Constantin, Town Manager  
SUBJECT: Authorize the Town Manager to Execute a Four-and-a-Half-Year Agreement with ECS Imaging, Inc. for Laserfiche Software Maintenance, Support, and Scanning Services in a Total Amount Not to Exceed \$315,000

**RECOMMENDATION:**

Authorize the Town Manager to execute a four-and-a-half-year agreement with ECS Imaging, Inc. for Laserfiche software maintenance, support, and scanning services in a total amount not to exceed \$315,000.

**BACKGROUND:**

The Town began using Laserfiche electronic management software, scanners, consulting support, and offsite scanning services in 2008. Laserfiche helps the Town manage and organize paper documents by converting them into digital files. Laserfiche also allows users to search for and locate information quickly and brings together digital files from multiple locations into one central location.

Laserfiche has improved the way the Town stores and retrieves documents, increasing the efficiency of information retrieval internally for all Town Departments. Laserfiche has also made it easier for the public to access Town documents such as ordinances, resolutions, and building plans through the Town's website, enhancing transparency.

Laserfiche sells its product through approved and licensed Solution Providers of Record, who are responsible for supporting and servicing the accounts listed under their license. ECS Imaging is the current Solution Provider of Record for the Town's Laserfiche software system.

**PREPARED BY:** Holly Young  
Senior Management Analyst

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Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Finance Director

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According to Laserfiche's policy, only the Solution Provider of Record can offer support and sell additional licenses or services. As the Solution Provider of Record, all add-on purchases to Laserfiche software are to be purchased and implemented through ECS Imaging. Other solution providers would not be able to purchase add-on licenses or provide support to the Town. A letter from ECS Imaging explaining this is attached as Attachment 1. The Town Attorney has reviewed and approved a Sole Source Provider Memorandum for ECS Imaging, Inc. (Attachment 2).

ECS Imaging is the largest Laserfiche provider in the Western United States and has extensive experience working with local government municipalities throughout California and Santa Clara County.

The Town's current five-year agreement with ECS Imaging expires on December 31, 2024 (Attachment 3).

#### DISCUSSION:

To continue using the Town's existing Laserfiche software licenses, support, and scanning services, a new contract is needed with ECS Imaging, Inc.

ECS Imaging's services include technical support; on-site/remote hours for upgrades, troubleshooting, training, workflow, and forms; remote desktop assistance; no-cost annual customer conference and quarterly webinar trainings; warranty administration; software licensing and maintenance; and scanning services.

The Town's current five-year agreement with ECS Imaging aligns with the calendar year. To improve internal efficiency, staff recommends a four-and-a-half-year agreement with ECS Imaging (Attachment 4) to align the term of the agreement with the Town's fiscal year.

There will be no increase in costs compared to the current agreement. The existing agreement is for a five-year term not to exceed \$70,000 per year, for a total not to exceed \$350,000. The proposed agreement is for a four-and-a-half-year term not to exceed \$70,000 per year, for a total not to exceed \$315,000.

#### CONCLUSION:

To maintain the Town's existing Laserfiche services, staff recommends the Town Council authorize the Town Manager to execute the four-and-a-half-year agreement with ECS Imaging, Inc. for a total amount not to exceed \$315,000.

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COORDINATION:

This report was coordinated with the Town Manager's Office, Town Attorney's Office, Community Development Department, Finance Department, and Information Technology Department.

FISCAL IMPACT:

The fiscal impact of the proposed agreement over the next four and a half years will not exceed \$70,000 per year, for a total amount not to exceed \$315,000 over the full term. The cost for these services for FY 2024/25 has been budgeted.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

Attachments:

1. Solution Provider of Record Letter from ECS Imaging, Inc.
2. Sole Source Memorandum
3. Proposed Town/ECS Agreement