



# Agenda Item

## Orange City Council

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**Item #:** 3.6.

12/9/2025

**File #:** 25-0669

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**TO:** Honorable Mayor and Members of the City Council

**THRU:** Jarad Hildenbrand, City Manager

**FROM:** Steven Scardina, Information Technology Manager

### 1. SUBJECT

Agreement with Complete Paperless Solutions, LLC for Laserfiche annual maintenance and dedicated support.

### 2. SUMMARY

The maintenance and support agreement for Complete Paperless Solutions, LLC, the City's Laserfiche document management platform, expires in March 2026. This purchase will extend the support agreement for three years, which includes technical and software support, maintaining software compliance and consistency as well as upgrades.

### 3. RECOMMENDED ACTION

Approve the agreement with Complete Paperless Solutions, LLC for a three-year term totaling \$312,145.40, paid in three one-year increments of \$125,049.66, \$90,755.78, and \$96,339.96 for Laserfiche support, product updates, and enhancements; and authorize the Mayor and City Clerk to execute on behalf of the City.

### 4. FISCAL IMPACT

The expense for this purchase is \$312,145.40 and will be funded in General Fund (100), formerly Information Technology Fund (780):

100-1601-56999 Other Repair / Maintenance Services

\$125,049.66 is applicable to FY2025-2026.

### 5. STRATEGIC PLAN GOALS

Goal 5: Improve Infrastructure, Mobility, and Technology

### 6. DISCUSSION AND BACKGROUND

The City makes heavy use of Laserfiche for document management purposes and considers it the system of record for all City documents. The current Laserfiche Software Assurance Plan renews annually in March. This agreement will provide license renewal and support of Laserfiche as well as training.

The City must be partnered with one of Laserfiche's resellers to support the software. On February 8, 2022, the City Council approved a 1-year agreement with Complete Paperless Solutions, LLC (CPS) after having evaluated competing resellers. On February 14, 2023, the City Council approved a 3-

year agreement with CPS. During the 3-year timeframe CPS implemented a candidate process portal for local elections.

On December 12, 2023, the City Council approved the purchase of Assureon Trusted System and support from CPS. This 3-year agreement contains the continued licensing and support for the trusted system and adds a records management engine component to more comprehensively support the trusted system technology.

Staff are very happy with the partnership and services provided by CPS and recommend approval of the agreement.

## **7. ATTACHMENTS**

- Agreement with Complete Paperless Solutions, LLC