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**CITY OF TEMPE**  
**REQUEST FOR COUNCIL ACTION****Council Meeting Date: 06/23/2016**  
**Agenda Item: 5B7**

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**ACTION:** Approve a one-year sole source contract renewal for software maintenance and support services with Hyland Software, Inc. for the City's document imaging and agenda management applications used City-wide.

**FISCAL IMPACT:** Total amount of this contract will not exceed \$60,578.82. Sufficient funds have been appropriated in the General Fund - cost center 1991 (IT Administration) for the anticipated expenditures in the current fiscal year.

**RECOMMENDATION:** Approve the contract renewal.

**BACKGROUND INFORMATION:** (IT09-037-006) The City has used the Sire Document Imaging application since 2002 and Sire Agenda Plus application since 2008.

The Sire Document Imaging application serves as the City's only storage media repository for such documents as Police records and Court case files. In addition to the Sire Document Imaging module, the annual maintenance and support covers the following document imaging modules: Sire Capture, which provides the ability to rapidly scan and index documents in large quantities; Sire Cold, which is used to capture and store W2's; Sire Print, which prints Police records in the Prosecutor's office; and Sire Workflow, which routes documents throughout the City.

This procurement is considered a sole source as Hyland Software, Inc. is the only company that can provide software updates and support for these products.

Contractor Performance

The performance of Hyland Software, Inc. was rated by City staff on the following criteria:

Criteria	Rating
Personnel are responsive, cooperative and available	B
Overall quality of products or services delivered	B
Timeliness of performance	B
Quality of follow-up in resolving complaints or problems	B
Firm's promptness in submitting accurate invoices	B

A = Exceeds Standards; B = Meets standards; C = Below Standards

Renewal Cost

This year's price represents a 3.95 percent increase from the previous year's pricing. Software maintenance renewals typically include a 3 to 10 percent price increase on average.

**ATTACHMENTS:** N/A

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Department Director: Renie Broderick, Internal Services Director  
Legal review by: David Park, Assistant City Attorney  
Prepared by: Ted Stallings, CPPB, Procurement Officer