



Town of Aurora Information Report

No. CS17-035

Subject: Using Laserfiche for Contract Management

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Department: Corporate Services

Date: November 7, 2017

In accordance with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming General Committee or Council meeting agenda for discussion.

Executive Summary

The Town currently uses an Electronic Document and Records Management System called Laserfiche to manage Town records. Council requested that staff look into a process to manage contracts. Any contract entered into by the Town is considered a Town record, and therefore, staff are able to use Laserfiche to manage all types of contracts.

- The Town will save costs by using Laserfiche to manage its contracts.
- Automating contracts will make the process more efficient and will improve risk management and compliance.

Background

In 2015, the Town entered into an agreement with Ricoh Canada Inc. ("Ricoh") for the implementation of an Electronic Document and Records Management System ("EDRMS") called Laserfiche, a central repository that manages and maintains the Town's records. All Town records, including contracts, are stored in Laserfiche.

In January, 2016, Council directed staff to report back on options for a process to manage leases and other agreements. In essence, Council was requesting an automated contract management system (an "ACMS"), whereby contracts will be reviewed, approved and managed in one system. Stages of an ACMS may include: contract request, contract templates, review and approval, electronic signatures,

contract renewal and amendment, and contract records. Once the contract is fully signed by all parties, staff will be notified of key dates and events, such as renewal terms, and expiry of insurance.

Ricoh has informed staff that there is an ACMS component of Laserfiche. As such, the Town already has the software to be able to manage its contracts. Over the next few months, Town staff will implement the notification process, whereby staff who manage the contract and Legal Services staff will be notified of key dates and events in advance of those dates occurring. By the end of 2018, staff is intending to fully automate the contract process. Further, staff intend to eventually extend the process to automate Town by-laws and policies.

Analysis

The Town will save costs by using Laserfiche to manage leases and other contracts.

During the implementation of the EDRMS system, staff were able to save costs in various areas and as such, staff believe that they will be able to stay within budget by adding the ACMS module.

In addition, by using Laserfiche, contracts will be stored electronically in a central location. Eventually, this will decrease costs related to the storing, printing and destruction of records.

Lastly, there will be limited training involved, which will be provided in-house. Once contracts are fully automated, the necessary training will be given to those employees who will use Laserfiche to request the drafting, review and approval of contracts.

Automating contracts will make the contract process more efficient and will improve risk management and compliance.

Most contracts contain important dates and obligations that staff must monitor. In order to ensure that contracts are up to date, Laserfiche may be used to send an email to staff of upcoming key dates and events before the date or event occurs. For example, if the term of a lease is to expire, then the staff managing the contract and Legal Services staff will receive a notification ahead of the expiry date so that staff may begin to draft the renewal contract so that there is no delay and the contract doesn't lapse. In addition, many contracts require a vendor or a developer to provide insurance certificates to the Town on an annual basis. Insurance certificates are necessary to

minimize risk. Laserfiche automatically emails the staff person monitoring the contract on an annual basis so that an up-to-date insurance certificate may be obtained. Having a notification process will also ensure that dates or obligations are not missed in the event of staff turnover.

Lastly, with an ACMS, the contract will follow a workflow process. Staff will be able to track the contract in progress. Automating the contract management process makes it possible for staff to instantly locate a contract. Further, contracts can be tracked based on types, parties and time taken to complete the process for quality control purposes.

Advisory Committee Review

Not applicable.

Financial Implications

The ACMS module of Laserfiche costs around \$12,000.00. At this time, staff believe this can be accommodated within the existing budget.

Communications Considerations

Not applicable.

Link to Strategic Plan

None.

Alternative(s) to the Recommendation

1. Council may direct staff to explore other software that automates the contract process.

Conclusions

Council directed staff to report back on options for a process to manage leases and other agreements. There is a contract management component within Laserfiche, a software already used by the Town. As such, the Town will work with Ricoh to implement the ACMS required to manage contracts.

Attachments

None.

Previous Reports

LLS15-034 – Award of RFP LLS2014-69 – Electronic Document and Records Management System (EDRMS)

Pre-submission Review

Agenda Management Team review on October 19, 2017

Departmental Approval



Techa van Leeuwen
Director
Corporate Services

Approved for Agenda



Doug Nadorozny
Chief Administrative Officer