



ABOVE AND BEYOND. BY DESIGN.

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July 26, 2010

To: Mayor Carl Gerlach
Council President Dave Janson
Members of the City Council

From: Vicki Irey, Director of Information Technology

SOFTWARE MAINTENANCE - KnowledgeLake, Inc.

Policy Issue: City policy requires Governing Body approval of expenditures over \$50,000.

Staff Recommendation: Staff recommends entering into an Agreement with KnowledgeLake, Inc. for Software Maintenance and Support of the KnowledgeLake products used in the City's Document Imaging application, in the amount of \$9,257.40 for a one-year period beginning July 1, 2010, renewable annually in an amount not to exceed a 5% increase over the previous year.

Background: The City implemented a Document Imaging solution from KnowledgeLake, Inc. in 2005. At the time of the implementation, the City entered into an Agreement with Choice Solutions, LLC, a KnowledgeLake implementation partner, for implementation and ongoing technical support services. In May, 2010, KnowledgeLake notified the City's IT Department that technical support services would no longer be provided by Choice Solutions, and would be provided directly by KnowledgeLake beginning July 1, 2010.

Annual software maintenance agreements include services for resolving software issues as well as providing improvements and enhancements, and are an important part of nearly all vendor-supplied software applications.

Budgetary Impact: Annual funding for this Agreement is from the IT Operating Budget.

Attachments: Agreement