

CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of an amendment to the Master Services Agreement with GovQA for public records request management to increase the not to exceed amount to \$150,000, plus all applicable taxes.

Wendell Shirley, Acting Police Chief, 452-4177
Melissa King, Administrative Services Manager, 452-4897
Bev Ni, Fiscal Manager, 452-4296
Police Department

Danelle Court, Records Management Program Manager, 452-7899
City Clerk's Office

EXECUTIVE SUMMARY

This Resolution increases the not to exceed amount in the Master Services Agreement with GovQA to \$150,000 and will allow the Police Department and City Clerk's Office to continue using GovQA to receive, respond to, track, and retain public record requests submitted to the City of Bellevue.

RECOMMENDATION

Move to adopt Resolution No. 10009

BACKGROUND/ANALYSIS

Prior to 2017, the Police Department and the City Clerk's Office were using separate processes for receiving, responding to, and tracking public record requests. Due to the increasing volume and complexity of requests and the need for more frequent and efficient coordination, staff sought a solution that would streamline and combine processes and procedures. Following a competitive process, WebQA, Inc., doing business as GovQA, was selected to provide public records request management services and the City executed a Master Services Agreement in August 2017.

GovQA allows the City Clerk's Office to coordinate responses to requests with other City Departments and maintain records of all communication and time spent. This also allows for the Police Department and the City Clerk's Office to refer customers to each other with minimal impact to the customer, providing customers with a single point of contact throughout their request process.

GovQA tracks metrics required for annual reporting to the Joint Legislative & Audit Review Committee (JLARC). It also mirrors City retention policy for closed requests and allows staff to run a report that will archive qualified requests, maximizing digital storage space.

In 2020, staff amended the agreement with GovQA to add additional services, specifically, three additional redaction licenses and additional data storage.

The existing Master Services Agreement is in effect until the City decides to terminate. Currently, the not to exceed amount in the agreement is capped at \$90,000. Staff are seeking Council approval to increase the not to exceed amount to \$150,000, to cover the services outlined in the agreement and continue the additional services added in 2020.

POLICY & FISCAL IMPACTS

Policy Impact

Bellevue City Code 4.28.040 requires Council approval for contracts in excess of \$90,000.

Fiscal Impact

This amendment will increase the not to exceed amount in the GovQA agreement to \$150,000. Sufficient funding exists to cover the cost of services within the City Clerk's Office and Police Department's 2021-2022 General Fund biennial budgets.

OPTIONS

1. Adopt the Resolution authorizing execution of an amendment to the Master Services Agreement with GovQA for public records request management to increase the not to exceed amount to \$150,000, plus all applicable taxes.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 10009

AVAILABLE IN COUNCIL LIBRARY

GovQA Master Services Agreement
Amendment #2 to Master Services Agreement