

**Document and Workflow Digitization Contract  
City of Waukesha – OPG-3, Inc.**

This Contract is by and between the City of Waukesha, a Wisconsin municipal corporation, 201 Delafield Street, Waukesha, Wisconsin 53188, referred to herein as the City; and OPG-3, Inc., 8030 Old Cedar Avenue South, Bloomington, Minnesota 55425, referred to herein as the Contractor. Together, the City and Contractor are referred to as the Parties.

**Recitals**

The City published a Request for Proposals, referred to as the RFP, for digitizing the City's paper documents and manual workflows.

The RFP provided that the scope of work in the winning bidder's proposal would be incorporated into a formal contract for execution by the bidder and the City.

The Contractor was selected as the winning bidder.

Now, therefore, the City and the Contractor agree and contract as follows:

1. **Contractor Services.** The Contractor shall perform the following Contractor Services for the City:
  - a. Bulk processing of current paper documents, as described in Tab 1 of the attached Schedule A, which is incorporated into this Contract by reference.
  - b. Document management and document lifecycle, as described in Tab 2 of Schedule A.
  - c. Digital workflows, as described in Tab 3 of Schedule A.
2. **Fees and Payment Terms.** The City shall pay Contractor for Services according to the fee schedules shown in Schedule B, which is incorporated into this Contract. Contractor shall invoice City as Services are performed, but no more frequently than monthly. All invoices shall be due 30 days after the date of the invoice. The City is exempt from state excise, sales, and use taxes, and invoices shall not add state sales, excise, or use taxes. Sales tax-exemption certificates will be provided to Contractor on request.
3. **Term, Time for Performance.** This Contract shall remain in effect until all Contractor Services are completed. Contractor shall commence performance of the Contractor Services immediately upon commencement of the Term. The Contractor Services described in Tabs 2 and 3 of Schedule A shall be completed no later than November 30, 2020. The Contractor Services described in Tab 1 of Schedule A shall be completed no later than January 31, 2021. Any additional Contractor Services agreed upon by the Parties shall be completed by the date mutually-determined by the Parties.
4. **Work Orders, Incorporation of this Contract.** The Parties may execute individual work orders for Contractor Services as needed. All work orders shall incorporate the terms and conditions of this Contract.
5. **Software Licensing.** City acknowledges that it may be required to enter into third-party software licensing agreements or other third-party contracts in conjunction with the Contractor Services, and the Parties agree that City shall not unreasonably refuse to execute such other contracts, but may attempt to negotiate more-favorable terms than those presented.
6. **Subcontractors.** City acknowledges that Contractor will sub-contract with Scanning America, Inc., for provision of certain of the Contractor Services. Contractor will be solely responsible for ensuring Scanning America, Inc.'s performance of services, and for payment of Scanning America, Inc.'s invoices for services. City shall reimburse Contractor for payment of invoices presented by Scanning America, Inc. for services performed in connection

with the Contractor Services, according to the rates shown in Schedule B. No other subcontractors or assignments of this Contract are permitted without the City's express written consent.

7. **Project Management, Standard of Care.** Contractor shall perform the Contractor Services according to the terms of Tab 4 of Schedule A. Contractor and any subcontractors shall perform the Contractor Services according to generally-accepted practices and standards of the industry in which Contractor works.
8. **Ownership of Work Product.** All materials produced in the performance of the Contractor Services shall be the sole property of the City, and shall be kept confidential and not disclosed to any third party without the prior written permission of the City.
9. **Changes.** This Contract, and all work orders executed pursuant to it, can only be amended by the written, mutual agreement of the Parties.
10. **Indemnification.** Contractor shall indemnify and hold the City harmless from any and all third-party claims, demands, causes of action, lawsuits, judgments, penalties, or other liabilities of any kind, including reasonable attorney fees and court costs, to the extent caused by: (1) Contractor's acts or omissions in the performance of the Contractor Services; (2) Contractor's misappropriation or improper use of intellectual property; or (3) Contractor's failure to pay its subcontractors or suppliers despite having received payment from the City.
11. **Insurance.** Contractor shall maintain insurance of the following kinds and for not less than the following limits, at Contractor's sole expense, at all times during the performance of the Contractor Services. Policies shall be occurrence, and not claims-made, policies. Contractor shall obtain an endorsement making the City an additional insured, and Contractor's insurance shall be primary, not excess, and non-contributory. All policies shall be from insurers licensed to issue such policies in Wisconsin. Upon the execution of this Contract, Contractor shall deliver a certificate of insurance to City showing that all requirements of this section are met.
  - a. Commercial general liability, including products-completed operations, \$1,000,000 per occurrence, \$2,000,000 aggregate per project.
  - b. Automobile liability, \$1,000,000 bodily injury, \$1,000,000 property damage.
  - c. Excess liability-umbrella, \$5,000,000.
  - d. Worker compensation, statutory requirements.
12. **Record Keeping.** Contractor shall keep all documents and records generated in the performance of the Contractor Services for no less than 7 years after completion of the Contractor Services, and shall make them available to the City at the City's request. Contractor acknowledges that such documents and records may be subject to Wisconsin's Open Records Law.
13. **No Smoking.** The City is a smoke-free environment. Contractor shall ensure its employees and sub-contractors will not smoke or use tobacco products, and will not use electronic cigarettes, while on City property.
14. **No Illegal Drug Use.** The City is a illegal-drug-free environment. Contractor shall ensure its employees and sub-contractors will not possess, use, or be under the influence of any illegal drug or controlled substance while on City property or while performing any Contractor Services.
15. **Cooperation by City.** The City shall cooperate with the Contractor in the performance of the Contractor Services, and shall respond timely to all reasonable requests for information and access.
16. **Parties Are Independent Contractors.** Nothing in this Contract shall be construed to create any relationship between the Parties other than independent contractors. Unless specifically provided in this Contract, the

Parties are not agents for one another, have no authority to bind the other to contracts, and have no vicarious liability for the other's acts or omissions.

17. **Governmental Immunities and Notice Requirement Preserved.** Nothing in this Contract shall be construed to be a waiver or modification of the governmental immunities or notice requirements imposed by Wis. Stats. §893.80 or any other law.
18. **Permits and Licenses.** Contractor shall be responsible, at Contractor's expense, for obtaining all permits and licenses required for the performance of the Contractor Services unless expressly agreed by the City.
19. **Notices.** All notices required by this Contract, and all other communications between the Parties, shall be addressed as follows:

To the City:           Attention: Chris Pofahl  
                                  City of Waukesha  
                                  201 Delafield Street  
                                  Waukesha WI 53188

To Contractor:       OPG-3, Inc  
                                  8030 Old Cedar Avenue South  
                                  Bloomington, MN 55425

20. **Corporate Authorization.** The individuals executing this Contract on behalf of the Contractor warrant and represent that they are duly authorized to bind the Contractor to this Contract. Contractor warrants and represents that the execution of this Contract is not prohibited by the Contractor's articles of incorporation, by-laws, operating agreement, or other internal operating orders, or by any applicable law, regulation or court order. Contractor shall provide proof upon request.
21. **Assistance of Counsel, Voluntary Contract.** The Contractor acknowledges that it has either had the assistance of legal counsel in the negotiation, review and execution of this Contract, or has voluntarily waived the opportunity to do so; that it has read and understood each of this Contract's terms, conditions and provisions, and their effects; and that it has executed this Contract freely and not under conditions of duress.
22. **Adequacy of Consideration.** The Parties acknowledge that the consideration expressed in this Contract is adequate and sufficient to make the obligations contained in this Contract binding upon the Parties.
23. **Costs of Enforcement.** The Parties agree that in the event legal action is necessary to enforce any term or condition of this Contract, then the breaching Party will pay the non-breaching Party's costs incurred in such legal action, including actual attorney fees. If a judgment is taken, then costs of enforcement will be added to the judgment.
24. **Severability.** If any term of this Contract is held unenforceable by a court having jurisdiction, then to the extent the unenforceable term can be severed from the remainder of this Contract without affecting the enforceability of the remainder of this Contract or substantially frustrating its purpose, it will be so severed, and the remainder of this Contract will remain in effect and enforceable.
25. **Survival and Parties Bound.** Unless specifically limited in this Contract, any term, condition or provision of this Contract will survive the execution of this Contract or any stated time periods, to the extent necessary for their performance. This Contract is binding upon, and inures to the benefit of, the Parties' successors, assigns, heirs, executors, trustees and personal representatives.
26. **Governing Law and Jurisdiction.** This Contract will be construed and enforced according to the laws of Wisconsin. If a lawsuit arises out of this Contract, it shall be filed in the state Circuit Court for Waukesha

County, Wisconsin. The Parties consent to personal and subject-matter jurisdiction in Wisconsin, and waive all jurisdictional defenses.

**City of Waukesha**

\_\_\_\_\_  
By Shawn N. Reilly, Mayor  
Date: \_\_\_\_\_

\_\_\_\_\_  
Attested by Gina L. Kozlik, City Clerk  
Date: \_\_\_\_\_

To certify that funds are provided for payment:

\_\_\_\_\_  
Diane M. Gard, Interim Director of Finance  
Date: \_\_\_\_\_

**OPG-3, Inc.**

\_\_\_\_\_  
By Ivan Franklin  
Title: VP of Sales  
Date: \_\_\_\_\_

\_\_\_\_\_  
By (print name) \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

# Schedule A

## Tab 1 – Bulk Processing of Current Paper Documents

### Document Preparation

Document preparation is the first step in the scanning process. This step involves many tasks that get the paper ready for high-speed scanning, including staple removal, relocation of post-it notes obscuring information, un-folding oversize sheets, etc. Scanning America also inserts bar coded file separation sheets during this process to delineate between the beginning and end of each individual file.

### Document Capture

As the documents are prepped, they are placed into queue for scanning. Scanning America uses IBML Open Track scanners. The IBML scanners are designed and manufactured in Birmingham, Alabama and lead the industry in quality and performance. We have chosen to use these scanners because they have several key features which make them excellent scanners for backfile scanning. They have very effective paper feeding systems that reliably feed individual pages of various sizes and thicknesses.

We scan the front and back of every piece of paper. We then view large thumbnails of the images on-screen to look for blank images. Blank images are deleted, and you are not charged for them. Also, during this on-screen review, our staff is looking for images which are not accurate representations of the source documents. If any are found, the corresponding paper is located, and the page is rescanned into an accurate likeness of the paper document.

All of our scanners have ultrasonic double-feed detection that prevents pages from being missed during the scanning process. This process passes a beam of ultrasound through paper as it feeds into the scanner. The sensors can detect even the slightest amount of airspace that exists between any two sheets of paper. It then stops the scanner and the operator clears the double feed. All of our scanners are regularly maintained by manufacturer-certified technicians and are cleaned and calibrated multiple times per shift by our own staff.

### [Ensuring that all documents are scanned](#)

Making sure that all documents are scanned is one of the most important parts of any scanning project. Scanning America has gone to great lengths to ensure that no documents are missed. This process starts by breaking documents into batches then numbering and bar-code labeling the batches. Each sticker contains project-specific information, including: Client Name, Project Name, Project Number and Batch number. This ensures that batches are always identifiable and associated with a specific project. These batch numbers are then entered into Scanning America's eProject tool. Within eProject, every batch must be logged into and completed by a scanner technician. This ensures that every batch is scanned.

### Image Quality

Image quality is of utmost importance in any scanning project. Scanning America has invested in the equipment we have deemed as the best available. Rather than buying all equipment from a single manufacturer, Scanning America has identified and acquired the best equipment, regardless of the manufacturer. Great equipment alone will not ensure excellent quality images. Well trained employees are required to get the most from the equipment. All Scanning America employees that operate scanners have been required to undergo training on the scanners and demonstrate core competency in

operating their equipment. Scanner operators must also be capable of cleaning and calibrating their equipment.

As the documents are scanned, the scanned images are placed into queue for Image QC and Indexing. During this process, each scanned image is viewed on-screen by Scanning America employees. Any images which are determined to be illegible are flagged and in a later process compared to the original paper to ensure that the image capture is an accurate representation of the source document.

### Image Indexing

SAI utilizes a double key method for indexing. Any field that needs to be manually keyed will be done by two different operators keying the same information from two different workstations while viewing the digitized images on their computer screens. Then, a computer check of the indexed fields locates any two corresponding fields that do not match. We then have a third operator verify the correct information and re-key the unmatched indices. These extra steps, while costing more to provide, allows us to maintain the highest level of accuracy.

SAI will utilize a data extract provided by the City to automatically link the additional metadata fields required. This helps to streamline the indexing process while making it as cost efficient as possible. Utilizing the data extract also provides another validation procedure and further enhances accuracy.

### Optical Character Recognition

If desired by the City, Scanning America will perform Optical Character Recognition on all images containing electronically generated or typed text. OCR will allow the staff to do text searches for specific words, phrases or numbers. OCR will give the staff the ability to find very specific information within the files without having to visually go through each page. OCR works on type written or electronically generated text, but not on handwriting. (The Laserfiche ECM system that the Client is considering implementing has OCR as one of its core software features. The Client may prefer to use that feature to selectively perform OCR on only certain ranges of documents once they've been attached to the repository.)

### Image Delivery

SAI will send rolling deliveries of the City's digitized files in batches as we finish them. The images and .LST or .XML data files will be formatted so that the deliverables can be attached directly into your Laserfiche content management application. The images, data and import files will be delivered via securely encrypted USB drives.

### Post-Production Storage of Documents

Scanning America offers free 90-day storage of all source documents that are converted at our production facility. This gives our clients the time to look at and work with the digitized files before deciding on final disposition of original paper files. If clients would like to continue having their documents stored, we can provide pricing for long term storage. The 90-day storage period begins when Laserfiche deliverables are provided to the Client.

## Tab 2 – Document Management & Document Lifecycle

Laserfiche is one of the nation’s foremost Enterprise Content Management systems. OPG-3 has over 20 years of experience implementing Laserfiche in similar cases aligning with the needs of the City of Waukesha. Laserfiche implements a nested folder structure to create logical organization within a central document repository.

Laserfiche utilizes a templated framework for the creation, organization, and management of documents within the repository. These templates are customized based on the different types of documents to be brought into the system. Metadata fields are completed (auto-filled when possible) to build on the organization within the system. Metadata is utilized to automatically name, file, and route documents through an approval process.

### Software Components

Laserfiche offers a robust product suite to guarantee that the needs of each organization can be met. Laserfiche also employs a number of different licensing models to present this suite.

<b>Laserfiche Component</b>	<b>Description</b>
<b>Laserfiche Server</b>	Core application and content server. Laserfiche Rio includes unlimited application servers and repositories that can be used to create environments for different organizational units, DEV, UAT, PROD, etc.
<b>Laserfiche Client</b>	Enables users to access repository content through a desktop application.
<b>Laserfiche Web Client</b>	Enables users to access repository content through a web browser.
<b>Laserfiche Mobile</b>	Enables users to access repository content through an Android, iOS, or Windows Phone application.
<b>Laserfiche Web Administration Console</b>	Enables administrators to manage an installation through a web browser.
<b>Laserfiche Workflow</b>	Automates content processing and business processes through the configuration of the drag-and-drop Workflow Designer.
<b>Laserfiche Snapshot</b>	Virtually prints content into Laserfiche as a TIFF image, generates associated text for full-text searching, and allows for indexing upon import.
<b>Laserfiche Advanced Audit Trail with Watermark Feature</b>	Tracks attempted and successful events performed in the repository including login, document deletion, and audit configuration modification.
<b>Laserfiche Digital Signatures</b>	Applies to electronic forms or to documents using a signing certificate.

<b>Laserfiche Microsoft Office Integration</b>	Allows for direct content import as well as indexing capabilities from a Laserfiche ribbon at the top of all Microsoft Office products. Within Outlook, emails and attachments can be imported to the repository with a single click and auto-indexed with information such as sender, subject, time received, etc.
<b>Laserfiche SharePoint Integration</b>	Enables users to browse and search Laserfiche contents from SharePoint and send content from SharePoint to Laserfiche.
<b>Laserfiche Records Management</b>	Provides integrated, DoD 5015.2 certified records management functionality to keep track of documents through their complete records lifecycle.
<b>Laserfiche Forms</b>	Enables organizations to collect, route and process information captured through electronic forms.
<b>Laserfiche Connector</b>	Provides a non-programmatic means for integrating Laserfiche with a line of business applications.
<b>Laserfiche Quick Fields Complete</b>	Provides batch processing capabilities assisting in automated data capture and storage through document classification, real-time lookups, zone OCR, auto-redaction, etc.
<b>Laserfiche Quick Fields Agent</b>	Enables scheduling of Quick Fields sessions to have them run unattended.
<b>Laserfiche Import Agent</b>	Monitors network folders and imports files into the Laserfiche system. Upon import, this utility can perform OCR as well as index and route documents based on the Window's file path or file name.
<b>Laserfiche SDK</b>	Includes access to the same Web Services, APIs, and libraries used to develop the Laserfiche client applications.
<b>Laserfiche DocuSign Integration</b>	Enables organizations to initiate a signing process with DocuSign from Laserfiche Web Client simply by choosing a document, DocuSign template, and who needs to sign it, while saving signed documents as a new version of the original.
<b>Google Drive Integration</b>	Enables users to quickly capture and centrally store all Google Drive content without needing to export it first.
<b>OneDrive Integration</b>	Enables users to quickly capture and centrally store all OneDrive and OneDrive Business content without needing to export it first.



## Laserfiche Licensing Options

Laserfiche currently offers 3 product lines that represent different approaches to licensing:

- **Laserfiche Subscription** – is a named user licensing model tied to an annual subscription. The key differentiator for the subscription license is that nearly all components are bundled with the user licenses so there's no need to know exactly what tools are needed at the time of deployment. This provides a great deal of flexibility when designing solutions where different groups may have different preferences for user experience. Key components of the subscription model include:
  - Bundled functionality tied to user license simplifies billing/charge back across multiple departments and budget planning for future expansion.
  - Unlimited deployment of advanced capture tools (Quick Fields Complete and Import Agent) significantly lowers the cost (in terms of software cost and time saved through automation) of backfile and day-forward scanning.
  - Unlimited deployment of application servers allows for a great deal of deployment flexibility.
  - Allows the ability to add licenses at any time with their subscription cost pro-rated and allows “right-sizing” of license count and allocation (across license types) annually.
- **Laserfiche Rio** – is a perpetual named user licensing model that is purchased up front with an annual support and maintenance subscription (Laserfiche Software Assurance Plan or “LSAP”) that includes technical support and software updates. Laserfiche Rio bundles core document imaging, management and workflow functionality but other options are available “a-la-carte.” Core components of the Laserfiche Rio model include:
  - Unlimited deployment of application servers allows for a great deal of deployment flexibility.
  - Choice of interface through Windows, Web and Mobile applications.
- **Laserfiche Cloud** – is a cloud-based named user licensing model tied to an annual subscription. Laserfiche Cloud allows for 100 GB storage/user on AWS servers and bundles most functionality available with the user license, so most needs can be met for processes to be implemented. This allows for flexibility when designing solutions for our clients.

From a solution design standpoint, Laserfiche Subscription is the most attractive licensing model – especially considering the number of documents needed to be scanned into the system. The ability to utilize the full breadth of the Laserfiche Quick Fields capture suite to design automated capture processes for each department without the need to purchase additional software is particularly compelling.

A breakdown of how the different licensing options are packages is provided below:

Feature comparison of licensing options

	Laserfiche Subscription	Laserfiche Rio	Laserfiche Cloud
Unlimited deployment of application servers	✓	✓	X
Multiple repositories	✓	✓	✓
Laserfiche Workflow	✓	✓	✓
Laserfiche Records Management Edition	✓	\$ 10% add-on to user licenses	✓
Laserfiche Advanced Audit Trail	✓	✓	✓
Laserfiche Forms Essentials	✓	✓	✓
Laserfiche Forms Professional	✓	\$ 10% add-on to user licenses	✓
Laserfiche Web Access	✓	✓	✓
Laserfiche Forms Portal	\$ Per server	\$ Per server	\$ Per number of submissions
Laserfiche Public Portal	\$ Per server	\$ Per server	✓ For Maximum 100 Views/Month \$ For Options More Than 100 Views/Month
Laserfiche Mobile	✓	✓	✓
Laserfiche Connector	✓	\$ 5% add-on to user licenses	✓
Laserfiche Quick Fields	✓ Unlimited installs of Quick Fields Complete	\$ Priced per workstation and feature set	\$ 15% add-on to user licenses for Quick Fields Complete
Laserfiche Quick Fields Agent	✓ Unlimited installs	\$ Priced per server	\$ 5% add-on to user licenses
Laserfiche Import Agent	✓ Unlimited installs	\$ Priced per installation	✓
Laserfiche SDK	\$ Per organization	\$ Per organization	\$ Per organization

Legend:	✓ included in user cost	\$ additional cost	X not available
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## Laserfiche On-Premises Subscription Licensing

Laserfiche employs a named user licensing model tied to an annual subscription. Laserfiche bundles a great deal of components and functionality that is usually sold as separate products. This strategy allows organizations to start with a cost-effective pilot project while gaining immediate access to the tools necessary to build out a scalable process automation platform. The primary license types are:

- Named Full Users
- Named Participant Users

A Named Full User has full access to all Laserfiche applications and can be granted the rights and privileges needed to:

- Configure and administer the overall system
- Build forms, business processes and workflows
- Perform records management activities
- Capture and update documents directly into the repository
- Start and participate in business processes
- Build and access reports and dashboards

A Named Participant has access to the Laserfiche Web, Windows and Mobile applications and can be granted rights to perform limited actions including:

- Start and participate in business processes
- Access documents from the repository in read-only mode

## Bundled functionality

All Laserfiche solutions include document related services (document imaging, document management, records management), choice of interface (Windows, Web and Mobile), advanced capture and process automation. Laserfiche also provide the ability to deploy an unlimited number of environments/application servers. The specific Laserfiche components include:

- **Laserfiche Repository** – scalable and secure document repository that has gained perpetual certification from the Department of Defense for records management, security, auditing and reporting.
- **Laserfiche Workflow** – powerful and flexible automation tool that manages the repository, synchronizes data with other applications and provides lower level process automation routines that can be called by other applications.
- **Laserfiche Forms Professional** – web-based forms and process automation suite that includes simple forms design and process modelling tools, supports advanced functionality and comes with a library of more than 110 business process templates.
- **Laserfiche Quick Fields Complete** – advanced document capture platform that includes document recognition, data extraction and validation and image processing tools that can be applied to documents regardless of how they're captured.
- **Laserfiche Connector** – wizard driven integration utility that can image enable, extract metadata from and push information into Windows and Web applications.

## Laserfiche On-Premises Rio Licensing

Laserfiche Rio licensing employs a hybrid named user licensing model with a mix of perpetual and subscription licenses. Laserfiche bundles a great deal of components and functionality that is usually sold as separate products. This strategy allows organizations to start with a cost-effective pilot project while gaining immediate access to the tools necessary to build out a scalable process automation platform. The primary license types are:

- Perpetual Named Full Users
- Subscription Named Participant Users

As perpetual licenses, there is a one-time license acquisition cost and annual support and maintenance that provides technical support and software updates. A Named Full User has full access to all Laserfiche applications and can be granted the rights and privileges needed to:

- Configure and administer the overall system
- Build forms, business processes and workflows
- Capture and update documents directly into the repository
- Start and participate in business processes
- Build and access reports and dashboards

As a subscription license, there is an annual fee that bundles the software, support and updates. A Named Participant User has access to the Laserfiche Web, Windows and Mobile applications and can be granted rights to perform limited actions including:

- Start and participate in business processes
- Send documents to the repository by attaching to a form
- Access documents from the repository in read-only mode

### Bundled functionality

The proposed Laserfiche solution includes document related services (document imaging and document management), choice of interface (Windows, Web and Mobile), wizard-driven integration and process automation tools. The specific Laserfiche components include:

- **Laserfiche Repository** – scalable and secure document repository that has gained perpetual certification from the Department of Defense for, security, auditing and reporting.
- **Laserfiche Workflow** – powerful and flexible automation tool that manages the repository, synchronizes data with other applications and provides lower level process automation routines that can be called by other applications.
- **Laserfiche Forms Professional** – web-based forms and process automation suite that includes simple forms design and process modelling tools, supports advanced functionality and comes with a library of more than 110 business process templates.
- **Laserfiche Connector** – wizard driven integration utility that can image enable, extract metadata from and push information into Windows and Web applications.
- **Laserfiche Records Management Edition** – includes tools for formal records management to be aligned with the goals of the City.

## Laserfiche Cloud Licensing

The Laserfiche Cloud License introduces a straightforward annual fee including software licenses, hosted storage, technical support and software updates. This licensing option provides a Software as a Service (SaaS) solution hosted on Amazon Web Services.

The Cloud Named Full User License bundles the following products/functionality with each named user:

- 100 GB Storage Per User
- 10 GB Network Per User Per Month
- Web, Mobile and Desktop Clients
- Web Administration Console
- Laserfiche Scanning
- Laserfiche Snapshot
- Laserfiche Import Agent
- Forms
- Records Management
- Advanced Audit Trail with Watermark Feature
- Laserfiche Connector
- Digital Signatures
- Integrations with:
  - Microsoft Office
  - Google Drive
  - OneDrive
  - DocuSign

## Server Specifications for On-Premises Options

Below are the minimum server specifications for Laserfiche.

**Processor Type (CPU):** Pentium 4, AMD Opteron, AMD Athlon 64, or more recent processor (at least 1.8 GHz); a 64-bit CPU is required, and the operating system must be an x64 version

**Memory:** 2 GB RAM (4 GB Recommended)

**Operating system:** Windows Vista (Service Pack 2), Windows Server 2008 (Service Pack 2), Windows 7 (Service Pack 1), Windows Server 2008 R2 (Service Pack 1), Windows 8, Windows Server 2012, Windows 8.1, Windows Server 2012 R2, Windows 10, Windows Server 2016

**Database engine:** Microsoft SQL Server 2005 (Service Pack 4), Microsoft SQL Server 2008 (Service Pack 3), Microsoft SQL Server 2008 R2 (Service Pack 2), Microsoft SQL Server 2012 (Service Pack 2), Microsoft SQL Server 2014, Microsoft SQL Server 2016

## Utilizing Active Directory and/or Azure AD to Define Roles and Security

Laserfiche employs a multi-level security model that provides the ability to secure the system (user and administrator activity, access to objects and data, etc.) in multiple ways. Primarily, security is set at the user or group level and groups can be synchronized with Active Directory. Laserfiche is also supported in Azure and specifically supports ADFS and Azure SQL. Feature Rights are global rights that generally determine what a user can do within the system and Access Rights (using inheritance and scoping) determine where a user can perform those actions. Access rights can be used to further restrict what has been provided through feature rights.

System configuration and administration capabilities are distributed across a series of administrative privileges assigned at the user or group level and are separate from access rights and feature rights. For example, a system administrator can be given the ability to manage users but not view any documents within the system.

Additional layers of security can be configured as fields, templates and volumes can be secured separately from feature rights and access rights. Additionally, the use of security tags can be utilized to supersede access to documents and folders assigned via access rights.

## Retention Schedules

Built into Laserfiche's core is the ability to manage the lifecycle of records. OPG-3 has experience with managing the lifecycle of records in several ways. Utilizing Laserfiche Records Management Edition (RME) is the most effective method to managing electronic documents in line with record retention schedules at an organization. OPG-3 has also handled record retention by manipulating metadata fields to notify users when documents are ready to be purged.

Laserfiche RME is DoD 5015.2 certified for records management. RME is designed to manage the process of formal records management (cutoff, retention, and disposition) while making the user experience efficient and easy.

## Tab 3 – Digital Workflows

Menu Solutions are customizable frameworks that OPG-3 has developed by working closely with cities over the years to identify common business problems and develop repeatable solutions that will benefit most cities. Starting with a framework allows us to constrain the scope of a project, simplify the discovery phase and deliver solutions in a more efficient and cost-effective manner. In most cases, the cost associated with implementing a Menu Solution is 50% of what it would cost to start from scratch.

OPG-3 has a corporate goal to add 6 Menu Solutions (across all markets) each year. We work with customers to identify common problems, analyze the underlying business process and develop a solution that can be developed as a templated framework. To offset the cost of these initial projects, OPG-3 donates 50% of the development time as the components of the solution will be re-used for other customers.

### Overview of Menu Solutions (Digitized Workflows)

Project/Process	Description	Pain Points	Benefits/ROI
Employee files capture and retention	Streamlined capture process that utilizes dynamic fields to simplify indexing. Includes: <ul style="list-style-type: none"> <li>• Auto-filing and management of file plan</li> <li>• Employee name change process</li> <li>• Employee termination process</li> <li>• Employee re-hire process</li> </ul>	<ul style="list-style-type: none"> <li>• Employee records created and stored in multiple locations makes it difficult to manage</li> <li>• Compliance with rules/regulations related to employee records management</li> <li>• Difficult to make certain documents available as needed while protecting others</li> <li>• Difficult to know if proper documentation has been collected, is up to date, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Potential cost of non-compliance is high. Many companies have had to pay fines, settlements, etc.</li> <li>• Immediate benefit – eliminate all pain points related with managing physical records with compliance as a byproduct.</li> <li>• Near-term benefit – move towards electronic forms and process automation for most employee document related processes – updated tax documents, open enrollment, annual reviews, etc.</li> </ul>

<p>Property files (permits and inspections) capture and retention</p>	<p>Centralized address-based file plan integrates documents from multiple departments.</p> <ul style="list-style-type: none"> <li>• Use of PID to perform lookups to streamline indexing provides standardized metadata across document types.</li> <li>• Capture workflow provides auto-filing and management of file plan</li> </ul>	<ul style="list-style-type: none"> <li>• Different departments store address-based files in different places</li> <li>• Leads to duplicate documents, difficulty finding the most up to date version</li> <li>• Can't access documents from other applications i.e. Permitting, Licensing, GIS</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent structure and standardized naming and indexing schema</li> <li>• Consolidated file plan for all address-based files</li> <li>• Use of Connector to make documents available from other applications</li> <li>• Retention parameters applied automatically</li> </ul>
<p>Finance (Checks, Invoices, Journal Entries) capture and retention</p>	<p>Capture process for checks and supporting documentation including:</p> <ul style="list-style-type: none"> <li>• Use of barcodes or text extraction to pull check or transaction number from check or ACH summary</li> <li>• Integration with Finance system to retrieve additional information</li> <li>• Auto-filing and management of file plan</li> </ul>	<ul style="list-style-type: none"> <li>• Can't access supporting documentation from Finance application</li> <li>• Retention rules aren't implemented or filed</li> <li>• Hard for multiple departments to access documents</li> <li>• Limited reporting and sharing (email) capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Well-structured file plan with standardized naming and indexing schema simplifies searching and applies retention automatically</li> <li>• Use of Connector to make documents available from Finance application</li> <li>• Simplified reporting, sharing of documents, decision making</li> </ul>
<p>Council files capture and retention</p>	<p>Capture process for council documents such as agendas, items, minutes and resolutions.</p> <ul style="list-style-type: none"> <li>• Use of dynamic fields to streamline indexing</li> <li>• Use of Import Agent profiles when importing documents created through Legislative Management applications</li> <li>• Auto-filing and management of file plan</li> </ul>	<ul style="list-style-type: none"> <li>• These are public documents and should be easily accessible to the public</li> <li>• Responding to public records requests is time consuming and expensive</li> <li>• Finding specific pieces of information is nearly impossible</li> </ul>	<ul style="list-style-type: none"> <li>• Well organized file plan and full text indexed makes it easy to find specific documents and/or information</li> <li>• Public records can be made publicly available (Public Portal) or simply shared via email</li> <li>• TIFF Group IV format is long-term archival standard and DoD/VERS certification guarantees the fidelity of permanent records</li> </ul>



<p>Admin files capture and retention</p>	<p>Capture process for administrative files such as contracts.</p> <ul style="list-style-type: none"> <li>• Use of dynamic fields to streamline indexing</li> <li>• Auto-filing and management of file plan including retention</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult to find and access documents that support multiple departments</li> <li>• Difficult to manage contracts/contract terms leads to renewal/auto-purchases that shouldn't happen</li> <li>• Retention rules aren't implemented or followed</li> </ul>	<ul style="list-style-type: none"> <li>• Well organized file plan simplifies search, retrieval and reporting</li> <li>• Retention parameters are set automatically</li> </ul>
<p>Post-hire Onboarding</p>	<p>Forms driven business process to manage employee onboarding after a hiring decision is made.</p> <ul style="list-style-type: none"> <li>• Use of Laserfiche Forms to collect employee information and manage onboarding process</li> <li>• Task assignment and management for onboarding tasks and provisioning</li> <li>• Auto filling of "Onboarding Packet" forms to simplify completion by new employees</li> <li>• Can include online upload or digital signature process for "Onboarding Packet"</li> <li>• Automation of tasks depended on integration points of Finance/Payroll system in place</li> </ul> <p>Solution can be extended to include interview/screening process and post-onboarding activities such as training, licensing, annual reviews and offboarding.</p>	<ul style="list-style-type: none"> <li>• The process is manual and difficult to manage in a timely fashion and isn't consistent</li> <li>• Hard to know where things are at in the process and who's responsible for what</li> <li>• Provisioning and setup activities aren't completed before new employee's first day</li> <li>• Employees must fill out "Onboarding Packet" manually</li> <li>• Hiring (i.e. seasonal employees) is cyclical and the manual process creates a bottleneck</li> <li>• New (i.e. younger) employees expect a modern, paperless onboarding experience</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent, standardized experience for everyone involved – especially new hires</li> <li>• Task assignment and deadlines ensure activities are completed on time</li> <li>• Auto-filling of onboarding forms simplifies the process and ensures documentation is completed correctly</li> <li>• Good first impression – having everything set up correctly, having well-organized process, etc. – for new hires</li> </ul>

<p>Invoice Capture and Coding</p>	<p>Process to streamline the capture, approval and coding of invoices</p> <ul style="list-style-type: none"> <li>• Use of imbedded form allows department heads/approvers to review and code invoices in one step</li> <li>• Review and validation steps present invoices and line item coding together</li> <li>• Output of formatted .CSV file for import and posting into Finance application</li> <li>• Can include automated email import and vendor lookup if invoices are sent to a central mailbox (Import Agent required)</li> <li>• Business process to check for payment information and auto-file invoices with retention parameters</li> </ul>	<ul style="list-style-type: none"> <li>• Burdensome for AP to manually get invoices, approval and code into finance application</li> <li>• Non-standardized process leads to late payment penalties, double-payment or payment for goods that haven't been approved and/or delivered</li> <li>• Manually coding invoices is very time intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Form integrated with Finance application streamlines coding process</li> <li>• Imbedded form next to invoice provides visual validation during coding process</li> <li>• Responsibility for capture and approval pushed to departments and recorded via form submission</li> </ul>
<p>Contract Management</p>	<p>Customized implementation of Contract Management System included in Laserfiche Business Process Library</p> <ul style="list-style-type: none"> <li>• Forms process to manage the request, drafting, review, approval and execution of contracts</li> <li>• Update of contract templates using information provided through forms</li> <li>• Processes to manage the contract lifecycle including auditing (for payment/performance milestones), termination, renewal, and proof of insurance</li> <li>• Process to import legacy contracts to be managed by system</li> </ul>	<ul style="list-style-type: none"> <li>• It's hard for multiple departments (requester, Legal, Finance, IT, etc.) to collaborate through a manual process</li> <li>• Hard to manage versions through contract drafting, approval and negotiation</li> <li>• Contract management activities – auditing for payment/performance, keeping vendor documents up to date, renewals and termination – is difficult</li> </ul>	<ul style="list-style-type: none"> <li>• Cost savings associated with not renewing contracts that should be terminated</li> <li>• Formal approval process ensures contracts are executed according to internal business rules</li> <li>• Contract portal makes it easy to manage the lifecycles of all contracts</li> <li>• Automated tasks ensure activities are completed according to schedule</li> </ul>

<p>Agenda Management</p>	<p>Extensible system that uses forms to manage the setup of meetings, acceptance of agenda items and creation of agendas and packets.</p> <ul style="list-style-type: none"> <li>• Web form for submission, review and approval of agenda items</li> <li>• Creation of agenda with links to items</li> <li>• Use of forms to take attendance and record votes</li> <li>• Auto-filing of council documents in well-structured file-plan</li> </ul>	<ul style="list-style-type: none"> <li>• Agenda creation – submission, review and approval of items, ordering and re-ordering items – and publication is extremely time consuming</li> <li>• Managing submission deadlines is difficult</li> <li>• Capturing and organizing supporting documentation is difficult</li> <li>• Sharing agenda and packet is difficult</li> </ul>	<ul style="list-style-type: none"> <li>• Standardized process streamlines the submission, review, and approval of agenda items</li> <li>• System builds agenda with links and compiles packet</li> <li>• Documents are stored in a consistent file plans so they're easy to find and can be made publicly available</li> </ul>
<p>P-Card Reconciliation</p>	<p>Forms-driven process to streamline the reconciliation of P-Card transactions</p> <ul style="list-style-type: none"> <li>• Process to read-through excel report downloaded from bank to identify individual transactions and create tasks for each P-Card user</li> <li>• Form with dynamic list of transactions for each P-Card user to upload receipts and provide required information (including coding)</li> <li>• Auto-filing of forms and documentation as supporting documentation with retention parameters</li> </ul>	<ul style="list-style-type: none"> <li>• Chasing receipts and justification for individual transactions is burdensome</li> <li>• Reconciling billing statements in a timely fashion is nearly impossible</li> <li>• Burden/responsibility falls on Finance department, not P-Card users</li> <li>• Difficult to generate reports to show status of reconciliation tasks by user/transaction/statement</li> </ul>	<ul style="list-style-type: none"> <li>• P-Card users are responsible for reconciling their transactions</li> <li>• Auto-generated tasks (with deadlines) make P-Card users accountable</li> <li>• Reporting and monitoring capabilities make it easy to know where things are at</li> <li>• Automated approval tasks keep supervisors accountable for their department spending</li> </ul>

Expense Reimbursement	<p>Also known as Payroll Claims. Forms-driven process that streamlines and standardizes the way employees make expense reimbursement claims.</p> <ul style="list-style-type: none"> <li>• Form for employees to initiate expense reimbursement process</li> <li>• Use of dynamic options based on user input simplifies form completion</li> <li>• Can be used with mobile devices so employees can access camera roll directly from form</li> <li>• Routing and approval with deadlines to ensure claims are finalized on schedule</li> <li>• Output of formatted .CSV file for import into Finance system</li> </ul>	<ul style="list-style-type: none"> <li>• Making payroll claims is cumbersome and time consuming for employees</li> <li>• Because process is difficult, employees wait too long to claim reimbursement</li> <li>• Keeping track of physical receipts can be difficult and lead to employees not making reimbursement claims</li> </ul>	<ul style="list-style-type: none"> <li>• Simple, modern process for submitting receipts and claims encourages employees to file receipts</li> <li>• Automated approval tasks keep supervisors accountable for departmental spending</li> <li>• Task deadlines allow organizations to publish dates for reimbursement payments</li> </ul>
Online Permitting with Permit Works	<p>Forms-based application built in cooperation with PermitWorks that allows citizens/contractors to apply and pay for permits online and receive their permits digitally.</p> <ul style="list-style-type: none"> <li>• Public facing form allows residents and contractors to apply for permits without visiting City Hall</li> <li>• Tight integration with Permit Works automates tasks such as plan reviews and inspections and calculates fees</li> <li>• Integration with payment gateway allows for online payments</li> <li>• Auto-complete of Word templates and conversion to PDF so permit documents can be emailed directly to applicant</li> <li>• Auto-filing of all documents</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens/contractors must go to City Hall to complete and submit permit applications</li> <li>• Completing physical applications is difficult because applicants don't know what's required</li> <li>• Getting updates on application status is difficult</li> <li>• Must pay for permits via check or cash in person</li> <li>• Citizens/contractors expect a modern process for standard transactions</li> <li>• Manual data entry from handwritten forms is time consuming and error prone</li> </ul>	<ul style="list-style-type: none"> <li>• Can complete entire process online and digitally</li> <li>• Dynamic forms only present fields needed based on choices made so it's easier to complete applications</li> <li>• Automatic task creation based on permit type helps manage process and provide status updates</li> <li>• Acceptance of online payments and emailing of digital permits saves time</li> </ul>

<p>Election Judge</p>	<p>Forms-based application that provides the ability to setup and manage elections, precincts, rosters and training sessions.</p> <ul style="list-style-type: none"> <li>• Election judge application form with dynamic list of questions and automated application storing</li> <li>• Ability to import notes and information from previous judges</li> <li>• Ability to import potential judges from caucus list provided by Secretary of State</li> <li>• Forms for setting up and managing elections, precincts, rosters and training sessions</li> <li>• Communication component allows for mass communication with judges based on custom parameters and templates</li> </ul>	<ul style="list-style-type: none"> <li>• Manually managing elections can take up to six months of time in an election year</li> <li>• Manually accepting applications, maintaining notes from previous elections and incorporating potential applicants from caucus list is burdensome</li> <li>• Setting up and balancing precincts, managing rosters, communicating with judges and making sure trainings have been completed is exceedingly difficult</li> </ul>	<ul style="list-style-type: none"> <li>• The system removes nearly all the manual steps of the process</li> <li>• Maintaining history, providing communication channels and tracking training completion significantly reduces the burden of managing the election</li> </ul>
<p>Field Training Officer</p>	<p>Form-based application to manage the Field Training Officer process for new officers</p> <ul style="list-style-type: none"> <li>• Dashboard that provides the ability to view/manage the different components of the process</li> <li>• Web forms and tasks manage the information collected during the FTO process</li> <li>• Creation and filing of formal documents as outcome of process</li> </ul>	<ul style="list-style-type: none"> <li>• Managing the FTO process manually is exceedingly difficult based on the number of forms required and the number of people involved</li> <li>• It's difficult to show all steps/checks/evaluations/forms have been completed on time</li> <li>• Assembling the final packet to show successful completion of the process is difficult but critical</li> </ul>	<ul style="list-style-type: none"> <li>• Use of digital forms and tasks ensure steps/checks/evaluations/forms are completed correctly and on time</li> <li>• Forms can be accessed from squad car, so information is collected in real-time</li> <li>• Improved user experience for new officers and trainers improves compliance and morale</li> <li>• Reporting and validation of compliance is straightforward</li> </ul>

<p>AP Automation</p>	<p>Business process that simplifies and streamlines the Accounts Payable process. Includes 3-way matching, management of open Purchase Orders and customized business rules for partial payment, closing of POs, etc.</p> <ul style="list-style-type: none"> <li>• Auto import and lookup of vendor data for Purchas Orders and Invoices</li> <li>• Management of open Purchase Orders by vendor to simplify association of receivers and invoices</li> <li>• Use of imbedded forms to streamline coding and validation</li> <li>• Use of links to match Purchase Orders, Receivers and Invoices to simplify validation and approval</li> <li>• Use of business rules to manage approval process and exception handling</li> <li>• Output of formatted .CSV file for import into Finance application for posting</li> <li>• Business process to check for payment and auto-file documents in file plan with retention parameters</li> </ul>	<ul style="list-style-type: none"> <li>• Matching POs, receivers and invoices in a manual process is difficult and time consuming</li> <li>• Manual data entry in Finance application without validating to physical documents is difficult</li> <li>• People receiving goods and approving POs and Invoices don't use Finance system so the burden falls on AP</li> <li>• Without checks in place, it's easy to pay against POs that should be closed, pay the same invoice twice (or more) and pay for goods that haven't been received</li> <li>• Reporting and finding backup information can be difficult for users who don't have access and extensive knowledge of the Finance system</li> </ul>	<ul style="list-style-type: none"> <li>• The use of imbedded forms, lookups and type ahead significantly improves the user experience for everyone involved</li> <li>• Managing open POs by vendor and receivers through Laserfiche simplifies the matching, verification and coding process</li> <li>• Business rules can be used to ensure that no invoices are paid against closed POs, if goods haven't been received or if invoice is incorrect</li> <li>• Automatic generation of invoice file for import into Finance system eliminates manual keying for AP</li> <li>• Automatic linking and indexing of documents allow users to trace entire transaction and generate reports</li> </ul>
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<p>Open Enrollment</p>	<p>Forms-driven process to streamline the tasks employees need to complete during the annual open enrollment window.</p> <ul style="list-style-type: none"> <li>• Use of Laserfiche forms to present current enrollments and options</li> <li>• Allows employees to confirm/update/change enrollment options through online form</li> <li>• Automated review tasks and deadlines ensure changes are completed within open enrollment window</li> <li>• Auto fill forms required by provider using data provided by employees</li> </ul>	<ul style="list-style-type: none"> <li>• Manual process that must be completed by every employee for every plan annually is exceedingly burdensome for HR</li> <li>• Manual tracking and management of the process is difficult and time consuming</li> <li>• Completing physical forms is confusing and time consuming for employees</li> <li>• Employees rely on HR to know what they're currently enrolled in</li> <li>• There's a chance that employees that want to elect coverage don't</li> </ul>	<ul style="list-style-type: none"> <li>• Greatly alleviates the burden on HR</li> <li>• Tasks, deadlines and reminders give everyone a chance to enroll</li> <li>• Digital forms show employees current elections and are dynamic to simplify completion</li> <li>• Use of history and pre-population of forms makes it easy to make good choices</li> <li>• Monitoring and reporting tools allow HR to keep track of process</li> </ul>
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## Tab 4 – Project Planning and Management

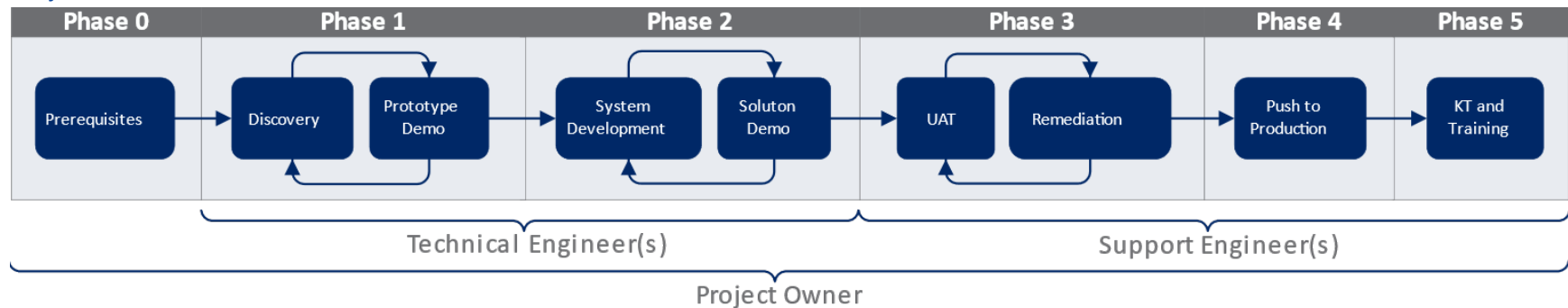
Because the large-scale digitization of physical documents and the implementation of content management and process automation solutions are very different types of projects, OPG-3 and Scanning America utilize different methodologies that are optimized for each project type. OPG-3 will provide overall project management for the proposed solution but the specific activities for each project are outlined below.

OPG-3 Project Methodology (Implementation, Configuration and Support of Laserfiche)

### Overview

OPG-3 has developed a customized implementation of the Agile project management methodology that has been optimized for the design, implementation and support of Laserfiche solutions. Our approach accepts that functional and design requirements cannot be finalized without users and stakeholders having context through which to make those decisions. We focus on rapid prototyping of the solution during Phase 1 to provide demos and solicit feedback. In order to properly manage timeline and budget, we follow a phased implementation approach with defined deliverables that must be accepted before moving to the next phase.

### Project Process



The activities and deliverables of each phase are documented below:



### Phase 0 – Setup, Kickoff and Prerequisites

OPG-3 has found that the most common impediments to completing projects on schedule are technical or environmental issues that could have been remediated before work begins. In order to “clear the runway” and ensure work can continue at the pace we agree on; a Phase 0 is used to identify known potential impediments as prerequisites and clear them ahead of time. The core activities of this phase are:

Activity	Description
Project Setup	<ul style="list-style-type: none"><li>• Project is moved from backlog to Phase 0 in Salesforce</li><li>• Project team is created in Microsoft Teams<ul style="list-style-type: none"><li>○ Relevant files are moved into team</li><li>○ Shared OneNote setup to record meeting notes</li><li>○ Wiki set up to record project schedule and high-level activities</li></ul></li></ul>
Kickoff	<ul style="list-style-type: none"><li>• Kickoff presentation created</li><li>• Kickoff meeting scheduled with project team and stakeholders</li><li>• Kickoff meeting held<ul style="list-style-type: none"><li>○ Review of project scope, artifacts and cadence</li><li>○ Identify members of project team and establish relationships</li><li>○ Identify known prerequisites, assign to team members and target completion dates</li></ul></li><li>• Update kickoff presentation with decisions made during meeting</li></ul>
Prerequisites	<ul style="list-style-type: none"><li>• Project owner works with team members to complete prerequisite tasks</li><li>• Once tasks are completed and verified, project owner marks Phase 0 as complete and assigns Technical Engineers to begin work on Phase 1</li></ul>

### Phase 1 – Requirements, Design and Prototype

The primary focus of Phase 1 is to finalize solution design and requirements through the rapid development of prototypes that are demoed to key users and stakeholders. We have found that the context a demo provides allows users to make better decisions about how using the solution will affect their daily activities. This phase is iterative and user attendance at and feedback to demonstrations is critical.

Activity	Description
Discovery Discussions	<ul style="list-style-type: none"><li>• Initial conversations to discuss overall requirements and steps of process involved</li><li>• Summary requirements are published, reviewed and approved to serve as base for initial prototype</li></ul>
Prototype Demos	<ul style="list-style-type: none"><li>• Develop prototype solution using experience with similar implementations, best practices and initial requirements</li><li>• Demo prototype during weekly Sprint Demo session, collect feedback, make design decisions and set goals for next demo.</li></ul>
Requirements	<ul style="list-style-type: none"><li>• Primary deliverable for Phase 1 is finalized requirements. Requirements are finalized once the design and functionality of the prototype are approved.</li><li>• Once requirements are finalized, the project schedule with dates tied to high level activities are published to the project Wiki in Teams</li></ul>

## Phase 2 – System Development

Activity	Description
System Development	<ul style="list-style-type: none"> <li>Once Phase 1 has been completed, the system will be developed according to the finalized requirements.</li> <li>This activity can usually be completed quickly because the prototype solution will contain the major components of the system</li> </ul>
Weekly Sprint Demos	<ul style="list-style-type: none"> <li>During the development phase, the weekly Sprint Demos will continue</li> <li>The primary purpose of the demo is to show progress, continue to solicit feedback and address any impediments and necessary workarounds that could affect design, schedule or budget</li> </ul>
Test Scripts	<ul style="list-style-type: none"> <li>The primary deliverables of this phase are: <ul style="list-style-type: none"> <li>Solution ready for User Acceptance Testing</li> <li>Test scripts to guide users in their testing</li> </ul> </li> <li>Once Phase 2 has been completed, the Project Owner will assign the Support Engineer who will complete the remaining phases of the project.</li> </ul>

## Phase 3 – User Acceptance Testing

Activity	Description
User Acceptance Testing	<ul style="list-style-type: none"> <li>User Acceptance Testing begins with a demo of the system (using the test scripts) for the users who will perform testing.</li> <li>If necessary (based on complexity, schedule, etc.) additional check-in meetings will be scheduled in addition to weekly Sprint Demos.</li> </ul>
Remediation	<ul style="list-style-type: none"> <li>During the weekly Sprint Demos (and additional check-in meetings) users will surface any issues they have found during testing and discuss remediation options.</li> <li>The OPG-3 Support Engineer will confirm the issues and make fixes/updates based on decisions made.</li> </ul>

## Phase 4 – Push to Production

Activity	Description
Push to Production Plan	<ul style="list-style-type: none"> <li>Once Phase 3 has been completed, the Project Owner will work with customer Subject Matter Experts (SMEs) to develop push to production plan. The details of the plan vary depending on which environment the solution was developed in but include: <ul style="list-style-type: none"> <li>Removal of all test data</li> <li>Export and publish all components (file plan, workflows, forms) from Test to Production environment</li> <li>Switch connection profiles from test to production data sources</li> <li>Configure user tasks and notifications for production use</li> </ul> </li> </ul>
Push to Production	<ul style="list-style-type: none"> <li>Depending on access provided, OPG-3 will execute the Push to Production plan or assist SMEs.</li> </ul>
Functional Testing	<ul style="list-style-type: none"> <li>Once the solution has been pushed to production, functional testing of the components and processes will be conducted.</li> </ul>

## Phase 5 – Training, Knowledge Transfer and Transition to Support

Activity	Description
User Training	<ul style="list-style-type: none"><li>• Once the system is ready for use in the production environment, the Support Engineer will conduct a training session with the users (usually a superset of the users involved in UAT) to make sure they understand the core functionality of the system and their role in the overall process.</li><li>• User documentation will be provided to serve as a reference guide for users going forward.</li><li>• A recording of a system demo will be uploaded to Laserfiche for reference.</li></ul>
Admin Training	<ul style="list-style-type: none"><li>• A training session will be conducted with the technical resources responsible for the first line of technical support to walk them through the components of the solution and explain how they all work together.</li><li>• Admin documentation will be provided to serve as a reference guide for system administrators going forward</li></ul>
Transition to Support	<ul style="list-style-type: none"><li>• The primary reason a Support Engineer manages the second half of the project is to make the transition to the OPG-3 support team as seamless as possible.</li><li>• A support plan will be documented and agreed to including:<ul style="list-style-type: none"><li>○ Level of support customer IT is responsible for</li><li>○ Contact channels for OPG-3 Support</li><li>○ Established protocols for support activities (such as ongoing remote access, use of LogMeIn123 for access to workstations, etc.)</li></ul></li></ul>

## Scanning America Project Methodology

### Initial Implementation

Within 10 days of acceptance of our proposal, Scanning America will schedule a meeting with the City's primary staff members along with the OPG-3 team. Talking points for the meeting will be project specifications, pick-up scheduling, establishing a starting timeline as well as expectations on milestone reporting, project completion goals, etc.

### Document Transportation

Activity	Description
SAI Picks Up Documents and Transports	<ul style="list-style-type: none"><li>• Taken to Lawrence, KA</li><li>• All transportation handled by SAI staff<ul style="list-style-type: none"><li>○ SAI staff has all gone through comprehensive background check and have signed NDAs</li></ul></li><li>• SAI is insured for document transportation</li><li>• SAI drivers follow Federal Motor Carrier Safety Administration driving guidelines</li><li>• Documents to be in locked containers and vehicle locked at all times that SAI employee is not loading/offloading</li></ul>
Document Organization Methodology	<ul style="list-style-type: none"><li>• SAI staff attaches barcode label to sequentially mark boxes of documents</li><li>• Each box/container marked with beginning and ending document range contained within the box</li><li>• Delivery/transmittal sheet signed between the City and SAI for each grouping of files picked up at the City<ul style="list-style-type: none"><li>○ Copy of receipt to remain at the City</li></ul></li></ul>
Transition to Processing	<ul style="list-style-type: none"><li>• Documents immediately offloaded into climate-controlled warehouse</li><li>• Documents received into SAI's project management system, eProject</li><li>• Documents to be processed (see Tab 1)</li></ul>

## Schedule B

### Software Cost Summary

This table includes the first year of annually recurring support (LSAP) payments.

Laserfiche Rio	Unit Count	Unit Price	Extended
Laserfiche Rio Named Full User Including: <ul style="list-style-type: none"> <li>Laserfiche RME</li> <li>Forms Professional</li> <li>Laserfiche Connector</li> </ul>	50	\$1,250.00	\$62,500.00
Laserfiche Participant Users	500	\$34.00	\$17,000.00
Laserfiche Import Agent	1	\$1,800.00	\$1,800.00
Laserfiche Quick Fields Basic	2	\$3,000.00	\$6,000.00
Laserfiche Pilot Public Portal	1 (25 Concurrent Read-Only Connections)	\$30,000.00	\$30,000.00
Laserfiche Forms Portal	1 (Unlimited Submissions)	\$9,594.00	\$9,594.00
<b>Software Total Year 1:</b>			<b>\$126,894.00</b>

### Ongoing Recurring Cost After Year One (LSAP)

Laserfiche Rio	Unit Count	Unit Price	Extended
Laserfiche Rio Named Full User Including: <ul style="list-style-type: none"> <li>Laserfiche RME</li> <li>Forms Professional</li> <li>Laserfiche Connector</li> </ul>	50	\$207.75	\$10,387.50
Laserfiche Participant Users	500	\$34.00	\$17,000.00
Laserfiche Import Agent	1	\$300.00	\$300.00
Laserfiche Quick Fields Basic	2	\$500.00	\$1,000.00
Laserfiche Pilot Public Portal	1	\$5,000.00	\$5,000.00
Laserfiche Forms Portal	1	\$1,599.00	\$1,599.00
<b>LSAP Total:</b>			<b>\$35,286.50</b>

### Services Cost Summary

OPG-3 provides comprehensive professional services that include consultation and design, system configuration, integration, migration and custom software development. The costing estimates for the Document and Workflow Digitization implementation are inclusive of Requirements, Design, System Development, User Acceptance Testing, Push to Production and Knowledge Transfer and Transition to Support.

Professional services for projects are governed by a Statement of Work (SOW) that clearly outlines the scope and deliverables for a project and are priced at **\$185/hour**. OPG-3 also offers professional services subscriptions called Concierge Care Packages (CCPs) that can be used for training, business continuity

testing and projects of less than 25 hours. The hourly rate for CCPs is discounted based on the number of hours purchased.

The services costs provided below are estimates based on the functional requirements outlined in the RFP and our experience working with cities. We would be happy to meet to discuss requirements to provide a fixed bid for the project.

#### Laserfiche Rio Services Costs

Services	Hours	Price
Installation and Configuration	16	\$2,960.00
Administrator Training	10	\$1,850.00
End User Training	20	\$3,700.00
Departmental Infrastructure Workflows (10 Departments) <ul style="list-style-type: none"> <li>Many of these workflows are covered by menu solutions in Tab 3</li> </ul>	200	\$37,000.00
<b>Services Total:</b>		<b>\$45,510.00</b>

#### Optional Services

Concierge Care Package (Optional)	Unit Price
20 hours	\$3,300
40 hours	\$6,400
80 hours	\$12,000

#### Scanning Project Cost Summary

OPG-3 will manage Scanning America, Inc. (SAI) for the backfile scanning project. Below are the costs associated with this project estimated by amounts provided by the City.

Service	Price
Document Pick-up & Transportation (SAI will work with the City to determine the most cost-efficient manner of document pick-up and transportation such as number of trips, which department files will be transported at what times, etc.	Estimated at 2 trips to pick up approximately 800 boxes of files per trip. \$1,800 per trip for an estimated total of <b>\$3,600.00</b>
<b>Documents 11" x 17" and Smaller (not permanently bound)</b> Document Preparation, Scanning, QA, OCR, 90-Days of File Storage & Post-Production Document Destruction.	\$0.0525 per image at 3,460,000 images equates to an estimated <b>\$181,650.00</b>
<b>20,000 Documents Larger than 11" x 17" (not permanently bound)</b> SAI will work with the City to help estimate the quantities of each large format document size to help determine overall estimated cost of large format scanning.	\$0.30 - \$0.95 per page depending on ANSI size We will estimate using \$0.65 per image, which equates to an estimated <b>\$13,000.00</b>
<b>20,000 Permanently Bound Documents</b> SAI will work with the City to determine whether these permanently bound files, books, etc. can have bindings cut or if book scanning or flatbed scanning is necessary.	\$0.07 - \$0.40 per image For the purposes of this proposal, we will estimate \$0.20 per image, which equates to an estimated <b>\$4,000.00</b>

Total estimated costs will be given based on City's preferences.	
<b>Indexing of Documents (Individual Files)</b> Indexing by manually keying 1 unique field averaging 15 characters per file and utilizing data extracts provided by the City to automatically link other required fields at no additional cost. (For the sake of this proposal, SAI is making the assumption that there is an average of 50 page per file. This equates to approximately 70,000 individual files.)	\$0.12 per file/per field manually indexed equates to an estimated <b>\$8,400.00</b>
<b>OPG-3 Management of Project and Contract</b>	<b>\$20,000.00</b>
<b>Total Scanning Project Cost</b>	<b>\$230,650.00</b>
(Optional Service) Supplying Files Boxes & Labor to Fill Boxes with Files	\$5.75 per box
(Optional Service) Additional Storage, beyond 90-days	\$2.75 per box, per quarter
Document Conversion Project Schedule	SAI estimates that it will take between 15-18 weeks to complete all of the document conversion services

Total Initial Acquisition Cost

Type	Price
Software Total	\$126,894.00
Services Total	\$45,510.00
Scanning Project Total	\$230,650.00
<b>Total Initial Acquisition</b>	<b>\$403,054.00</b>

**Total Recurring Cost: \$35,286.50**