

EXHIBIT A

**AGREEMENT FOR PROFESSIONAL SERVICES
BY AND BETWEEN
CITIES DIGITAL, INC.
AND
CITY OF DULUTH**

THIS AGREEMENT, effective as of the date of attestation by the City Clerk (the “Effective Date”), by and between the City of Duluth, hereinafter referred to as City, and Cities Digital, Inc., located at 2000 O’Neil Road, Suite 150, Hudson, WI 54016, hereinafter referred to as Consultant for the purpose of rendering services to the City.

WHEREAS, the City has requested consulting services for an enterprise content management software system and software support as hereinafter described (the “Project”); and

WHEREAS, Consultant has represented itself as qualified and willing to perform the services required by the City; and

WHEREAS, Consultant submitted a Proposal, attached hereto and made a part hereof as Exhibit A, to provide services for the Project (the “Proposal”); and

WHEREAS, the City desires to utilize Consultant’s professional services for the Project;
NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter contained, the parties hereto agree as follows:

I. Services

Consultant will provide enterprise content management system and software support services as generally described in the Consultant’s Proposal and as more particularly set out in Consultant’s Quote No. QUO-04946-R2N0, dated December 8, 2015 and attached as Exhibit B (the “Services”). Consultant agrees that it will provide its services at the direction of the Application and Development Support Manager (“Director”). The Services shall be provided in accordance with the terms of the Laserfiche End User License Agreement, attached hereto and made a part hereof as Exhibit C, subject to the following. In the event of a conflict between the terms of Exhibit B or Exhibit C and this Agreement, the terms and conditions of this Agreement shall be deemed controlling.

II. Fees.

It is agreed between the parties that Consultant’s maximum fee for the Project and Services shall not exceed the sum of Three Hundred Fifty-Six Thousand Seven Hundred and Sixty Dollars (\$356,760.00) inclusive of all travel and other expenses associated with the Project, payable as follows:

\$250,000 from Fund 250-015-2014-5580 CE250-E1404

\$106,760 from Fund 250-015-2015-5580 CE250-E1505

All invoices for services rendered shall be submitted monthly to the attention of Director. Payment of expenses is subject the City's receipt of reasonable substantiation/back-up supporting such expenses.

III. General Terms and Conditions

1. Amendments

Any alterations, variations, modifications or waivers of terms of this Agreement shall be binding upon the City and Consultant only upon being reduced to writing and signed by a duly authorized representative of each party.

2. Assignment

Consultant represents that it will utilize only its own personnel in the performance of the services set forth herein; and further agrees that it will neither assign, transfer or subcontract any rights or obligations under this Agreement without prior written consent of the City. The Primary Consultant(s) assigned to this project will be Patrick Welsch, President, (the "Primary Consultant"). The Primary Consultant shall be responsible for the delivery of professional services required by this Agreement and, except as expressly agreed in writing by the City in its sole discretion, the City is not obligated to accept the services of any other employee or agent of Consultant in substitution of the Primary Consultant. The foregoing sentence shall not preclude other employees of Consultant from providing support to the Primary Consultant in connection with Consultant's obligations hereunder.

3. Data and Confidentiality, Records and Inspection

- a. The City agrees that it will make available all pertinent information, data and records under its control for Consultant to use in the performance of this Agreement, or to assist Consultant wherever possible to obtain such records, data and information.
- b. All reports, data, information, documentation and material given to or prepared by Consultant pursuant to this Agreement will be confidential and will not be released by Consultant without prior authorization from the City.
- c. Consultant agrees that all work created by Consultant for the City is a "work

made for hire” and that the City shall own all right, title, and interest in and to the work, including the entire copyright in the work (“City Property”). Consultant further agrees that to the extent the work is not a “work made for hire” Consultant will assign to City ownership of all right, title and interest in and to the work, including ownership of the entire copyright in the work. Consultant agrees to execute, at no cost to City, all documents necessary for City to perfect its ownership of the entire copyright in the work. Consultant represents and warrants that the work created or prepared by Consultant will be original and will not infringe upon the rights of any third party, and Consultant further represents that the work will not have been previously assigned, licensed or otherwise encumbered.

- d. Records shall be maintained by Consultant in accordance with requirements prescribed by the City and with respect to all matters covered by this Agreement. Such records shall be maintained for a period of six (6) years after receipt of final payment under this Agreement.
- e. Consultant will ensure that all costs shall be supported by properly executed payrolls, time records, invoices, contracts, vouchers, or other official documentation evidencing in proper detail the nature and propriety of the charges. All checks, payrolls, invoices, contracts, vouchers, orders, or other accounting documents pertaining in whole or in part to this Agreement shall be clearly identified and readily accessible.
- f. Consultant shall be responsible for furnishing to the City records, data and information as the City may require pertaining to matters covered by this Agreement.
- g. Consultant shall ensure that at any time during normal business hours and as often as the City may deem necessary, there shall be made available to the City for examination, all of its records with respect to all matters covered by this Agreement. Consultant will also permit the City to audit, examine, and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data relating to all matters covered by this Agreement.
- h. This agreement is governed by the Minnesota Government Data Practices Act in that the public is authorized to receive any information regarding this agreement that is not classified by law as private, confidential, or non-

public data. The consultant is responsible to clearly identify any data classified by law as private, confidential or non-public data and to provide the specific basis for the classification when the data is submitted to the City of Duluth.

4. Consultant Representation and Warranties

Consultant represents and warrants that:

- a. Consultant and all personnel to be provided by it hereunder has sufficient training and experience to perform the duties set forth herein and are in good standing with all applicable licensing requirements.
- b. Consultant and all personnel provided by it hereunder shall perform their respective duties in a professional and diligent manner in the best interests of the City and in accordance with the then current generally accepted standards of the profession for the provisions of services of this type.
- c. Consultant has complied or will comply with all legal requirements applicable to it with respect to this Agreement. Consultant will observe all applicable laws, regulations, ordinances and orders of the United States, State of Minnesota and agencies and political subdivisions thereof.
- d. The execution and delivery of this Agreement and the consummation of the transactions herein contemplated do not and will not conflict with, or constitute a breach of or a default under, any agreement to which the Consultant is a party or by which it is bound, or result in the creation or imposition of any lien, charge or encumbrance of any nature upon any of the property or assets of the Consultant contrary to the terms of any instrument or agreement.
- e. There is no litigation pending or to the best of the Consultant's knowledge threatened against the Consultant affecting its ability to carry out the terms of this Agreement or to carry out the terms and conditions of any other matter materially affecting the ability of the Consultant to perform its obligations hereunder.
- f. The Consultant will not, without the prior written consent of the City, enter into any agreement or other commitment the performance of which would constitute a breach of any of the terms, conditions, provisions, representations, warranties and/or covenants contained in this Agreement.
- g. Except as otherwise set forth herein, Consultant's warranty is specifically limited to successful completion of installation and operation of

Laserfiche software program with respect to scanning and capturing documents, and that, except as may be available through CompuLink Management Center, Inc., Consultant gives no other warranties, express or implied. In the event the software is unable to perform as warranted by Consultant within 30 days of completion of installation, the City shall be entitled to a full refund of the purchase price.

It is specifically acknowledged and agreed that Consultant's warranty is limited and shall not apply to performance by the Consultant under this agreement of specifications other than those specifically warranted above, such exclusions to include, but are not limited to: 1) the integration of the system to be installed by Consultant with existing City software; and 2) the importation of documents into the system, due to the fact that Consultant currently has insufficient knowledge of the documentation and data.

In addition, said warranties shall not apply 1) to the extent of any problems encountered with the integration of external databases with the software installation; 2) to the extent of any problems encountered as a result of the failure of the City to install and configure the hardware necessary to operate the software in accordance with the hardware specifications previously provided by the Consultant; or 3) to the extent of any problems encountered as a result of the failure of the City's computing equipment, servers, networks or operating systems.

5. Agreement Period

The term of this Agreement shall commence on the Effective Date and shall continue through December 31, 2020, unless terminated earlier as provided for herein.

Either party may, by giving written notice, specifying the effective date thereof, terminate this Agreement in whole or in part without cause. In the event of termination, all property and finished or unfinished documents and other writings prepared by Consultant under this Agreement shall become the property of the City and Consultant shall promptly deliver the same to the City. Consultant shall be entitled to compensation for services properly performed by it to the date of termination of this Agreement. In the event of termination due to breach by Consultant, the City shall retain all other remedies available to it, and the City

shall be relieved from payment of any fees in respect of the services of Consultant which gave rise to such breach.

6. Independent Contractor.

- a. It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting Consultant as an agent, representative or employee of the City for any purpose or in any manner whatsoever. The parties do not intend to create any third party beneficiary of this Agreement. Consultant and its employees shall not be considered employees of the City, and any and all claims that may or might arise under the Worker's Compensation Act of the State of Minnesota on behalf of Consultant's employees while so engaged, and any and all claims whatsoever on behalf of Consultant's employees arising out of employment shall in no way be the responsibility of City. Except for compensation provided in Section II of this Agreement, Consultant's employees shall not be entitled to any compensation or rights or benefits of any kind whatsoever from City, including without limitation, tenure rights, medical and hospital care, sick and vacation leave, Worker's Compensation, Unemployment Insurance, disability or severance pay and P.E.R.A. Further, City shall in no way be responsible to defend, indemnify or save harmless Consultant from liability or judgments arising out of Consultant's intentional or negligent acts or omissions of Consultant or its employees while performing the work specified by this Agreement.
- b. The parties do not intend by this Agreement to create a joint venture or joint enterprise, and expressly waive any right to claim such status in any dispute arising out of this Agreement.
- c. Consultant expressly waives any right to claim any immunity provided for in Minnesota Statutes Chapter 466 or pursuant to the official immunity doctrine.

7. Indemnity.

To the extent allowed by law, Consultant shall defend, indemnify and hold City and its employees, officers, and agents harmless from and against any and all cost or expenses, claims or liabilities, including but not limited to, reasonable

attorneys' fees and expenses in connection with any claims resulting from the Consultant's a) breach of this agreement or b) its negligence or misconduct or that of its agents or contractors in performing the Services hereunder or c) any claims arising in connection with Consultant's employees or contractors, or d) the use of any materials supplied by the Consultant to the City unless such material was modified by City and such modification is the cause of such claim. This Section shall survive the termination of this Agreement for any reason.

8. Insurance.

Consultant shall obtain and maintain for the Term of this Agreement the following minimum amounts of insurance from insurance companies authorized to do business in the State of Minnesota.

- a. Public Liability and Automobile Liability Insurance with limits not less than **\$1,500,000** Single Limit, shall be in a company approved by the city of Duluth; and shall provide for the following: Liability for Premises, Operations, Completed Operations, and Contractual Liability. **City of Duluth shall be named as Additional Insured by endorsement** under the Public Liability and Automobile Liability, or as an alternate, Consultant may provide Owners-Contractors Protective policy, naming himself and City of Duluth. **Upon execution of this Agreement**, Consultant shall provide Certificate of Insurance evidencing such coverage with 30-days' notice of cancellation, non-renewal or material change provisions included.
- b. Professional Liability Insurance in an amount not less than \$1,500,000 Single Limit; provided further that in the event the professional malpractice insurance is in the form of "claims made," insurance, 60 days' notice prior to any cancellation or modification shall be required; and in such event, Consultant agrees to provide the City with either evidence of new insurance coverage conforming to the provisions of this paragraph which will provide unbroken protection to the City, or, in the alternative, to purchase at its cost, extended coverage under the old policy for the period the state of repose runs; the protection to be provided by said "claims made" insurance shall remain in place until the running of the statute of repose for claims related to this Agreement.
- c. Consultant shall also provide evidence of Statutory Minnesota Workers' Compensation Insurance.

- d. A certificate showing continued maintenance of such insurance shall be on file with the City during the term of this Agreement.
- e. The City of Duluth does not represent or guarantee that these types or limits of coverage are adequate to protect the Engineer's interests and liabilities.

9. Notices

Unless otherwise expressly provided herein, any notice or other communication required or given shall be in writing and shall be effective for any purpose if served, with delivery or postage costs prepaid, by nationally recognized commercial overnight delivery service or by registered or certified mail, return receipt requested, to the following addresses:

City:	City of Duluth 411 W First Street ATTN: Purchasing City Hall Room 100 Duluth MN 55802
Consultant:	Cities Digital, Inc. 2000 O'Neil Road Hudson, WI 54016 Attn: Patrick Welsch, President

10. Civil Rights Assurances

Consultant, as part of the consideration under this Agreement, does hereby covenant and agree that:

- a. No person on the grounds of race, color, creed, religion, national origin, ancestry, age, sex, marital status, status with respect to public assistance, sexual orientation, and/or disability shall be excluded from any participation in, denied any benefits of, or otherwise subjected to discrimination with regard to the work to be done pursuant to this Agreement.
- b. That all activities to be conducted pursuant to this Agreement shall be conducted in accordance with the Minnesota Human Rights Act of 1974, as amended (Chapter 363), Title 7 of the U.S. Code, and any regulations and executive orders which may be affected with regard thereto.

11. Laws, Rules and Regulations.

Consultant agrees to observe and comply with all laws, ordinances, rules and regulations of the United States of America, the State of Minnesota and the City with respect to their respective agencies which are applicable to its activities under this Agreement.

12. Applicable Law.

This Agreement, together with all of its paragraphs, terms and provisions is made in the State of Minnesota and shall be construed and interpreted in accordance with the laws of the State of Minnesota.

13. Force Majeure.

Neither party shall be liable for any failure of or delay in performance of its obligations under his Agreement to the extent such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, acts of God, acts of a public enemy, fires, floods, wars, civil disturbances, sabotage, accidents, insurrections, blockades, embargoes, storms, explosions, labor disputes, acts of any governmental body (whether civil or military, foreign or domestic), failure or delay of third parties or governmental bodies from whom a party is obtaining or must obtain approvals, franchises or permits, or inability to obtain labor, materials, equipment, or transportation. Any such delays shall not be a breach of or failure to perform this Agreement or any part thereof and the date on which the party's obligations hereunder are due to be fulfilled shall be extended for a period equal to the time lost as a result of such delays.

14. Severability

In the event any provision herein shall be deemed invalid or unenforceable, the remaining provision shall continue in full force and effect and shall be binding upon the parties to this Agreement.

15. Entire Agreement

It is understood and agreed that the entire agreement of the parties including all exhibits is contained herein and that this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter hereof. Any amendment to this Agreement shall be in writing and shall be executed by the same parties who executed the original agreement or their successors in office.

16. Counterparts

This Agreement may be executed in two or more counterparts, each of which shall be

deemed to be an original as against any party whose signature appears thereon, but all of which together shall constitute but one and the same instrument. Signatures to this Agreement transmitted by facsimile, by electronic mail in “portable document format” (“.pdf”), or by any other electronic means which preserves the original graphic and pictorial appearance of the Agreement, shall have the same effect as physical delivery of the paper document bearing the original signature.

IN WITNESS WHEREOF, the parties have hereunto set their hands the day and date first above shown.

CITY OF DULUTH

By: _____
Mayor

Attest:

By: _____
City Clerk
Date: _____

Countersigned:

City Auditor

Approved as to form:

City Attorney

CITIES DIGITAL, INC.

By: _____

Its: _____
Title of Representative

Date: _____



7/2/2014

Kate Anich
City of Duluth
MIS

Submitted via email: kanich@duluthmn.gov

Re: RFP for an ECM Suite

Dear Ms. Anich,

Thank you for the opportunity to respond to City of Duluth's RFP for an ECM Suite. The implementation of the proposed solution builds off the success experienced by the many organizations Cities Digital has had the opportunity to consult in the past. Our history providing award winning service and support makes us an excellent choice for your project.

There are a few points I would like to highlight for you while considering this information:

- Cities Digital is a company focused exclusively on providing creative document imaging and management solutions and responsive software support.
- Cities Digital offers extensive experience converting legacy document imaging systems and running a scanning service bureau.
- Cities Digital can and will be your one source for service and support for the proposed solution. We are certified by the manufacturers of each product we are proposing and stand by our ability to be an end-to-end solution for our clients' solutions.
- We concentrate on building long term relationships with our clients so that we are able to help support and plan for the initial implementation and continued growth into the future.
- We work with a high degree of honesty, integrity and attention to detail.

For the purposes of this RFP, please contact Patrick Welsch at 651-714-2800, ext. 101 or Patrick@citiesdigital.com.

Regards,

A handwritten signature in black ink, appearing to read 'Patrick Welsch', written over a horizontal line.

Patrick Welsch
President, Cities Digital



Take Information Further

**Proposal for
City of Duluth**

Patrick Welsch

Cities Digital, Inc.

Table of Contents

Executive Summary	1
Vendor Profile	2
4 Scope of Work, Specifications & Requirements	4
4.1 Capacity Requirements.....	4
4.2 Compliance and Litigation Defense Requirements	5
4.3 IT Efficiency Requirements.....	19
4.4 Process-Oriented Business Efficiency Requirements	22
4.5 Knowledge-Oriented Efficiency Requirements.....	31
4.6 Architecture	35
4.7 Operations & Support	38
5 Vendor Qualifications & References	44
Stillwater Runs Deep	45
6 Budget & Estimated Pricing	55
6.1 Deployment Models	55
6.2 Price Schedules	56
7 Vendor Certification	58
Appendix A: Training Descriptions	59
Appendix B: Laserfiche Success Stories	64
Ahead of the Game	64
Solar Empowered.....	67
Stillwater Runs Deep	70
Appendix C: Software Components Descriptions	73
Core Solution.....	73
Recommended Options.....	79
Service Components	84
Appendix D: Bonus Services.....	86
Appendix E: Staff Qualifications	93

Table of Figures

Figure 1 Audit Trail Version Comparison	11
Figure 2 Access Rights Screenshot.....	13
Figure 3 Feature Rights and Privileges Screenshot.....	13
Figure 4 Audit Trail Graphical Reporting	17
Figure 5 Laserfiche Forms Designer	26
Figure 6 Laserfiche Forms Task Pane	26
Figure 7 Laserfiche Forms Management Pane	27
Figure 8 Laserfiche Forms Results Pane	28
Figure 9 Android app.....	29
Figure 10 iPad App	30
Figure 11 Full App Feature Set.....	30
Figure 12 Laserfiche Client Search Criteria	32
Figure 13 Service Bureau Job Information Form	87
Figure 14 Service Bureau Scanning Report.....	88

Executive Summary

Cities Digital is especially qualified to undertake and execute the implementation of City of Duluth's Enterprise Document Management system because of experience, available resources, a dedication to cultivating true partnerships with clients, and the offering of the leading ECM system Laserfiche.

Consulting, training and support services are conveyed through the highly educated and highly trained Cities Digital Staff. Cities Digital also maintains a full-time development department, creating custom applications and integrations with Laserfiche, as well as performing conversions from other systems. The custom work of this department has been recognized nationally by Laserfiche in their spotlight case studies and at their annual conferences.

While the initial implementation of your Laserfiche system is certainly of very high importance, Cities Digital places an equal amount of importance on cultivating partnerships and helping clients to continue growing their system. City of Duluth should be aware that not only does Cities Digital have the necessary resources to provide exceptional support, additional consulting and development services, but is proactive in providing free user group sessions (available remotely), a monthly newsletter, and a comprehensive annual audit of your system.

The aforementioned resources, paired with the Cities Digital commitment to help clients continually grow and develop their systems is again highlighted by Laserfiche in **Appendix B**. Cities Digital has guided many clients in "Running Smarter" and can ensure the same success for City of Duluth. Also, the Wisconsin Department of Commerce recently recognized Cities Digital as an expanding, technology savvy, and forward thinking business when it awarded Cities Digital a \$250,000 tax credit to grow jobs in the technology field.

ABOUT THE SOLUTION

Cities Digital has carefully reviewed the RFP release documentation provided by the City of Duluth. Upon review, Cities Digital has arrived at the following solution to be implemented as a departmental solution, with the intention to implement enterprise-wide as soon as possible. Cities Digital acknowledges the following points regarding City of Duluth's expectation of the solution and vendor:

- Establish a secure, yet accessible, central repository for the County's records
- Generate a document management plan that tracks document retention/destruction schedules
- Automate workflow to better facilitate document movement among staff and improve customer service

- Facilitate faster and more complete searching of county records by staff and public
- Save money by reducing time spent searching for records and materials used to print and copy paper records
- Allow mobile access to documents through intuitive technologies

Cities Digital is confident that the following solution will meet and exceed all of the key points outlined above, and would like to take this opportunity to detail the system and individual components that will compose the City of Duluth solution.

Cities Digital is proposing to implement a Laserfiche Avante solution for City of Duluth. The Avante system combines sophisticated, yet intuitive document management with powerful workflow automation to accelerate the flow of information throughout an organization. The Avante system utilizes a named licensing structure so that all users have "full" access to the capabilities of the software, including Workflow.

Since the trends in document imaging keep moving towards more integrated solutions where members are participating in electronic business processes (via workflows), the named license structure is simultaneously the most cost effective and powerful solution available.

Vendor Profile

ABOUT LASERFICHE

Since 1987, more than 29,000 organizations worldwide – including federal, state and local government agencies and Fortune 1000 companies – have used Laserfiche software to streamline document, records and business process management. The Laserfiche system has been designed to give IT managers central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite is built on top of Microsoft technologies to simplify system administration, support Microsoft SQL and Oracle platforms, and provides seamless integration with Microsoft Office applications and a two-way integration with SharePoint.

ABOUT CITIES DIGITAL

The success of your EDMS & specifically your Laserfiche implementation will be paired directly with the amount and quality of experience that your chosen vendor has acquired, and a strong partnership where both sides are dedicated to the same goal. Furthermore, and maybe even more importantly, the future use and expansion of your system hinges on that experience and partnership as well. The modular nature of the Laserfiche suite means that not only does it take time and dedication to becoming an expert in the capabilities of said modules, but it takes

actual experience in knowing specifically how to utilize them from customer to customer. If experience is king, then Cities Digital is right near, if not at the top, and here's why...

- Cities Digital will bring you the experience and expertise of having implemented, consulted, trained and supported more than 350 Laserfiche Clients.
- Cities Digital already works with other government institutions and has recently implemented similar and advanced solutions for them.
- Cities Digital supports and implemented League of Minnesota Cities' Laserfiche System
- Cities Digital works with local clients such as Hibbing, Hermantown, Amsoil and Ashland County
- Cities Digital is the largest Laserfiche V.A.R in the Midwest
- Cities Digital is one of the Top 5 Laserfiche providers internationally
- Cities Digital invests in and employs a group of professionals with advanced degrees and experience providing you a high-level approach to an advanced software implementation
- Cities Digital maintains a robust development team in-house to ensure any integration can be done on time and on budget

4 Scope of Work, Specifications & Requirements

4.1 Capacity Requirements

With the absence of an existing ECM solution it is difficult for the City to estimate the capacity requirements and full growth potential. Below is an estimate of expectations:

System should be available 24/7/365 with the exception of planned maintenance and upgrades

Documents would include, .doc, .docx, .xls, .xlsx, .pdf, .tiff, .jpg, .wpd, .txt, .csv, and .msg

Current active network file storage is 5TB

Estimated paper document storage is 10,000,000

Follow State of Minnesota Document Retention Schedule

800 Users with an estimated 50 concurrent ECM users

The proposed Laserfiche solution complies with the above-stated conditions.

4.2 Compliance and Litigation Defense Requirements

1. Records Management: Legal functions

- Describe functions for expungement, legal acceptance of documents, meeting retention requirements, redaction, and other legal considerations of the RM system.

The Laserfiche Records Management program is DoD 5015.2 certified, and Cities Digital has experience assisting many government agencies in setting up their Records Management systems. One of the more notable implementations was the implementation of Laserfiche Records Management for the Centers for Medicare and Medicaid. There were eleven separate offices, each having their own Laserfiche system, and each requiring onsite training. They are now tracking retention schedules and able to securely destroy records.

Records management revolves around the concept of a record life cycle and the idea that the value of a record may change over time. Typically, a record is used when the project, event, or other activities described by it are taking place. The importance of a record in terms of day-to-day use is often inversely proportional to its age, because as time passes, the record is needed less and less frequently.

The record life cycle can be divided into an active stage and an inactive stage.

Active Stage

General Records Management: A record is frequently accessed, may be modified, and should be readily available.

What Happens in Laserfiche: Standard Laserfiche operations take place, including modification and moving. When a record is cutoff, the active stage ends in Laserfiche.

Inactive Stage

General Records Management: A record is no longer frequently accessed, but is still preserved, possibly for long periods of time. The length of this inactive storage period is often dictated by the records management regulations affecting your organization. At the end of this period, records can be destroyed or sent to another archival organization, if they warrant continued preservation.

What Happens in Laserfiche: A record has been cutoff, and can no longer be modified. The rules defined in a Laserfiche retention schedule spell out how long

the records should be retained, possible instructions for transferring records through interim locations, and their method of disposal or final disposition. Records that have no more value are destroyed; while records that must be retained elsewhere are accessioned to the appropriate outside organization.

Final disposition is the last action performed in a retention schedule. Typically, upon final disposition, your organization no longer retains the records in question and they are either destroyed or accessioned to an external authority. There are three types of final disposition: Accession, Destruction, and None.

The Laserfiche document viewer does support creating redactions and setting security on who can see through redactions.

2. Records Management: WORM integration

- o Describe integration with WORM technologies and which solutions are supported. Provide references if applicable.

Laserfiche has the ability to write data volumes to CD/DVD/BlueRay/WORM Tape and other WORM-compliant media.

Cities Digital also offers an online backup solution to WORM for Laserfiche clients.

Additionally, Cities Digital creates CD/DVD copies of Laserfiche data for clients as a service.

3. Records Management: Standards

- o Does the solution meet DoD 5015.2-STD requirements? What other standards does it meet?

Laserfiche is DoD 5015.2-v3 certified, as well as VERS certified.

4. Records Management: Support materials access

- o Describe how users and administrators access RM materials such as system information, file plans, security authorizations, and disposition instruction.

Records Management functionality, the system can print a Records Retention Plan right from the File menu that will tell you which retention schedules are in the system. Records Managers will have search criteria to choose from for their reporting purposes. This facilitates easy end-of-year reporting and record destruction approval reports become a breeze.

5. Records Management: Records view and print

- Describe how users view and print records.

Records can be viewed and printed through the document viewer or native application if it's an electronic file. Files can be printed to any network printer.

6. Records Management: Legal holds

- Describe the process of applying a legal hold to a retained record.

Freezing a record prevents modification to it and halts its records management life cycle, such as not allowing a frozen record folder to be cutoff. When a record is frozen, a reason for the freeze must be specified, such as legal or regulatory actions. Once the need for the freeze action has passed, the record can be unfrozen.

To freeze an object

1. Open the Laserfiche Client and log in to the appropriate repository as a user with the Freeze/Unfreeze entry access right on the specific entry.
2. Select the entry or entries you want to freeze.
3. From the Records menu, select Frozen Status.
4. In the Frozen Status dialog box, select Freeze the selected records.
5. Enter the reason for the freeze in the provided blank space.
6. Click OK.

To unfreeze an object

1. Open the Laserfiche Client and log in to the appropriate repository as a user with the Freeze/Unfreeze entry access right on the specific entry.
2. Select the frozen entry(s) you want to unfreeze.
3. From the Records menu, select Frozen Status.
4. In the Frozen Status dialog box, clear Freeze the selected records.
5. Click OK.

7. Records Management: Metadata

- Describe how the RM system maintains metadata and links to internal documents.

When a retention schedule has a final disposition of Destruction, the record data no longer needs to be preserved, or legally cannot be, it can be completely removed from the records management system. Destruction will remove all

record data from the Laserfiche repository; however, the record's metadata can be retained.

8. Records Management: Metadata capture

- Describe how the system automatically captures metadata from scanned documents or records.

Quick Fields is an automated data capture solution. Once you have a session configured in Quick Fields, you can run it to automatically:

- Capture documents.
- Extract information.
- Use the extracted information to sort or label the documents.
- Add information such as annotations.
- Store the documents in a Laserfiche repository.

When pages scanned into Quick Fields reach the Identification stage, Quick Fields compares each page to the identification conditions defined within the processes there to see whether that page should become first page of a new document in that document class. A page is defined as image or text. According to the default Quick Fields settings, a page that matches the identification conditions will be assigned to the document class. Each following page that does not match the identification conditions will be appended to the first page as additional pages of the document. When another page does meet the identification conditions, it will become the first page in a new document.

Example: The Human Resources Department is processing job applications. Each application packet consists of a standardized application form followed by supplementary materials such as resumes, letters of recommendation, transcripts, writing samples, and so on. They configure a Quick Fields session with a document class named "Job Applications." In the Identification node under that document class, they configure a Form Identification process to recognize their standardized job application form. When they place the documents into the scanner, they organize them so the standardized form precedes the supplemental materials for each applicant. When scanned, the applications will be grouped into packets with the standardized form as the first page of each.

9. Records Management: Scanner integration

- What scanning solutions does the system integrate with?

Laserfiche includes an embedded scanning program, and there is an optional batch scanning module called Quick Fields. For a list of supported scanners, please see: <http://www.laserfiche.com/en-us/Scanner>

Documents scanned with other scanning programs, can be imported into Laserfiche with their associated metadata.

Laserfiche also offers out-of-box integration with copiers such as Ricoh or Sharp amongst others.

Finally, Cities Digital also offers an integration for the most popular non-compliant Twain scanner called the "ScanSnap."

10. Records Management: External integration

- Describe how the system can capture records and documents from external sources. Include considerations of document conversion and how to maintain links to external records.

Laserfiche offers many options for capture:

- Drag and Drop – Drag from desktop or file browser to a folder in Laserfiche
- Snapshot – Print driver that converts documents to TIF images
- Outlook Import – Directly send emails and attachments to Laserfiche
- Office Integration – Send to Laserfiche directly from Office application
- Import Agent – Automatically shuttle documents from a network folder into Laserfiche
- Scanning – Included scanning interface
- Quick Fields – Batch processing capture tool, including capability for barcodes, zone OCR, forms recognition, etc.
- Quick Fields Agent – Automated batch processing scheduler
- Laserfiche Mobile - Upload from Android or iPad or iPhone
- Laserfiche Forms – Capture data through web forms
- Email – The MS Exchange email integration can capture emails meeting criteria and auto archive to the Laserfiche RM system

Document conversions can be simple or complex, requiring a developer to complete. Cities Digital has experience helping clients through conversions and would be able to help the City of Duluth to successfully complete all conversion projects.

Links to external files are generally not supported. Documents that have embedded files should be maintained outside of Laserfiche, or have users switch to using the document linking feature in Laserfiche to create links between documents.

11. Records Integrations: Non-digital integration

- Describe how the system integrates with filing plans and retention schemes for non-digital, paper based, or microfiche records.

Laserfiche supports the ability to create information only records and use those records to track physical, paper-based or microfiche records. These records are managed within Laserfiche's records management structure, and then the paper-based files are disposed of when their retention period is up. This type of system is how the City of Bloomington, MN is managing their paper records.

Additionally you may consider the integration with Infolinx the physical records center manager that supports RFID and advanced box/record management.

12. Records Management: Admin filing plan creation

- Describe how an administrator creates filing plans and disposition instructions.

Laserfiche provides a basic way to export or print the records management file plan and retention schedule information. You can export or print this information at any level of the records management file structure: performing the action on the root folder will give you information for the whole repository; doing so on a record series or record folder will give you information for the contents of that entity.

Individual records will only be reflected in the file plan if their properties differ from those of their parent folder.

13. Records Management: User record submission

- Describe how a user can submit records or documents to the system.
- Laserfiche users can submit records or documents to the system through a scanning interface, by dragging and dropping into a folder, or directly from Microsoft Office Programs.

14. Records Management: Over-writing prevention

- How does the system prevent over-writing of existing documents or records?
- Laserfiche supports document check-in and check-out to ensure that edits are not being made to the document by multiple people at the same time. In addition, Laserfiche supports document versioning and linking, to facilitate collaborative editing of documents.

15. Records Management: Audit trails

- Describe the system's ability to maintain audit trails on relevant documents and records.
- Laserfiche Audit Trail tracks every user activity within the system and can provide a full forensic report on a record from creation, editing, and viewing across all platforms. There are three levels of audit trail, the differences in what is tracked appears below.

Figure 1 Audit Trail Version Comparison

Tracking	Starter	Standard	Advanced
Repository login and logout	✓	✓	✓
Document creation, editing, printing, or deletion	✓	✓	✓
Template, field, and annotation creation, editing, or deletion	✓	✓	✓
Security tag addition	✓	✓	✓
Document, volume, or briefcase export	✓	✓	✓
Documents sent to the Recycle Bin	✓	✓	✓
Granting or revoking login rights for Windows accounts		✓	✓
Adding or removing users from Laserfiche groups		✓	✓
Unsuccessful attempts to perform actions		✓	✓
User specific tracking		✓	✓
Modifications to access rights			✓
Modifications to repository-wide settings			✓
Creation, modification, or deletion of users and groups			✓
Password changes			✓
Searches performed by users			✓
Reasons for printing, e-mailing, and exporting documents			✓
Watermarks			✓

16. Records Management: Access

- How does the system control access to relevant documents and records?

Laserfiche security has a layered security. First, Laserfiche Users need to have either a Laserfiche user name/password or Windows Authentication (LDAP) authentication to the system. Users and groups are assigned departmental folders (applications) that they have access to view. Users have different feature rights that

they are permitted to use. Additional levels of security include Security Tags, metadata security, annotation security and redactions. Any of these security features may be inherited as group policy or via user profile.

Laserfiche allows virtually unlimited folder structures, with robust security controls, to meet the needs of multiple areas and departments. Cities Digital consultants and tech support engineers are very experienced in guiding clients through intelligent design of folder hierarchies and security design to allow for ultimate scalability and flexibility.

Role-based security is something that is very easy to configure within Laserfiche's available security options. This can be configured using already existing Active Directory groups, or Laserfiche-specific groups. Many of Cities Digital's technicians are certified in Advanced Security and will be able to advise and assist the County with these configurations.

Security within Laserfiche can control user actions as well as user access. The role-based security setup will be a perfect platform from which to isolate users and restrict access to the appropriate information.

The ability to see annotations or create annotations is both a security right and an access right in Laserfiche. This means that administrators can define whether a group of users can create annotations on a repository-wide basis, and then further narrow down whether they can see annotations within a specific folder or subset of documents. The ability to narrow these access rights to only a specific subset of annotations on an otherwise accessible document is not currently available.

Figure 2 Access Rights Screenshot

Entry Access

GeneralDemo8\CommercialClients

Access Rights | Effective Rights

☒ Show inherited rights

Trustee	Inherited From	Scope
TRAINING	Commercial	This folder, subfolders and docum
HR	Commercial	This folder, subfolders and docum
Interns	GeneralDemo8	This folder, subfolders and docum
ADMIN	GeneralDemo8	This folder, subfolders and docum

Add... Remove

Right	Allow	Deny
Append Data	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete Entry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rename	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete Document Pages	<input checked="" type="checkbox"/>	<input type="checkbox"/>
See Annotations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Annotate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
See Through Redactions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Write Metadata	<input checked="" type="checkbox"/>	<input type="checkbox"/>

☒ Inherit rights from parent and include with specified rights

Allow All
Deny All
Clear All

Figure 3 Feature Rights and Privileges Screenshot

General | Groups | Rights | Tags | Auditing | Attributes

Assigned feature rights:

Name	Description
<input type="checkbox"/> Scan	Enables scan function
<input type="checkbox"/> Import	Enables import function
<input type="checkbox"/> Search	Enables search function
<input type="checkbox"/> Print	Enables print function
<input type="checkbox"/> Export	Enables export function
<input type="checkbox"/> Edit Text	Enables modifying the text associated with a do
<input type="checkbox"/> Move Entry	Enables moving folders, objects between folder
<input type="checkbox"/> Process	Enables OCR, Snapshot, Index and retrieval of

Assigned privileges:

Name	Description
<input type="checkbox"/> Manage Trustees	Administer users and groups
<input type="checkbox"/> Manage Volumes	Administer volumes
<input type="checkbox"/> Manage Entry Access	Assign entry access rights/See any entr
<input type="checkbox"/> Manage Templates and Fields	Create and modify all templates and flek
<input type="checkbox"/> Create Templates and Fields	Create templates and fields
<input type="checkbox"/> Manage Stamps	Create and modify all stamps
<input type="checkbox"/> Manage Tags	Create and modify all tags
<input type="checkbox"/> Manage Links	Create and modify all links
<input type="checkbox"/> Set Trustee Privileges	Assign privileges to a user or group

17. Records Management: Search

- Describe the search functionality available within the solution.

If your Laserfiche installation is licensed for Records Management features, you can also perform records management searches. These searches allow records managers to quickly locate records that need to be reviewed or processed.

Searches can be performed:

- By record series
- By whether a record is permanent
- By whether a record is vital
- By frozen status
- By whether a record folder is cutoff
- By cutoff instruction type
- By disposition
- By current location
- By assigned retention schedule
- By assigned cutoff instruction
- By disposition authority

18. Records Management: Destruction

- Describe how the system maintains destruction records, provides proof of destruction, and deletes records in such a way that they can't be rebuilt or retrieved.

When a retention schedule has a final disposition of Destruction, the record data no longer needs to be preserved, or legally cannot be, it can be completely removed from the records management system. Destruction will remove all record data from the Laserfiche repository; however, the record's metadata can be retained.

Note: Only users been assigned the Records Management privilege can perform a Destruction action.

Note: If the record is destroyed with metadata retained, the version history will be deleted. This ensures that page and electronic file contents are entirely removed, even in the history. The Retain metadata information setting for final disposition does not retain the version history.

When a destruction operation is performed on a record folder, all records within that folder that are eligible for destruction will be destroyed (except any that are frozen). When a destruction operation is performed on an individual record, only that record is destroyed.

To destroy records

1. Open the Laserfiche Client and log in to the appropriate repository.
2. Select the record or record folder you want to destroy.
3. From the Records drop-down menu, select **Record Management Actions**.
4. In the Record Management dialog box, select **Destroy** from the list on the left.

Note: This option only appears if the record folder follows a retention schedule with a Destruction final disposition.

5. Click **Destroy** to finish the final disposition action. Click **Yes** to confirm final disposition.

19. Records Management: External management

- Describe how the system works with other repositories or transactional systems to improve overall maintainability (e.g. other repositories, SharePoint, etc.).

Laserfiche does include an integration with SharePoint. Additionally its management controls are built using MMC snap-ins, so that they can be integrated into that dashboard. Most administration features are also available through a web application, meaning that they can be accessed by authorized personnel from wherever they need them.

20. Compliance: Regulations

- Describe how the system supports our compliance requirements. Indicate if relevant storage technologies are required (e.g. SEC 17a).

It is not anticipated that City of Duluth will need to comply with SEC 17a-3/4, the books and records requirements for the SEC of the USA. However, should this requirement need satisfaction, Cities Digital is uniquely qualified in this respect. Cities Digital supports dozens of clients that do need to meet requirements for

17a-3/4. Cities Digital offers online WORM backup and provides documentation for audit preparation.

Litigation Defense: Archiving

- Describe how the system archives content to improve litigation defense.

Laserfiche allows organizations to set an archival location for records through the Accession disposition option. Records Managers can export records to an archive and deliver the archive to its final archival location.

During litigation defense full text searching is also very important. Through the use of Laserfiche metadata searches or Laserfiche full text searches access to the "needle in the haystack" is easy.

Also, through the use of MagniMail, the Exchange email archiving solution all relevant email can quickly and easily be searched alongside documents and records.

Laserfiche is truly the perfect combination of tools to make for an easy and powerful e-discovery system.

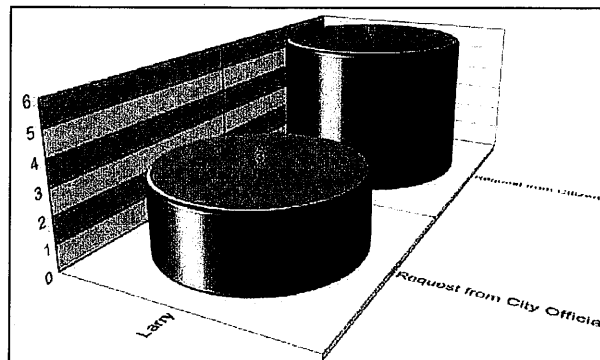
21. Litigation Defense: Auditing

- Describe how the system enables administrators to conduct proactive audits of archived content to ensure adherence to policy.

Laserfiche Audit Trail tracks every user activity within the system, so that users can audit any content within the system. Those reports can then be exported for further analysis if needed.

Laserfiche's Audit Trail Reporting also allows for graphical representation of audited events, making big picture trends easily identifiable.

Figure 4 Audit Trail Graphical Reporting



22. Litigation Defense: e-discovery

- Describe how the system enables administrators and legal representation respond to ediscovery requests. Includes considerations of discovery, communication, and matter management.

Laserfiche allows legal and administrative staff to:

- Quickly and easily access, add and update case file information, regardless of format.
- Enable multiple staff members to access the same case file simultaneously.
- Assign templates to each file type to simplify document sorting, search and retrieval.
- Secure sensitive information with blackout and whiteout redaction tools.

Preparing for litigation often involves time-consuming searches through boxes of documents. Drop your highlighter and use Laserfiche to easily search the case file—you'll be more familiar with your case and better-prepared for testimony and cross-examination.

- Search the full text of emails, transcripts, witness statements and depositions and save results for use at trial.
- Use bolded lines of context to quickly identify when a witness refers to an item at issue.
- Sort documents chronologically to establish a timeline and easily identify sequences of events.

- Create shortcuts to important documents, maintaining the integrity of the case file while separating out specific documents needed for trial.
- Promote better communication with opposing counsel, easier pretrial conferences and quicker case resolutions.

23. Intellectual Property Protection

- Describe how the system protects records and documents as they are moved beyond the internal network.

Laserfiche allows organizations to print customizable watermarks on all records exported or printed from the system. This will ensure document authenticity and protect records that leave the internal network.

4.3 IT Efficiency Requirements

1. Storage consolidation

- Describe how the system enables deferment of storage investment.

Laserfiche has very flexible storage options, allowing organizations to distribute storage over multiple locations if needed. Because Laserfiche allows for storage via a UNC path, administrators can choose to place the data store anywhere or in multiple suitable locations.

2. Development environment

- Describe the tools and development environment for both business analysts and developers.



Laserfiche Rio Integrator's Toolkit

To truly maximize the value of your Laserfiche system, it must be a seamless extension of your existing enterprise applications. Integration with business-critical applications is the key to enabling streamlined and collaborative processes to access information enterprise-wide.

Laserfiche's packaged integration tools make it simple to facilitate image enabling and back-end integrations, while minimizing burden on your IT staff. Quickly and cost-effectively develop custom imaging applications tailored to your business needs with the Laserfiche Toolkit™, which provides all the necessary software and documentation—including sample code—to integrate Laserfiche with third-party applications, customize system functionality and automate Laserfiche-related tasks.

Key Benefits:

- Sample source code
- Comprehensive user documentation
- Use of windows based development language in creating applications
- Flexibility to meet specific business needs by integrating Laserfiche

The Laserfiche Toolkit includes:

- Detailed instructions and sample source code, written in both C# and Visual Basic® .NET.
- Pre-built merge modules.
- The API Document Processor Library.
- Tools for developing Application Program Interface (API) commands, Image Enable commands, Hotkey Active X commands and Import List commands.

Licensing Model:

Integrator's Toolkit is a single server license. The application may be installed on a server and will allow unlimited integrations to be implemented.

3. Business unit enablement

- Describe how the system enables users within business units to create content-related solutions without assistance from the IT department.

All of the basic functionality of Laserfiche, Records Management, Scanning, Workflow, and Forms is available with point-and-click configuration. Users without specific development knowledge can be trained to set up and configure their own departmental solutions. Cities Digital can train and work with departmental contacts to ensure that they have the training to be able to self-manage.

4. Content syndication

- Describe the process of syndicating content to a Web site or other media source.

The Laserfiche suite offers web modules so that data can be displayed directly without needing a management tool. However, if there are already sources in place for this function, an integrated web service is an excellent way to shuttle content from Laserfiche to another source.

Another excellent way to handle this is by using Laserfiche Workflow to export content when it has been approved and push via secure FTP to the requested web location. This can include checks for proper naming conventions and it can also include page collation and verification.

5. Stakeholder communication

- Describe facilities for automating communication with external stakeholders (e.g. customers) via fax, e-mail, and print.

Laserfiche Workflow can be programmed to send out email notifications, and even push to network folders that can integrate with fax and print servers.

6. Data discovery

- Describe how the system discovers and profiles content resident in other repositories, file shares, etc.

Laserfiche can be configured to monitor external databases or network folders for new content that it can then ingest and index. All of the profiles are defined within the Laserfiche Workflow engine for intelligent indexing.

4.4 Process-Oriented Business Efficiency Requirements

1. Document capture

- Describe how incoming documents are captured. Include consideration of faxes, e-mail, and print.

Laserfiche offers many options for capture:

- Drag and Drop – Drag from desktop or file browser to a folder in Laserfiche
- Snapshot – Print driver that converts documents to TIF images
- Outlook Import – Directly send emails and attachments to Laserfiche
- MS Exchange – Automatically capture and index emails, link to projects or employee files, search for keywords and separate attachments for filing or workflow.
- Office Integration – Send to Laserfiche directly from Office application
- Import Agent – Automatically shuttle documents from a network folder into Laserfiche
- Scanning – Included scanning interface
- Quick Fields – Batch processing capture tool, including capability for barcodes, zone OCR, forms recognition, etc.
- Quick Fields Agent – Automated batch processing scheduler
- Laserfiche Mobile - Upload from Android or iPad or iPhone
- Laserfiche Forms – Capture data through web forms

2. Scanning capabilities

- Describe scanning capabilities. Include consideration of:
 - Batch processing capacity.
 - Distributed workgroup capture.
 - Quality control and rescanning.
 - Simplex/duplex capacity.
 - Resolution.
 - Document preparation.
 - Indexing.
 - Routing.
 - Support for OCR, ICR, OMR, and barcode.
 - Storage requirements.

- Identify which image formats are supported. Include discussion of standards support (e.g. TIFF, JPEG2000, and PDF/A).

Laserfiche Scanning enables you to:

- Convert paper documents into Laserfiche imaged documents.
- Import electronic files into a Laserfiche repository.
- Perform image enhancements and processes (e.g., optical character recognition) on scanned documents.

Laserfiche Scanning provides two scanning interfaces: Basic Mode and Standard Mode. Select a scanning mode when opening Laserfiche Scanning.

Basic Mode

Provides a fast and simple interface requiring minimal configuration. This mode is recommended for users with basic scanning needs.

Standard Mode

Provides additional features and flexibility, offering everything in Basic Mode, plus the ability to:

- Perform advanced image enhancements and processes.
- Scan multiple documents.
- Customize how and where documents are organized and stored.
- Configure default document properties that will be applied to future documents.

Laserfiche Quick Fields processes extract or add information to or from a page or document. For example, various processes available for Quick Fields can generate text from a document or a specific region of an image, determine whether a particular region is marked, extract information from a database, or apply annotations to the document. You can configure Quick Fields to store the document in Laserfiche according to the results of these processes.

Processes behave differently within the various stages of processing within sessions. In different stages, they may apply to all or specified pages of a document. In Identification, they are compared to criteria to determine whether a page should be assigned to a document class.

The basic version of Quick Fields allows users to retrieve documents from Laserfiche, perform image enhancements, generate text from documents, and send them to a Laserfiche repository. Additional processes and features can help automate many more functions using Quick Fields. You can read barcodes, match documents to forms, use multiple document classes, add annotations, and perform many other activities. To help you purchase the additional features best suited to your organization's needs, the additional features are grouped into packages called add-ons. When the add-ons are installed, the additional processes and features will be integrated into the interface. For this reason, the add-ons are described in the sections of these help files dedicated to the sections where they appear to the user.

Note: Some processes come with the basic Quick Fields installation, and some must be purchased as add-ons. Contact your reseller for more information.

Basic Quick Fields Installation

- Image Enhancements
- OmniPage OCR
- Universal Capture
- TWAIN Scanning
- Laserfiche Capture Engine
- Process Profiles
- Text Extraction
- Token Identification
- Page Size Identification
- Page Removal

Other Process and Add-Ons

- Auto-Annotation
- Auto-OMR
- Barcode
- Bates Numbering
- Custom Process
- Document Classification
- Field Lookup
- Field Verification
- Fixed Annotation
- Form Alignment
- Form Extraction

- Form Identification
- Inline Pattern Matching Expressions in Tokens
- Lookup
- OmniPage Zone OCR
- Optical Mark Recognition
- Pattern Matching
- Permanent Stamp
- Real-Time Lookup
- Retrieve PDF Form Content
- Scripting
- Substitution
- Token Collector
- Token Identification
- Token Retriever
- Token Verification

3. Naming and Number Sequencing

- Describe how the system handles standard naming conventions.

Laserfiche allows standard naming conventions using tokens from metadata or system generated data.

- Describe the capabilities of the solution to support custom document naming and sequencing

Document naming conventions can be customized, including sequences to whichever combination of data and formatting the organization wishes.

4. Business Process Management (BPM)

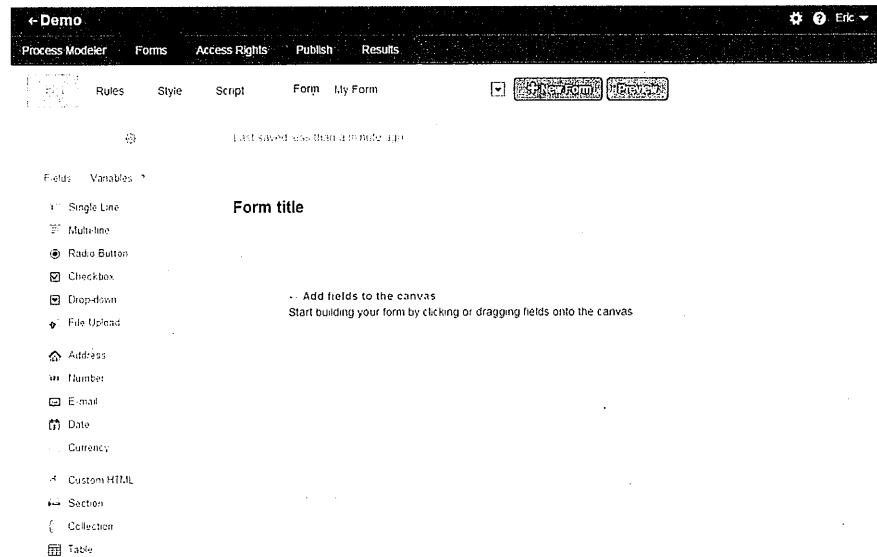
- Describe the BPM capabilities of the solution. Include consideration of:

- Standard processes, including e-forms.
- How work queues are created.
- Tools used to create, access, and monitor workflows.
- Common routing configuration such as ad-hoc, administrative, etc.

In Laserfiche Forms, forms are used to capture information within a business process. In order to create a form, you'll first need to create the business

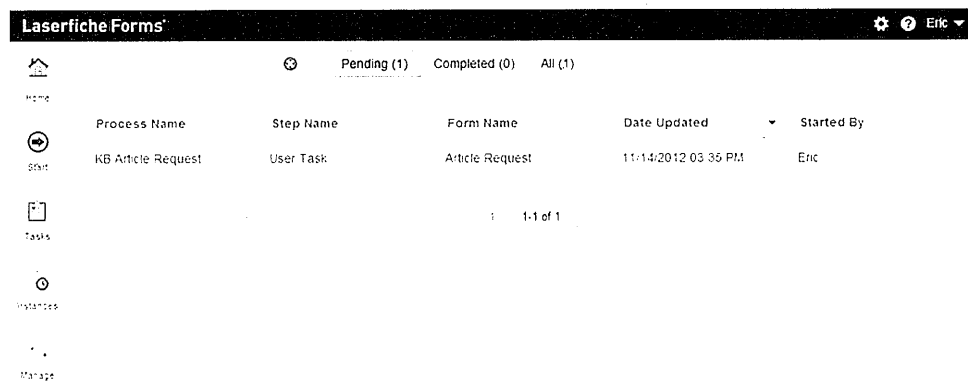
process that it is a part of. There are several areas in the product where you can create a form.

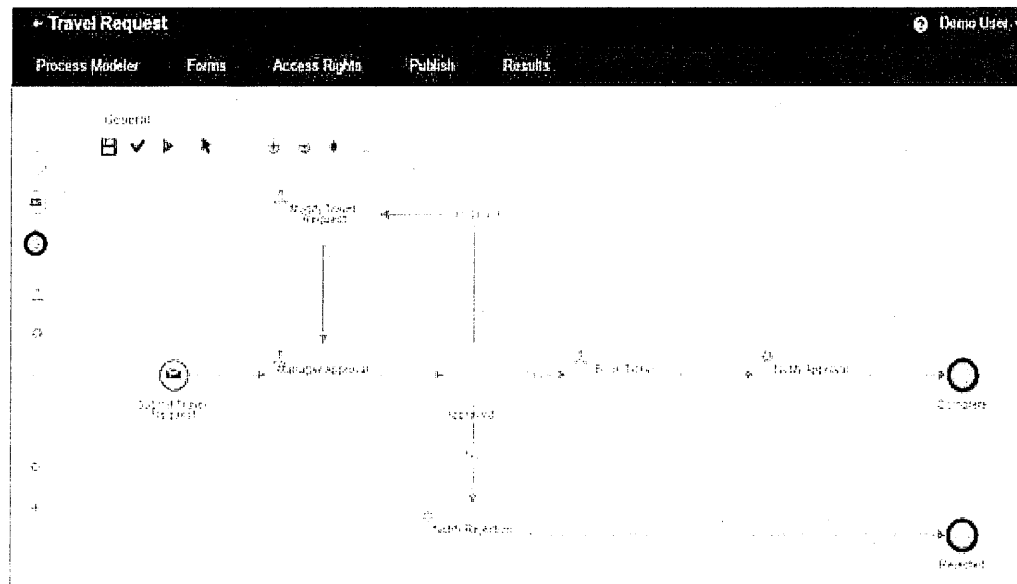
Figure 5 Laserfiche Forms Designer



Users who are participating in business processes will have tasks assigned to them in the queue. These tasks will be viewable in the user's Task Pane. In the task pane users may view Pending and/or Completed tasks.

Figure 6 Laserfiche Forms Task Pane





5. BPM Monitoring

- Describe how workflows and activity queues are monitored.

Forms and processes are managed from a management page so it is easy to see processes that are in place and to make changes from a central location.

Figure 7 Laserfiche Forms Management Pane

Laserfiche Forms						
Published (3) Favorites (0) All (6) Last updated (newest)						
Home	Business Process	In Progress	Total	Status	Share	KB Article Request
Start	KB Article Request	9	15	Published	?	With this process users can request a KB article from UE
Tasks	Scripting Test	0	0	Published	?	Model this process
Instances	Purchase Order	0	0	Published	?	Forms
Manage	Travel Request	0	0	Hidden	?	Article Request
	Software Evaluation Request Form	0	0	Hidden	?	Set access rights
	Laserfiche Purchase Order	0	0	Hidden	?	View results

1-6 of 6

Last action (changed routing) on Nov 14 2012 03:34:22 PM (4 minutes ago) by Eric

Created on Nov 5 2012 07:59:21 AM by LASERFICHE/ERIC CRESSEY

Results from a business processes may be viewed in the results pane.

Figure 8 Laserfiche Forms Results Pane

The screenshot shows the 'KB Article Request' results pane in Laserfiche. It includes a navigation bar with tabs for Process Modeler, Forms, Access Rights, Publish, and Results. Below the tabs is a 'Column Display' section with a funnel icon. The main area contains a table with the following columns: Instance ID, Status, Started By, Start Date, Current Step, Step Start Date, and Form Name. The table lists 15 instances, with the first 10 in 'In Progress' status and the last 5 in 'Completed' status.

Instance ID	Status	Started By	Start Date	Current Step	Step Start Date	Form Name
15	In Progress	Eric	Nov 14 2012 03:35	User Task	Nov 14 2012 03:35	Article Req
14	In Progress	Eric	Nov 14 2012 08:42	User Task	Nov 14 2012 08:42	Article Req
13	In Progress	Eric	Nov 14 2012 08:04	User Task	Nov 14 2012 08:04	Article Req
12	In Progress	Eric	Nov 14 2012 07:44	User Task	Nov 14 2012 07:44	Article Req
11	In Progress	Eric	Nov 13 2012 03:07	User Task	Nov 13 2012 03:07	Article Req
10	In Progress	Eric	Nov 13 2012 02:49	User Task	Nov 13 2012 02:49	Article Req
9	In Progress	LASERFICHE:ERIC	Nov 13 2012 02:35	User Task	Nov 13 2012 02:35	Article Req
8	In Progress	Eric	Nov 13 2012 01:56	User Task	Nov 13 2012 01:56	Article Req
7	In Progress	Eric	Nov 13 2012 11:52	User Task	Nov 13 2012 11:52	Article Req
6	Completed	LASERFICHE:ERIC	Nov 7 2012 02:57:5	Approved	Nov 7 2012 02:58:0	
5	Completed	LASERFICHE:ERIC	Nov 5 2012 01:05:3	Approved	Nov 5 2012 01:05:4	
4	Completed	LASERFICHE:ERIC	Nov 5 2012 08:36:5	Approved	Nov 5 2012 08:36:5	
3	Completed	LASERFICHE:ERIC	Nov 5 2012 08:35:3	Approved	Nov 5 2012 08:35:4	
2	Completed	LASERFICHE:ERIC	Nov 5 2012 08:29:1	Approved	Nov 5 2012 08:29:2	
1	Completed	LASERFICHE:ERIC	Nov 5 2012 08:24:5	Approved	Nov 5 2012 08:25:1	

6. Process integration

- Describe the system's integration with other transactional systems such as ERP systems and collaboration tools.

Laserfiche has several established integrations that are available through the Laserfiche Marketplace. Cities Digital is an active contributor to that marketplace with integrations that our development team has created in collaboration with our clients.

Laserfiche has been integrated with ERP solutions such as Lawson, New World, Tyler & Sungard amongst others.

A list of the integrations available in the Laserfiche Marketplace can be viewed at: <http://www.laserfiche.com/en-us/marketplace>

In addition, Laserfiche does offer an SDK so that new or custom integrations can be completed. Cities Digital developers can assist the City or create integrations for the City, as we have done with many of our clients.

7. Enterprise Report Management (ERM)

- Describe the system's ERM capabilities. Include consideration of:

- Describe your COLD functionality.
- How are reports captured into the repository?
- What are the limits on report retrieval?

There is a Laserfiche COLD integration that is an optional add on, the MARS integration allows application generated content such as reports, forms, invoices, statements, etc., to be easily captured, converted and archived directly into the Laserfiche repository. Automated configuration tools allow the end user to set up unattended processing of all electronic content and seamlessly import it into your Laserfiche repository. Graphical overlays can be created that enhance the look and feel of your documents as part of the user defined project setup.

MARS is also scalable and allows multiple projects to be setup and run concurrently. This important design features accelerates processing in that a single project may be able to handle many different types of documents during the same process cycle.

8. Unconventional data access

- Describe how users can access content with kiosks, smart phones, or other non-traditional environments.

Laserfiche has several options for viewing ECM content over the web. The read-write option is through an integrated web module called Laserfiche Web Access. Organizations with Web Access can provide full, read/write functionality to their repository through a web page, iPad/iPhone app, or Android app.

Figure 9 Android app

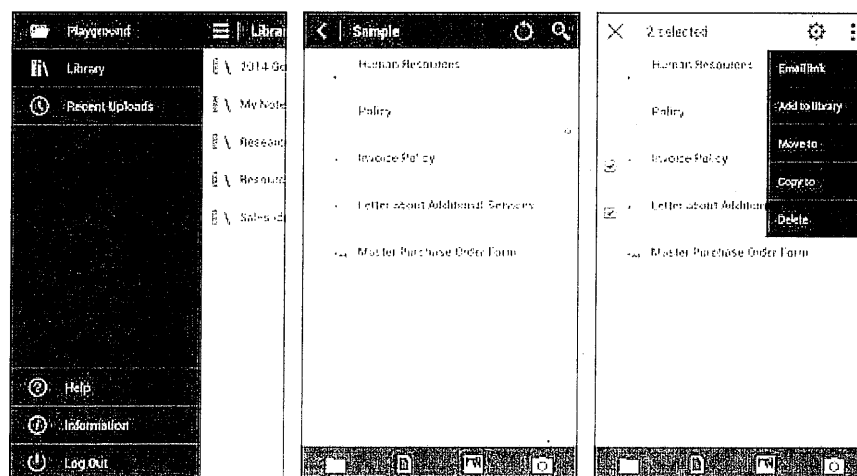
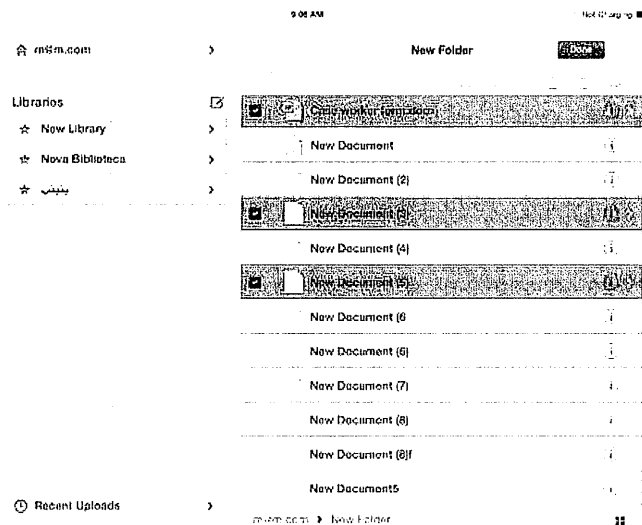
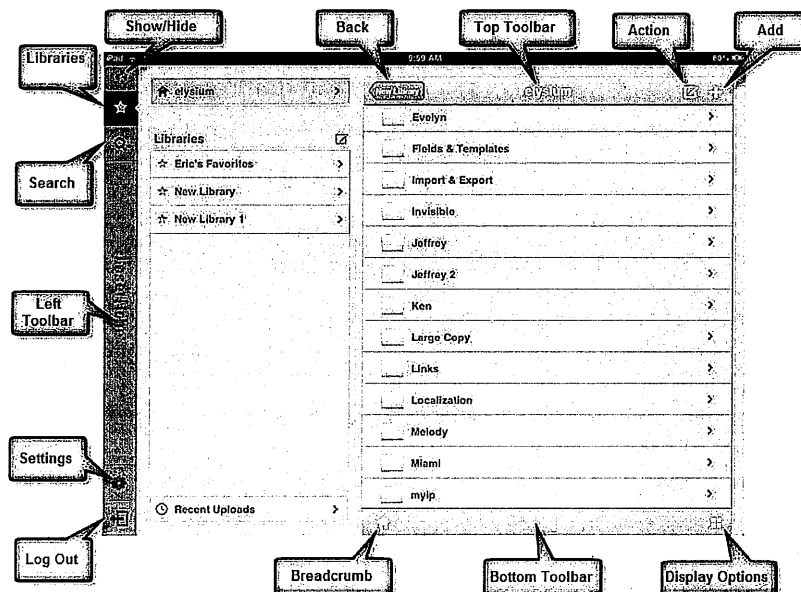


Figure 10 iPad App



These apps are fully featured and very robust with the ability for a user to customize their experience for the most efficient and effective access to the Laserfiche ECMS.

Figure 11 Full App Feature Set



Read-only access to the Laserfiche repository is provided through Laserfiche Public Portal.

4.5 Knowledge-Oriented Efficiency Requirements

1. Library services

- Describe the library services available in the Document Management (DM) solution. Include considerations of:
 - How to import or upload documents into the repository.
 - How users access the documents.
 - Document version control.
 - The security model.

Documents can be uploaded into the repository via drag-and-drop, scanning, Office Integration, or through the File > Import menu. It is very easy for authorized users to get documents into Laserfiche. Users access the documents through the Laserfiche client, which is available as a web application, thick-client, or mobile app.

Laserfiche supports document check-in and check-out to ensure that edits are not being made to the document by multiple people at the same time. In addition, Laserfiche supports document versioning and linking, to facilitate collaborative editing of documents.

Laserfiche security has a layered security. First, Laserfiche Users need to have either a Laserfiche user name/password or Windows Authentication (LDAP) authentication to the system. Users and groups are assigned departmental folders (applications) that they have access to view. Users have different feature rights that they are permitted to use. Additional levels of security include Security Tags, metadata security, annotation security and redactions. Any of these security features may be inherited as group policy or via user profile.

2. Meta-data

- Supported meta-data standards.

Laserfiche supports unlimited fields and templates that are end-user, point-and-click configurable. Laserfiche supports field formatting including text, integer, drop down lists, text, etc.

3. Application support

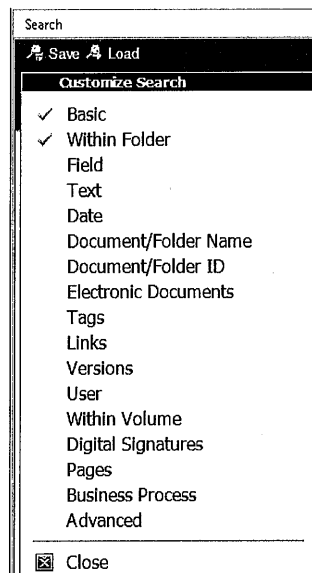
- Support for productivity applications such MS Office. Include consideration of industry-relevant applications (e.g. AutoCAD, etc.).

4. Search

- Describe the supported search functionality. Note any partnerships or other relevant details.

Users and administrators are able to search for documents processed, created or approved from the Laserfiche Client. Users may export the results to .CSV for data cleanup. Any metadata regarding the documents may also be exported. The Laserfiche Workflow reporting will report metrics showing efficiency at each step of the workflow or by user.

Figure 12 Laserfiche Client Search Criteria



5. Social computing

- Support for social computing features (e.g. tags, blogs, wikis, comments, expertise location, etc.).

MagniPost by Cities Digital is social media compliance and archiving service that allows organizations to monitor users' activity on Facebook, Twitter, and LinkedIn. Associate users have the ability to interact with Facebook, LinkedIn, and Twitter from MagniPost's social media network tabs. Post, comment on posts, like posts, and send messages to contacts. It captures all postings by associate users in the Review Dashboard, and allows administrators to approve or deny the activities before they are executed. Posts are displayed with their

approval status in the History tab for tracking, and can be archived to an online database or to Laserfiche for future retrieval.

The Review Dashboard gives administrators the ability to approve or deny all posts and messages before they are sent to their destination. An approved post will show up on the social network, while denied ones will not. Both are archived with their approval status.

Mass Post allows administrators to post to any or all of the social media networks on behalf of all associate accounts. This provides for fast, consistent marketing opportunities. Administrators have the ability to withhold usernames and passwords to restrict all interaction with social media to MagniPost.

Features of MagniPost include:

- Posts made by associate users are sent to the Review Dashboard for approval before they are sent to the social media network
- Quick Post – simultaneously post to Facebook, LinkedIn, and Twitter.
- A regulated view of Facebook, LinkedIn, and Twitter for all associate users, from the MagniPost website.
- Regulated view of social media includes the ability to comment on posts, like posts, view all threads, send messages to LinkedIn contacts, search Twitter and LinkedIn for new contacts, send requests to follow, and post to all Networks.
- Review Dashboard – Approve or Deny all posts and messages.
- Mass Post – post on behalf of all associate users to any or all of the social media networks. (administrator only, no review on Mass Post)

Laserfiche will also be releasing a social component to the document management system by 2015.

6. Formal taxonomy

- Describe the product's support for automated or formal taxonomy creation.

Laserfiche has very customizable indexing criteria, so it can support all typical taxonomy creation processes. In addition, index fields can be linked to external databases so that they are auto-populated with a defined list of values.

7. Collaboration

- Describe collaboration features of the DM system. Include consideration of instant messaging, web conferencing, etc. Note any relevant partnerships with other technology vendors.

Laserfiche does not support web conferencing, instant messaging, etc.

8. eSignatures

- Describe how the system supports electronic signatures of documents.

A digital signature is a way of indicating that a document is authentic, has been signed by a particular person, and has not been modified since the signature was applied. Digital signatures can be used in a variety of ways. For instance, a manager might use a digital signature to indicate that they have approved a document; validating the digital signature would verify that it is indeed that person who approved the document, and that the document has not been further modified since its approval. Alternately, a user might sign documents after importing them, in order to indicate that the import process is complete and all relevant information has been included, and that signature could be validated to see whether changes have been made to the document since its import.

A digital signature in Laserfiche signs the document's electronic document content, page images, signature comments, and signing images. It does not sign page text, metadata, or annotations. Page text, metadata and annotations can be modified without invalidating the signature; electronic document contents, page images, and signature details cannot.

Another option for eSignatures: Cities Digital is also the author of two different digital signature solutions for Laserfiche.

- The Digital Signature Kit includes integration into Topaz signature pads for signature on a document while a citizen or employee is at the counter.
- The DocuSign integration is available to allow users to send documents via the popular DocuSign system for signature and will reimport signed/completed documents back into the system.

4.6 Architecture

1. Storage extensibility

- Describe the system's ability to support new functionality and the ease at which this is achieved.

Laserfiche supports storage for the system that utilizes a UNC path which allows administrators to store content on a SAN, NAS or any storage device of their choice, including Linux storage device. Administrators may extend storage on those devices at will and upgrade their storage medium as necessary.

2. Content systems supported

- Describe other content systems supported, including SharePoint and instant messaging platforms.

Laserfiche includes an out of the box SharePoint integration that facilitates automation of workflows as well as federated search.

3. E-mail platforms supported

- Describe supported e-mail platforms (e.g. Exchange, Notes, Groupwise), supported by the solution, as well as capture within the platform (e.g. e-mail, tasks, all).

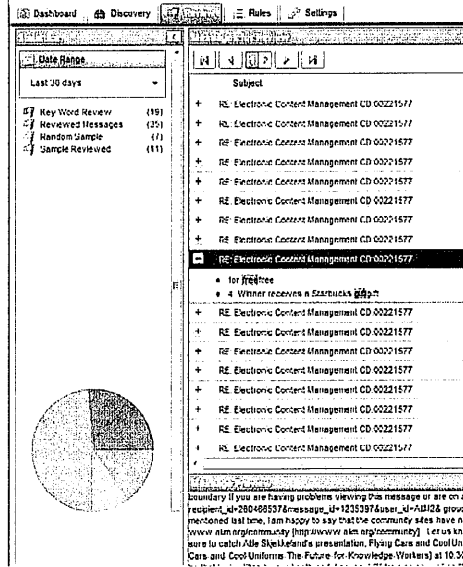
Laserfiche supports using any SMTP server for email notifications or emailing documents out of the system. Users using Exchange can use Laserfiche Workflow to automatically create calendar appointments and tasks in Outlook.

Cities Digital has created an integration called MagniMail that automatically captures and archives emails that makes storing emails a background service instead of something that must be managed by the end users.



Cities Digital MagniMail – Standard Edition

MagniMail is an email archive system designed to provide automatic archiving of emails directly from your Microsoft Exchange 2007 or 2010 server. MagniMail can be a replacement or complement to many email compliance services you are now using. It supports filing by vendor file or client automatically.



MagniMail boasts the power of the Discovery Dashboard, which makes managing and tracking thousands of messages easy and efficient and reduces compliance headaches.

Standard Edition Features:

- Single server
- Rules-based routing
- Discovery dashboard
- File-by-client
- Email filtering

Licensing Model:

This integration is purchased as a single site license. The purchase of this license allows the client to use the application, but does not include the source code.

Laserfiche License Notes:

This application does require either a named Laserfiche user or concurrent Laserfiche user license while it is connecting to Laserfiche. The Laserfiche user the application is using must have access to all necessary file locations and indexing fields.

Key Benefits:

- Offers email queue, allows email to stack efficiently during high volume times.
- Allows searching based on key words as well as by domains, users, date ranges and with the use of full text.

4. Scalability

- How many concurrent users can be supported on this system? Can the system be scaled across servers?

Laserfiche can be scaled across servers to support load balancing and distributed computing. There is not hard limit to the number of users that can be supported.

5. Software-as-a-service, on-premise, managed hosting, virtual machine or appliance

- Identify if this is a software-as-a-service solution, a managed hosted solution, a traditional on-premise application, virtual machine (e.g. pre-packaged VM for VMWare), or an appliance.

Cities Digital is proposing an on-premise application that can be deployed with virtualized servers if desired.

4.7 Operations & Support

Describe how you work with clients to deliver services and/or products.

1. Customer support

- o Do you provide toll free customer support 24 hours, seven days per week? Please specify all paid support options.

The initial purchase of a Laserfiche software system also requires purchasing LSAP for each component. LSAP is a software assurance program initiated by Laserfiche to ensure that clients are able to receive regular product updates and basic software support through their value-added reseller. Cities Digital has developed this policy with regard to services that are included with the purchase of LSAP in order to serve all clients with the utmost accuracy and efficiency.

Phone number for problem reporting	Toll Free 855-714-2800, Option 251 for Tech. Support
Renewable Annual Technical Support	Fee is fixed based on software components that have been purchased and installed. Renewable each year.
Telephone and Email Support	support@citiesdigital.com 651-714-2800, Option 2 for Tech. Support Hours: 8:00AM-7:00PM CST Website support: www.citiesdigital.com Hours 24-hours
Response Time and Definition	Responses provided within 4 hours of initial report. However, usually phone calls are answered immediately. Responses consist of diagnosing the problem and if possible resolving it immediately or over the telephone. If not possible to resolve immediately a time will be set up to try and resolve the problem at the client's convenience.
Options for Coverage During Non-PPM Periods	This can be made available upon request.
Capability for Remote Diagnostics	We use a web-based tool for remote diagnostics and support. It requires a web browser (Internet Explorer or Mozilla) and internet connection but no other software or hardware.

Maintenance Cost for Fixes and Major Releases	<p>Maintenance that is done over the phone or remote access is included in annual maintenance agreement at no additional cost. Most minor upgrades can be completed this way.</p> <p>Upgrades are often available for download from our FTP site, making delivery time zero.</p> <p>Major upgrades may be subject to a fee if the platform has changed. The fee is set when the new version is released.</p> <p>New operating system releases are almost always handled through minor patches that make existing software compliant. These are completed within months after the new operating system is released and before most clients have a chance to upgrade their OS.</p>
Support Escalation Procedures	<ol style="list-style-type: none"> 1. Problem is reported and resolved over the phone or remotely. 2. If immediate resolution is not possible, problem is reported to Laserfiche corporate tech support. Cities Digital works with Laserfiche to find and implement a solution. 3. If there is no existing solution, Laserfiche corporate tech support will write a script or solution to fix the problem. Cities Digital will then implement the solution remotely or through onsite support if necessary. 4. Cases are updated daily at a minimum.
Tracking Database	<p>We use a support tracking software. Our tracking software assigns incident numbers and clients are able to call and get the status on any support case at any time during work hours.</p>

The Cities Digital support team consists of seven Laserfiche trained support technicians. Six of those technicians are located at the Cities Digital headquarter location in Hudson, WI. The additional service technician is located at the Cities Digital branch location in Los Angeles, CA. All technicians are highly skilled and trained in providing support services for the entire Laserfiche product suite.

It's worth noting that many Laserfiche customers have chosen to switch their support to Cities Digital from other vendors after hearing about the excellent support and consulting services that Cities Digital offers. The Cities Digital commitment to providing free

opportunities for clients to further their Laserfiche knowledge is a large differentiator from other solutions providers. For instance, Cities Digital hosts bi-monthly webinars that are included in base LSAP costs, and cover a variety to Laserfiche related topics.

Please see below for the services and advantages of the Cities Digital LSAP program.

Services covered in base LSAP costs:

- 24-hour Cities Digital website support at www.CitiesDigital.com
- 24-hour Laserfiche website support at www.Laserfiche.com
- Monthly Laserfiche User News (email newsletter with information and helpful tech tips)
- Cities Digital telephone support
- Free access to Laserfiche product updates (does not include installation or training)
- Remote support via GoToAssist and GoToMeeting (allows support technicians to access client's computer remotely)
- Online support ticket submission at CitiesDigital.com
- Extended daily support hours for Midwest clients - 8:00AM-7:00PM CST

Services available on a per unit basis (not included with base LSAP):

- Installation
- Training
- Onsite support (available in packaged units by hours)
- Custom integrations
- Document conversions

2. User manuals

- Do you provide a complete set of user manuals for all software applications to document and explain system features and functions?

Comprehensive help file documentation is available for all proposed components. These files are available within the programs themselves, and are also available online.

Along with the above-referenced help file documentation, Laserfiche maintains an extensive knowledge library that includes: a Solution Exchange detailing exact configuration recommendations, White Papers explaining best practices, installation and migration checklists, a Code Library, and a very active forum environment called Laserfiche Answers that is monitored by Laserfiche developers.

The Solution Exchange can be viewed at:
<http://www.laserfiche.com/SolutionExchange>

An introduction to the SDK and Code Library can be viewed at:
<http://www.laserfiche.com/SolutionExchange>

Laserfiche Answers can be viewed at:
<https://answers.laserfiche.com/>

3. Implementation support

- Do you provide complete turnkey on-site implementation and project management support? Please specify which support will be included and which is provided for an additional fee. Also specify whether support is available direct from vendor or provided through a partner.

Cities Digital's highly trained employees provide all services to our clients. We do provide all implementation consulting, training, and installation services for our clients, both during the initial implementation as well as ongoing support and maintenance.

This implementation should be considered a turn-key solution. The hours that are being proposed are for setup of the system, consulting meetings and onsite training.

Services covered in base LSAP costs:

- 24-hour Cities Digital website support at www.CitiesDigital.com
- 24-hour Laserfiche website support at www.Laserfiche.com
- Monthly Laserfiche User News (email newsletter with information and helpful tech tips)
- Membership in the Twin Cities User Group (only available from Cities Digital)
- Cities Digital telephone support
- Free access to Laserfiche product updates (does not include installation or training)
- Remote support via GoToAssist and GoToMeeting (allows support technicians to access client's computer remotely)
- Online support ticket submission at CitiesDigital.com
- Extended daily support hours for Midwest clients - 8:00AM-7:00PM CST

Services available on a per unit basis (not included with base LSAP):

- Installation
- Training
- Onsite support (available in packaged units by hours)
- Custom integrations
- Document conversions

4. Training

- Describe the type of training provided to administrators. Specify whether training is available direct from vendor or provided through a partner.
- Describe training available to end users.

Cities Digital advocates a very hands-on approach to training and prefers that training be conducted onsite in a user's actual environment and on the user's actual system. This allows materials and examples developed during training to be available for immediate hands-on practice following sessions. Any of these sessions can be adapted to be a train-the-trainer approach, and Cities Digital also offers a front-line-support training session that will prepare IT staff to provide the first level of support to end users. Training manuals are available for all training sessions.

Training course descriptions and sample documents can be viewed in Appendix A: Training Descriptions.

As a part of an ongoing training program, many of our clients take advantage of the Laserfiche Online Training Center which is a subscription based service. The Training Center is your resource for on demand Laserfiche training videos. This comprehensive training center provides an easy, cost-effective way to provide Laserfiche training to all users in your organization. Members will enjoy unlimited, 24/7 access to the full suite of training sessions for one low cost, which in most cases is less than the cost of a single or multi-day onsite training session. This gives users the ability to review the courses on their own schedule and at their own pace.

With your annual subscription you will have access to our online courses offering training videos. In the Training Center you will find video categories such as Laserfiche Administration, Laserfiche Client, Workflow, and Tips & Tricks. The selection of courses and videos has been designed for Laserfiche users of every skill level ranging from the Basic User to Advanced System Administrators. In addition, all videos use instructor descriptions from Laserfiche Certified Professionals as the features and components of Laserfiche are shown.

Training Center Benefits

- 24/7/365 access to on demand Laserfiche training videos and other resources

- Reduction in training expenses
- Unlimited access for your entire organization
- Reduction in the internal support required
- Increased efficiency through improved internal usage/adoption
- Instant/budgeted training available when employee turnover occurs

5. Software updates

- Do you provide future software releases and updates to all applications as part of regular software maintenance fees?
- For on-premise solutions, please specify software update process and typical time between releases.
- For off-premise and appliance solutions, please specify standard update cycle.

Laserfiche's regular software maintenance fees include access to software releases and updates to all applications. Major releases are every 3 years with minor releases being annual.

6. Performance monitoring (if applicable)

- Do you provide remote software monitoring to identify anomalies and provide automatic upgrades?

Cities Digital does offer real-time system monitoring to make sure that application critical services are monitored continuously.

7. Geographic and language support

- Do you provide support in the English language in the City of Duluth, MN?

Yes, Cities Digital does provide English language support in the City of Duluth, MN.

5 Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
 - Full legal name of the company.
 - Year business was established.
 - Number of people currently employed.
 - Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.
2. An outline of the product line-up they currently support.
3. A description of their geographic reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. An outline of their current and future strategies in the marketplace.
6. Information on current software clients, including:
 - Total number of current clients.
 - A list of clients with similar needs using the same software.
 - Evidence of successful completion of a project of a similar size and complexity.

Cities Digital, Inc. is dedicated to the development, implementation and integration of solutions to meet diverse client needs in the growing content management industry.

Established in 2001, Cities Digital attained its solid reputation for quality products and services by working tirelessly to assemble a team of professionals dedicated to building a new experience for customers. Customer needs compelled Cities Digital to ultimately build the most extensive ECM integration team in the industry. The development department has created applications and integrations for Laserfiche, as well as performed conversions from other legacy systems. The creative work of this department has been recognized nationally and featured by Laserfiche in their spotlight case studies and at their annual conferences.

Cities Digital has completed some of the most advanced ECM implementations in the business. Complex business solutions require experienced and skilled people. The consulting team at Cities Digital offers implementation, training, guidance and governance consulting. All Cities Digital consultants are certified with Laserfiche CPP designations. In addition, Cities Digital boasts accumulated knowledge in content management, compliance, & regulations in law enforcement, healthcare, public administration, financial and investment services. Countless installations for these unique industry groups have given Cities Digital the credentials to guide organizations as they navigate the complex environment of books-and-records regulation and compliance.

Consistently recognized as one of the largest Laserfiche resellers in the country, Cities Digital reaches new levels of customer service and support each year. Continued growth and an expanding customer list stretching across the United States and internationally prompted Cities Digital to offer local representation in Los Angeles, Austin, Texas and Seattle in addition to the corporate headquarters in Hudson, WI (Twin Cities).

Cities Digital is continually innovating with new integrations and services that are fairly priced and financially smart. It's no secret that today's organizations must keep the bottom line top-of-mind, and Cities Digital responds daily to this need by developing smart applications and services, and building value into every product. The solutions offered and created by Cities Digital deliver real results, making organizations more efficient and secure.

The more than 450 clients with Cities Digital understand that our staff of 19 dedicated professionals, provide truly tailored consultative services and support, built on experience. By regularly seeking client feedback and involvement, Cities Digital enjoys a high level of customer loyalty. Cities Digital's tag line "Take information further!" becomes increasingly more appropriate, as it is the overriding goal for clients, each and every day.

Cities Digital is a small, private company does not release financial data as a part of public RFP's. However, if chosen as the apparent successful vendor, Cities Digital will release financial statements at that time.

Stillwater Runs Deep

Stillwater, MN, leverages the value of Laserfiche through standardization and integration

April 7th, 2010 by Hobey Echlin

The City of Stillwater is one of Minnesota's oldest historic communities, which you can see using one of its newest technologies, its Laserfiche WebLink 8 public portal. In only a few clicks, you'll find minutes from City Council meetings dating back to 1888, as well as other public documents. In fact, providing a Web content portal is only one of the ways the city saves staff time and costs with its Laserfiche enterprise content management (ECM) system—proving Stillwater to be not just one of the state's oldest cities, but one of its wisest, as well.



Replacing Legacy Systems, Replacing Legacy Attitudes

When Diane Ward became City Clerk in 2000, she found the city's Administration office had a legacy ECM system in place that wasn't being used to manage much. "I found the application cumbersome and not user-friendly," she says. From an IT perspective, the legacy system was even less friendly. "The company was purchased by other document imaging companies twice. The second time would have required us to migrate to a different system and the maintenance agreement was already pretty high," remembers Rose

Holman, MIS Director. "Since we needed to convert existing data anyway, we were able to make the case to our city council that we needed to find something that fit our needs better."

Ward and Holman contacted Laserfiche reseller Cities Digital. "The Laserfiche system seemed easier for the end user, which is really important, and the administration of the system seemed easier to understand," Ward says. Implementation began in Stillwater's Administration Department in 2005. "That allowed me to familiarize myself with the program and set up the folder structures, templates, and administration console, so we had that foundation in place for future deployment," Ward says.

Ward began by making agenda packets, minutes from council meeting and various city boards and commissions, as well as resolutions and ordinances, available to staff through the Laserfiche repository, and the impact was immediate. "I knew the system was successful because it was easy to use and manage. Requests that would have taken me days to complete, sometimes weeks, were able to be completed almost immediately," Ward says.

Leveraging the Value of ECM Agility through Standardization and Integration

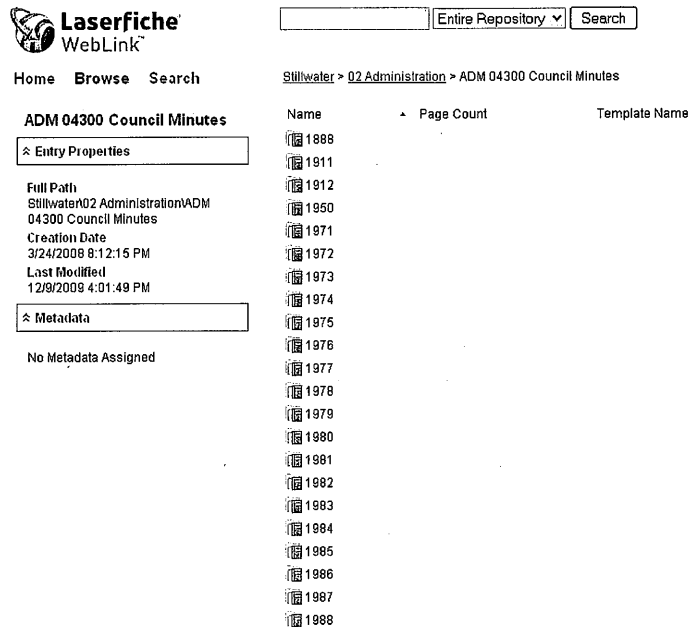
A year later, backlog conversion began in the Finance Department – at times duplicating scanning done into the department's Springbrook financial management software. Staff soon discovered that finding content using Laserfiche was easier, so Holman contacted Cities Digital to integrate the two applications. "It's a daily timesaver that enables staff to put information into Laserfiche more quickly and locate it more easily."

In 2009, Laserfiche deployment extended to the Planning and Building Inspection Department, turning into another chance to explore the value of Laserfiche as integrative middleware, which makes existing data easier to find and use. "As we started putting planning documents into Laserfiche, we realized we could create better searches of, say, address files if we integrated some of the information with the PermitWorks applications we used to do building permits," so Holman again contacted Cities Digital to integrate Laserfiche with PermitWorks. Key to the integration's success was standardizing the metadata of the property file folders when it was migrated from the city's legacy ECM system. These folders constituted the bulk of the city's information requests, so adding the parcel identification numbers (PINs) used by other departments and applications to the Laserfiche folders made information even easier to find.

"The benefit is again the ease and scope of research now that the Planning and Building Departments are also using Laserfiche," Ward explains. "We can see what planning cases involved a specific property, which building permits were issued and the actions of any board or commission or the City Council on that property."

It's this ability to align Stillwater's information assets with ways it can be more useful and therefore more valuable to the community that are at the core of Ward's ECM strategy. In 2008, for instance, Ward lobbied for and received funding for Laserfiche Records Management Edition (RME) to mitigate compliance risks. "If I could do it all over again, I would have purchased Records Management Edition when we initially purchased Laserfiche," she sighs. "Because I didn't, there was some extra work involved in setting up RME." But once set up, she says, RME's automated retention schedules by document type give Ward the ability to easily comply with State policies that the city had been manually following for over 20 years.

Implementing a Popular Public Portal Strategy



Laserfiche WebLink

Home Browse Search

Stillwater > 02 Administration > ADM 04300 Council Minutes

ADM 04300 Council Minutes

Full Path
Stillwater\02 Administration\ADM
04300 Council Minutes
Creation Date
3/24/2008 8:12:15 PM
Last Modified
12/9/2009 4:01:49 PM

Metadata
No Metadata Assigned

Name	Page Count	Template Name
1888		
1889		
1890		
1891		
1892		
1893		
1894		
1895		
1896		
1897		
1898		
1899		
1900		
1901		
1902		
1903		
1904		
1905		
1906		
1907		
1908		
1909		
1910		
1911		
1912		
1913		
1914		
1915		
1916		
1917		
1918		
1919		
1920		
1921		
1922		
1923		
1924		
1925		
1926		
1927		
1928		
1929		
1930		
1931		
1932		
1933		
1934		
1935		
1936		
1937		
1938		
1939		
1940		
1941		
1942		
1943		
1944		
1945		
1946		
1947		
1948		
1949		
1950		
1951		
1952		
1953		
1954		
1955		
1956		
1957		
1958		
1959		
1960		
1961		
1962		
1963		
1964		
1965		
1966		
1967		
1968		
1969		
1970		
1971		
1972		
1973		
1974		
1975		
1976		
1977		
1978		
1979		
1980		
1981		
1982		
1983		
1984		
1985		
1986		
1987		
1988		

The City of Stillwater's WebLink 8 Public Portal, where searchers can access council meeting minutes from as far back as 1888.

This potent combination of automation and transparency has also guided the city's Web portal strategy. When the city implemented Laserfiche, Ward made resolutions, ordinances, agenda packets, and minutes from council meeting and various city boards and commissions (some dating back as far as 1888) available to the public using Laserfiche WebLink. The public portal proved so popular that [Stillwater recently upgraded to WebLink 8](#) to take advantage of new features including customized searches, new customization and layout tools, and support for the iPhone and Android mobile devices.

"Our Planning Department developed an [On-Line Property Information Lookup Application](#) through our [Website](#) which links any planning cases related to a particular address and can be viewed through that application and opened through WebLink," says Ward. "We hope to make easements and building permits available as well."

The next step, Ward says, is making WebLink a one-stop shop for Stillwater's public information. "Presently we post PDF minutes of our City Council and Boards and Commissions meetings on our site," she says. "We hope to eliminate some staff time by placing them only in Laserfiche. Right now we get 250 hits a month, but that will increase immensely once we direct people to WebLink."

Holman, for her part, has been impressed by the utility and versatility of Laserfiche. "As we move into other departments such as the police and fire departments, we'll find ways to make life easier there, too," she says. "Laserfiche is becoming the backbone for many of our departmental programs, which makes it even more valuable as the central repository for all our content."

Ward, understandably, sees the value of Laserfiche agile ECM a little differently. "Our City Administrator, who is not real computer savvy, is just amazed at how fast we can find information," she says. "I have been in municipal government since 1981 and, next to replacing a typewriter with a word processor, Laserfiche makes my job responsibilities easier to complete and manage."

"Essentially, Laserfiche has become integral to our way of managing information," she concludes.

7. References: Contact information for three references, one being from a governmental agency (if possible) from projects similar in size, application, and scope, and a brief description of their implementation. If you cannot supply three, please explain why.

Reference 1	
Organization Name	City of Bloomington, Minnesota
Industry	Government
Contact Name and Title	Hal Busch Network Administrator
Phone Number	952-563-4554
E-mail Address	hbusch@ci.bloomington.mn.us
Number of users	They have 200 named user licenses, as well as an unlimited Weblink public portal.
Product name and version number	The City currently uses the following version 9 software: <ul style="list-style-type: none"> • Laserfiche RIO Records Management Server • Laserfiche Full Users • Laserfiche Import Agent • Laserfiche Workflow • Laserfiche Quick Fields, Real Time Lookup, Barcode, Zone OCR • Laserfiche ScanConnect • Cities Digital Unfetterfiche
Installation time frame	2010
Go-Live date	2010
Number of client business staff involved	There were a few key staff from each department involved in the initial implementation.
Number of client IT staff involved	2
Number of supplier staff	6

Number of documents added to system annually	Hundreds of thousands
Project Overview	<p>In April of 2010, Cities Digital began working with the City of Bloomington as the result of a competitive RFP. The City of Bloomington has implemented a city-wide Laserfiche-based EDMS solution. As part of their initial implementation, Cities Digital worked with City staff to develop a detailed year-long implementation plan.</p> <p>The Bloomington Implementation included extensive conversion services to convert data and images from Hummingbird DMS, configuring Transparent Records Management, and user training. This project required not only training on the Laserfiche product, but re-training staff used to working with a different previous system.</p> <p>Bloomington has implemented forms processing, a custom GIS web integration, as well as the Cities Digital Unfetterfiche out-of-the box integration. Their next project includes implementing Agenda Manager for the City Clerk's office. The City reports much greater flexibility and automation as a result of working with Cities Digital to implement Laserfiche.</p>

Reference 2	
Organization Name	City of Burnsville, Minnesota
Industry	Government
Contact Name and Title	Chad Fredericksen Information Technology Department
Phone Number	952-895-4488
E-mail Address	chad.fredericksen@ci.burnsville.mn.us
Number of users	They have 61 concurrent user licenses, as well

	as an unlimited Weblink public portal.
Product name and version number	<p>The County currently uses the following Laserfiche Version 9 software:</p> <ul style="list-style-type: none"> • Laserfiche Standard Server • Records Management Module • Audit Trail Module • Quick Fields (Barcode, Pattern Matching, Real Time Lookup, Zone OCR, ScanConnect) • Web Access • Weblink • Laserfiche Plus • Laserfiche Import Agent
Installation time frame	2006
Go-Live date	2006
Number of client business staff involved	There were a few key staff from each department involved in the initial implementation.
Number of client IT staff involved	2
Number of supplier staff	5
Number of documents added to system annually	Tens of thousands
Project Overview	<p>Cities Digital began working with the City of Burnsville as a result of an RFP for a document management solution. Cities Digital evaluated the City's needs and recommended a document management solution that included software, hardware and services to increase efficiency, allow better access to records, and create backup copies of paper records.</p> <p>Cities Digital also successfully management the implementation of check scanning in the finance department utilizing Zone OCR to extract check number and files documents within a vendor file.</p>

Reference 3	
Organization Name	Outagamie County, Wisconsin
Industry	Government
Contact Name and Title	Steve Flater Network Administrator
Phone Number	920-832-5351
E-mail Address	flatersm@co.outagamie.wi.us
Number of users	They have 78 concurrent user licenses.
Product name and version number	The County currently uses the following Laserfiche Version 9 software: <ul style="list-style-type: none"> • Laserfiche Records Management Server • Laserfiche Full Users • Laserfiche Import Agent • Laserfiche Workflow • Laserfiche E-mail Plug-in • Laserfiche Snapshot • Laserfiche Quick Fields, Real Time Lookup, Barcode, Zone OCR • Laserfiche ScanConnect • Laserfiche Integrator's Toolkit • Laserfiche Plus • Cities Digital Unfetterfiche • Cities Digital Auto OCR Engine
Installation time frame	2007
Go-Live date	2008
Number of client business staff involved	There were a few key staff from each department involved in the initial implementation.
Number of client IT staff involved	2
Number of supplier staff	5
Number of documents added to system annually	Hundreds of thousands
Project Overview	In January of 2008, Cities Digital was hired to provide first line technical support for the County's records management software after another vendor proved inadequate. Outagamie's system includes over 100 concurrent licenses, the RME Server, Quick Fields components, Workflow components, Import Agent and the Plus Plug-in. Cities Digital conducted a review of the County's current progress with their

	<p>Records Management software implementation and made recommendations and drafted a timeline for future implementation.</p> <p>Cities Digital has provided ongoing consultation regarding best practices and recommended procedures to new departments beginning their implementations as well as software training for administrators and end users.</p> <p>As a result of working with Cities Digital for Records Management consulting, the County reports increased effectiveness of the document management implementation and increased use of purchased software features.</p> <p>Laserfiche recently wrote an article about the successes of Outagamie County and their relationship with Cities Digital.</p>
--	--

8. Relevant Client List:

Partial Client List – Government

Cities Digital has many other non-government clients under it's support contracts including multiple public companies. One of the largest municipal client we work with has 70 concurrent users, 100's of total users (since their documents are accessible via the web, any citizen can access their system), and they have hundreds of thousands of documents in their system.

<i>Client Name</i>	<i>Size¹</i>
• Centers of Medicare & Medicaid	Large
• Southern California Power Authority	Medium
• Leauge of Minnesota Cities, Insurance Trust	Medium
• Cass County	Large
• City of Albert Lea	Medium
• City of Albertville	Medium
• City of Antigo	Medium

¹ Small = 1-2 concurrent users, Medium = 3-10 concurrent users, Large = 11 or more users

• City of Arden Hills	Medium
• City of Baxter	Medium
• City of Brainerd	Medium
• City of Burnsville	Large
• City of Centerville	Medium
• City of Champlin	Large
• City of Cypress	Large
• City of Dayton	Small
• City of Eagan	Large
• City of Elk River & PD	Large
• City of Faribault	Large
• City of Forest Lake	Medium
• City of Ham Lake	Medium
• City of Hermantown	Medium
• City of La Habra	Medium
• City of Lake Elmo	Small
• City of Little Canada	Small
• City of Moorhead	Large
• City of Moorepark	Medium
• City of Mound	Small
• City of Mounds View	Medium
• Town of Hudson	Small
• City of New Hope	Large
• City of New Richmond	Small
• City of North Branch	Large
• City of North Saint Paul	Small
• City of Oakdale	Small
• City of River Falls	Medium
• City of Rogers	Medium
• City of Roseville	Large
• City of San Marino	Small
• City of Santa Clarita	Large
• City of Santa Fe Springs	Large
• City of Sauk Centre	Small
• City of Shorewood	Large
• City of South Pasadena	Small
• City of St. Cloud	Large
• City of Stillwater	Large
• City of Sun Prairie, WI	Large

• City of Victoria	Medium
• City of Waupun	Small
• City of West Salem	Small
• Los Angeles Community College	Large
• Minnesota National Guard	Small
• Town of Vienna	Small
• Red Wing Schools	Medium
• Robbinsdale Area Schools	Medium
• Rock County	Large
• Prairie du Chien Area Schools	Medium
• Town of Richfield	Small
• Town of Warren	Small
• St. Paul Police Department	Large
• St. Croix County, WI	Medium
• University of California Irvine	Large
• Village of Lake Delton	Small
• Village of Junction City	Small
• White Bear Township	Small

6 Budget & Estimated Pricing

The City of Duluth has a total approved budget of \$250,000 for this project.

All vendors must fill out the following cost breakdown for the implementation of their Electronic Content Management solution for the City of Duluth's project as described in this RFP. The vendor must agree to keep these prices valid for 90 days as of 4:00 p.m. CST on July 2nd, 2014.

6.1 Deployment Models

The following pricing sheets are to be used as a guide for your response. Please indicate the types of pricing/installation models offered by your enterprise by placing an "X" under the "Available" column. If a model is not offered, please indicate this by placing an "X" under the "Not Offered" column.

Deployment Models	Available	Not Offered
On-Premise Model	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Software-as-a-Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Hosting	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Appliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

6.2 Price Schedules

For all deployment models checked above, complete a comprehensive price sheet which includes maintenance and support (see below):

Five Year Total Cost Summary – ON PREMISE						
Costs	Total	Year 1	Year 2	Year 3	Year 4	Year 5
Total Licensing of Product	170,500	170,500	0	0	0	0
Hardware Cost (if consolidated with solution)						
OS Licensing (If required for product)						
Documentation & Training	3,000	3,000				
Maintenance	170,800	34,160	34,160	34,160	34,160	34,160
Installation	1,000	1,000				
Integration						
Project Management	1,000	1,000				
Miscellaneous						
Other (specify)						
Total:	\$346,300	\$209,660	\$34,160	\$34,160	\$34,160	\$34,160



2000 O'Neil Rd., Suite 150

Hudson, WI 54016

Prepared For:

City of Duluth

411 W. First St.

Duluth, MN 55802-1102

Quote

Date:	Quote Number	Revision:
6/27/2014	QUO-03823-TSP0	0

Contact:

Phone: (651) 714-2800

Fax: 866-592-7343

Sales@CitiesDigital.com

www.CitiesDigital.com

Product	Product ID	Quantity	Unit Price	Ext Amount
Laserfiche Rio Forms	EFRM	200	\$60.00	\$12,000.00
Laserfiche Rio Named Full Users - 200-499	ENF02	200	\$600.00	\$120,000.00
Laserfiche Rio Records Management Edition	ERM	200	\$60.00	\$12,000.00
Laserfiche Rio Import Agent	IA	1	\$1,500.00	\$1,500.00
Laserfiche Rio Pilot Public Portal	PPM25	1	\$25,000.00	\$25,000.00
Gold Support Package - Installation, Training, Setup & Consulting (40 Hours)	CD6000	1	\$5,000.00	\$5,000.00
Laserfiche Rio Forms Annual Maintenance	EFRMB	200	\$12.00	\$2,400.00
Laserfiche Rio Named Full Users - 200-299 Annual Maintenance	ENF02B	200	\$120.00	\$24,000.00
Laserfiche Rio Records Management Annual Support	ERMB	200	\$12.00	\$2,400.00
Laserfiche Rio Import Agent Annual Maintenance	IAB	1	\$360.00	\$360.00
Laserfiche Rio Pilot Public Portal Annual Maintenance	PPM25B	1	\$5,000.00	\$5,000.00
			Subtotal	\$209,660.00
			Freight	\$0.00
			Tax	\$0.00
			TOTAL	\$209,660.00

7 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal for Electronic Content Management Solution(s) issued by the City of Duluth.

The undersigned is a duly authorized officer, and hereby certifies that:

Cities Digital, Inc.

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of the Due Date of the RFP.



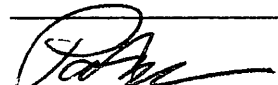
The undersigned further certify that their firm (check one):

☐ IS

☒ IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the City of Duluth of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

Name:		Title:	President
Signature:	Patrick Welsch	Date:	6/30/14
Signature of Authorized Officer:			
Name:	Patrick Welsch	Title:	President
Signature:		Date:	6/30/2014

Appendix A: Training Descriptions

Cities Digital advocates a very hands-on approach to training and prefers that training be conducted onsite in a user's actual environment and on the user's actual system. This allows materials and examples developed during training to be available for immediate hands-on practice following sessions.

Course Name:	Administrators Training
Duration:	1.5 hours
Type:	Advanced Training
Synopsis	<p>Administrators training includes those designated as administrators of the system. This course will focus on the Laserfiche Administration Console; it is from this module that you can create new users/groups, provide rights and privileges to users/groups, link accounts to active directory, manage volumes, manage metadata, manage repository options, view current activity, and utilize the Audit Trail and Records Management modules. Also during this training session Cities Digital reviews how you can secure certain documents or folders.</p> <p><i>Outline:</i></p> <ul style="list-style-type: none"> • Administrative Console • Laserfiche Server Administration • Repository Layout • Repository Administration • Security • Metadata Administration • Volumes • Indexing • Auditing
Max Students per class:	5 or less

Course Name:	Full User Training
Duration:	2.5 hours
Type:	General Training
Synopsis	<p>Full user training means that you will be using all components of the core Laserfiche system (provided one has the necessary rights and privileges to do so). Full users would import information into the system (by varied means), manage information in the system, search for information in the system and export information from the system.</p> <p>Full User Training will be presented as though participants have little or no knowledge of the Laserfiche system.</p> <p><i>Outline:</i></p> <ul style="list-style-type: none"> • Search in Laserfiche • Navigating the Browser

	<ul style="list-style-type: none"> • Browser Toolbar • Viewing Documents, Document Toolbar • Annotating a Document • Printing, Emailing, and Exporting Documents • Importing Images and Snapshot • Send Documents to Laserfiche • Options Menu • Scanning Window & Toolbar • Laserfiche Image Processing • Scanner Setup and Options
Max Students per class: 10 or less	

Course Name:	Integration User Training
Duration:	3 hours
Type:	Specialized Training
Synopsis	<p>Integration users will be using programming language to customize the Laserfiche experience.</p> <p>Integration training is customized for each organization and contents of the session depend on the desired outcome of the integration.</p>
Max Students per class:	<p>3 or less</p> <p>This course can be offered on a one-on-one basis to meet the requirements of the Agency, however there is often a benefit to users with common functions receiving the exact same training and being involved in the same exploratory conversations and questions.</p>

Course Name:	Read Only User Training
Duration:	1 hour
Type:	General Training
Synopsis	<p>Synopsis: Read only users means that you are only viewing information in the system or exporting it for review. If you are a read only user you cannot bring information into the system or edit it in any way.</p> <p>Outline:</p> <ul style="list-style-type: none"> • Search in Laserfiche • Navigating the Browser • Browser Toolbar • Viewing a Document • Document Toolbar • Viewing Metadata • Printing, Emailing and Exporting Documents
Max Students per class: 40 or less	

Course Name:	Web User Training – Web Access
Duration:	1 hour
Type:	Basic User Training
Synopsis	Synopsis: Laserfiche Web Access is a module that allows users the

functionality of the thick client, through a thin web client. Users will have the ability to import and manage information, as well as searching the information. During this training course users will become familiar with the features and functionality of the web-based client.

Outline: Web User Training –1 hour

- Search
- Navigating the Browser
- Browser Toolbar
- Viewing Documents
- Document Toolbar
- Annotating a Document
- Printing, Emailing, and Exporting Documents
- Importing Images
- Scanning Window & Toolbar

Max Students per class: 5 or less

Course Name:	Workflow Administration Training
Duration:	1 hour
Type:	Administrative Training
Synopsis	Laserfiche Workflow is a module designed to increase productivity by automating document-centered work processes. During this training course administrators will become familiar with configuration, searching and other common troubleshooting techniques.
	<p>Outline:</p> <ul style="list-style-type: none"> • Overview of the Workflow Designer • Trustee Configuration • Workflow Administration Console • Importing/Exporting Workflows • Workflow Templates • Subscriber Configuration • Default Connection Profile • Error Log • Workflow Searching & Troubleshooting
Max Students per class:	5 or less

Course Name:	Workflow Design Training
Duration:	4 hours
Type:	Advanced Training
Synopsis	Laserfiche Workflow Designer is a module designed to increase your productivity by automating document-centered work processes. During this training course users will become familiar with the features and functionality of the Workflow Designer. Additionally users will help to configure and test a sample workflow, learning best practices, tips and tricks for having effective workflows.

Outline:	
	<ul style="list-style-type: none"> • Overview of the Workflow Designer • Workflow Definition • Activity Toolbox • Configuring Activities • Publishing Workflows • Starting Rules • Search and Search Results • Error Log • Rule Manager • Testing Workflows
Max Students per class:	5 or less

Course Name:	Laserfiche Scanning
Duration:	1 hour
Type:	Hands-on
Synopsis	<p>During this training session, users will have the opportunity to solely focus in on Laserfiche Scanning. While the training session will cover all of the same sorts of topics found in full user training (regarding scanning), users will have the opportunity to walk through the scanning process and even participate in hands-on training.</p> <p>This session is intended for those users who essentially only scan into the system and would like additional training on scanning.</p> <p>Outline:</p> <ul style="list-style-type: none"> • Basic Scanning Operation • Scanner Setup • Scanner Capture Engines • Image Enhancements • Default Properties • Autaname • Batch Processing
Max Students per class:	10 or less

Course Name:	Records Manager Training
Duration:	2 hours
Type:	Advanced Training
Synopsis	<p>Laserfiche Records Management aids in enforcing enterprise records policies regardless of location or content. Records Management unifies management of imaged, physical, electronic and email records securing tracking from cutoff to final destruction or accession. During this training course Records Managers will learn how to manage records in Laserfiche. Additionally, users will learn how to configure records management and maintain the setup going forward.</p> <p>Outline:</p> <ul style="list-style-type: none"> • Records Security

- Retention Schedule
- Cutoff Instructions
- Record Series
- Record Folders
- Basic Configuration setup
- Cutting Off Records
- Freezing Records
- Destroying a Record Folder
- Records Management Searches
- Exporting a File Disposition Plan

Max Students per class: 5 or less

Appendix B: Laserfiche Success Stories

Ahead of the Game

Outagamie County, WI, uses Laserfiche agile ECM to improve IT services while empowering departments

January 26th, 2010 by Hobey Echlin



Outagamie County, WI, has a tradition of innovation. Appleton, its county seat, is home to Hearthstone, the very first home in the United States to be powered solely by Thomas Edison's hydroelectric technology and light bulbs, way back in 1882. Now, almost 130 years later, that innovative spirit can be seen in the county's deployment of Laserfiche agile enterprise content management (ECM) to expand and enhance information services in several departments.

A Need to Improve Data Governance—and a Need for a Plan

In 2006, county departments secured budget approval for a three-year automation planning initiative to replace the county's AS400 imaging system, which was slow and offered limited search capability. Melissa Buman, records management/administrative services supervisor for the Outagamie County MIS Department, recognized the need to manage electronic documents as intuitively as paper ones.

"The lack of an electronic records management strategy, including e-mail retention, resulted in poor data governance, with a lot of confusion and a lack of consistency throughout the departments," she says. Add to this the increasing costs of storage and managing paper files in various departments, and it was time for a change.

With the support of County Executive Robert "Toby" Paltzer, the county chose Laserfiche ECM. County MIS staff, who support approximately 40 departments, soon realized that while Laserfiche gave them the right tools, they didn't yet have a clear vision for how to manage such a large project on top of their existing workload.

Creating Repeatable Processes to Balance Departmental and IT Resources

In 2008, Laserfiche reseller Cities Digital helped the county develop an implementation strategy that would balance departmental and MIS staff resources to ensure success. Led by MIS Project Manager Steve Flater, staff reviewed existing procedures and worked out a multi-year implementation timeline before deploying Laserfiche in the Corporation Counsel, Health and Human Services, Brewster Village, Planning and Finance departments.

"Our strategy was to create a foundation with the first few departments, so the MIS team had repeatable processes to set up individual departments, while still maintaining a manageable IT workload as more departments came on board," explains Cities Digital Executive Vice President Jessica Welsch.

The paperless (or "less paper") strategy had an immediate impact county-wide:

- Aging **Planning Department** files, for instance, could be archived, reducing storage needs and costs.
- Staff at **Brewster Village, the county-owned nursing home**, used Laserfiche to keep track of internal paperwork as well as managing client case files.
- The **Corporation Counsel's** office adopted a paperless incoming mail process, reducing bottlenecks, aiding in e-discovery and improving staff efficiency and productivity.

- The **Purchasing Department** immediately began distributing requested documents more quickly, and cut down on the amount of time it takes to perform audits. According to Buyer Nicole Schoultz, Laserfiche helped cut the audit time of the county's procurement cards in one department from 11 hours to less than four.
- **Risk Management** has likewise benefitted from not just reduced storage demands, but from improved information governance. "Security and retention are big concerns because we're dealing with a lot of workers compensation and liability claims that involve confidential medical records and legal documents," explains Risk Administrator Brian Margan.
- "**Continuity of Operations**—which is our disaster recovery plan—is also something we look to Laserfiche to help with, so if anything happens, we can get back to business as soon as possible," Murgan adds.

Laserfiche Agile ECM Improves Case Management in Health & Human Services

In the Outagamie Health & Human Services department, with 360 employees serving seven different divisions, Laserfiche has helped staff consolidate and secure patient files, which can grow to ten volumes over a lifetime of care. MIS has set up security settings that improve data governance by limiting access to confidential documents as well as those falling under the HIPAA umbrella, redacting personal information such as Social Security Numbers. "A worker in Mental Health can't see the records of a WIC client," explains Kathy Watters, system support supervisor, adding that staff adoption of Laserfiche has been unanimous. "The folder structure wasn't hard to learn because it's what they're used to already," she adds.

A major procedural improvement has come from integrating Laserfiche with the department's case management system. "It used to be that when a contracted psychiatrist came in for the day, we had to have support staff wheel all the medical records on a big cart so they could see a patient's lab results and other medical records," Watters says. "Now, contracted staff members just click a button in the case management application to see the rest of the files, which are stored in Laserfiche." **Not only does this save staff time, it lessens the load for users and MIS staff who don't have to train and support hundreds of users.**

Making an Impact in the MIS Department

The biggest impact has been in the MIS department itself, which now uses Laserfiche to scan and manage internal billing system records, IT service requests, inventory paperwork, financial and budgeting department forms, meeting minutes, and, of course, documentation regarding the management of Laserfiche for the rest of the county. Users are able to retrieve information such as diagrams, manuals, spreadsheets, presentations or even audio recordings wherever they are. Content is never lost, and multiple staff can access and share information easily.

With the first round of deployments complete, MIS is ready to expand Laserfiche to the Airport, Highway and Coroner departments in the coming year. Plans are also underway to complete a final migration from the AS400 to Laserfiche. As MIS Director Tom Pynaker explains, "Our Website is integrated with the old imaging system and those links will need to be re-established."

The Value of Automating Repeatable Processes

Outagamie County's success thus far illustrates the importance of setting realistic expectations and manageable goals. "**We looked at this product much like we do Microsoft Exchange/Outlook—that it's IT-initiated and supported county-wide,**" says Pynaker.

"We learned we had to promote a team of users and IT staff to create a complete plan for the use and support of Laserfiche. We also had to look at the complete life cycle of the document to have the proper

procedures implemented at the user level," he adds. "As we continue to cycle through our departments, the same basic processes will be repeated time and time again. Thankfully, Laserfiche is flexible enough to be fine-tuned based on departmental needs."

The MIS team is now looking at how Workflow can further maximize its resources. "Some of our future projects in MIS include paperless work request processes and using Workflow for additional services such as mail services, print shop orders, records center transfers, microfilm retrievals, and online forms with automatic routing for internal time off requests," says Buman.

After taking classes at the Empower 2010 Laserfiche Institute Conference earlier this month, Buman is confident but realistic. "We've come a long way, but there are still many enhancements that can be made to further automate our daily processes," she says.

Solar Empowered

The City of Sun Prairie shines a light on business practices

August 5th, 2009 (by Laserfiche)

The City of Sun Prairie, WI, is the fastest growing city in Wisconsin with 26,000 residents and counting. But serving this rapidly expanding community has meant its municipal offices are spread out between its City Hall and satellite facilities that house various departments, its wastewater treatment and even a public access cable station. The main fire and EMS stations are housed in yet a third location.

So when City Clerk Diane Hermann-Brown says staying on top of Sun Prairie's mounting paperwork was a city-wide problem, she literally means city-wide. "With all of our various departments that are off-site, it wasn't just an issue of the time involved to retrieve the documents, but the time and resources involved in sending a clear, clean copy to the requesting party," she says. "From the start our vision was to have a records management system where people could search, retrieve and print their own copies without every ever leaving their work station."

Hermann-Brown was inspired by a trip to an International Institute of Municipal Clerks conference—"that triggered the spark," she says—to start investigating digital records management systems. After three years of requests, funding was approved in 2005. In early 2006, Laserfiche was chosen after reseller Cities Digital, Inc., outlined a three-phase implementation that first addressed simple search and retrieval needs.

The immediate goal, says Cities Digital's Jessica Welsch, was to get the City Clerk's, City Administrator's and City Attorney's offices, as well as the Planning and Finance departments, up and running with Laserfiche. At the same time, Cities Digital worked with city staff to implement best practices and efficiency-building techniques into their Laserfiche use. "We knew we were asking people to let go of their paper and work a little differently than they were used to," says Welsch. "It's easy for us to tell them their jobs were going to get easier, but we wanted to make sure we weren't creating any new work for them by asking them to learn the software."

From Hermann-Brown's vantage point, the city's new Laserfiche system had to meet three main goals:

1. Automate document management while maintaining a system of records management.
2. Meet compliance requirements regarding retention schedules with state auditors and regulators.
3. Scale to meet both the city's growing number of users and extended uses of Laserfiche's capabilities.

The first point presented an initial challenge: How to standardize the file folder structure and naming convention that would satisfy all the records requests that would come in through the Clerk's Office? Hermann-Brown spent a lot of time meeting with department heads, then talking to staff that would be using the system. Next, a test group of users reviewed the various naming conventions that were used by the departments. "We had a lot of boxes," Hermann-Brown laughs.

A consensus was going to be hard to come by, so Hermann-Brown says she put her foot down and a small group of Department Heads made the final decision on the naming conventions. The naming conventions would not only standardize records, but word processing documents as well, which, with so many different departments used to doing things their own way for so long, created resistance. "Sometimes you

have to just make a decision which is in the best interest of all departments," she says. "People had to change, but it wound up making things easier for them. Now that they're using it, they see how it makes sense, because they can find things on their own—they don't have to call up people in other departments when they're searching for documents. In the end, it saves them a lot of time." Establishing central control went a long way to enabling more productive departmental flexibility, she adds.

This was especially beneficial to the Finance Department. In fact, owing to the range of documents the department scanned (receipts, bills, check stubs), the standardized naming convention and document types enabled the advanced capture capabilities of Quick Fields to automate much of the hand-keying and filing that staff used to labor over. Now, finance staff prints all of its reports from its General Ledger to Laserfiche and scans all of their Accounts Payable documents, while staff from other departments can retrieve their own past invoices, payment checks and other documents, instead of requesting them from Finance staff.

Just in the Finance Department alone, six three-drawer filing cabinets were sent packing, which freed up office space for additional personnel, which the department was able to hire, thanks to the savings from more efficient use of work hours. Now, finance staff can access vendor invoices immediately. It's a vast improvement over a process that used to involve manual retrieval of records kept in a dark, disorganized basement.

City Auditors likewise have seen the added value of immediate and searchable access to documents and supporting paperwork. Auditors had to be sure the new software would integrate securely with their growing applications (they are currently in the middle of a MUNIS deployment). "Before any implementation of software in the Finance Department, we had to get it approved by our Auditors," explains Jan Thomas, Deputy City Treasurer. Cities Digital had extensive experience with successful Laserfiche integrations, and after deployment, a backlog conversion added Accounts Payable and Accounts Receivables documents, banking statements, and financial records dating back to 2005 into Laserfiche.

The City's 2007 audit was the first to use Laserfiche. "Oh did the auditors love it! Because we'd been scanning in our information from day one, we were able to audit our AP, AR, banking statements and financial records right from Laserfiche," says Thomas.

The second phase of the city-wide deployment was to implement Agenda Manager in the Clerk's, Planning and Finance departments to automate and simplify the multi-departmental, often multi-headache-inducing management of weekly and monthly meetings. Welsch and her Cities Digital team worked with the City to create role-based training documents that made it easy to get users performing their functions in Agenda Manager's powerful interdepartmental workflow and agenda preparation and publishing tools.

"Agendas are very time-consuming, especially when you have four levels of approval like we do," Hermann-Brown says. "We have 'Agenda Fridays' and we used to have to try to track people down on Friday afternoon to approve items and make changes. Now an administrator can be in a meeting, get an e-mail notification and send comments via e-mail to the individual preparing the agenda. Especially in a municipality our size, with so many layers of approval, it really saves a lot of time and effort not having to walk these big packets of paper around trying to find people."

Hermann-Brown had a chance to preview the upcoming release of Agenda Manager 8 at this year's IIMC conference. "It's more user friendly and has more helpful features and processing options, which will make it a lot more advantageous and efficient for our users," she says, referring to, among other new features, Agenda Manager 8's new in-place document editing and enhanced notification capabilities. "It's good to see that Laserfiche is still evolving Agenda Manager to meet the changing job and changing job requirements of our users."

Hermann-Brown is cautious but optimistic about the coming year. "How are we going to respond to the needs of staff and public when it's hard to convince the city council to spend money on technology when budget funding will be very challenging—even when what's needed to improve service might cost the taxpayers some money?" she asks. "Residents have higher expectations for a responsive government than they did 10 years ago, but they also do not want to see spending increased."

With Laserfiche, she feels her local government is responding to the residents needs efficiently, as well as being financially accountable. And thanks to Laserfiche, everyone's needs are being met.

Stillwater Runs Deep

Stillwater, MN, leverages the value of Laserfiche through standardization and integration

April 7th, 2010 by Hobey Echlin

The City of Stillwater is one of Minnesota's oldest historic communities, which you can see using one of its newest technologies, its Laserfiche WebLink 8 public portal. In only a few clicks, you'll find minutes from City Council meetings dating back to 1888, as well as other public documents. In fact, providing a Web content portal is only one of the ways the city saves staff time and costs with its Laserfiche enterprise content management (ECM) system—proving Stillwater to be not just one of the state's oldest cities, but one of its wisest, as well.



Replacing Legacy Systems, Replacing Legacy Attitudes

When Diane Ward became City Clerk in 2000, she found the city's Administration office had a legacy ECM system in place that wasn't being used to manage much. "I found the application cumbersome and not user-friendly," she says. From an IT perspective, the legacy system was even less friendly. "The company was purchased by other document imaging companies twice. The second time would have required us to migrate to a different system and the maintenance agreement was already pretty high," remembers Rose Holman, MIS Director. "Since we needed to convert existing data anyway, we were able to make the case to our city council that we needed to find something that fit our needs better."

Ward and Holman contacted Laserfiche reseller Cities Digital. "The Laserfiche system seemed easier for the end user, which is really important, and the administration of the system seemed easier to understand," Ward says. Implementation began in Stillwater's Administration Department in 2005. "That allowed me to familiarize myself with the program and set up the folder structures, templates, and administration console, so we had that foundation in place for future deployment," Ward says.

Ward began by making agenda packets, minutes from council meeting and various city boards and commissions, as well as resolutions and ordinances, available to staff through the Laserfiche repository, and the impact was immediate. "I knew the system was successful because it was easy to use and manage. Requests that would have taken me days to complete, sometimes weeks, were able to be completed almost immediately," Ward says.

Leveraging the Value of ECM Agility through Standardization and Integration

A year later, backlog conversion began in the Finance Department – at times duplicating scanning done into the department's Springbrook financial management software. Staff soon discovered that finding content using Laserfiche was easier, so Holman contacted Cities Digital to integrate the two applications. "It's a daily timesaver that enables staff to put information into Laserfiche more quickly and locate it more easily."

In 2009, Laserfiche deployment extended to the Planning and Building Inspection Department, turning into another chance to explore the value of Laserfiche as integrative middleware, which makes existing data easier to find and use. "As we started putting planning documents into Laserfiche, we realized we could create better searches of, say, address files if we integrated some of the information with the

PermitWorks applications we used to do building permits,” so Holman again contacted Cities Digital to integrate Laserfiche with PermitWorks. Key to the integration’s success was standardizing the metadata of the property file folders when it was migrated from the city’s legacy ECM system. These folders constituted the bulk of the city’s information requests, so adding the parcel identification numbers (PINs) used by other departments and applications to the Laserfiche folders made information even easier to find.

“The benefit is again the ease and scope of research now that the Planning and Building Departments are also using Laserfiche,” Ward explains. “We can see what planning cases involved a specific property, which building permits were issued and the actions of any board or commission or the City Council on that property.”

It’s this ability to align Stillwater’s information assets with ways it can be more useful and therefore more valuable to the community that are at the core of Ward’s ECM strategy. In 2008, for instance, Ward lobbied for and received funding for Laserfiche Records Management Edition (RME) to mitigate compliance risks. “If I could do it all over again, I would have purchased Records Management Edition when we initially purchased Laserfiche,” she sighs. “Because I didn’t, there was some extra work involved in setting up RME.” But once set up, she says, RME’s automated retention schedules by document type give Ward the ability to easily comply with State policies that the city had been manually following for over 20 years.

Implementing a Popular Public Portal Strategy

The screenshot shows the Laserfiche WebLink 8 Public Portal interface. At the top, there is a search bar with a dropdown menu set to "Entire Repository" and a "Search" button. Below the search bar, the breadcrumb trail reads "Stillwater > 02 Administration > ADM 04300 Council Minutes". The main content area displays a list of documents titled "ADM 04300 Council Minutes". On the left side, there are tabs for "Entry Properties" and "Metadata". The "Entry Properties" tab is active, showing details for the selected document: "Full Path: Stillwater\02 Administration\ADM 04300 Council Minutes", "Creation Date: 3/24/2008 8:12:15 PM", and "Last Modified: 12/9/2009 4:01:49 PM". Below this, it states "No Metadata Assigned". The main list of documents has columns for "Name", "Page Count", and "Template Name". The list contains entries for each year from 1888 to 1988, each with a document icon and the year.

The City of Stillwater's WebLink 8 Public Portal, where searchers can access council meeting minutes from as far back as 1888.

This potent combination of automation and transparency has also guided the city’s Web portal strategy. When the city implemented Laserfiche, Ward made resolutions, ordinances, agenda packets, and minutes

from council meeting and various city boards and commissions (some dating back as far as 1888) available to the public using Laserfiche WebLink. The public portal proved so popular that Stillwater recently upgraded to WebLink 8 to take advantage of new features including customized searches, new customization and layout tools, and support for the iPhone and Android mobile devices.

"Our Planning Department developed an On-Line Property Information Lookup Application through our Website which links any planning cases related to a particular address and can be viewed through that application and opened through WebLink," says Ward. "We hope to make easements and building permits available as well."

The next step, Ward says, is making WebLink a one-stop shop for Stillwater's public information. "Presently we post PDF minutes of our City Council and Boards and Commissions meetings on our site," she says. "We hope to eliminate some staff time by placing them only in Laserfiche. Right now we get 250 hits a month, but that will increase immensely once we direct people to WebLink."

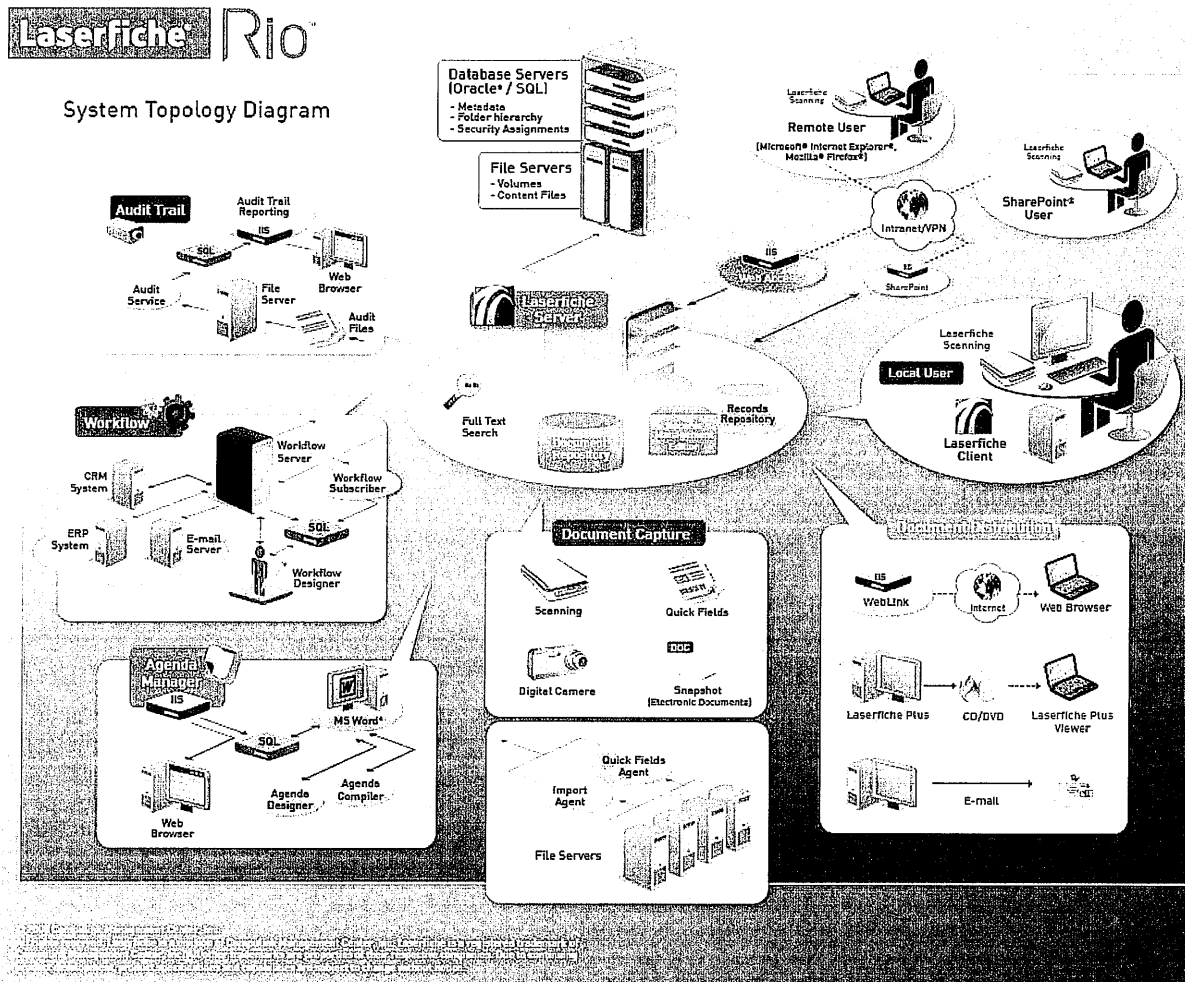
Holman, for her part, has been impressed by the utility and versatility of Laserfiche. "As we move into other departments such as the police and fire departments, we'll find ways to make life easier there, too," she says. "Laserfiche is becoming the backbone for many of our departmental programs, which makes it even more valuable as the central repository for all our content."

Ward, understandably, sees the value of Laserfiche agile ECM a little differently. "Our City Administrator, who is not real computer savvy, is just amazed at how fast we can find information," she says. "I have been in municipal government since 1981 and, next to replacing a typewriter with a word processor, Laserfiche makes my job responsibilities easier to complete and manage."

"Essentially, Laserfiche has become integral to our way of managing information," she concludes.

Appendix C: Software Components Descriptions

Core Solution



Laserfiche Rio's licensing is based on the number of people who will be using the system—which makes it possible to calculate the cost of most systems by doing little more than counting employees. The Rio system provides a complete suite of applications with a single procurement, resulting in a lower total cost of ownership for a distributed enterprise. Combined with generous volume discounts, this helps you budget accurately, simplify procurement and—best of all—avoid overpayment.

The core RIO system includes:



Unlimited Servers

The Laserfiche Rio suite includes an unlimited number of Laserfiche Servers, offering tremendous flexibility in configuration. Expanding your Rio system to additional departments, satellite offices or divisions doesn't require an additional procurement—it simply involves adding a new Laserfiche Server to your existing infrastructure.



Web Access and SharePoint Integration

True thin client, supports Microsoft® Internet Explorer® 6.0 and higher and Mozilla® Firefox® 2.x, and reduces installation, support and maintenance requirements. Web Access also includes an industry-leading integration that adds imaging functionality, comprehensive security and enhanced workflow capabilities to Microsoft SharePoint®.



Workflow

Laserfiche® Workflow™ is a flexible framework for optimizing and automating business processes enterprise-wide. With Workflow, documents are automatically moved, copied or deleted based on predetermined rules you design, while automatic notifications ensure prompt action and simplify supervision. Combine the extensive security features of Workflow with the comprehensive security reporting of Audit Trail™, and you have the information you need to accurately assess your business processes to identify bottlenecks, maintain performance comparisons and track document-related activity to improve quality, accountability and productivity.



Advanced Audit Trail

By constantly monitoring and recording events that occur in your document repository, Laserfiche Audit Trail helps you protect information from misuse. Audit Trail enables you to regularly review user activity, assess the effectiveness of internal control mechanisms and demonstrate regulatory compliance. It readily fits into your existing IT infrastructure, providing you with a detailed view of enterprise business processes—without creating additional work for your IT department.



Laserfiche Rio Records Management User Add-on

With Records Management Module, you:

- Enforce enterprise-wide records policies—regardless of your records' format, location or content.
- Automate life cycle management from document creation to final disposition.
- Run reports detailing where records are in their life cycle and which records are eligible for transfer, accession or destruction.
- Log all system activity, providing an audit trail that can be used to prove adherence to your records management plan—and compliance regulations.
- Ensure the future accessibility of your archived records with storage in non-proprietary TIFF file format.
- Safeguard records with comprehensive access controls.
- Support compliance with Sarbanes-Oxley, HIPAA, USA PATRIOT Act, SEC, FINRA and other regulations.
- Reduce litigation risks associated with expired and outdated records.

Key Benefits:

- Simplified business continuity with centralized information
- Support compliance initiatives
- Streamline retention and disposition configuration
- Create records from documents already under management
- Automate life cycle management

Licensing Model:

Records Management Module is a percentage add-on per RIO user.



Laserfiche Rio Forms User Add-on

With Forms Add-on:

- Easily create attractive forms using preconfigured templates that allow you to specify colors, fonts, logos and more.
- Drag and drop a wide variety of fields, checkboxes and radio buttons onto your form to collect the exact information you need—in the precise format you require.
- Configure form elements so that they are hidden or displayed based on selections made in other fields, improving the user experience and ensuring that you don't collect unnecessary data.
- Change the look and feel of your form—or add or delete questions from it—at any time without help from programmers.
- Pulls user data from your primary applications to pre-populate forms for known audiences, reducing the need for staff to rekey or manually validate information like name, address and phone number.
- Prevents common user errors such as incomplete fields and incorrect data types, improving both the user experience and the quality of your data.
- Uses role-based security to ensure that access to submitted data is limited to authorized personnel, guaranteeing the security of confidential information.

Key Benefits:

- Simplified metadata collection with web forms
- Easy web forms decrease IT overhead
- Collect more data from the front lines by making input easy and intuitive
- Integrate web forms with Laserfiche
- Make data entry easy to access and in a format that is intuitive to all users

Licensing Model:

Forms is a percentage add-on per RIO user.

Item	Qty	Sub Total
General's Draw, 10.20	1	10.20
Ultra Fine Staple	1	1.00
On-Passive	1	1.00
Construction Paper	1	1.00
Canvas Panel	1	1.00
Apple Pencil, Pencil, Pencil	1	1.00
Shimano Lowan Nightline Clay	1	1.00
Total		25.20



Laserfiche Rio Import Agent

Laserfiche Import Agent provides effortless document importing and management within a Laserfiche repository. These documents come from a variety of sources, such as multifunctional peripherals (MFPs), which include devices performing any combination of printing, faxing, scanning, and copying. Without the Import Agent, the risk of misfiling documents and incorrect index cards exists. Documents are more difficult to find as a result. Laserfiche Import Agent maximizes document accessibility by automating document importing and document management within the Laserfiche repository.

Laserfiche Import Agent looks for documents wherever they are created and sends those documents to a Laserfiche folder. The Laserfiche Import Agent monitors single or multiple locations. For example, an MFP captures documents and stores these documents in a directory. Laserfiche Import Agent automatically looks for specified documents in that directory and moves them to the Laserfiche repository.

Configurable document filters in Laserfiche Import Agent organize documents into folders based on filename, document type, or a combination. For example, the Import Agent provides the capability of importing TIFF images from a network folder into the Laserfiche repository. Moreover, the Import Agent auto-populates the index card template fields for the imported TIFF image.

An automated schedule efficiently archives documents in the Laserfiche repository. Schedules represent the time during which the Laserfiche Import Agent actively looks for documents in specific directories thereby minimizing network traffic during peak hours of the day.

Licensing Model:

Import Agent is a single server license. The application may be installed on a server and will allow unlimited profiles to be configured to shuttle documents from a network location to a Laserfiche location.

Key Benefits:

- Utilize existing scanning technology with MFPs
- Monitors single or multiple locations for importing files
- Route incoming documents to a specific location in the Laserfiche repository
- Automate template application of incoming documents



Laserfiche Public Portal

WebLink allows you to generate a content portal site based on a database, without coding or programming. Anyone with a connection to the Internet or a local intranet has access to the information they need—often reducing the burden on staff of responding to requests for information.

Public portal functionality enables your organization to make information available to more interested parties than typically have access to your content repository. Specifically, adding WebLink to the full Laserfiche Client allows you to offer two views into the same active repository: full read/write access to individuals who need to work with content (e.g., internal use with the Client), and read-only access with no modify or delete capabilities for the public (e.g., external publication with WebLink). In addition, WebLink sites can now be crawled by Internet search engines, so your public documents can be found the same way users find other pages on the Internet.

With Laserfiche WebLink, access, security, and customization are easy. Your published WebLink site is browser and platform independent, so anyone who needs to access your content can find it. Administrators put the power of Laserfiche access controls to work to allow or restrict public access to appropriate information. And functionality can be customized to your organization's needs, just as the look and feel can be customized to match your branding.

Licensing Model:

Public Portal is a per server, per processor license. The organization will need a Public Portal license for each server that they wish to have Public Portal installed on.

Key Benefits:

- Access to documents with an internet browser
- Search Laserfiche using the quick search, search pane
- Flexible document viewing
- Read-only access to documents in the repository
- Export and print PDF



MagniMail boasts the power of the Discovery Dashboard, which makes managing and tracking thousands of messages easy and efficient and reduces compliance headaches.

- Single server
- Rules-based routing
- Discovery dashboard
- File-by-client
- Email filtering

This integration is purchased as a single site license. The purchase of this license allows the client to use the application, but does not include the source code.

This application does require either a named Laserfiche user or concurrent Laserfiche user license while it is connecting to Laserfiche. The Laserfiche user the application is using must have access to all necessary file locations and indexing fields.

[illegible]

- Offers email queue, allows email to stack efficiently during high volume times.
- Allows searching based on key words as well as by domains, users, date ranges and with the use of full text.



Cities Digital MagniPost

MagniPost by Cities Digital is social media compliance and archiving service that allows organizations to monitor users' activity on Facebook, Twitter, and LinkedIn. Associate users have the ability to interact with Facebook, LinkedIn, and Twitter from MagniPost's social media network tabs. Post, comment on posts, like posts, and send messages to contacts. It captures all postings by associate users in the Review Dashboard, and allows administrators to approve or deny the activities before they are executed. Posts are displayed with their approval status in the History tab for tracking, and can be archived to an online database or to Laserfiche for future retrieval.

The Review Dashboard gives administrators the ability to approve or deny all posts and messages before they are sent to their destination. An approved post will show up on the social network, while denied ones will not. Both are archived with their approval status.

Mass Post allows administrators to post to any or all of the social media networks on behalf of all associate accounts. This provides for fast, consistent marketing opportunities. Administrators have the ability to withhold usernames and passwords to restrict all interaction with social media to MagniPost.

Features of MagniPost include:

- Posts made by associate users are sent to the Review Dashboard for approval before they are sent to the social media network
- Quick Post – simultaneously post to Facebook, LinkedIn, and Twitter.
- A regulated view of Facebook, LinkedIn, and Twitter for all associate users, from the MagniPost website.
- Regulated view of social media includes the ability to comment on posts, like posts, view all threads, send messages to LinkedIn contacts, search Twitter and LinkedIn for new contacts, send requests to follow, and post to all Networks.
- Review Dashboard – Approve or Deny all posts and messages.
- Mass Post – post on behalf of all associate users to any or all of the social media networks. (administrator only, no review on Mass Post)

Licensing Model:

This integration is purchased as a single site license for the purpose of archiving social media posts. The purchase of this license allows the client to use the integration application, but

Key Benefits:

- Easy archival and monitoring of social media.
- Manage posts across social media platforms.
- Fast and easy to learn!

does not include the source code.

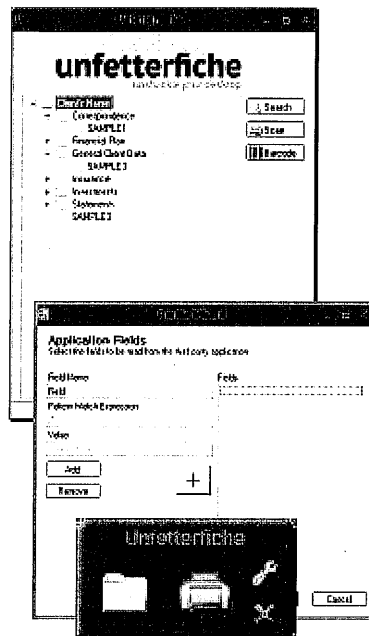
Laserfiche License Notes:

Each user accessing Laserfiche documents through this integration will require a named Laserfiche user or a concurrent Laserfiche user license. The users will need to be configured to log in using Windows authentication and will then have access to the same documents through the integration that they have access to in the Laserfiche repository.



Cities Digital Unfetterfiche (SQL)

Cities Digital has many integration resources. Recently the Unfetterfiche product has been added as an out of the box integration tool. This application allows users to instantly integrate any Window's based application with Laserfiche. The integration allows users to retrieve documents as well as scan documents directly to the Laserfiche system. In addition the application can fill metadata and create barcodes to be affixed to documents for scanning at a copier or centralized scanning model.



Key Benefits:

- Allow users to access documents from their primary application.
- Users save time accessing documents and switching between programs.

Licensing Model:

This integration is purchased as a single site license for the purpose of accessing Laserfiche documents while within compatible Windows programs. The purchase of this license allows the client to use the integration application, but does not include the source code.

Laserfiche License Notes:

Each user accessing Laserfiche documents through this integration will require a named Laserfiche user or a concurrent Laserfiche user license. The users will need to be configured to log in using Windows authentication and will then have access to the same documents through the integration that they have access to in the Laserfiche repository.



Laserfiche Rio Quick Fields Complete

	Quick Fields Complete
Quick Fields Client	
Zone OCR	✓
Real-Time Lookup	
Pattern Matching	✓
Bar Code Plug-In	
Document Classification	✓
Forms Processing	
Bates Numbering	✓

Quick Fields

- Automatically captures information from documents
- Dynamically create indexing values and folder paths
- Advanced image processing options

Zone OCR

- Capture text-based data from form-based documents
- Identify the beginning each new document

Real Time Lookup

- Uses Windows ODBC to access any data source available
- Imports indexing values from existing external databases

Pattern Matching

- Uses regular expressions to separate extracted data from larger blocks of text
- Verifies that it is correctly formatted

Bar Code

- Recognizes the seven most popular barcode formats
- Includes support for several 2D barcode formats

Forms Processing

- **Forms Registration:** Image enhancement corrects misaligned forms
- **Optical Mark Recognition:** Detects marks in form elements such as check boxes
- **Forms Identification:** Recognizes the form based on its overall structure, even in the absence of bar codes, form data or other distinguishing information.
- **Forms Extractor:** Removes form outlines to isolate data for more accurate capture.

Laserfiche Rio Annotation/Bates Numbering

- Creates permanent stamps on documents as they are processed

Licensing Model:

Quick Fields is a per seat license. Each workstation or server that needs to perform forms processing will need its own dedicated Quick Fields license, along with a license for each necessary Quick Fields add-on to perform the required processes.

Key Benefits:

- Reduced labor costs
- Advanced image processing
- Automatically file documents
- Use barcode information to populate template fields and link to external databases.
- Populate template field information by connecting to a data source where information already exists
- Save keystrokes and reduce manual entry error
- Increased flexibility in data extraction and organization
- Ensure consistent formatting of extracted information
- Capture wider range of forms that may have poor quality



Laserfiche Rio Quick Fields Agent

Quick Fields Agent enables administrators to schedule forms processing around the clock and run Quick Fields sessions without operator intervention, reducing labor costs and optimizing business processes.

Licensing Model:

Quick Fields is a per seat license. Each workstation or server that needs to perform forms processing will need its own dedicated Quick Fields license, along with a license for each necessary Quick Fields add-on to perform the required processes.

Key Benefits:

- Administrators will find that they can ensure processing with a simple configuration.
- Forms processing becomes a completely automated task that runs in the

Service Components



Basic Laserfiche Software Assurance Program (LSAP)

LSAP Policy:

The initial purchase of a Laserfiche software system also requires purchasing LSAP for each component. LSAP is a software assurance program initiated by Laserfiche to ensure that clients are able to receive regular product updates and basic software support through their value-added reseller. Cities Digital has developed this policy with regard to services that are included with the purchase of LSAP in order to serve all clients with the utmost accuracy and efficiency.

Services covered in base LSAP costs:

- 24-hour Cities Digital website support at www.CitiesDigital.com
- 24-hour Laserfiche website support at www.Laserfiche.com
- Monthly Laserfiche User News (email newsletter with information and helpful tech tips)
- Local Cities Digital sponsored user groups
- Cities Digital telephone support (weekdays, during business hours)
- Free access to Laserfiche product updates (does not include installation or training)
- Web conference support (allows support technicians to access client's computer remotely)

Services available on a per unit basis (not included with base LSAP):

- Installation
- Training
- Onsite support (available in packaged units by hours)
- Custom integrations
- Document conversions



Gold Support Package²

As an enhancement to basic support, Cities Digital offers bundled services in Support Packages. Support Packages provide volume discounts, enhanced support, and proactive schedules of contacts, making project management of your critical applications more approachable.

This Support Package includes:

- Project management consultation one month following initial installation to ensure efficient use of implementations³
- Quarterly project management consultation to evaluate processes and best practices⁴
- Instantaneous remote support⁵
- Guaranteed 1-hour telephone response time
- 24 hour onsite visit response time⁶
- 40 hours of remote or onsite installation or training⁷
- Additional discounted onsite support service hours available⁸
- Quarterly Laserfiche system audit

Key Benefits:

- Gives users a forum to check in with a trainer after the initial training
- Gives managers a forum to ask efficiency and best practices questions after having some time to start using the software
- Ensure that they are using best practices
- Available, budgeted service hours allow users to feel supported on embarking new and improved procedures that benefit everyone!

² Support Packages are annual contracts that expire at the same time as basic LSAP, and are renewable annually.

³ Onsite service available only in MN, WI, TX, CA, and WA within 150 miles of any Cities Digital office. Response time is subject to accessibility of client's location and transportation access. An option to pay travel for onsite service outside of radius requires scheduling a minimum of three weeks advance notice with a minimum of eight billable hours. Sample travel calculation: \$600 + (\$255 x Days) = Onsite Charge.

⁴ Onsite service available only in MN, WI, TX, CA, and WA within 150 miles of any Cities Digital office. Response time is subject to accessibility of client's location and transportation access. An option to pay travel for onsite service outside of radius requires scheduling a minimum of three weeks advance notice with a minimum of eight billable hours. Sample travel calculation: \$600 + (\$255 x Days) = Onsite Charge.

⁵ Customers must permit a technician to connect remotely and can terminate the session at any time. Remote support is available when a technician is on-line, in-house, and available. Remote support available Monday through Friday, 8:00 am - 7:00 pm CST through automated connection software.

⁶ Onsite service available only in MN, WI, TX, CA, and WA within 150 miles of any Cities Digital office. Response time is subject to accessibility of client's location and transportation access. An option to pay travel for onsite service outside of radius requires scheduling a minimum of three weeks advance notice with a minimum of eight billable hours. Sample travel calculation: \$600 + (\$255 x Days) = Onsite Charge.

⁷ Customers must permit a technician to connect remotely and can terminate the session at any time. Remote support is available when a technician is on-line, in-house, and available. Remote support available Monday through Friday, 8:00 am - 7:00 pm CST through automated connection software.

⁸ Additional hourly rates are \$125/hr for technical support and \$125/hr for training with a 2 hour minimum.

Appendix D: Bonus Services

These services were not explicitly requested by the RFP, however they are services that Cities Digital offers and that many of our other municipal clients have chosen to use. These are a part of the suite of services and products that clients will have access to when choosing Cities Digital as their ECM partner.



Scanning

Cities Digital maintains a full scale service bureau designed to provide easy and complete services for conversion of paper records into digital files. While clients can rest assured that even their most sensitive document are maintained in a secure facility, Cities Digital is also one of the only scanning service centers that will also scan documents onsite in the comfort and security of the client's office.

Scanning services include all sizes and types of paper, aperture cards, microfilm, microfiche, negatives slides, and photographs. After documents are scanned, Cities Digital then applies appropriate indexing information and imports the images into your database or prepares a file structure. Documents can be scanned into nearly any format (pdf, tif, gif, and even proprietary formats).

Paper documents are especially susceptible to being mistakenly destroyed, misfiled and lost. The sooner those files are scanned, the sooner they are preserved, backed up and safe. Cities Digital is the only local Laserfiche reseller that has a service bureau to accommodate the scanning needs of clients. Our safe, secure, and efficient scanning bureau ensures that even the most sensitive documents can be trusted to us for handling. We are one of the only scanning service centers that will scan your documents onsite in the comfort and security of our client's own office.

At Cities Digital all employees go through a rigorous training at Cities Digital University, "CDU." Employees passing background screening and CDU certification are promoted to our document processing team.

Converting paper documents to digital images is our forte. Cities Digital can scan paper documents to nearly any format in existence (pdf, tif, gif, and even proprietary formats). We also offer to do extra preparation of documents (i.e. staple removal and sorting) before scanning as an optional service. Although there are some clients who wish to handle their own scanning, most people find that having us scan the backfile is the most cost efficient and reliable option.



Scanning services include all sizes and types of paper, aperture cards, microfilm, microfiche, negatives, slides, and photographs. Having professionals begin your back-files gives the end-users time to become familiar and comfortable with the system, and quickly bring the database up to speed with a large quantity of searchable files.



After documents are scanned, Cities Digital then applies appropriate indexing information and imports the images into your database. A single numeric index field is included in the per page scanning price. Scanning up to 11x17 is scanned onsite at the same flat rate. Beyond 11x17 requires our large format scanning services.

Service Bureau Procedures:


- **Cost Estimate:** We can estimate your quantities, and provide a cost estimate based on the quantity and quality of documents.
- **Job Information Form:** Gathering all the specifics of the documents to be scanned, including which services will be provided, and exactly how to handle the records. Below is an example of the information gathered:

Figure 13 Service Bureau Job Information Form

Job specifications			
Requested return date:			
Budget cutoff:			
Confidential contents:		Yes No	
Material return:		Customer pickup CD drop off Other	
Image return format:		Laserfiche Volume Laserfiche Plus Laserfiche Briefcase	PDFs TIFFs
Materials Received (quantity and type)			
		___ boxes ___ file cabinets ___ each	___ rolls ___ other:
Services to be provided			
Prep Reassembly		Indexing Conversion Scanning	OCR Shredding
Document prep specifications			
	YES	NO	
			Unbind books and other materials
			Pages may be reordered to optimize scanning
			Trim pages to smooth rough edges
			Open envelopes and pull out contents
			Tape small pages
			Tear perforations

- **Receive and Prep:** Upon document pickup all materials are labeled, staff is trained on file prep procedures, and the preparation is started. Cover sheets will be created and applied if they are being used.
- **Scanning and processing:** Scanning will be performed using state-of-the-art scanners and technology to achieve the best possible image quality. Processing to apply desired metadata is performed at this time.
- **Quality Control:** Secondary quality control checks are performed.
- **Packaging and Final Report:** The records will be exported to discs and returned for uploading into your system. A high-level report is prepared with statistics and any issues.

Figure 14 Service Bureau Scanning Report

Completion Date		
Description	General description of what types of documents were scanned	
Project Specs		
	TIER (determines per page price)	List out quantity of images scanned at each tier
	Page Counts	11x17 and smaller: Color photos:
	Premium Page Counts (extra charge applies)	Oversize pages: Flatbed pages: Microfilm: Microfiche:
	File Preparation and Reassembly (included in tiered pricing)	Hours:
	Indexing (included in tiered pricing)	Characters: 0
	Format of images being returned	DVDs – Laserfiche Volume Backup
	Number of Pick-Ups and Drop-Offs	Pick Ups: Drop Offs:
File Folder Structure		
Document Names	<ul style="list-style-type: none"> ▪ Description of how documents were named 	
Index Fields	<ul style="list-style-type: none"> ▪ Description of index field population, if any 	
Issues for note:	<ul style="list-style-type: none"> ▪ Image Quality: Images reflect the best available image from the original pages. ▪ 	



Cities Digital Conversion Services

Cities Digital maintains a fully staffed development department in not only integrating Laserfiche with other programs, but in converting existing systems, **including network drives**, into Laserfiche. As part of the conversion process, Cities Digital:

- Obtains information about existing EDMS including data storage locations, formats, indexing setup, etc.
- Maps the desired conversion to a Laserfiche schema.
- Provide a statement of work relating to the outline of the conversion, goals, and timeline.
- Performs consistency checking using existing utilities.
- Backup of existing system
- Provides a smooth transition from the current EDMS to Laserfiche.
- Provides a conversion report noting the outcome and any anomalies that may have occurred during the conversion.

The following represents an overview of the general procedures that Cities Digital's highly skilled and professional development personnel adhere to during the conversion process. Should City of Duluth indicate that it would like to utilize Cities Digital's development department for this conversion, it can provide a standard scope of work document.

Goals:

Please briefly explain the goals for this conversion.

Stakeholders:

Please briefly explain the people whose work will be affected by this change.

Conversion Procedures:

Please inform Cities Digital if you have any concerns about these procedures or unable to meet any the requirements so that alternative methods may be considered.

1. Map Conversion

Once the conversion is mapped out, Cities Digital will develop an executable that will accomplish the conversion on test computers at their office. Cities Digital will then provide the executable for the client's computer so that the conversion may be run on the client's server or workstation.

2. Establish Document Filing and Indexing Procedures

The new procedures for document filing and indexing should be put in place prior to the date of conversion.

3. Verify Backup of Existing Data

A full backup of existing data is required immediately preceding the conversion.

4. Verify Conversion Requirements

The conversion will require the following:

- a. .NET framework 2.0 and 7.2 runtime for Laserfiche must be installed on the computer running the conversion.
- b. The conversion will require a full Laserfiche license with full rights and privileges for the duration of the conversion.

5. Conversion Process

For user convenience and performance purposes, Cities Digital recommends running the conversion during off-peak hours.

During the conversion process, Users will still be able to access the legacy system and other images and electronic files, but only in a "read-only" capacity.

6. Monitor Conversion

Cities Digital will use remote connection to set up and monitor the conversion processes.

7. Conversion Report

Following the conversion, a conversion report will be generated noting the outcomes and any anomalies that may have occurred

Tools to be used

Once the conversion is mapped out, Cities Digital will develop an executable that will accomplish the conversion on test computers at the client's office. Cities Digital will then provide the executable for the client's computer so that the conversion may be run on the client's server or workstation.

The conversion will require the following:

- a. .NET framework 2.0 and 7.2 runtime for Laserfiche must be installed on the computer running the conversion.
- b. The conversion will require a full Laserfiche license with full rights and privileges for the duration of the conversion.

Testing and Verification

Cities Digital employs the use of a series of logs that are written during the conversion to test and verify the successful completion of the conversion.

Error Log

The error log will record any errors that may occur during the conversion, and will contain the document ID from the current system and a detailed description of the error that occurred.

Application Log

The app log records details on every document that has been converted. It will also include the document ID from both systems and the number of pages contained and converted for the document. With this information, the document can be retrieved after the conversion if an error did occur.

Count Log

Finally the count log contains the listing of all document ID's that were successfully converted and a total count after the application finishes that will be compared to the clients document count.

The following represents some of the conversions Cities Digital has performed for clients:

City of Eagan

Conversion: Mi3MS (Ax5)

Details: Cities Digital was required to obtain metadata associated with the document images from a text file and parse the data. The database was a proprietary format which Cities Digital was unable to obtain access to, so all data was moved to text files, which allowed us to create our own MS SQL server database using the text data.

City of Burnsville

Conversion: Ax5

Details: This entire conversion was performed on the Burnsville System and required running a script to open all of the images, ensuring they were on the cache on the server (not the WORM platters). After the conversion was completed, accessed data was stored in the MS SQL tables. Cities Digital worked with City of Burnsville to determine a methodology for filing converted

documents in the Laserfiche system based on dates and other metadata associated with the document.

GCG North Carolina

Conversion: Docuware and Recollect

Details: The MSSQL Database and tiff images were stored on a single server, metadata came from the database and the images were filed based on the metadata.

Ganzert Investment

Conversion: DocStar

Details: The MSSQL Database and tiff images were stored on a single server, metadata came from the database and the images were filed based on the metadata.

Kettle Moraine School District

Conversion: Ax5

Details: This conversion included both standard TIFF images and metadata from a MSSQL database, along with COLD data. The COLD data was exported in text format and brought into Laserfiche as text.

Outagamie County

Conversion: IMS21

Details: The IMS21 systems used a MSSQL database and stored TIFF images in a proprietary format. Prior to importing images into the Laserfiche system, all images had to be renamed to include a .tif extension.

Virginia Asset Management

Conversion: KwikTag

Details: The systems MSSQL Database and TIFF images were sent to Cities Digital on an external hard drive.

Appendix E: Staff Qualifications

Cities digital has chosen a strategy of specialization practiced through an exclusive focus on Laserfiche-centered document management solutions. With every team member focused on implementing, supporting or selling these ECM solutions, our industry and specialized product knowledge is unparalleled.

In providing end-to-end solutions, the assemblage of the Cities Digital team has been a key element to the general strategy that Cities Digital employs, which is the utilization and employ of highly professional, educated and intelligent staff. Successful implementation of an Enterprise Document Imaging system requires a high degree of customization and tailoring. By maintaining a highly skilled and educated staff, Cities Digital can provide true consultative services that many other providers simply can't offer. In maintaining such a professional workforce, the corporate structure of Cities Digital is one that would be best described as a relatively flat organization.

Cities Digital works to develop targeted solutions for a variety of industries, and goes through extensive needs analysis to design comprehensive end-to-end solutions for clients. With all implementations, Cities Digital carefully assembles a project management team.

Considerations are made for the assemblage of personnel that comprise the team, so that the highest degree of expertise, relative to the project, is readily available.

The strategy of investing in its employees has been one that continues to lead Cities Digital towards its ultimate vision as an organization, which is to be one of the top Content Management providers nationally.

Cities Digital has implemented standardized policies and procedures in pursuance of a problem avoidance strategy. Our staff follow checklists when performing complex tasks, keep detailed documentation of every incident, and provide detailed documentation to our clients.

Additionally, on an ongoing basis Cities Digital conducts internal training programs to ensure that employees have the most current and accurate information available to them when serving clients.

When issues do arise, Cities Digital performs an assessment to quickly determine the best course of corrective action using all available resources. Following the correction of the problem, Cities Digital conducts an internal Lessons Learned evaluation with all affected departments to determine the source of issues, and what changes may be enacted to avoid issues like that in the future. Written policy changes, updated checklists, and training are then conducted to support the new procedures and ensure better quality.

Staff member name	Justin Steen, PMP (Project Management Professional Cert.)
Position in the company	Project Manager Solutions Consultant and Software Trainer
Length of time in position	6 years
Project position and responsibilities	<ul style="list-style-type: none"> • Project Manager training and certification from PMI • Planning and implementing advanced solutions for Laserfiche clients across the country • Troubleshooting Laserfiche software, scanning, and integration for Cities Digital clients • Project Management for custom integrations and development • Providing clients with annual consultative sessions to review product capabilities and uses • Training clients on both end-user and administrative features of Laserfiche software • Development of custom training documentation for clients
Education	<ul style="list-style-type: none"> • Formal Public Administration education provides a gateway between the technical solution and practical use within the local government environment • Laserfiche Annual VAR conference and training sessions
Certifications	<ul style="list-style-type: none"> • Project Management Professional certification from the Project Management Institute • Laserfiche CPP Certifications: Administrator I, Records Management Edition I, Business Management Edition (Workflow), Capture I, Capture II (Quick Fields Certification)

Staff member name	Karim Dibba
Position in the company	Internal Systems Manager and Support Engineer
Length of time in position	3 years
Project position and responsibilities	<ul style="list-style-type: none"> • Planning and implementing advanced solutions for Laserfiche clients across the country. • Troubleshooting Laserfiche software, training, scanning, integration, and backup issues for 300+ Laserfiche clients. • Over 95% percent of our customer calls are resolved at first contact, and 99.9% of customer issues reach a positive resolution. • Responsible for all internal server maintenance, help desk requests, and network related issues. • Presenting relevant technical developments at quarterly Cities Digital user groups.
Education	<ul style="list-style-type: none"> • Bachelor of Science, Computer Engineering with a Minor in Mathematics from Texas Tech University, Texas • Associate of Science Degree in Computer Science from Navarro College, Corsicana Texas • Laserfiche Annual VAR conference and training sessions
Certifications	<ul style="list-style-type: none"> • Laserfiche CPP Certifications: Capture I, Administrator I, Laserfiche Specialist

Staff member name	Michael Mathys
Position in the company	Head Programmer
Length of time in position	5 years
Project position and responsibilities	<ul style="list-style-type: none"> • Developed application to automatically export repository information to non-rewritable media • Developed application to simplify integration between Laserfiche and any program based on what is on the screen • Developed MagniPost social media archiving for use with Laserfiche • Developed signature pad integration for Laserfiche • Developed MagniMail email archiving for Exchange with Laserfiche
Education	<ul style="list-style-type: none"> • Bachelor of Science Degree in Information Technology from UW-River Falls • Laserfiche Annual VAR conference and training sessions
Certifications	<ul style="list-style-type: none"> • Laserfiche CPP Certifications: Integrator, Records Management Edition, Business Process Management (Workflow)

Staff member name	Russell Bahr
Position in the company	Conversion Developer
Length of time in position	7 years
Project position and responsibilities	<ul style="list-style-type: none"> • Developing and writing custom scripts to help clients work more efficiently. • Created multiple custom applications that interface directly with Laserfiche to automate some daily tasks. • Envisioned and created Index and OCR Application – This application is run daily as a scheduled task. It searches the Laserfiche repository and silently indexes and OCR's all of the day's new documents. • Created Email Alerter – This application also runs as a scheduled task. It checks a folder in the Laserfiche repository and when relevant documents are found it will send an email to a specified email address to alert the recipient that a new document has been placed in the folder for their review. • Developed the Exchange side of MagniMail, Cities Digital's email archival solution that integrates seamlessly with Laserfiche. • Completing conversion of legacy document repositories into Laserfiche • Including conversions of Stellent, FileNet, IMS21, MI3MS, AX5/Application Extender, DocStar, Docuware, Recollect, LaserARC, Hummingbird and more. • Developed Cities Digital hosted Laserfiche solution to help small businesses achieve the functionality of Laserfiche at a fraction of the cost. <p>Developed DocCave, a customer portal which allows select Laserfiche documents to be shared with clients on the web.</p>
Education	<ul style="list-style-type: none"> • Associates Degree in Information Technology with a concentration in Programming from Chippewa Valley Technical School • Laserfiche Annual VAR conference and training sessions
Certifications	<ul style="list-style-type: none"> • Laserfiche CPP Certifications: Integrator, Records Management Edition, Business Process Management (Workflow), Admin I



CITIESDIGITAL

EXHIBIT B



2000 O'Neil Rd., Suite 150
Hudson, WI 54016

Quote

Date:	Quote Number :	Revision:
12/8/2015	QUO-04946-R2N0	0

Prepared For:

City of Duluth
411 W. First St.
Duluth, MN 55802-1102

Contact:

Phone: (855) 714-2800
Fax: 866-592-7343
Sales@CitiesDigital.com
www.CitiesDigital.com

Product	Product ID	Quantity	Unit Price	Ext Amount
Software				
Laserfiche Rio Forms	EFRM	200	\$60.00	\$12,000.00
Laserfiche Rio Named Full Users - 200-499	ENF02	200	\$600.00	\$120,000.00
Laserfiche Rio Records Management Edition - 10% Add-on to all Rio users	ERM	200	\$60.00	\$12,000.00
Laserfiche Rio Import Agent	IA	1	\$1,500.00	\$1,500.00
Laserfiche Rio Pilot Public Portal	PPM25	1	\$25,000.00	\$25,000.00
Services				
Diamond - Installation, Training, Setup & Consulting (160hrs)	CD8000	1	\$24,000.00	\$24,000.00
Annual Maintenance - Year 1 with 5% discount				
Laserfiche Rio Forms Annual Maintenance	EFRMB	200	\$11.40	\$2,280.00
Laserfiche Rio Named Full Users - 200-499 Annual Maintenance	ENF02B	200	\$114.00	\$22,800.00
Laserfiche Rio Records Management Edition - 10% Add-on to all Rio users Annual Support	ERMB	200	\$11.40	\$2,280.00
Laserfiche Rio Import Agent Annual Maintenance	IAB	1	\$342.00	\$342.00
Laserfiche Rio Pilot Public Portal Annual Maintenance	PPM25B	1	\$4,750.00	\$4,750.00
Annual Maintenance - Year 2-5 with 5% discount				
Laserfiche Rio Forms Annual Maintenance	EFRMB	800	\$11.40	\$9,120.00
Laserfiche Rio Named Full Users - 200-499 Annual Maintenance	ENF02B	800	\$114.00	\$91,200.00
Laserfiche Rio Records Management Edition - 10% Add-on to all Rio users Annual Support	ERMB	800	\$11.40	\$9,120.00
Laserfiche Rio Import Agent Annual Maintenance	IAB	4	\$342.00	\$1,368.00
Laserfiche Rio Pilot Public Portal Annual Maintenance	PPM25B	4	\$4,750.00	\$19,000.00
Subtotal				\$356,760.00

Freight	\$0.00
Tax	\$0.00
TOTAL	\$356,760.00

All sales are final, VPCI and Cities Digital do not accept returns of software and all sales are final. If your product is damaged we will replace it within 30 days of purchase at no charge. Prices are subject to change.

EXHIBIT C

LASERFICHE SOFTWARE LICENSE AGREEMENT

License Agreement: It is specifically agreed and acknowledged that the software products sold by Seller to Buyer as described in Exhibit D hereinabove, are being sold subject to the restrictions, duties and obligations of Seller pursuant to License Agreements with CompuLink Management Center, Inc. (Laserfiche Products), Buyer, by its execution of this agreement, agrees to fully abide by the terms and conditions of such License Agreement, and further agrees to fully indemnify, protect, and hold Seller harmless from any claims, suits, actions, liabilities, damages (including all legal costs incurred by Seller) resulting from any violation by Buyer under the terms thereof.

This Software License Agreement ("License Agreement") is made between Compulink Management Center, Inc., a California corporation doing business as Laserfiche and whose principal place of business is in Long Beach, California ("Laserfiche"), and the party (referred to as the "Licensee"), who has lawfully acquired the Software.

PLEASE READ THIS LICENSE AGREEMENT CAREFULLY. BY INSTALLING, COPYING OR USING THE SOFTWARE OR THE DOCUMENTATION THAT ACCOMPANIES THIS LICENSE AGREEMENT, YOU AGREE TO THE TERMS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE, DO NOT INSTALL, COPY OR USE THE SOFTWARE OR THE DOCUMENTATION AND, IF APPLICABLE, RETURN IT TO YOUR SUPPLIER FOR A FULL REFUND.

RECITALS

A. Laserfiche has developed certain document imaging and management software programs which it markets under the trademark Laserfiche® ("Software").

B. The Software constitutes valuable proprietary products and trade secrets of Laserfiche embodying substantial creative efforts and confidential information, ideas, and expressions. Laserfiche has invested large amounts of capital and time to develop and promote the Software. Laserfiche claims copyrights and proprietary trade secrets in the Software.

C. Licensee understands that the Software is compatible only with certain types of computers and operating systems and that Licensee is responsible for assuring the compatibility between its computer systems, its software solutions, if any, and the Software.

THEREFORE, in consideration of the premises and covenants contained this License Agreement, Laserfiche and Licensee agree as follows:

Terms of License Agreement

1. Grant of License.

A. Description. Laserfiche grants Licensee a limited, non-exclusive, non-transferable license to use all of the Software described on the purchase order accompanying the Software, subject to the terms and conditions of this License Agreement and the Licensing File which accompanies the Software. The Software includes, without limitation express or implied, some or all of the following types of software: (a) "Server Software" that provides document management services to other programs, and "Client Software" that allows a computer or workstation to access or utilize the services provided by the Server

EXHIBIT C

Software; (b) "Stand-alone Software" that operates on a single computer; and (c) "Plug-in Software Modules" that can be added to the previously mentioned Software packages.

B. Limitations and Requirements.

- i. The Licensing File accompanying the Software or associated with the Licensing Key accompanying the Software defines the scope and limitations of the Software license for this product. You may only use the License File issued by Laserfiche to fulfill the license purchase described on the purchase order accompanying the Software.
- ii. Licensee may install one copy of the Server Software on a single physical or a single virtual operating system environment (the instance of the running Server Software shall be referred to as the "Server"), unless the licensee is acquiring a license to the Laserfiche Rio product. If Laserfiche Rio is being licensed, Licensee may install up to the maximum number copies of the Server Software listed in the License File (labeled as "instances") to multiple physical or virtual operating system environments so long as those installations have continuous network access to a running instance of the included License Manager program. Licensee may install only one copy of the License Manager program on a single physical or a single virtual operating system environment.
- iii. The Server Software may only be operated with the database system(s) (Microsoft SQL or Oracle) listed in the Licensing File. If no database system is listed in the License File, then the Server Software may only be operated with Microsoft SQL Express.
- iv. The Server Software may only host the number of repositories listed in the Licensing File (labeled as "databases"), unless the Licensee is acquiring a license to the Laserfiche Rio product. If Laserfiche Rio is being licensed, each running copy of the Server Software may host up to the number of repositories listed in the Licensing File.
- v. Named user connections are allocated to specific individuals or devices at the choice of the Licensee. When a named user connection is allocated to a specific individual person's Laserfiche or external directory account, that individual may not share the use of that named user connection by sharing the use of their account with others. When a named user connection is allocated to a device, the connection may only be used from that device and various individuals may share the use of that device so long as only one individual is accessing the Server Software from that device at a time. There are two types of named user connections – named user connections capable of modifying a repository governed by the Server (referred to as "Named Full User" connections and listed in the License File as "named read-write objects") and named user connections capable of only read-only access (referred to as "Named Retrieval" connections and listed in the License File as "named read-only objects"). Only the maximum number of each type of named user connection listed in the License File may be allocated to individuals or devices. Named user connections may not be routinely reallocated for the purpose of lessening the number of named user connections required.
- vi. Concurrent user connections are shared among individuals. There are two types of concurrent user connections – concurrent user connections capable of modifying a repository governed by the Server (referred to as "Full User" connections and listed in the License File as "read-write users") and concurrent user connections capable of only read-only access (referred to as "Retrieval" connections and listed in the License File as "read-only users"). Once the maximum number of read-write or read-

EXHIBIT C

only concurrent user connections specified in the License File is reached, no additional user connections of that type may be made, until some user connections of that type are closed. Individuals who require write access in the course of their work must use a Full User connection at all times; thus, individuals assigned to use a Full User connection may not use a Retrieval connection to perform read-only tasks which do not require a Full User connection. Hardware or software may not be used to reduce the number of concurrent user connections required for individuals to access or otherwise utilize Server services (sometimes called "multiplexing").

vii. Public Portal connections allow read-only access to the Server Software only using a Laserfiche application known as WebLink. If the license file lists a maximum number of Public Portal connections (listed as "read-only public portals"), then once the maximum number of Public Portal connections specified in the License File is reached, no additional Public Portal connections may be made, until some Public Portal connections are closed. If the license file lists a maximum number of CPU sockets that may be utilized to support Public Portal access (listed as "read-only CPU limit"), then Public Portal connections may be made only if the physical or virtual machine on which the Server Software is running has the listed number of CPUs or fewer. If neither a maximum number of Public Portal connections nor a maximum number of CPUs for Public Portal access is listed in the License File, then no Public Portal connections may be made.

viii. Licensee may not install a version of the Server Software later than the version listed in the License File.

ix. If the License File lists an expiration date, the Server Software may not be run after that date.

x. If the License File specifies one or more languages, then the Laserfiche user interface may only be run in those languages.

xi. Add-ons and additional features that the Server Software can support may only be used when listed in the License File.

xii. If Licensee desires to upgrade or enhance the capabilities of the Software or the numbers of users, connections or other features, Licensee must acquire the appropriate license(s) from Laserfiche to do so by updating the License File.

xiii. The Software may only be used as intended, according to the capabilities made available through its various user interfaces and according to the documentation accompanying the Software.

xiv. Licensee shall be solely responsible for customizing the Software and the data repository to restrict access only to those particular persons and entities to whom Licensee agrees to make its documentation and information available. Licensee waives all liability, claims, damages and suits against Laserfiche, and all of its employees, officers, directors and contractors, in any way related to the unauthorized disclosure of, or access to, information or documentation in the data repository, whether or not due to a defect in the Software. Licensee acknowledges that this License Agreement contains other limited warranties and limitations and waivers of damages and claims, and that Licensee's waiver of liability in this section shall be in addition to, and not in lieu of, Licensee's other waivers set forth elsewhere in this License Agreement.

EXHIBIT C

2. Ownership of Software. Laserfiche shall retain ownership of, and title to, the Software and Documentation (including all adaptations or copies). Licensee is acquiring the license under the terms described in this License Agreement, and the Licensee acquires no other rights.

3. Protection of Software. During the term of this License Agreement and for seven years following termination of this License Agreement, Licensee shall not directly or indirectly, alone or in conjunction with any other person or company, (a) attempt to write or develop software in order to discover the source code and/or the trade secrets contained in the source code; or (b) utilize the Software, Documentation, or Laserfiche's trade secrets or confidential information, either directly or indirectly, to sell, market or distribute any software product which competes with the Software; or (c) utilize the Software, Documentation, or Laserfiche's trade secrets or confidential information, directly or indirectly, to assist, advise or consult with any other person or company in selling, marketing or distributing any software product which competes with the Software; or (d) utilize the Software, Documentation, or Laserfiche's trade secrets or confidential information, directly or indirectly, to convert, or to assist, advise or consult with any other person or company to convert, any end user of the Software to a software product which competes with the Software; or (e) seek to discover Laserfiche's trade secrets or confidential information by reverse engineering, decompiling, disassembling, copying or any other technique. Licensee shall not directly or indirectly attempt to challenge the validity of the copyrights, trademarks, and trade secrets in the Software claimed by Laserfiche. The software source code and the trade secrets therein are not licensed to Licensee, and all modifications, additions, or deletions are strictly prohibited.

4. Other Restrictions on Use. Except as expressly authorized in this License Agreement, Licensee shall not rent, lease, sublicense, distribute, transfer, copy, reproduce, display, modify, or timeshare with any other person the Software or Documentation or any right granted by this License. All other uses of the Licensed Software, including, without limitation, use in the business of an Application Service Provider (ASP), or transferring, copying or other dissemination of the Licensed Software, are strictly prohibited.

5. Term and Termination. This License Agreement shall commence and terminate as follows:

A. The term of this Agreement shall commence upon Licensee's acceptance of this License Agreement and continue until terminated as provided in this License Agreement. Laserfiche may terminate this License Agreement for cause immediately following a breach of this License. Laserfiche may also terminate this License Agreement if (i) Licensee violates, infringes or compromises any trademark, copyright, patent or Trade Secret of Laserfiche, or interferes with any relationship between Laserfiche and any of its other Licensees or End Users of the Software; or (ii) Licensee's license to use its Software has been terminated.

B. Upon termination of this License Agreement, Licensee shall immediately cease all use of the Software and the Documentation and return to Laserfiche all versions and copies of the Software and the Documentation. Licensee shall remove and uninstall all such programs and materials from all hard drives and other devices on which the Software or the Documentation may be found.

C. The termination of this License Agreement shall not terminate Licensee's obligations under this License Agreement, nor shall it release Licensee from the obligation to pay any monies that it may owe Laserfiche or operate to discharge any liability that Licensee incurs before termination.

EXHIBIT C

6. LIMITED WARRANTY; DISCLAIMER. THE MEDIA (NOT SOFTWARE) IS WARRANTED TO THE ORIGINAL LICENSEE AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP FOR A PERIOD OF THREE (3) MONTHS FROM THE DATE OF ORIGINAL ACQUISITION. DEFECTIVE MEDIA WILL BE REPLACED WHEN IT IS RETURNED POSTAGE PREPAID WITH A COPY OF THE RECEIPT TO LASERFICHE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LASERFICHE LICENSES THE SOFTWARE TO LICENSEE "AS IS" AND WITH ALL FAULTS. LASERFICHE EXPRESSLY DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LASERFICHE DOES NOT WARRANT THAT THE SOFTWARE WILL SATISFY THE REQUIREMENTS OF LICENSEE OR THAT IT IS WITHOUT DEFECT OR ERROR, OR THAT IT WILL OPERATE WITHOUT INTERRUPTION.

7. NO CONSEQUENTIAL DAMAGES. UNDER NO CIRCUMSTANCES SHALL LASERFICHE OR ITS AFFILIATES, RESELLERS, AGENTS, EMPLOYEES, CONSULTANTS, OR SUPPLIERS (COLLECTIVELY, "REPRESENTATIVES") BE LIABLE TO LICENSEE OR ANY THIRD PARTIES FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSSES FROM BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR DATA, COSTS OF RECREATING LOST DATA, OR THE COST OF SUBSTITUTE EQUIPMENT OR PROGRAMS SUSTAINED BY LICENSEE OR CLAIMS BY ANY PARTY OTHER THAN LICENSEE, OR ANY OTHER PECUNIARY LOSS), REGARDLESS OF WHETHER LASERFICHE OR ITS REPRESENTATIVES HAVE BEEN WARNED OF SUCH DAMAGES OR CLAIMS. NO SUIT, CLAIM OR CAUSE OF ACTION MAY BE BROUGHT AGAINST LASERFICHE OR ITS REPRESENTATIVES UNDER THIS LICENSE AGREEMENT MORE THAN ONE YEAR AFTER LICENSEE FIRST DISCOVERED OR SHOULD HAVE DISCOVERED ANY OF THE MATERIAL FACTS WHICH GAVE RISE TO THE SUIT, CLAIM OR CAUSE OF ACTION.

8. LIMITATION ON DAMAGES. ANY AND ALL DAMAGES SUFFERED BY LICENSEE FOR WHICH LASERFICHE IS LIABLE, WHETHER BASED ON A BREACH OF CONTRACT, BREACH OF WARRANTY, OR CLAIM OF NEGLIGENCE, MISREPRESENTATION OR OTHER TORT, OR ON ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE ACTUAL AMOUNT LICENSEE PAID FOR THE DEFECTIVE SOFTWARE WITHIN THE 12-MONTH PERIOD IMMEDIATELY PRECEDING THE DATE THAT LICENSEE FILES SUIT OR OTHERWISE NOTIFIES LASERFICHE OF A CLAIM AGAINST LASERFICHE, WHICHEVER OCCURS FIRST.

9. Copyright. The Software and the Documentation are owned by Laserfiche and are protected by United States copyright laws and international treaty provisions. Licensee must treat the Software and Documentation like any other copyrighted material except Licensee may install the Software and the Documentation as expressly authorized by this License Agreement and may retain the original solely for backup or archival purposes. Licensee may not copy the Documentation.

10. No Waiver. No failure to exercise or delay in exercising any right, power, or privilege under this License Agreement on the part of either party shall operate as a waiver of any right, power, or privilege under this License Agreement. No single or partial exercise of any right, power, or privilege under this License Agreement shall preclude further exercise thereof.

11. Severability. If any part of this License Agreement is found or deemed by a court of competent jurisdiction to be invalid or unenforceable, that part shall be severed from this License Agreement and shall be deemed to have never been a part of this License Agreement and shall not affect the validity of the remainder of this License Agreement.

EXHIBIT C

12. Governing Law. This License Agreement shall be deemed to have been made in, and shall be construed pursuant to the laws of, the State of California, as if all parties were resident in California and the License Agreement were to be wholly performed within the State of California.

13. Jurisdiction and Venue. Each party consents to the jurisdiction of the California Superior Court and United States District Court for the Central District of California. All judicial actions and proceedings shall be conducted only in, and each party consents to exclusive venue in, Los Angeles County, California. This paragraph shall not apply to the federal government or to any state, county or municipal government or any department or agency of any such governmental body.

14. Entire Agreement. This License Agreement, including the Licensing File, the Readme file, and the documentation which accompanies the Software and the installation, constitute the complete and exclusive statement of the mutual understanding of the parties, and supersede and cancel all previous written and oral agreements, representations, warranties, statements and other communications relating to the subject matter of this License Agreement. No course of performance, course of dealing, or usage of trade shall override the written terms of this License Agreement.

15. Limitation on Actions. No action or proceeding based on this License Agreement or arising out of its performance or breach shall be instituted by Licensee more than one year after Licensee first discovers, or should have discovered, any of the material facts upon which the cause of action is based. Licensee waives the benefit of any statute of limitations which specifies a period longer than one year for filing an action.

16. U.S. Government Restricted Rights Notice. All software products provided to the United States Government pursuant to solicitations issued prior to December 1, 1995, are subject to restrictions as set forth in FAR, 48 CFR 52.227-14 (June 1987) or FAR, 48 CFR 252.227-7013 (October 1988), as applicable. All software products provided to the United States Government pursuant to solicitations issued on or after December 1, 1995 are provided with the commercial rights and restrictions described in this License Agreement. The Contractor/ Manufacturer is Laserfiche, a division of Compulink Management Center, Inc., 3545 Long Beach Blvd., Long Beach, California 90807.

17. Export Restrictions. The Software is subject to United States export jurisdiction. Licensee shall comply with all applicable federal and international laws and regulations, including U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by the United States and other governments.

18. Captions. The captions used on this License Agreement are for convenience only and shall not be a part of this License Agreement.

Should you have any questions concerning this Agreement, or if you desire to contact Laserfiche for any reason, please write: Laserfiche, 3545 Long Beach Blvd., Long Beach, CA 90807, U.S.A.

© Compulink Management Center, Inc. 2009