

CITY OF LEE'S SUMMIT
PROCUREMENT AND CONTRACT SERVICES DEPARTMENT
220 S.E. GREEN STREET LEE'S SUMMIT, MO 64063
Phone: 816-969-1087 Fax: 816-969-1081
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TITLE-SIGNATURE PAGE

~~~~~ FINAL SUBMITTAL ~~~~~

REQUEST FOR PROPOSAL NO. 2019-029

The City of Lee's Summit will accept electronically submitted proposals through Public Purchase from qualified persons or firms interested in providing the following:

ENTERPRISE CONTENT MANAGEMENT SOLUTION

IN ACCORDANCE WITH THE ATTACHED SCOPE OF SERVICES

**PROPOSALS MUST BE UPLOADED INTO PUBLIC PURCHASE E-BIDDING SYSTEM PRIOR TO THE CLOSING DATE OF
FRIDAY, AUGUST 2, 2019 AT 3:00 P.M. LOCAL TIME**

It is the responsibility of interested firms to check the City's e-bidding system, Public Purchase for any addendums prior to the closing date and time of this Proposal. All addendums must be signed and included with submitted proposal.

The City reserves the right to reject any and all proposals, to waive technical defects, and to select the proposal(s) deemed most advantageous to the City.

The undersigned certifies that he/she has the authority to bind this company in an agreement to supply the service or commodity in accordance with all terms and conditions specified herein. Please type or print the information below.

Respondent is REQUIRED to complete, sign and return this form with their submittal.

NOTE: All businesses doing business in the State of MO should be registered with the Missouri Secretary Of State. Upon MO registration, a charter number is issued and should be identified below. If your business is exempt, the exemption number should be referenced below, in lieu of a charter number.

OPG-3, INC.
Company Name
8030 Old Cedar Ave S.
Address
Bloomington, MN 55425
City/State/Zip
651.233.5075 651.688.2041
Telephone # Fax #
jcheatham@opg-3.com
E-mail

Jereb Cheatham
Authorized Person (Print)
Jereb Cheatham
Signature
Vice President, Business Development
Title
08/02/2019 47-5292344
Date Tax ID #
Corporation
Entity Type
F01154551
Missouri Charter Number or Exemption Number



Business Proposal

For: The City of Lee's Summit

RFP #2019-029

August 2, 2019



Document Management | Business Process Management | Enterprise Content

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Provider Profile:

1. Lead Service Provider/Firm(s) (or Joint Venture) Name and Address:

OPG-3, Inc.
 2020 Silver Bell Road #20
 Eagan, MN 55124

1a. Provider /Firm is: ___ National X Regional ___ Local

1b. Year Provider/Firm Established:

1987

Years of Experience providing RFP identified services/project for municipalities:

17 years

1c. Licensed to do business in the State of Missouri: X Yes ___ No

1d. Principal contact information: Name, title, telephone number and email address:

Jay Bogenrief, Solutions Manager
 651.233.5072
 jbogenrief@opg-3.com

1e. Address of office to perform work, if different from Item No. 1:

The address listed above is corporate headquarters and the project will be managed from there. However, an experienced member of the OPG-3 Service Delivery Team is based in West Des Moines, Iowa and may be allocated to the project.

2. Please list the number of persons by discipline that your Firm/Joint Venture will commit to the City's project or the services to be provided:

Role	Description/Relationship	Allocation
Solution Manager	Maintains business relationship with customer.	1
Product Owner	Accountable to project stakeholders for quality of work provided and alignment with project goals/priorities	1
Project Owner	Responsible for clearing technical prerequisites, defining overall vision of solution and allocation of project tasks to project team	1
ScrumMaster	Responsible for project setup, scheduling and communication	1
Technical Engineer	Responsible for completion of project tasks assigned by Project Owner. Technical Engineers assigned to project can vary based on phase and number of Technical Engineers assigned depends on project scope, complexity and schedule	Variable

3. If submittal is by Joint Venture or utilizes subcontractors, list participating firms / providers and outline specific areas of responsibility (including administrative, technical, and financial) for each firm:

Does not apply – Will not use Joint Venture or subcontractor(s)

3a. Has this Joint Venture previously worked together? ___ Yes ___ No

Does not apply – Will not use Joint Venture or subcontractors

Experiences/References:

Reference 1: City of Apple Valley

Project Name & Location

Building Inspections Capture Filing – Apple Valley, MN

Completion Date (Actual or Estimated):

July of 2018 (Actual)

Project Owners Name & Address:

City of Apple Valley
7100 West 147th Street
Apple Valley, MN 55124

Project Owner's Contact Person, Title & Telephone Number

Nathan Bang, IT Director
952-953-2514

Estimated cost (in Thousands) for Entire Project:

\$6,000

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$6,000

Scope of Entire Project:

- Design and implement taxonomy for permanent records.
- Utilize workflow processes to automate file plan creation and management.
- Integrate with permitting application to streamline document classification.

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) wo worked on the stated project that shall be assigned to the City's project:

- Clay Baer, Product Owner
- Brandon Hughes, Project Owner
- Brian Dahle, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 2: City of Apple Valley

Project Name & Location

Employee Files Capture and Retention – Apple Valley, MN

Completion Date (Actual or Estimated):

May of 2019 (Actual)

Project Owners Name & Address:

City of Apple Valley
7100 West 147th Street
Apple Valley, MN 55124

Project Owner's Contact Person, Title & Telephone Number

Nathan Bang – IT Director
952-953-2514

Estimated cost (in Thousands) for Entire Project:

\$7,400

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$7,400

Scope of Entire Project:

- Design taxonomy for management of employee files including folder structure (accounting for detailed security requirements), naming conventions, metadata schema and retention schedules.
- Develop capture processes for day-forward and backfile capture to automatically build and manage file plan
- Develop business processes to employee name change, employment termination and employee rehire processes

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project:

- Clay Baer, Product Owner
- Brandon Hughes, Project Owner
- Douglass Ahlman, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 3: City of Burnsville

Project Name & Location

Job Hazard Analysis Process – Burnsville, MN

Completion Date (Actual or Estimated):

August 2019 (Estimated)

Project Owners Name & Address:

City of Burnsville
100 Civic Center Drive
Burnsville, MN 55337

Project Owner's Contact Person, Title & Telephone Number

Shelli Welter, IT Analyst
952-895-4488

Estimated cost (in Thousands) for Entire Project:

\$7,585

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$7,585

Scope of Entire Project:

- Digitization of the review and signing of Job Hazard Analysis packets for all employees who must complete the process in accordance with OSHA regulations.
- Employees are presented with an electronic form that's dynamically generated based on the JHAs associated with their department and requires them to sign each JHA individually.
- Once an employee has completed the form, their supervisors are assigned a task to review and sign as well.
- The system differentiates between Full-Time and Seasonal employees and assigns JHA tasks appropriately.
- When new equipment or duties are introduced that require a new or updated JHA, the system will require affected employees to review and sign an updated JHA form automatically.
- Signed JHA forms are stored as documents in the Laserfiche repository and managed according to the appropriate retention schedule.

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project

- Jereb Cheatham, Product Owner
- Brandon Hughes, Project Owner
- Brandon Hughes, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 4: City of Burnsville

Project Name & Location

Election Judge Process – Burnsville, MN

Completion Date (Actual or Estimated):

September 2018 (Actual)

Project Owners Name & Address:

City of Burnsville
100 Civic Center Drive
Burnsville, MN 55337

Project Owner's Contact Person, Title & Telephone Number

Megan McNeal-Hamilton, Deputy City Clerk
952-895-4468

Estimated cost (in Thousands) for Entire Project:

\$40,145

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$40,145

Scope of Entire Project:

- Design and implementation of web-based system to manage the hiring, training and allocation of election judges and the setup of elections and precincts
- Online form for public submission of Election Judge Application with dynamically generated questions and customized scoring
- Ability to bulk import potential applicants using Excel spreadsheets provided by caucuses
- Ability to import, save and carry-over historical notes related to judges
- Correspondence system to communicate with applicants and judges based on a variety of variables with the ability to save and reuse templated messages
- Online training registration and attendance tracking
- Management of job requirements and allocation by precinct

NOTE – Burnsville was the driving force behind a collaborative effort between 5 cities to design and build the system while sharing the development cost. The solution was profiled in State Scoop magazine and won a *Run Smarter* award from Laserfiche.

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project: Brandon Hughes – Developer

- Jereb Cheatham, Product Owner
- Brandon Hughes, Project Owner
- Brandon Hughes, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 5: Nicollet County

Project Name & Location

Deputy Sheriff Field Training Officer Process – St. Peter, MN

Completion Date (Actual or Estimated):

June 2019 (Actual)

Project Owners Name & Address:

Nicollet County
501 South Minnesota Ave
St. Peter, MN 56082

Project Owner's Contact Person, Title & Telephone Number

Dayle Moore, Director of Technology
507-934-7084

Estimated cost (in Thousands) for Entire Project:

\$21,830

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$21,830

Scope of Entire Project:

- Web based system to manage the FTO process requiring input from recruit and Field Training Officer
- Collection of information on multiple forms over time including
 - Learning Preference Test
 - Pre-ride Checklist
 - Patrol Activity Log
 - Daily Observation Log
 - Step Status Report
 - Letter of Completion
- Online dashboard to provide quick access to required forms and manage the overall process
- Compilation of Field Training Manual to be provided to recruit and saved in repository as evidence of completion

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project: Brandon Hughes – Developer

- Clay Baer, Product Owner
- Brandon Hughes, Project Owner
- Brandon Hughes, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 6: City of Dubuque

Project Name & Location

AP Automation – Dubuque, IA

Completion Date (Actual or Estimated):

August 2019 (Estimated)

Project Owners Name & Address:

City of Dubuque
1300 Main Street
Dubuque, IA 52001

Project Owner's Contact Person, Title & Telephone Number

Tony Steffen, Manager of IT
563-589-4282

Estimated cost (in Thousands) for Entire Project:

\$28,120

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$28,120

Scope of Entire Project:

- Automatically ingest POs generated from ERP and manage approval process based on business rules including requesting department, requisition type and cost
- Receive invoices and manage verification and coding process using line items from PO to provide visual matching
- Support for single purchases, open POs and Sole Source purchases
- Automatically post invoices to ERP for payment after verification and coding are complete
- Query ERP for payment details as metadata to Invoice and route documents to final location and apply retention schedules

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project: Chris Ayre – Developer

- Jereb Cheatham, Product Owner
- Chris Ayre, Project Owner
- Chris Ayre, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 7: State of Iowa Fifth Judicial District – Department of Corrections

Project Name & Location

HR Onboarding – Des Moines, IA

Completion Date (Actual or Estimated):

September 2019 (Estimated)

Project Owners Name & Address:

State of Iowa Fifth Judicial District – Department of Corrections
1000 Washington Ave
Des Moines, IA 50314

Project Owner's Contact Person, Title & Telephone Number

Carrie Schouten, HR Director
515-250-6631

Estimated cost (in Thousands) for Entire Project:

\$56,980

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$56,980

Scope of Entire Project:

- Laserfiche Form to initiate the process for external and internal applicants.
- Integration with Deltek to import job applicants and supporting documentation for external employees.
- Management of the interview process including the assembly of interview questions, scoring of the interview and collecting feedback from post-interview discussions.
- Assignment and management of tasks for payroll setup and provisioning.
- Management of the performance review and disciplinary action process.
- Management of the employee offboarding process.

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project:

- Jereb Cheatham, Product Owner
- Brandon Hughes, Project Owner
- Dylan Mathiesen, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Reference 8: City of Brooklyn Park

Project Name & Location

Citywide Infrastructure – Brooklyn Park, MN

Completion Date (Actual or Estimated):

May 2019 (Actual)

Project Owners Name & Address:

City of Brooklyn Park
5200 85th Ave North
Brooklyn Park, MN 55443

Project Owner's Contact Person, Title & Telephone Number

Keith Ehrlichman, Director of IT
763-493-8108

Estimated cost (in Thousands) for Entire Project:

\$25,000

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm:

\$25,000

Scope of Entire Project:

- Design and implement taxonomies for several departments including:
 - Assessing
 - Building
 - Code Enforcement
 - Finance
 - Fire
 - Human Resources
 - Licensing
 - Planning
 - Police
 - Public Health
- Development of capture process that utilize integration to streamline document classification, automatically build and manage file plan and assign retention schedule
- Implement CJIS compliant process for capturing crime scene photos taken by officers on city-provided mobile devices in the field

Nature of Service Provider's/Firm's responsibility in project:

Primary solution provider responsible for project planning and management, solution design and implementation and ongoing support and maintenance.

Service Provider's/Firm's Personnel (Name/Project Assignment) wo worked on the stated project that shall be assigned to the City's project:

- Jereb Cheatham, Product Owner
- Chris Ayre, Project Owner
- Chris Ayre, Technical Engineer
- Bert Warren, Technical Engineer
- Jennifer Boudreau, ScrumMaster

Form NO. 4 – Key Personnel

Summary of roles

Because OPG-3 utilizes a customized implementation of the Agile project management methodology, we utilize non-traditional roles in the project process. A description of those roles is included below:

Role	Description
<i>ScrumMaster</i>	The ScrumMaster is responsible for scheduling, resource allocation and communication throughout the project. The ScrumMaster maintains the project collaboration site (Microsoft Teams) and all project artifacts (meeting notes, requirements, sample documents and project schedule) and provides weekly status reports after each Sprint demo. The ScrumMaster works closely with the OPG-3 Project Owner and customer Project Manager to manage budget and timeline, identify and clear impediments and ensure the project is completed according to schedule.
<i>Project Owner</i>	The Project Owner is a blended role of Solution Architect and Technical Project Manager held by a senior member of the OPG-3 service delivery team. The Project Owner is responsible for overall solution design, the identification and completion of technical prerequisites and assigning work to Technical Engineers working on the project. Project Owners are accountable for the quality and timeliness of the work being done.
<i>Technical Engineer</i>	Technical Engineers are assigned to projects as needed to ensure projects are completed on-time and on-budget. In most cases, Technical Engineers are assigned for the duration of projects but can be added or removed as workload and schedule demands. Technical Engineers aren't assigned to projects until the Project Owner has confirmed all technical prerequisites have been completed to ensure resources aren't allocated before they can be utilized.
<i>Support Engineer</i>	Support Engineers are proactively introduced to the projects at the beginning of Phase 3 – User Acceptance Testing. Support Engineers complete the first round of testing according to the test scripts developed by the Technical Engineer(s) who developed the solution. Support Engineers are responsible for managing User Acceptance Testing and remediating any issues that come up and provide the training (user and admin) and documentation (user and system) necessary to complete the project. This approach makes transition to the OPG-3 support team for ongoing support of the system as seamless as possible.
<i>Product Owner</i>	The Product Owner is ultimately accountable to the customer stakeholder(s) for the quality and timeliness of the project including communication, user experience and overall functionality.
<i>Solution Manager</i>	The Solution Manager owns the business relationship with the customer and handles issues related to billing milestones, project scope and non-technical impediments.

Planned Personnel

Based on the roles described above and the interviews that have been conducted, the following personnel are planned for the Lee's Summit project.

Role	Name	Experience
ScrumMaster	Jennifer Boudreau	<p>Jennifer has 3 years of experience as a Project Manager/ScrumMaster at OPG-3 and is a member of the Project Management Institute. As ScrumMaster, she has handled the scheduling, communication and resource allocation for all of OPG-3's services engagements over the last 18 months.</p> <p>Prior to taking on the PM role, Jennifer spent 1 year as a Technical Engineer and prior to joining OPG-3 she spent 2 years developing Laserfiche workflows for the City of Shakopee, MN Police Department.</p>
Project Owner (Sire Migration)	Brandon Hughes	<p>Brandon has more than 11 years of experience implementing Laserfiche solutions at OPG-3. Brandon has significant experience with data conversion and migration, integration and custom development. Relevant project experience includes:</p> <ul style="list-style-type: none"> • Sire migration for City of Eden Prairie, MN (ongoing) • Online Permitting with Permit Works solution for the cities of Cambridge and Rosemount, MN • Post-Hire Onboarding solution for cities of Apple Valley, Farmington and Shakopee, MN • Election Judge solution for cities of Apple Valley, Burnsville, Farmington, Northfield and Shakopee, MN <p>Brandon has an Associate of Science degree in Programming and Applications</p>
Project Owner (Citywide Fileplan)	Christopher Ayre	<p>Chris has 12 years of experience implementing Laserfiche solutions at OPG-3. Chris has significant experience with citywide implementations, records management and integration. Prior to joining OPG-3, Chris spent 3 years using and administering Laserfiche. Relevant project experience includes:</p> <ul style="list-style-type: none"> • Citywide deployment for the City of Brooklyn Park, MN • AP Automation for the City of Dubuque, IA and Iowa Fifth Judicial District • Benefits application and tracking for the Minnesota Department of Veteran's Affairs <p>Chris has a Bachelor of Arts in Mathematics with a minor in Computer Science.</p>

Technical Engineer(s)	TBD	Technical Engineer(s) will be assigned to the projects once Phase 0 – Project Setup, Kickoff and Prerequisites has been completed.
Support Engineer(s)	TBD	Support Engineer(s) will be assigned to the projects once Phase 2 – System Development has been completed.
Product Owner	Jereb Cheatham	<p>Jereb has spent the last 18 months as the Product Owner for the OPG-3 services delivery team as part of a transition from Waterfall to Agile project management. Prior to joining OPG-3, Jereb spent 18 years in various management and executive roles at Laserfiche where he built and managed the Presales and Training teams, the curriculum for the Laserfiche Empower conference and the Laserfiche Consulting team. Relevant project experience includes:</p> <ul style="list-style-type: none"> • Enterprise deployments and shared services for the Texas A&M University System, the University of California at Davis and the State of Alabama • AP Automation across 12 sectors for Compass Group USA • Records Management implementations for the Los Angeles County Community Development Center, the California Insurance Guarantee Association, Arrowhead Economic Opportunity Agency and Agribank FCB <p>Jereb has a Bachelor of Arts in Mathematics with a minor in Economics</p>
Solution Manager	Jay Bogenrief	<p>Jay has been managing the long-term partnership between OPG-3 and customers for more than 10 years. He has worked with organizations across many industries to develop their digital transformation roadmap and has brokered partnerships between organizations addressing similar business problems to lower their development and implementation costs. Relevant experience includes:</p> <ul style="list-style-type: none"> • Nationwide deployment of Laserfiche for members of the Securian Financial broker dealer network • Cooperative development of Election Judge solution for cities of Apple Valley, Burnsville, Farmington, Northfield and Shakopee, MN • Onsite inspections process for the State of Minnesota Board of Cosmetology • Employee Benefit Enrollment solution for the City of Northfield, MN and Northfield Schools <p>Jay has a Bachelor of Science in Engineering</p>

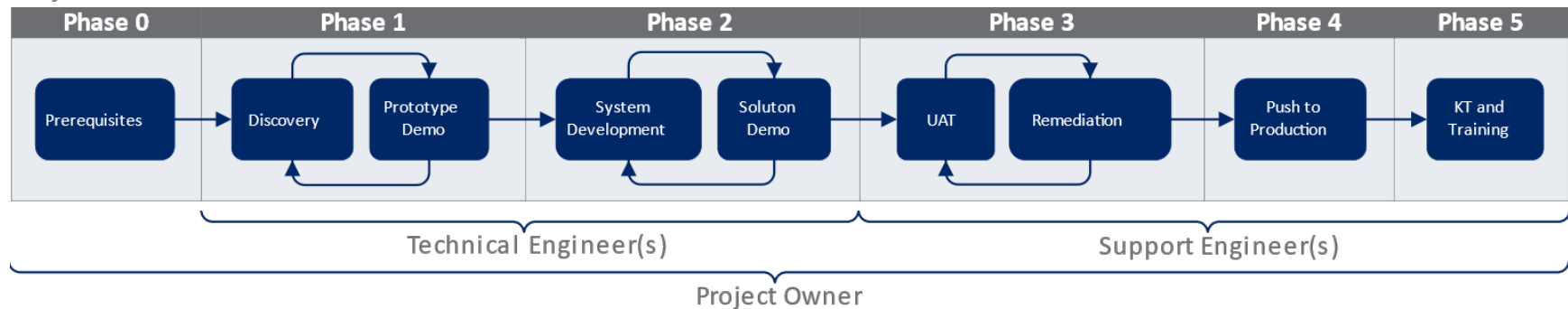
5B: Project Narrative

Overview

Based on the onsite interviews we performed, our recommendation is to start with a project to design and implement citywide file plans and capture workflow processes. We recommend doing this departmentally and running the Sire conversion project concurrently with a staggered start. This approach will allow us to work with individual departments at a pace that's comfortable for them while completing the overall projects in the shortest amount of time possible.

Once the foundational work has been completed, Lee's Summit will have a unified repository that can be used to manage all city records according to the state mandated record keeping rules while making them easily accessible through Laserfiche and other applications. With capture workflows in place, the city will have a path to migrate content from other sources (particularly shared drives) that will continue to build out the file plans automatically. The city will also be able to begin automating processes and begin to move away from manual routing and communication, dependency on physical documents, redundant data entry and lack of transparency throughout.

Project Process



As mentioned earlier, OPG-3 employs a customized implementation of the Agile project management methodology with a focus on regular demos to solicit feedback and fine tune the user experience. The iterative nature of the Agile methodology is constrained within distinct project phases with defined deliverables to help keep the project on budget and schedule.

Phase 0 – Setup, Kickoff and Prerequisites

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

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

Phase 1 – Requirements, Design and Prototype

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

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

Phase 2 – System Development

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

Phase 3 – User Acceptance Testing

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

Phase 4 – Push to Production

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

Phase 5 – Training, Knowledge Transfer and Transition to Support

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

Citywide File Plans and Capture Workflows

File Plans

The foundation of a Laserfiche solution is a well-structured file plan that streamlines document capture, standardizes filing and naming and automatically applies record keeping rules. The core components of a file plan are:

- **Folder Structure** – Laserfiche utilizes a nested folder structure for organization of content. The folder structure can be automatically built out and maintained so the complexity of the folder structure doesn't add overhead to the document capture and filing process. In addition to organization, the folder structure can be used to control access to documents, so security requirements are an important consideration with folder structure design.
- **Metadata Schema** – Laserfiche provides the ability to create an unlimited number of metadata fields that can be grouped together as "Templates." The fields can be configured to utilize specific data types (number, date, drop-down list, etc.) and can be secured. In most cases, OPG-3 links the metadata fields with other data sources to minimize the amount of manual data entry and aid in integration. Linking documents to the other applications they're related to will help identify ways to automate indexing and simplify the user experience.
- **Naming Convention** – Laserfiche can automatically name documents using a combination of static values and dynamic information in the form of "tokens." The token information is primarily derived from document metadata and used to build a standardized naming convention as documents are captured and filed.
- **Record Keeping Rules** – Laserfiche provides the ability to automatically assign records management properties (cutoff rules, retention schedule, disposition) to documents as they're captured and filed. Making the assignment of record keeping rules a component of the document capture process eliminates the additional overhead normally associated with records classification.

Capture Workflows

Capture Workflows are simple workflow processes that OPG-3 develops to streamline document capture and automate the build out and management of the file plan. In most cases, capture workflows involve:

- **Dynamic Fields** – the ability to select a couple of metadata values that drive lookups to other data sources to complete the document indexing process. This step can be automated if data extraction tools (barcode recognition, text extraction, parsing of file names) are used during the scanning or import process.
- **Auto-Filing** – the Laserfiche Workflow engine will automatically file and name documents using metadata to build out and manage the folder structure
- **Auto-Classification** – based on the document type (Template) and/or metadata applied, the Laserfiche Workflow engine will assign the records management objects, key dates and events that drive the overall records management process.

Proposed Approach

Our experience has been that it's most effective and efficient to work with departments individually. However, we can run this process with multiple departments concurrently so we can complete the overall project in a relatively short amount of time. An important first step for Lee's Summit will be prioritizing the order in which we work with each department. Our current list of departments includes:

1. City Clerk
2. Development Services
3. Finance (includes AP and Procurement)
4. Fire
5. Human Resources
6. ITS
7. Law
8. Parks
9. Police

With each department, the process will begin with a discovery discussion focused on:

- Review of "Document Type Spreadsheet" provided by OPG-3 and used to define requirements for file plan
- Review of documents to be captured and managed in Laserfiche
- Identification/discussion of data sources that can be used to automate indexing
- Review of the way documents are used/accessed
- Review of security requirements involving documents and metadata
- Review of record keeping rules for documents

Once the first department completes the first phase of a project, we can onboard the next department with the goal of having up to 5 departments going through the process simultaneously. The pace at which work is completed will be dictated by Lee's Summit and the individual departments involved. Typically, the cadence of weekly demos and up to 10 hours/week allocation per department is as fast as most organizations like to run for this type of implementation.

Sire Migration

Our recommendation is to run the Sire migration concurrently with the Citywide File Plans and Capture Workflows project. Based on the architecture of Sire and the way it has been utilized at Lee's Summit lends itself to performing the conversion by department. This provides the ability to time the departmental conversions to coincide with the push to production of the file plan and capture workflow for each department. Aligning the two projects this way will allow users to begin using Laserfiche with access to all their historical documents. Based on the nature of conversions, this project won't require all the steps of the project process outlined above. The conversion project for each department will begin after they have completed Phase 1 of the Citywide File Plan and Capture Workflow Project and the core activities will include:

- Review of documents and metadata in Sire to determine what's available
 - Investigate the use of other data sources to retrieve additional metadata
 - Determine what level of data cleanup is required
 - Determine if any system data should be retained (i.e. created date to be used for filing date in records management)
- Develop strategy to integrate migrated documents into new file plan
- Develop strategy for handling exceptions
- Migrate a sub-set of the cabinets and provide users with an opportunity to test
- Migrate cabinets into production environment and run necessary queries to validate document and page counts

Process Automation

During our onsite interviews we identified several processes that should/could be automated with Laserfiche. We recommend prioritizing processes that affect multiple departments where automation will provide significant value to generate ongoing momentum and show the value of enterprise deployment. After working with Lee's Summit through a couple of process automation projects, the City will be able to determine what level of ownership they would prefer to take as we work together to develop and execute a long-term roadmap.

Core Processes

The following processes were identified as having high priority and high value as they impact multiple departments. OPG-3 has developed frameworks for the solutions described below that will be used to help guide the discovery/design process and lower the total cost of ownership. Finalized costing and SOWs will be developed after additional discovery is performed.

Process	Description
AP Automation	<p>High level functionality of the framework includes:</p> <ul style="list-style-type: none">• Purchase requisitions – can use template for PO submission and approval or ingest PO from Lawson after approval. System tracks open POs available to receive and/or invoice against to aid in association and matching• Receiving – provide ability to capture receivers and associate with open POs through scanning or a web form. If receivers aren't being captured, system can look up to Lawson to confirm goods have been received. System can prevent invoices from being paid if goods aren't received or require additional approval.• Invoice verification, coding and approval – invoices can be captured through multiple channels (automated email import, scanning, attached to forms, etc.). Invoices are associated with open POs and line item data is displayed for visual matching. Business rules can be applied to control what can be posted or what needs correction or additional approval.• Invoice posting – output of formatted .csv file for import and posting in Lawson.• Payment verification – scheduled lookup to Lawson to confirm payment is made. Can apply payment data (Check #, Check Date) to invoice or import checks through the same process used for PO import.• Document linking – automatically link purchasing documents (POs, Receivers, Invoices, Checks) by relationship so users can drill into the transaction from any starting point.

<p>Post-hire Onboarding</p>	<ul style="list-style-type: none"> • Import of applicant information and other documents from applicant tracking system • Task assignment and tracking for steps in the process • Provisioning – use of standardized provisioning lists based on role/department (can be adjusted) and assignment of provisioning tasks as “looping tasks” so they can be updated as they’re completed. • Assemble onboarding packet – Auto population of forms required for onboarding to eliminate redundant data entry. Can be provided for completion, signature and upload via web form or through electronic signature with DocuSign.
<p>Contract Management</p>	<ul style="list-style-type: none"> • New contract process – manages the contract request, authoring, review, approval and execution steps. Can be integrated with DocuSign for electronic signature • Contract management processes including: <ul style="list-style-type: none"> ○ Contract Renewal ○ Contract Termination ○ Contract Renegotiation ○ Update Vendor Documents (W-9, Proof of Insurance) • Contract Import Process – provides ability to import existing contracts into Laserfiche so they can be managed by the system.

Additional Processes

There were several additional processes automation solutions we discussed and/or demonstrated that could provide significant value to the City. Most of these are considered “menu” solutions because we have developed frameworks to expedite the discover, design and implementation. However, we have also implemented these solutions using a train-the-trainer and/or consultative approach for cities that prefer to take the lead with implementation. These processes include:

- P-Card Reconciliation
- Expense Reimbursement
- Public Records Request
- Evidence Submission
- Field Training Process
- JHA/OSHA Process
- Online Permitting

The key will be to hold regular project retrospective sessions to discuss lessons learned, make changes to our collective approach and update priorities so we’re always focused on doing what provides the most value.

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06.05.2019
Date

47-5292344
Tax ID No.

Corporation
Entity Type:

Form NO. 6B: TOTAL COST – Detailed Proposal Response

Modules Required:

Based on the requirements outlined in the RFP and the results of the onsite interviews we conducted, the Laserfiche Rio (perpetual) and Laserfiche Subscription product lines are suitable for Lee's Summit. A detailed comparison of the packaging and pricing differences of both has been included as an addendum to this proposal. Regardless, the following modules will be required to meet the City's needs:

- **Laserfiche Records Management Edition** – scalable and secure document repository that has gained perpetual certification from the Department of Defense for records management, security, auditing and reporting.
- **Laserfiche Workflow** – powerful and flexible automation tool that manages the repository, synchronizes data with other applications and provides lower level process automation routines that can be called by other applications.
- **Laserfiche Forms Professional** – web-based forms and process automation suite that includes simple forms design and process modeling tools, supports advanced functionality and comes with a library of more than 110 business process templates.
- **Laserfiche Quick Fields**– advanced document capture platform that includes document recognition, data extraction and validation, and image processing tools that can be applied to documents regardless of how they're captured.
- **Laserfiche Import Agent** – automated import tool designed to import and file documents from network locations based on pre-configured business rules. Import Agent is commonly used in conjunction with networked copier/scanners and ingestion of documents generated by the ERP.
- **Laserfiche Connector** – wizard driven integration utility that can image enable, extract metadata from and push information into Windows and Web applications.

Modules (Optional)

- **Laserfiche Quick Fields Agent** – server-based document capture tool designed to run automated capture and extraction sessions on a scheduled basis.
- **Laserfiche Public Portal** – web portal designed to be customized to match an organization's existing web presence and provide simple and intuitive search forms to streamline public access. The Public Portal is licensed based on concurrent connections.
- **Laserfiche Forms Portal** – unlimited anonymous (non-authenticated) forms submission. The Forms Portal allows organizations to start processes digitally, collect documents at the point of creation, minimize data entry errors and eliminate redundant data entry.
- **Laserfiche SDK** - Includes access to the same Web Services, APIs, and libraries used to develop the Laserfiche client applications.

Software Costs

As requested, we’re providing costing for both the perpetual and subscription licensing options. We have presented them side by side to provide the best possible “apples to apples” comparison.

Initial Acquisition Costs (Year 1):

Quantities are based on Lee’s Summit’s request for “total cost.” Based on our conversations and experience with other cities, we believe the right mix of licensing is closer to 50 full users and 500 participant users. With the volume discounts offered by Laserfiche, that approach would license more than 3 times as many people at a lower cost (using subscription model as an example).

The support subscription for Laserfiche Rio is compulsory so it has been included in the unit price below:

Product Description	Qty	Laserfiche Subscription		Laserfiche Rio (Perpetual)	
		Unit Price	Extended Cost	Unit Price	Extended Cost
Laserfiche Full User (including): <ul style="list-style-type: none"> Records Management Edition Laserfiche Workflow Laserfiche Forms Professional Laserfiche Connector 	75	\$492	\$36,900	\$1,250	\$93,713
Laserfiche Participant User	100	\$68	\$6,800	\$348	\$34,800
Laserfiche Quick Fields Core <ul style="list-style-type: none"> Minimum configuration required for backfile discussed 2 installations for HR and Development Services at a minimum 	2	Included	\$0	\$6,000	\$12,000
Laserfiche Import Agent	1	Included	\$0	\$1,800	\$1,800
Laserfiche SDK	1	\$1,220	\$1,220	\$3,250	\$3,250
Laserfiche Forms Portal (Optional)	1	\$3,880	\$3,880	\$9,594	\$9,594
Laserfiche Public Portal (Optional)	1	\$12,130	\$12,130	\$30,000	\$30,000
		Total	\$60,930.00	Total	\$185,157

Annual Recurring Costs (Years 2+)

Product Description	Qty	Laserfiche Subscription		Laserfiche Rio (Perpetual)	
		Unit Price	Extended Cost	Unit Price	Extended Cost
Laserfiche Full User LSAP	75	\$492	\$36,900	\$208	\$15,619
Laserfiche Participant User LSAP	100	\$68	\$6,800	\$58	\$5,800
Laserfiche Quick Fields Core LSAP	2	Included	\$0	\$1,000	\$2,000
Laserfiche Import Agent LSAP	1	Included	\$0	\$300	\$300
Laserfiche SDK LSAP	1	\$1,220	\$1,220	\$750	\$750
Laserfiche Forms Portal (Optional) LSAP	1	\$3,880	\$3,880	\$1,599	\$1,599
Laserfiche Public Portal (Optional) LSAP	1	\$12,130	\$12,130	\$5,000	\$5,000
		Total	\$60,930	Total	\$31,068

Software Price Breaks

Laserfiche provides cumulative discounts based on the quantity of licenses purchased.

Product Description	Qty	Laserfiche Subscription	Laserfiche Rio (Perpetual)	
		Annual Cost	Software Cost	Annual Support
Laserfiche Full User	50-99	\$492	\$833	\$167
	100-199	\$420	\$700	\$140
	200-499	\$348	\$600	\$120
	500-999	\$276	\$500	\$100
Laserfiche Participant User	50-199	\$68	\$290	\$58
	200-499	\$48	\$249	\$50
	500-999	\$34	\$220	\$44

Implementation Costs:

The costs for professional services are inclusive of project management and training costs. The costs for the required projects are priced as fixed bid projects and the costs for optional projects are priced as time and materials not-to-exceed. Our strategy is to provide pricing in a way that will allow Lee’s Summit to prioritize and budget for projects over time.

Project	Type	Hours	Rate	Total
Installation, configuration and testing of core components (servers, portals) in 3 environments	Fixed Bid	16	\$185/hour	\$2,960
Develop capture workflows and file plans (including DoD 5015.2 certified records management) for departments interviewed	Fixed Bid	136	\$185/hour	\$25,160
SIRE conversion (without annotations)	Fixed Bid	100	\$185/hour	\$18,500
AP Automation	T&M - NTE	200	\$185/hour	\$37,000
Post-Hire Onboarding	T&M – NTE	200	\$185/hour	\$37,000
Contract Management	T&M - NTE	100	\$185/hour	\$18,500
Public Records Request	T&M – NTE	60	\$185/hour	\$11,100
P-Card Reconciliation	T&M – NTE	60	\$185/hour	\$11,100
Expense Reimbursement	T&M – NTE	60	\$185/hour	\$11,100

Total Cost:

	Subscription	Perpetual
Total Licensing Cost	<u>\$60,930</u>	<u>\$185,157</u>
Total Implementation Cos	<u>\$46,620</u>	<u>\$46,620</u>
Total Cost	<u>\$107,550</u>	<u>\$231,777</u>
	Numeric	Numeric
	<u>One hundred and seven thousand, five hundred and fifty dollars</u>	<u>Two hundred and thirty one thousand, seven hundred and seventy seven dollars</u>
	Use words, Dollars/Cents	Use words, Dollars/Cents

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Corporation

Tax ID No.

Entity Type:



Attachment 1 – Laserfiche Licensing Comparison

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

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

Based on the interviews conducted onsite, it's our feeling that Laserfiche Subscription and Laserfiche Rio are the only suitable options for Lee's Summit. The need for multiple environments (for Dev, Test and Production at a minimum) should exclude Laserfiche Avante as a viable option.

From a solution design standpoint, Laserfiche Subscription is the most attractive licensing model – especially considering the number of departments that have backfile and day-forward scanning needs. The ability to utilize the full breadth of the Laserfiche Quick Fields capture suite to design automated capture processes for each department without the need to purchase additional software is particularly compelling.

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

Feature comparison of licensing options

	Laserfiche Subscription	Laserfiche Rio	Laserfiche Avante
Unlimited deployment of application servers	✓	✓	X
Multiple repositories	✓	✓	\$ Additional cost for each repository
Laserfiche Workflow	✓	✓	✓
Laserfiche Records Management Edition	✓	\$ 10% add-on to user licenses	\$ Different version of server with higher cost
Laserfiche Advanced Audit Trail	✓	✓	\$ Priced per user, included with RME
Laserfiche Forms Essentials	✓	✓	✓
Laserfiche Forms Professional	✓	\$ 10% add-on to user licenses	\$ Priced per user
Laserfiche Web Access	✓	✓	✓
Laserfiche Forms Portal	\$ Per server	\$ Per server	\$ Per server
Laserfiche Public Portal	\$ Per server	\$ Per server	\$ Per server
Laserfiche Mobile	✓	✓	✓
Laserfiche Connector	✓	\$ 5% add-on to user licenses	\$ Priced per user
Laserfiche Quick Fields	✓ Unlimited installs of Quick Fields Complete	\$ Priced per workstation and feature set	\$ Priced per workstation and feature set
Laserfiche Quick Fields Agent	✓ Unlimited installs	\$ Priced per server	\$ Priced per server
Laserfiche Import Agent	✓ Unlimited installs	\$ Priced per installation	\$ Priced per server
Laserfiche SDK	\$ Per organization	\$ Per organization	\$ Per organization

Legend:	✓ included in user cost	\$ additional cost	X not available
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651.233.5075

**City of Lee's Summit Questions for OPG-3
RFP #2019-029 Final Proposal**

1. Can OPG provide the technical requirements for their on-premise and cloud based solutions?

We have attached a "Hardware Planning Guide" published by Laserfiche for on-premises deployments of Laserfiche. The guidance provided is the same for Laserfiche Rio and Laserfiche Subscription systems.

Based on the current functionality available in Laserfiche Cloud and the integration requirements with on-premises applications we have only proposed an on-premises deployment of Laserfiche.

2. Can OPG-3 provide a reference similar to the scope being proposed for our project?

• **Brooklyn Park, MN – Laserfiche Rio, 50 Full and 500 Participant users**

The project OPG-3 completed for the City of Brooklyn Park most closely matches the scope of what's being proposed for Lee's Summit. With a population of more than 80,000, Brooklyn Park was looking to replace an outdated ApplicationXtender solution that was used regularly in the Finance department and sparingly throughout other city departments.

The project started with city wide file plans and capture workflows (including a replacement integration for the Finance department) and the conversion of the legacy system into the new file plans. After the initial implementation, Brooklyn Park is currently prioritizing process automation solutions.

OPG-3 has implemented Laserfiche solutions for several large organizations that would be considered larger in scale than what is being proposed for Lee's Summit including:

• **NE Metro Consortium – Laserfiche Rio, 137 Full and 2,000 Participant users**

Consortium of 12 metro school districts sharing the same Laserfiche Rio infrastructure with their own Laserfiche environments. Each district has taken their own development path but most are utilizing the system for managing employee and student records with integrations to their Finance and Student Information Systems.

• **City of St. Paul, MN – Laserfiche Rio, 200 Full users**

Deployed in multiple departments including Finance. Originally integrated with Lawson and now integrated with Infor.

• **Ramsey County, MN – Laserfiche Rio, 1,300 Full and 700 Retrieval users**

OPG-3 partnered with Laserfiche to perform a County-wide deployment of Laserfiche that includes integration with Lawson for the Finance department.

• **Olmsted County, MN – Laserfiche Rio, 1,300 Full users**

OPG-3 partnered with Laserfiche to perform a County-wide deployment of Laserfiche that includes integration with their case management solution for Health and Human Services.

• **Blattner Energy – Laserfiche Rio, 525 Full users**

Blattner Energy is an international general contractor for construction services in the build-out of renewable energy generation. Blattner has deployed Laserfiche throughout the organization using departmental file plans and capture workflows as well as process automation.

• **Cretex Companies – Laserfiche Rio, 415 Full users**

Cretex owns multiple companies that manufacture parts and devices for the medical and aerospace industries throughout the nation. Laserfiche has been implemented to automate business processes and manage important documentation (for quality and compliance

purposes) for RMS, RMS Surgical, Juno Pacific, Elk River Machine, Spectralitics, Meier Tool and QTC divisions.

3. In addition to the City of Eden Prairie, MN, what other SIRE migrations has OPG-3 completed?

OPG-3 performed a Sire conversion for the City of Lake City, MN that was completed in February of 2017.

Nearly every new system implementation OPG-3 performs includes the conversion of legacy systems. In addition to SIRE, OPG-3 has converted the following solutions in the last 5 years:

- SharePoint
- Oracle/Stellant
- DocuWare
- ApplicationXtender
- IMS21
- IContent
- Paperclip
- CabinetSafe
- SmartSearch
- Raddix

In order to perform migrations efficiently, OPG-3 has developed a standard set of data translation tools and filing workflows for Laserfiche that are used to map the data from the legacy system to the taxonomy of the new Laserfiche system and file documents according to the file plan designed for Laserfiche.

4. What integrations with Lawson has OPG-3 completed?

OPG-3 has integrated Laserfiche with Lawson in the Finance department for the City of Saint Paul, MN and Ramsey County, MN. However, Saint Paul migrated from Lawson to Infor this year.

5. Will city staff have access to Microsoft Teams site?

The members of the project team will be invited to the Microsoft Team site as “Guests” and will have full access to the information and will be able to participate in the same fashion as OPG-3 employees. Additionally, a Salesforce connector will be used to provide updates related to project status and budget through teams in real-time.

6. What are the responsibilities of city staff in regards to the projects listed on page 28?

For most projects, the following roles will need to be filled by Lee’s Summit staff. They may be different for each department and, oftentimes, one person fills multiple roles. The working sessions scheduled for and any tasks assigned to Lee’s Summit personnel will be discussed during weekly Sprint Demos as goals for the following week are set.

Our typical allocation of resources for these types of projects is up to 10 hours/week for Phase 0 and up to 20 hours/week for all subsequent phases because it provides a good cadence for what’s available to be demoed on a weekly basis. The allocation for customer personnel is typically less than half of our allocation.

Role	Responsibility
Project Manager	Will work directly with OPG-3 ScrumMaster to manage scheduling and communication for project activities. The Project Manager will attend weekly Sprint demos and serve as the primary point of contact for the ScrumMaster.
Subject Matter Expert (Business)	Will serve as knowledgeable resource for discovery and requirements gathering and help make decisions about design and user experience. Will participate in scheduled working sessions and attend weekly Sprint demos.
Subject Matter Expert (Technical)	Will serve as technical resource for the project with knowledge regarding technical infrastructure and applications that will be integrated. Will be able to complete or coordinate activities related to creating ODBC connections, configuring technical infrastructure (firewall, SSL certificates, etc.). Will participate in scheduled working sessions and attend weekly Sprint demos.
Stakeholder	Project sponsor responsible for the overall fit and quality of the project for the organization. Is ultimately responsible for sign-off/acceptance, approval of scope change requests and discussions regarding budget and timeline. Is invited to weekly Sprint demos but attendance is not required.
Users	Will participate in discovery sessions and Sprint demos if invited by Project Manager. Will participate in User Acceptance Testing and training sessions.
System Administrator	Designated resource(s) from IT that will participate in Push to Production and scheduled System Administrator training. Will serve as first line of technical support after project closeout and will work closely with OPG-3 Support to resolve technical issues if/when they come up.

7. Two departments, Water and Public Works, are missing from the department list on page 20. How would including them change the proposal?

Not including them explicitly was an oversight. The professional services costs for developing capture workflows and file plans includes both the Water and Public Works departments.

8. Does the SIRE migration assume integration between Lawson and Laserfiche once complete?

Integration between Lawson and Laserfiche has been included in the professional services costs for developing capture workflows and file plans. The professional services costs for the SIRE migration includes migrating the Finance documents in SIRE into the new file plan.

9. How is each product listed on page 26 licensed? Named user, concurrent user, by device, enterprise, etc.?

There are some differences in how the components are listed between the Laserfiche Rio and Subscription pricing models. The Laserfiche Licensing Comparison we attached was our attempt to show how they are licensed and how it's different between products. A simplified table is provided below:

	Laserfiche Subscription	Laserfiche Rio
Laserfiche Full User	Named User	Named User
Laserfiche Participant User	Named User	Named User
Laserfiche Workflow	✓	✓
Laserfiche Quick Fields	✓ Unlimited installs of Quick Fields Complete	\$ Priced per workstation and feature set
Laserfiche Import Agent	✓ Unlimited installs	\$ Priced per installation
Laserfiche SDK	\$ Per organization	\$ Per organization
Laserfiche Forms Portal	\$ Per server	\$ Per server
Laserfiche Public Portal	\$ Per server	\$ Per server

Legend:	✓ included in user cost	\$ additional cost
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10. Page 25 states that the Public Portal is licensed based on concurrent connections. Page 26 pricing shows a quantity of 1. Please explain.

The “quantity of 1” represents 1 Public Portal with 25 concurrent connections which is the entry level portal that most Cities start with because connections can be set to time out automatically after a period of inactivity. Laserfiche offers additional levels of the Public Portal that allow an unlimited number of concurrent connections and are licensed based on the number of portals used:

Component	Software Cost	Annual Support
Rio Public Portal for 1 Laserfiche Server	\$25,000	\$5,000
Rio Public Portal for 2 Laserfiche Servers	\$45,000	\$9,000
Rio Public Portal for unlimited Laserfiche Servers	\$50,000	\$10,000

Note: Multiple portals can be configured but licensing restricts the number of Laserfiche Content servers they can be connected to.

11. If the Laserfiche Rio perpetual pricing includes the support subscription (as stated just above the pricing table), what would be cost for the Full User license?

To clarify, the support subscription (LSAP) is required for the first year and optional thereafter. Because of this, we included the support cost in the **Initial Acquisition Cost** section of our proposal. Because the proposed solution includes Laserfiche RME, Laserfiche Forms Professional and Laserfiche Connector, the formula for calculating the licensing cost is:

Component	Cost
Laserfiche Full User	1.00 x Full User cost
Laserfiche RME	0.10 x Full User cost
Laserfiche Forms Professional	0.10 x Full User cost
Laserfiche Connector	0.05 x Full User cost
Total License cost	1.25 x Full User cost

LSAP cost	0.20 x Total License cost
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Initial Acquisition cost	1.50 x Full User cost
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As requested, our proposal lists 75 Full User licenses and the cost breakdown is as follows

Component	Cost
Laserfiche Full User (50-99)	\$833.00
Laserfiche RME	\$83.30
Laserfiche Forms Professional	\$83.30
Laserfiche Connector	\$41.65
Total License cost	\$1,041.25

LSAP cost	208.25
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Initial Acquisition cost	\$1,249.50
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In our proposal all costs were rounded to the nearest dollar, but invoices would be exact amount.

At 75 users, the software license cost for a full user would be **\$1,041.25**

What does the quantity of 2 represent for the Laserfiche Quick Fields Core?

As shown in the table above, Laserfiche Quick Fields is license by workstation in the Laserfiche Rio platform. During our interviews we identified two departments (Human Resources and Development Services) that have significant backfile scanning needs. In our conversations, we discussed strategy to efficiently scan, index and file their backfile documents with Quick Fields. The “quantity of 2” in our proposal represents Quick Fields Core for each of those departments.

While Quick Fields is often deployed departmentally, it can also be shared as it can “scan” from Laserfiche to process documents. Often, Quick Fields is installed and configured for the backfile in one department and then removed and deactivated so it can be used by another department.

Are the software price breaks included in the prices shown for the full user license for the Laserfiche Rio (Perpetual) unit price and extended cost?

Initial Acquisition Costs (Year 1):

Quantities are based on Lee’s Summit’s request for “total cost.” Based on our conversations and experience with other cities, we believe the right mix of licensing is closer to 50 full users and 500 participant users. With the volume discounts offered by Laserfiche, that approach would license more than 3 times as many people at a lower cost (using subscription model as an example).

The support subscription for Laserfiche Rio is compulsory so it has been included in the unit price below:

Product Description	Qty	Laserfiche Subscription		Laserfiche Rio (Perpetual)	
		Unit Price	Extended Cost	Unit Price	Extended Cost
Laserfiche Full User (including): <ul style="list-style-type: none"> Records Management Edition Laserfiche Workflow Laserfiche Forms Professional Laserfiche Connector 	75	\$492	\$36,900	\$1,250	\$93,713
Laserfiche Participant User	100	\$68	\$6,800	\$348	\$34,800
Laserfiche Quick Fields Core <ul style="list-style-type: none"> Minimum configuration required for backfile discussed 2 installations for HR and Development Services at a minimum 	2	Included	\$0	\$6,000	\$12,000
Laserfiche Import Agent	1	Included	\$0	\$1,800	\$1,800
Laserfiche SDK	1	\$1,220	\$1,220	\$3,250	\$3,250
Laserfiche Forms Portal (Optional)	1	\$3,880	\$3,880	\$9,594	\$9,594
Laserfiche Public Portal (Optional)	1	\$12,130	\$12,130	\$30,000	\$30,000
		Total	\$60,930.00	Total	\$185,157

Yes, as detailed in the formula for calculating the cost of a Full User license above, the cost provided in the proposal does incorporate the volume price breaks provided by Laserfiche. Unfortunately, the table that lists price breaks only incorporated the base license cost and did not include the additional costs for Laserfiche RME, Forms Professional and Laserfiche Connector. An amended table is provided below:

Product Description	Qty	Laserfiche Rio (Perpetual)	
		Software Cost	Annual Support
Laserfiche Full User	50-99	\$1,041.25	\$208.25
	100-199	\$875.00	\$175.00
	200-499	\$750.00	\$150.00
	500-999	\$625.00	\$125.00
Laserfiche Participant User	50-199	\$290	\$58
	200-499	\$249	\$50
	500-999	\$220	\$44

12. Shouldn't the unit cost for the Annual Recurring Cost of the Full User license on page 27 be \$167 rather than \$208?

No. The calculation for the LSAP cost is correct. The confusion lies in the accidental omission of the cost of Laserfiche RME, Laserfiche Forms Professional and Laserfiche Connector from the cost of Full User licenses in the Price Breaks table for Laserfiche Full User licenses.

13. Does OPG-3 plan to conduct this work all remotely or are on-site visits planned. If on-site visits are planned, please estimate how many and the estimated cost for these trips.

While all activity could be performed remotely, it's our preference to perform the discovery needed to develop the city-wide file plans and capture workflows through in-person working sessions. The hours to perform this work have been included in our proposal but travel expenses have not. This activity can be completed in 2 days onsite and would include two people from OPG-3. Travel costs for two people would be:

Description	Cost
Airfare	\$500
Lodging (2 rooms, 2 nights)	\$600
Per Diem (2 people, 3 days)	\$360
Total Cost	\$1,460

14. On page 18, OPG includes an explanation of their user training and admin training approach. On page 28, OPG stated that “the costs for professional services are inclusive of project management and training costs”. Confirmation is needed to ensure the cost of training outlined on page 18 is included in the Total Implementation Cost shown on page 28.

Yes. User Training, Admin Training and System Documentation are explicit deliverables in Phase 5 of our project methodology and are included in the Total Implementation Cost shown on page 28.

15. Does your solution have Digital Asset Management capabilities?

While Laserfiche doesn't offer a specific Digital Asset Management product or component, it provides the core functionality of a digital asset management system natively. The core functions of Creation, Indexing, Workflow, Version Control and Access Control are foundational components of the Laserfiche Content Server.

Additionally, asset specific metadata (such as Exif data) can be extracted and used as Laserfiche metadata. The process of importing and managing digital assets in Laserfiche would be the same as working with imaged and electronic documents and components of the record management system (designation as vital records with defined review cycles) can help manage the lifecycle of digital assets.

Because authoring programs (such as Adobe) utilize reference files to create digital assets, it maybe necessary to expose the files managed by Laserfiche through an interface that preserves file names and relative paths. In Laserfiche, file names and folder paths are virtualized and abstracted from the proprietary structure Laserfiche uses on the back-end through Laserfiche Volumes. However, off the shelf tools (such as CMISync) that provide “Dropbox Like” file share and sync access to a CMIS compliant repository like Laserfiche can be used to resolve the issue.