



Scope of Services

Scanning and Document Management Services

October 2017

Project Description

American Microimaging, Inc. (AMI) will provide document and large format scanning services on a contract basis for the City of Hermosa Beach departments including Finance Administration, Finance Cashier, Community Services, Human Resources, City Clerk and Public Works. To provide Business Continuity, Document Access and Day Forward Digital Governance of City documentation, AMI will deliver a Document Management System to import the records with searchable text and indexing. This system will be designed, implemented, trained and supported to provide a foundational repository for Hermosa Beach; scalable for all departments across the City.

The City Document Management Project consists of:

- 1: Digitization of Documents – Letter, Legal and Tabloid sizes- 2,327,500 pages
- 2: Digitization of Large Format – D & E-size Drawings, Plans and Maps - 500
- 3: Laserfiche Design, Implementation, Training and Support
 - a. Migration Services of Digital Images
 - b. Forms Implementation for Named Users

The City Document Management Project consists of:

- 1: Laserfiche Design, Implementation, Training and Support
 - a. Migration Services of Digital Images
 - b. Training of Departments Users
 - c. Forms Implementation for Named Users

DIGITIZATION SCANNING SERVICES

Scanning Services Assumptions

- Work will be done at AMI
- Volume – 2,327,500 pages and 500 D & E size Large format images
- Current Filing Structure
 - In folders and flat files.
 - Will be boxed for pickup
 - Boxes will include a manifest of the contents
- Document Census
 - Size – 8.5"x11", 8.5"x14", 11" x 17" and "C,D,E" size drawings
 - Color – Small percentage
 - DPI – Documents minimum of 200 – 300 with Large Format 300
 - Types – Contract, Forms, Binders, Maps, Plans, Drawings, Clerk & Finance docs
 - Documents bound with staples and clip
 - Maps folded down to legal size





- Some documents comb bound and some in binders
- Timeline
 - Start: November 1, 2017 Target
 - End: June 30, 2018
- Project Management
 - AMI/Client Kickoff Meeting
 - AMI Begins work
 - Initial Pick up
 - AMI/Client Weekly Report – identifying work and volume completed and exceptions
 - Document export
 - Document Disposition
 - AMI/Client Project Wrap up meeting
 - Final return of documents
- Production Days
 - Approximately 20 weeks

Client Responsibilities

- Client will provide access to current files
- Client will provide indexing methodology
- Client will provide collateral in boxes with manifest of contents for each box
- Client will provide available electronic indexes
- Client to QC images and provide any error or rework requests within 30 days of delivery.

Methodology

1. Securing Document – Documents will be picked up at City of Hermosa Dept.
2. Inventory
 - a. Supervisor or Team Lead will inventory and log boxes once received and compare to Manifest/Inventory
3. Preparation
 - a. Documents will be removed from their fasteners and processed in accordance with the methodology determined
 - b. Files will be separated at Folder level
4. Scanning
 - a. Scan at 200-300 DPI
 - b. Documents will be placed back in their folders for return to client.
5. Index
 - a. Manual index is based on index file
 - b. Client supplies index/box manifest with each box
6. OCR
 - a. Processed by system
7. Tag & Rescan
 - a. AMI will use standard quality control measures to ensure documents in each file are scanned and as readable as the original paper document.
 - b. AMI will perform 100% Image QC to fix pages that have data that is not legible
8. Deliverables





- a. AMI will provide initial sample delivery to serve as Benchmark samples for approval.
 - b. AMI will supply back documents in electronic format (Group IV Tiff)
 - c. Import of electronic files is an option to discover
- 9. De-Prep
 - a. Documents returned to boxes in sequence unbound
- 10. Hardcopy Disposition
 - a. TBD
- 11. Image Disposition
 - a. After 30 days of delivery to Client, AMI will delete local copy of images.
- 12. Document Request
 - a. No Charge per request up to 5 per week with 4 hour turnaround to e-mail or fax





**AMI/Laserfiche ECM
SCOPE OF SERVICES**

PROJECT DESCRIPTION

City of Hermosa Beach is contracting AMI to provide up to 120 hours of Consulting Services to be used for implementation of the Laserfiche Electronic Content Management with 43 Named Users and 10 Concurrent Read-Only access. The objective of this scope is to digitize the department's documents and populate into the configured Laserfiche Avante repository. AMI will train City personnel to utilize the system for access and adding documents on a Day-Forward basis. Hermosa Beach seeks to utilize Laserfiche forms internally and will identify specific projects to implement in future phases. The City intends to expand the functionality into all departments which will be scoped individually.

Departments within Scope:

- Finance Administration 2 Scanners, 6 Users
- Community Development 1 Scanner, 12 Users
- Human Resources 1 Scanner, 2 Users
- City Clerk 1 Scanner, 2 Users
- Public Works 2 Scanner, 7 Users
- Finance Cashier 1 Scanner, 5 Users
- Community Resources 0 Scanner, 2 Users
- Community Services 1 Scanner, 5 Users
- City Manager 1 Scanner, 2 Users

Services to be rendered:

- Planning & Project Management
- Discovery & Requirements Analysis
- Design
- Build
 - Installation
 - AMI will install all server products
 - CLIENT will be trained to install User/Client products if Thick Client is required
 - Most Clients will utilize Web-access
 - Configuration
- Testing
 - AMI will test functionality
 - CLIENT and Users test for acceptance
- Training
 - AMI will provide Train the Trainer Training to Department SME and to Users in Workshop format
- Documentation
 - AMI will provide system/design documentation





- Closeout – final acceptance, knowledge transfer, hand-off, cutover to maintenance

Functionality Delivered

- One (1) Laserfiche Server with MS-SQL and one (1) repository.
 - File Plan
 - Folder structure
 - Template design and metadata fields
 - Content Capture
 - Scanning, Snapshot, and Electronic Documents
 - Quickfields configuration of 1 sessions
 - Barcodes to separate documents
 - Realtime Lookup into City Database
 - City to provide queries into DB
 - Scalability
 - Architecture suited for expansion across the enterprise
 - Security
 - Search
 - Metadata field search
 - Full-text OCR search
 - Document Name and Folder name search
 - Combination search
 - Saved searches
 - Forms Portal
 - Form creation of 1 form of 10 or less fields
- Basic routing of 1 form with 4 or less steps
- Web Products
 - Web Access
 - Weblink (Public Portal)





IMPLEMENTATION PLAN

This document proposes a scope of work and general approach for the City of Hermosa Beach [“City”] proposed Laserfiche solution. This scope of work covers the following items:

- Laserfiche Avante Implementation

As with most projects of this nature, at this point in the engagement AMI has a general understanding of City’s requirements and overall situation. As AMI learns more (primarily after Stage 2, explained below), there may be a need to modify the overall scope of work and general approach; because of this, please note that any estimated hours or costing provided in this document should not be considered a fixed-cost bid.

Assumptions

In drawing up this implementation plan, the following assumptions have been made about the requirements. The following statements are assumed to be true regarding any documents, content or data provided by the City without any processing or alteration by AMI. Additionally, the user behavior is assumed to be true as stated.

- City users are all part of a single domain

PROJECT STAGES

AMI has adopted a formal methodology for implementing custom solutions of the Laserfiche software suite, which involves guiding the project through a series of clearly defined stages. Hermosa Beach has the option of modifying AMI’s implementation method, by adding, removing or altering stages, but note that in our experience, significant variation from AMI’s methodology can lead to problems.

Note: Once the project has moved past a stage, it is difficult to return or repeat the stage at a later date. If this becomes necessary, additional cost may be charged to City, and the project plan’s final delivery date may be significantly extended.

STAGE 1: CITY PERSONNEL CERTIFICATION

Owned By: City and AMI

All relevant technical City personnel that will be working with AMI to implement the solution shall complete appropriate Laserfiche Certified Professional Program (CPP) courses or the equivalent to be confirmed by AMI. AMI will recommend the specific courses that should be completed at a later date. For more information on CPP, see <http://www.laserfiche.com/en-us/events/cpps>.

This step is necessary before proceeding, as it ensures City has sufficient knowledge of the Laserfiche product to assist AMI with setting up, developing, testing, troubleshooting and maintaining the system. It is AMI’s recommendation that only City personnel who have completed the necessary Laserfiche certifications courses be responsible for administering Laserfiche.

STAGE 2: REQUIREMENTS GATHERING

Owned By: Hermosa Beach and AMI will conduct a series of in-depth meetings and interviews with City departments, during which they will explain their requirements to AMI. AMI will document City’s requirements, and pose questions as necessary.

AMI recommends the following:





These meetings should take place over the course of roughly a week, onsite at City's offices or more likely, remote through teleconference. City is prepared to discuss technical infrastructure details, including how many environments should be created and the overall system topology (AMI will provide detailed hardware and system topology recommendations). Necessary City personnel will be in attendance for all meetings. City is prepared to identify which City personnel will play the following roles in the project:

Project Owner: City leader of the project; the ultimate decision maker.

IT Administrator: City team-member responsible for assisting AMI with all IT-related tasks (e.g., granting AMI access to City servers, helping City install and setup City servers).

Subject Matter Expert (SME): City Dept. Team-member who best understands the system's business-level functionality requirements.

Note: Multiple people may play the same role. One person may play multiple roles.

After the completion of all requirements gathering sessions, AMI will deliver to the City a formal Scope of Work document detailing the requirements, as well as a proposal for how the system will be built. City should closely review this document, and inform AMI if any changes should be made. AMI and City of Hermosa Beach should formally agree upon the document before the project leaves Stage 2.

Note: During Stage 2, if the Scope of Work identifies that more work and cost is necessary than was listed in the original sales contract, AMI must resolve this with the City before the project can proceed. In addition to the requirements gathering document, AMI will provide City with a formal Microsoft Project plan identifying the project's schedule. AMI and City should formally agree on this plan before proceeding past Stage 2. This Project file will be maintained and regularly updated by AMI. AMI will provide a PDF copy of the plan to City on a regular basis.

Once the requirements gathering document and project plan are agreed upon, any new or modified requirements requested by the City will be considered on a case-by-case basis and will be processed by AMI's formal "change management" process. In most situations, AMI can honor a new requirement, but additional time may be added on to the overall project's length. In some cases, and depending on the new requirement's size (in terms of overall development work), the new requirement may be considered out-of-scope, which would require AMI and the City to come to an agreement on additional cost and time. AMI highly recommends all requirements be included in the original requirements gathering document.

STAGE 3: INFRASTRUCTURE SETUP

Owned By: AMI

Based on information gathered during Stage 2, AMI will set up the Laserfiche environment, with the assistance of City IT administrators, by installing, licensing and performing basic configuration on Laserfiche and, if necessary, third-party software. It is highly recommend that City be closely involved in this process, as it is an excellent knowledge-transfer opportunity.

Note: Setup of Kerberos for supporting web-based Active Directory authentication between Laserfiche web servers and the Laserfiche Server installed on different computers will be handled by the City IT team.



STAGE 4: DEVELOPMENT AND SOLUTION DEMONSTRATIONS

Owned By: AMI

Based on information gathered during Stage 2 (Requirements Gathering), AMI will develop the system.

Based on information gathered, the solution consists of the following features:

- Laserfiche Avante System with MS SQL
- 43 Full Users – All access to documents according to security profile, Search, Email, Print, template access and edit per security profile, Scan or Import images or electronic files
- WebAccess – Browser based access per credentials from remote devices
- Workflow – Ability to route documents according to business process
- Laserfiche eForms – Create custom forms for submission and routing
- 1 Quick Fields Licenses – Automated scanning sessions
- 1 Barcode and Validation Licenses – Separate and index documents
- 1 Real Time Look Up Licenses – Look-up in City database to capture index metadata
- 1 Scan Connect (10-pack) – Connect provided scanners directly to Laserfiche with scanning tools
- 1 Public Portal (10) Concurrent Read-only access to repository
- 1 Forms Portal – Hosts City eForms for submission to business process
- Connector – Integrate City Line of Business System with Laserfiche repository (1) included
- 6 Desktop Scanners Duplex, BW, Color, 25 pages/minute
- 4 Desktop Scanners Duplex, BW, Color, 45 pages/minute

Note that based on additional information gathered in Stage 2, the proposed solution may be subject to change but very unlikely based on AMI understanding and work with the City over recent years.

AMI will demonstrate development work to the City on a regular basis. AMI highly recommends that as many City users and stakeholders as possible be in attendance for each demo to ensure the solution is being developed according to the original requirements, and that is ultimately satisfying end-user needs.

Best practice: A common mistake is to prevent end-users from seeing the system until it is fully developed, which often leads to poor user adoption. AMI attempts to avoid this issue as much as possible, by regularly demoing the system to the City, ideally with end-users in attendance. If new/modified requirements are introduced during demonstrations, each one should be considered by the City and AMI on case-by-case basis to determine if it is significant enough to potentially extend the overall project's length and cost.

STAGE 5: USER/GROUP SETUP

Owned By: City & AMI

AMI will work with the City to onboard all users into the system. In most cases, this is a manual, multi-step process for each user group. AMI will provide City with detailed, step-by-step onboarding training. Important: The onboarding process includes installing any necessary client-side software on all user machines. AMI intends users to access via Web Access but if thick client is required, AMI will work with IT to provide client workstation software.

AMI highly recommends that City prepare for this step ahead of time, by creating a list of users that should be added to the system, as well as what roles each user will play in the system. The City should ensure the number of users they wish to add to the system does not exceed the total number of licenses they have purchased.

Note: As the onboarding process controls which users can access specific data (some of which may be sensitive), for liability purposes, City should perform this step.



STAGE 6: AMI FUNCTIONALITY TESTING

Owned By: AMI

AMI will test all aspects of the system, to ensure functionality. AMI will be responsible for creating a test plan for this work. If issues are encountered, AMI will correct them as necessary.

STAGE 7: HERMOSA BEACH FUNCTIONALITY TESTING

Owned By: City

For the first half of this stage, and under the direction of AMI, City users will test all aspects of the system to ensure functionality. AMI will be responsible for creating a test plan for this work. If issues are encountered, AMI will correct them as necessary.

For the second half of this stage, the City will test the system independently of AMI, using a test plan created by the City and notify AMI of any issues that are encountered, which AMI will correct as necessary.

STAGE 8: USER TRAINING

Owned By: City and AMI

AMI will employ a train-the-trainer option to supplement the training of end-users on the solution. It is recommended that City identify an internal resource that is able to watch the initial AMI training sessions and then conduct future trainings of City users, without the help of AMI. City may also wish to record AMI's initial training sessions.

If end-user documentation specific to each department is necessary, it is recommended that City nominate one or more Department resources to write this documentation before Stage 8 begins. In most cases, this should be a City resource that was heavily involved in Stage 7 (Functionality Testing), and has an in depth understanding of the solution. If it is necessary for AMI to write this documentation, additional time may be added on to Stage 4 (Development).

STAGE 9: PILOTING

Owned By: City & AMI

The City will coordinate a pilot of the system, where end-users use the solution against sample data. Note that piloting differs from training in that it allows users to use the system on their own, without direction, which usually identifies if there are issues with user comprehension or general usability. Also note that piloting differs from testing, as the attempt is not to determine if there is a technical problem with the system, but rather to determine if all users generally understand the system, if requirements have been overlooked, and if they are likely to adopt the system.

The City should notify AMI during the pilot if there are any issues that should be addressed.

Note: By granting approval to move past User Training, the City formally accepts the system for production use.

STAGE 10: PROJECT ACCEPTANCE AND "GO LIVE"

Owned By: City & AMI

With the acceptance of the City, the system will be released for production use. The City will then be responsible for notifying users as to how and when to begin using the system.

Important: From this point forward, the system has been accepted and AMI will close the project. Any new requirements will be considered a new project.





STAGE 11: STABILIZATION, KNOWLEDGE TRANSFER, HAND OVER, AND PROJECT CLOSEOUT

Owned By: AMI

As the City begins using the system in production, AMI will closely monitor the system and will attempt to resolve any production issues that occur.

Once the system is considered to be stable as deployed in production, AMI will finalize documentation on the administrative aspects of the system. AMI will cover this document with relevant technical personnel in order to understand how the system was built and how it should be maintained on a regular basis.

At this point, the project is complete and day-to-day tasks of maintaining the system will be handled by the City. As the City has purchased the Priority support package, AMI will be available for hands-on support to help troubleshoot any issues.

Important: Only the City personnel who have completed the necessary Laserfiche certifications courses should be responsible for administering Laserfiche.

STAGE 12: SUPPORT SERVICES

Owned By: AMI

AMI will provide support for the system from 8-5 PST on M-F excluding Holidays through Helpdesk, Remote Access and Onsite as necessary. Software Updates & Upgrades will be downloaded from City Laserfiche Support Site and AMI will assist as necessary. AMI will support scanners in this procurement for connectivity with Laserfiche as part of the overall system and functionality of scanners with the manufacturer during and beyond the Manufacturer's Warranty. AMI will incorporate City Avante System and the Police Department Avante System into a single support agreement. AMI will cap any Annual Support price increases, if applicable, not to exceed 3% annually after year one.





STAFFING

City of Hermosa Beach

The following roles will represent Hermosa Beach on this project. Note that, if necessary, one person may play multiple roles and more than one person may play the same role.

<i>Project Owner</i>	<ul style="list-style-type: none">• Champion project initiative• Review project business requirements• Provide client oversight• Manage business relationship with AMI• Resolve project business issues• Work with Project Lead to monitor project status• Attend project review meetings
<i>Project Manager</i>	<ul style="list-style-type: none">• Coordinate day-to-day client project tasks and activities• Monitor and control project• Facilitate resolution of project issues, issue escalation• Control project scope and changes• Review project deliverables and internal approvals• Facilitate project communications• Attend project review meetings
<i>Business Matter Expert</i>	<ul style="list-style-type: none">• Analysis of internal business processes• Decision support on solution design• Facilitate communication between client end users, client IT staff, and the AMI team
<i>System Administrator</i>	<ul style="list-style-type: none">• Provide IT services to support implementation of the solution• Decision support on infrastructure architecture design• Perform regular performance tuning of the servers
<i>Database Administrator (DBA)</i>	<ul style="list-style-type: none">• Provide initial configuration of the DBMS• Setup backup and restore procedures for the Laserfiche databases• Provide ongoing performance monitoring and tuning of the DBMS server• Perform regular backup and restore tests of the Laserfiche databases
<i>Helpdesk Representative</i>	<ul style="list-style-type: none">• Troubleshooting IT-related issues during implementation stage• Provide first level of Laserfiche system support for internal City users• Provide training for new staff on how to use the Laserfiche system



AMI

The following roles will represent AMI on this project. Note that, if necessary, one person may play multiple roles and more than one person may play the same role.

Senior Account Manager

- Resolve escalated issues
- Help remove impediments
- Manage business relationship with the client

Project Lead Manager

- Coordinate day-to-day client project tasks and activities
- Monitor and control project
- Facilitate resolution of project issues, issue escalation
- Control project scope and changes
- Review project deliverables and obtain internal approvals
- Facilitate project communications
- Attend Project Review Meetings

Solutions Engineer

- Assist in analysis and documentation of business processes and technology
- Develop and test new business processes, capabilities, and as appropriate, supporting technologies
- Perform application design activities (e.g., writing functional designs)
- Provide technical infrastructure planning and implementation services
- Provide technical solution scoping and proposal development
- Integration work with third-party systems using Visual Basic or Visual C++/C#
- Database conversions for other imaging/document management products

Technical Engineer

- Provide technical infrastructure planning and implementation services
- Provide training services and facilitate knowledge transfer to client staff
- Provide post-implementation decision and support services



CLIENT LOCATION: HERMOSA BEACH, CALIFORNIA

COSTING

Services are based on the stages outlined in the Scope of Work.

Stage Number	Stage Title	Stage Billing Rate	Estimated Hours	Cost
1	Client Personnel Certification	\$225	1	\$225
2	Requirements Gathering	\$225	20	\$4500
3	Infrastructure Setup	\$225	8	\$1800
4	Development and Demonstrations (non-programming)	\$225	30	\$6750
5	User/Group Setup	\$225	4	\$900
6	AMI Functionality Testing	\$225	8	\$1800
7	Client Functionality Testing	\$225	4	\$900
8	User /Admin Training	\$225	18	\$4050
9	Piloting	\$225	4	\$900
10	"Go Live" and Project Acceptance	\$225	1	\$225
11	Stabilization, Knowledge Transfer, Hand Over, Project Closure	\$225	4	\$900
	Project Management	\$225	18	\$4050
	Travel			Included
Total		\$225	120	\$27,000

Out of Scope Items

- No additional time will be spent reading pages, including separating files or discarding duplicates.





- Items that are considered 'Non-Standard' (i.e.. New Undiscovered Collateral or Document Types) will be boxed and excluded from file scanning and treated as "Exceptions" for City resolution and direction
- Workflow – while Laserfiche Workflow comes standard with purchase, it will not be implemented in Phase 1.
- Common products not being purchased or implemented:
 - Records Management
 - Quick Fields Agent
 - Agenda Manager
- Scope of work does not include any specific Custom Integration with City Line of Business applications
- Any other Customizations or Custom Software

Client Responsibilities

1. Client will allocate sufficient resources to help AMI and participate in implementation by providing information and spending time on various tasks (i.e. requirements analysis, testing, documentation, and training) through in-person and phone meetings, in-person and online training and support, and, e-mail communication.
2. Client will dedicate a Laserfiche Administrator (Dept. SME) who will be trained and function as the first line of support for Client staff. The Laserfiche Administrator will be the primary interface on technical support issues between Provider and Client.
3. Unless otherwise contracted through a new Change Order Statement of Work, Client will be responsible to make changes once initial implementation project has been accepted and completed.
4. Client will provide physical and/or virtual servers meeting recommendations or minimum requirements
5. Client will provide MS-SQL Server software with appropriate licenses
6. Client will perform installation of Laserfiche Client on client stations after training if appropriate
7. Client will set up backups of Laserfiche data in accordance with Clients' backup standards. Client will perform test restores to ensure proper functioning of Laserfiche backups.
8. Client will provide IT technical assistance as needed during implementation for any network issues
9. Client will be responsible for items above referring to "CLIENT"

Change Orders

Any departments, services, products and functionality not included can be added at any time. Such request or any other change to above will be considered out of scope and undergo a Change Order process requiring written documentation, additional product/service cost and approval from both sides.

