



City of Sunfish Lake
Council Agenda Report

8 - b

DATE: November 12, 2024

TO: Mayor, City Council and Staff

FROM: Christy Wilcox, City Clerk/Administrator

SUBJECT: Document Scanning, Licensing and Workflow Proposals

Action to be considered:

Motion to approve the proposals with Scanning America for Document Scanning and OPG3 for the Laserfiche licensing, municipal infrastructure (workflow) and scanner.

Overview/Background:

Laserfiche is a powerful document management and workflow automation platform used by many organizations and government agencies for storing, managing, and organizing digital documents and data. The benefits of using Laserfiche for document management are numerous. Here are some of the key advantages:

1. Improved Document Organization

- **Centralized Storage:** Laserfiche provides a centralized repository for storing documents, making it easy to organize, retrieve, and manage all your files in one place.
- **Metadata and Indexing:** Documents can be indexed with custom metadata, making it faster and easier to search for and retrieve specific information, even from within large volumes of documents.
- **Document Versioning:** Laserfiche keeps track of document versions, enabling users to access historical versions and ensuring data integrity.

2. Enhanced Productivity and Collaboration

- **Automated Workflows:** Laserfiche can automate routine tasks such as document approval, routing, and notifications, reducing manual effort and speeding up processes.
- **Remote Access:** As a cloud-based or on-premises solution, Laserfiche allows secure access to documents from anywhere, supporting remote work and improving overall team productivity.

3. Improved Compliance and Security

- **Document Security:** Laserfiche provides robust security features, including user permissions, encryption, and audit trails, to ensure that only authorized users can access sensitive documents.

4. Cost Savings

- **Reduction in Physical Storage Costs:** By digitizing documents and storing them electronically, the city hopes to reduce the yearly fee paid to the City of Lilydale for storage of documents.

5. Better Customer Service

- **Faster Access to Customer Information:** With digital records, staff can quickly access records, contracts, and other important information to respond to inquiries faster and more accurately.

In summary, Laserfiche offers a comprehensive solution for document management, providing benefits like increased productivity, cost savings, better compliance, and improved collaboration—all while ensuring enhanced security and scalability.

The proposal submitted by OPG3 for the licensing proposal also includes a scanner and creating the municipal infrastructure (workflow).

OPG3	
Annual License Fee (Cloud)	\$3,255
Municipal Infrastructure Package	\$7,174
Scanner	\$965
	\$11,394

DOCUMENT SCANNING

Document scanning and metadata are powerful tools in managing information more efficiently. The proposal from Scanning America includes the scanning of all of our documents (with the exception of large maps/drawings), in image and metadata formatting.

Benefits of Metadata

Metadata refers to information about a document that helps describe, categorize, and organize it. Examples include document type, author, creation date, modification date, keywords, and file size.

1. **Faster Search & Retrieval:**

- Metadata provides a way to tag and index documents, making them easier to search. Instead of relying on file names or content alone, metadata enables sophisticated searches by date, author, subject, or other relevant criteria.

2. **Better Organization and Classification:**

- Metadata allows for the automatic organization of documents into logical categories. For example, property files can be tagged with dates, names, and addresses, making it easier to sort and access similar documents.

3. **Enhanced Compliance and Auditability:**

- Metadata is crucial for tracking document histories, including when they were created, modified, or accessed.

4. **Improved Document Integrity and Control:**

- Metadata can help maintain document integrity by providing clear records of modifications or revisions. It can also restrict access based on metadata settings, providing better control over who can view or edit certain documents.

Combining Document Scanning and Metadata

When combined, document scanning and metadata provide a robust solution for digital document management. Scanning makes documents accessible and easy to store, while metadata makes them easy to find, categorize, and manage.

Scanning America	
Estimated Costs Including Options	\$26,211.25
	** This price depends on the actual number of pages scanned. Scanning America will update staff as to the cost on a daily/weekly basis.

TOTAL ESTIMATED COSTS	
OPG3 - Municipal Infrastructure Package (Setting Up Workflow)	\$7,174.00
Scanner	\$965.00
Scanning America	\$26,211.25
ESTIMATED TOTAL PROJECT COST	\$34,350.25

*** Staff did not include the annual licensing cost as this is already in the budget.*

Staff recommends that ARPA funds be used for this project. The balance of the ARPA funds as of October is \$41,583.22.

ATTACHMENTS:

- ✓ Proposal submitted by Scanning America
- ✓ Proposal submitted by OPG3
- ✓ Additional documents will be distributed at the meeting



Licensing Proposal

For: **City of Sunfish Lake**

October 28, 2024



Document Management | Business Process Management | Enterprise Content



8030 Old Cedar Ave. Suite #205
Bloomington, MN 55425
651.233.5075
www.opg-3.com

October 28, 2024

Christy Wilcox
City of Sunfish Lake

Dear Christy,

Thank you for your interest in a Laserfiche solution from OPG-3. We're pleased to provide the attached Business Proposal that includes high-level information regarding Laserfiche licensing, functionality, and pricing.

OPG-3 has been implementing Laserfiche solutions for organizations with content management needs similar to the City of Sunfish Lake for over 25 years. Through the combination of our experience, subject matter expertise, and commitment to customer service we have developed a community of highly satisfied customers who are eager to share what they have done.

I would be happy to discuss any component of the proposal or provide additional information as you complete your planning and budgeting process.

Sincerely,

A handwritten signature in black ink, appearing to read "John Voorhees". The signature is stylized with a long horizontal stroke at the end.

John Voorhees
Solutions Manager | OPG-3, Inc.
jvoorhees@opg-3.com
651-233-5077

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Corporate Background and Experience

Executive Summary

The City of Sunfish Lake has expressed interest in implementing a Laserfiche document management solution that will help the organization utilize document management to its fullest ability.

The proposed Laserfiche solution bundles world-class document management functionality with advanced searching, process automation, and analytics that lay a foundation for any organization to go digital with its content. OPG-3 has helped other organizations with digital transformation by identifying pilot projects – like the digitization of clerk files or property records – to show the value of a Laserfiche solution and continuously improve the way information is captured, shared, and managed throughout the organization.

About OPG-3

OPG-3 is the premier Laserfiche reseller and implementation partner for Laserfiche in the upper Midwest region. We have been helping organizations transform their relationship with content for more than 25 years. With over 650 customers we have an enviable track record of successful implementations and a reputation for providing world-class customer service.

OPG-3 treats every sales opportunity as the beginning of a long-term partnership and the way we interact with our customers is evident in the consultative approach we take to the sales process. We look for the most efficient (cost and time) ways to provide the most value in everything we do. We offer to teach and train, so our customers can leverage our experience while providing their unique perspectives on their business problems.

OPG-3 has found a great deal of success partnering with organizations that operate in highly regulated environments. Our commitment to Agile Development and Continuous Improvement is a natural fit for organizations focused on operational and process improvements within the constraints of standardized procedures, accurate accounting of information and records, and the ability to quickly respond to audit requests.

About Laserfiche

Laserfiche provides a highly flexible and secure document repository and framework for building process automation and information management solutions. With 50 years of development focused on ease of use and the overall user experience, Laserfiche solutions can be tailored to meet the specific needs of an individual while automating complex business processes. The combination of flexibility, usability, and security allows organizations to focus on improving the way they do business and regulatory compliance, simplified audits, and straightforward records retentions are simply an outcome of doing things the right way.

Laserfiche Licensing

Licensing Structure

Laserfiche employs a named-user licensing model tied to an annual subscription. Laserfiche offers two potential types of users:

- Named Full Users
- Named Participant Users

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

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

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

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

Laserfiche Cloud Site License Components

All Laserfiche solutions include document-related services (document imaging, document management, records management), choice of interface (Windows, Web, and Mobile), advanced capture, and process automation. The specific Laserfiche components include:

Laserfiche Cloud Subscription Features	
Municipal Site License for Cites Under 10K	
Included Full Users	100
Document Management	✓
Import Agent with Email Archiving	✓
Audit Trail	Advanced
Direct Share	✓
Data Encryption at Rest	✓
Autoscaling of Computing and Storage Resources	✓
Automated and Encrypted Backups	✓
Intrusion Detection	✓
Automated Feature and Security Updates	✓
Automated Text Generation on Imported Electronic Documents	✓
Process Automation	✓
Connector	✓
Surveys	✓
Records Management	✓

Cloud Add-Ons	
Laserfiche APIs	100,000 calls / month (+)
SDK	✓
Quick Fields Complete with Agent	10 (+)
Workflow Bots for Process Automation	1 (+)
Public Portal	Unlimited
Forms Portal	Unlimited
Participant Users	+
Community Users	+
Smart Invoice Capture	+
Vault (requires Records Management)	+
Additional Storage	+
ScanConnect	+

Cloud Integrations	
Microsoft 365 Integration with Simultaneous Editing	✓
Integration with Microsoft Teams	✓
Integration with SharePoint	✓
Integration with Microsoft Dynamics 365 CRM	✓
Integration with Redtail CRM	✓
Integration with DocuSign	✓
Integration with Salesforce	+
Integration with Laser App	+
Integration with Ellucian Ethos	+
Laserfiche for Ricoh MFD	+
Certified Integration with SAP	+
ArchiveLink	+

Additional Laserfiche Integrations

Laserfiche is constantly developing new official integrations to its platform. They also provide several flexible tools to enable solution providers to develop custom unofficial integrations.

Link to Laserfiche Official Integration List: <https://www.laserfiche.com/marketplace/>

Licensing Cost Summary

Laserfiche Municipal Site License Pricing

The license pricing below includes the total recurring *yearly* cost of the software as well as the *one-time* cost of Labor Installation and Configuration.

The Laserfiche Cloud Site License introduces a straightforward annual fee including software licenses, hosted storage, technical support, and software updates. This licensing option provides 100 Named Full Users and 10 TB of storage in a Software as a Service (SaaS) solution hosted on Amazon Web Services.

Cloud Configuration			
Product Name	Quantity	Unit Price	Extended
Software			
Laserfiche Cloud Municipal Site License	1	\$3,255	\$3,255/year
Software Total			\$3,255/year
Services			
Labor: Installation and Configuration	3	\$205	\$615
Initial Implementation Total			\$3,870

Annual Recurring Cost: \$3,255/year

OPG-3 Professional Services

Service Costs

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

Service Costs are dependent on the project(s) that will be implemented. Document capture and filing projects are usually between 15 and 40 hours (\$3,075 - \$8,200) depending on what they include. Typical filing projects include:

- Dynamic metadata fields with lookups to other data sources to automate indexing and provide real-time data validation
- Document filing workflows that build and manage the folder structure, standardize document naming, apply metadata, and assign document retention properties
- Web forms allow users to manage the file plan components themselves to add document types, update retention rules, etc.
- Business processes that update the file plan based on changes in other systems (name change, employment status, etc.).

Professional services for projects are governed by a Statement of Work (SOW) that clearly outlines the scope and deliverables for a project and are priced at **\$205/hour**.

Optional Add-Ons

OPG-3 Concierge Care Package (“CCP”)

Concierge Care Packages are professional services subscriptions that supplement the support provided through your Laserfiche LSAP subscription. Concierge Care Packages include a bank of professional services hours offered at a discounted rate that can be used for:

- Updates to your current Laserfiche solution including:
 - Updates to your file plan
 - Updates to or review of your security system
 - Updates to Forms, Forms Processes, and Workflows
 - System audits and upgrade planning
 - Training and documentation
- Business continuity planning and testing
- Development and implementation of maintenance plans to ensure system performance
- Professional services engagements of less than 25 hours

Municipal Infrastructure Project

Lays the filing groundwork for municipalities by providing them with filing workflows for three different document collections. The included document collections are Clerk/Admin documents, Purchasing/Transactional documents, Personnel documents, Address-Based documents, and Project documents.

AP Checks Project

Bulk scanning capture process for checks and supporting documentation. This solution uses a Laserfiche tool called Quick Fields for barcode or text extraction to pull check or transaction numbers from the check or ACH summary. It then names and files these checks with your repository.

HR Infrastructure Project

A streamlined capture process for HR documents that utilizes dynamic fields to simplify indexing. This solution includes the following components: auto-filing and management of file plan, employee name change process, employee termination process, employee re-hire process, and a data management form.

OPG-3 Scanner Recommendations

OPG-3 recommends a line of robust Canon scanners that, when purchased through OPG-3, will be configured to scan directly to Laserfiche by our engineers. **The scanners below are not included in this proposal but can be added by request.**

OPG-3 Recommended Scanners		Price
Canon DR-M260 - Desktop Scanner  Feeder Capacity: Up to 80 Sheets Suggested Daily Volume: 7,500 Scans Scanning Modes: Color, Grayscale, Black and White Other Features: Image Rotation, Deskew, Skip Blank Page, Text Enhancement, Color Detection Maximum Scan Size: 8.5" x 14"	\$895	
Canon DR-M1060II – Workgroup Scanner  Feeder Capacity: Up to 80 sheets Suggested Daily Volume: 7,500 Scans Scanning Modes: Color, Grayscale, Black & White Other Features: Image Rotation, Deskew, Pre-Scan, Skip Blank Page, Text Enhancement, Color Detection Maximum Scan Size: 11" x 17"	\$1,395	
Canon DR-G2110 - Production Scanner  Feeder Capacity: Up to 500 sheets Suggested Daily Volume: 50,000 Scans Scanning Modes: Color, Grayscale, Black & White Other Features: Image Rotation, Deskew, Pre-Scan, Skip Blank Page, Text Enhancement, Color Detection Maximum Scan Size: 11" x 17"	\$4,495	

Acceptance and Initiation/Installation

Please authorize your OPG-3, Inc. proposal and e-mail the paperwork back to jvoorhees@opg-3.com. Upon Acceptance, an OPG-3 Project Manager will send you an introductory letter, which outlines the next steps in your successful Laserfiche launch.

Note: If tax-exempt please provide OPG-3 with your Tax-Exempt Certificate

Signature	
Name	
Title	
Date	

City of Sunfish Lake



Statement of Work

Municipal Infrastructure

For: City of Sunfish Lake

October 28, 2024

Laserfiche[®]
Run Smarter[®]

Statement of Work Approval

By signing this document, City of Sunfish Lake agrees that the proposed approach detailed in the following document satisfactorily addresses all items in scope for the project.

City of Sunfish Lake:

Signature	
Name	
Title	
Date	

OPG-3:

Signature	
Name	
Title	
Date	

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Statement of Work – Municipal Infrastructure

This Statement of Work (“SOW”) defines the professional services (“Services”) that OPG-3 will provide for the City of Sunfish Lake (City of Sunfish Lake) in conjunction with the Municipal Infrastructure (“Project”). This SOW will be a part of a Professional Services Agreement between OPG-3 and City of Sunfish Lake.

Project Scope and Objective

The City of Sunfish Lake would like OPG-3 to create automated filing workflow in a new Laserfiche Cloud system. The three included collections will be Clerk/Admin files, address based files, and project based files. OPG-3 will build a maintenance form to add/update/delete doc types and retention for all document collections and will import backfile historical documents scanned by Scanning America.

Change Management Process

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- ☐ Changes to the project schedule, scope or budget
- ☐ Changes in priorities (external or internal to the project) that impact the project
- ☐ Environmental or architectural impediments not previously identified
- ☐ Lack of access to personnel, facilities, or systems necessary to complete project as scoped

In the event that it is necessary to change this SOW, the following process will be followed:

A Project Scope Change Request (PSCR) will be used to communicate change. The PSCR must describe the change, the reasons for the change, and the effect the change will have on the project, which may include scheduling changes, pricing, etc. A PSCR will be initiated by OPG-3 but must be executed by both parties to make it effective and binding on the parties.

Identified Phases

The following Phases (major project areas) are included in the services. Phases will run in parallel where possible. **Estimated project timeline is 8 weeks based on the following:**

Phase	Number of Weekly Sprints
0. Project Setup, Kickoff and Prerequisites	1
1. Requirements, Design and Prototype	1
2. System Development	2
3. User Acceptance Testing	2
4. Push to Production	1
5. Knowledge Transfer and Transition to Support	1
Total	8

Projects are marked as “Active” and moved from the backlog into Phase 0 based on a combination of customer readiness, preferred start (and/or go-live) dates and team availability. In most cases, customer readiness is the determining factor. In order to get projects started quickly, OPG-3’s ScrumMaster will send a project onboarding packet and follow up via phone to help determine readiness and confirm customer ability to complete the project prerequisites outlined in the next section of this SOW (Phase 0 – Project Setup, Kickoff and Prerequisites).

The estimated project timeline above is predicated on the assumption that the activities outlined in each phase can be completed within the estimated number of weekly sprints. This is largely dependent on customer availability and ability to complete any items assigned to them within that phase. The primary activities dependent on customer availability/task completion include:

- **Completion of project prerequisites (Phase 0)** – completion of prerequisites ensures the OPG-3 team can perform the necessary engineering work unimpeded. None of the activities outlined in Phases 3-5 will begin until Phase 0 has been completed.
- **Scheduling users for User Acceptance Testing (Phase 3)** – dedicating time to test the system using the test scripts provided by OPG-3, discussing issues during check-in calls, and signing off once testing is complete is critical to finalizing the implementation. OPG-3 will lead the initial testing session (onsite if possible) to facilitate user participation during this phase.
- **Scheduling and participating in training (Phase 5)** – once the system has been promoted to production, OPG-3 will provide user and admin training (onsite if possible) to ensure users are comfortable using the system.

Phase 0 – Project Setup, Kickoff and Prerequisites

Projects are completed most efficiently when core dependencies are identified early and cleared as Project Prerequisites. During the Project Setup process a list of prerequisites that could impede the project will be developed. A portion of the Project Kickoff meeting will be focused on discussing the prerequisites, identifying the resource(s) responsible for completing them and determining target dates for resolution.

Core Activities

- ☐ Project onboarded to Salesforce and Team sites as dictated by scope and complexity
- ☐ List of prerequisites developed and vetted by the Project Owner
- ☐ Project Kickoff presentation created, and meeting

Prerequisites

- ☐ Confirm remote access
- ☐ Export of addresses in the city from the Dakota County GIS system

Deliverables

- ☐ Project Kickoff meeting
- ☐ Project prerequisites completed

Phase 1 – Requirements Gathering, Design and Prototype

Because most Laserfiche solutions involve changes to the way an organization works, it's not possible to make final decisions regarding requirements and design without context and understanding of the user experience. OPG-3 will rapidly prototype the user interface and solicit feedback through weekly Sprint Demos and use that feedback to finalized design and requirements.

Core Activities

- ☐ Develop and present solution prototype to get user feedback on foundational design considerations
- ☐ Create requirements backlog and plan implementation. The backlog (functional requirements) will define initial acceptance criteria for project deliverables

Deliverables

- ☐ Prototype solution
- ☐ Finalized project requirements
- ☐ Initial project schedule

Assumptions

- ☐ Initial project requirements are limited to phases currently in scope.
- ☐ The requirements and deliverable acceptance criteria may need to be adjusted based on continued requirements gathering throughout the project. Must approve in writing, which may be an email communication between the parties, any changes to acceptance criteria that would represent a material change to either the solution or its required effort

Phase 2 – System Development

Once project requirements and design have been finalized, OPG-3 will complete the back-end development to make the solution ready for User Acceptance Testing.

Core Activities

- ☐ Develop solution in test (or production) environment
- ☐ Weekly solution demonstrations and walkthroughs with project team (PM, SMEs and users as appropriate) to show progress and solicit feedback
- ☐ Develop test scripts to be utilized in Phase 3 - User Acceptance Testing

Deliverables

- ☐ System deployed in test (or production) environment, ready for User Acceptance Testing
- ☐ Test scripts to be utilized in Phase 3 – User Acceptance Testing

Assumptions

- ☐ OPG-3 project team members receive access to all necessary Client resources by the scheduled implementation start time in the project plan
- ☐ Personnel will be available to provide any assistance OPG-3 may need in the Client's environment
- ☐ Personnel attending solution demonstrations and walkthroughs are empowered to provide feedback that will affect overall design

Phase 3 – User Acceptance Testing

Core Activities

- ☐ Identify end users that will participate in UAT
- ☐ Testing by OPG-3 and end-users (onsite if possible) using the test scripts developed in Phase 3
- ☐ Weekly check-in calls to review testing and discuss issues/deficiencies that have been identified
- ☐ Remediate any issues discovered during UAT until acceptance criteria are satisfied

Deliverables

- ☐ Identify end users that will participate in UAT
- ☐ Testing by OPG-3 and Client's end-users (onsite if possible) using the test scripts developed in Phase 3
- ☐ Weekly check-in calls to review testing and discuss issues/deficiencies that have been identified
- ☐ Remediate any issues discovered during UAT until acceptance criteria are satisfied

Core Assumptions

- ☐ Personnel will be available for UAT per a mutually agreed-upon schedule

Phase 4 – Promotion to Production

The OPG-3 project team will assist City of Sunfish Lake in promoting the solution from Test to Production. If City of Sunfish Lake prefers, and provides access, the OPG-3 project team can take the lead with City of Sunfish Lake personnel assisting.

Core Activities

- ☐ Develop promotion plan
- ☐ Delete testing data from environment system was developed in
- ☐ Migrate processes as needed
- ☐ Configure/enable email notifications
- ☐ Change test users to production users
- ☐ Functional testing of individual components, testing of solution using Test Scripts

Deliverables

- ☐ Laserfiche solution deployed in production and ready for end users
- ☐ Two weeks of Stabilization support after Promotion to Production

Assumptions

- ☐ The OPG-3 project team will continue to support the solution for two weeks after Promotion to Production while transferring support responsibilities to the OPG-3 Support Team

Phase 5 – Training, Knowledge Transfer and Transition to Support

Once the solution has been promoted to production and is ready for use, OPG-3 will provide training for users and administrators.

Core Activities

- ☐ Conduct user and administrator training (onsite if possible)
- ☐ Knowledge Transfer sessions with OPG-3 Support on solution for post-project support
- ☐ Finalize user and admin guides (documentation)

Deliverables

- ☐ Remote User and Administrative training
- ☐ User and admin guides

Assumptions

- ☐ Client will work with OPG-3 to help develop appropriate training materials for end-users
- ☐ Client will coordinate attendance of personnel for training sessions
- ☐ Training will occur throughout this project
- ☐ OPG-3 may deliver a final update to the System documentation prior to project closeout if such an update is necessary. This potential final System documentation update is not a deliverable of this Phase

City of Sunfish Lake Responsibilities

The following are City of Sunfish Lake's responsibilities for the Services.

- 1.** City of Sunfish Lake will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
 - a.** A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
 - b.** IT personnel such as system administrators, database administrators, or help desk.
 - c.** Subject matter specialists to provide information on City of Sunfish Lake's business processes.
 - d.** Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan.
- 2.** City of Sunfish Lake will work with OPG-3 to provide any necessary technical resources and support. This includes:
 - a.** Providing requested documentation and acceptance of key deliverables within two to three business days. If City of Sunfish Lake does not respond in writing to OPG-3's request for acceptance within three business days of OPG-3's request, or City of Sunfish Lake's refusal of such approval within the three-day period is not reasonable, City of Sunfish Lake will be deemed to have accepted.
 - b.** Providing any access to the City of Sunfish Lake environment that the OPG-3 team will need to develop the solution.
- 3.** City of Sunfish Lake will be responsible for providing all hardware and licensing all software components necessary for completing Services. This includes:
 - a.** Licenses for all software and systems on the City of Sunfish Lake network with which the Laserfiche system will integrate.

OPG-3 Responsibilities

The following are OPG's responsibilities for the Services.

1. OPG-3 will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
 - a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, provide status updates and other tasks.
 - b. Experienced OPG-3 engineering personnel.
 - c. Personnel to perform preliminary testing during development and prior to UAT. Personnel will be made available per the project schedule and plan.
2. OPG-3 will work with City of Sunfish Lake to provide any necessary technical resources and support. This includes escalating any issues to Laserfiche Support and Laserfiche Development as necessary.

Project Assumptions

1. The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
 - a. The Services will focus exclusively on Laserfiche and Laserfiche-related products to support the system and solution, except where explicitly noted in this SOW.
2. If after OPG-3's request for acceptance on project closeout, City of Sunfish Lake does not respond in writing within five business days, or City of Sunfish Lake's refusal of such approval in the five-day period is not reasonable, City of Sunfish Lake will be deemed to have accepted.

Professional Services Pricing

The proposed solution is offered at a fixed bid cost contingent in the selected components. Included components and associated cost can be found in the table below. This SOW is valid for 90 days and will expire on 1/21/2025.

Solution Component	Cost
OPG-3 Municipal Infrastructure Package	\$7,175.00
Total	\$7,175.00

Payment Plan

All Services will be performed in accordance with this mutually accepted SOW. To provide initial funding for the project an initial payment of 100% of the cost of the SOW will be billed upon execution of the document.

Invoices are due upon receipt. If the customer disputes any portion of an invoice, the customer will pay the undisputed portion when due.

In the event the project is impeded for a period of more than two weeks due to customer delays, OPG-3 will move the project to a parked status. Work will continue once the customer has notified OPG-3 that they are ready to resume work, and the project has been onboarded during OPG-3's weekly (Thursday's) backlog grooming meeting.

Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of OPG-3's control will go through the Change Management Process and will be approved by both parties.

Discovery Summary – City of Sunfish Lake

Customer	City of Sunfish Lake	
Process	Municipal Infrastructure for Cities under 10,000	
Users/Roles	<i>User/Role</i>	<i>Description</i>
	1. Christy Wilcox	1. City Clerk/Administrator
Systems/Applications	<i>System/Application</i>	<i>Description</i>
	1. Laserfiche Cloud	1. DMS

Summary

The City of Sunfish Lake would like OPG-3 to create an automated filing workflow in a new **Laserfiche Cloud system**. Information for each of the document collections can be found below. Retention of documents is a key concern. The City of Sunfish Lake has a site license with RME.

Document Categories

Clerk/Admin Documents

This will be the standard council documents filing workflow – filing minutes, agendas, ordinances, and other council-related documents by date and file type.

Address-Based Documents

Documents such as building permits and code enforcement documents will need to be filed into an address-based folder structure. An initial address database will be provided and imported into Cloud as a lookup table. Dynamic fields should provide a dropdown of street/house numbers and fill in PID info. The city believes they can get an export of addresses in the city from the Dakota County GIS system.

Project Based Documents

The city would like OPG-3 to create a standard filing workflow for project documents. Where documents will be associated with a working or closed project. Examples of these documents are purchasing-related documents such as RFP, contract, and project governance (SOW) documents, engineering drawings and supporting documents, permitting/inspection documents, and Deliverables tied to payment milestones.

Maintenance Form

A maintenance form to add/update/delete doc types and retention for all document collections.



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Document Scanning Statement of Work for the City of Sunfish Lake, Minnesota

Christy M. Wilcox
City Clerk/Administrator
City of Sunfish Lake, MN

Thank you for the opportunity to present this document scanning statement of work to the City of Sunfish Lake.

In this SOW, you will find a detailed overview of our approach and production methodology. I look forward to discussing this in detail and exploring how we can work together to achieve your goals. In the meantime, please feel free to reach out if you have any questions or need further clarification.

Thank you for considering Scanning America as a potential partner. We are enthusiastic about the prospect of working with you and are committed to contributing to your success.

Scanning America Overview

Scanning America, Inc. was founded in 1989 as a national document scanning company. Since that time, we have converted billions of images for clients in the US and abroad. Throughout our course, we have maintained our focus on only providing scanning and indexing services. By doing so, we believe provide our clients with the greatest value.

We have the ability to scan and index most every type of document that can be found within an organization, including paper, maps/drawings, microfilm, microfiche, aperture cards, slides/photos, x-rays and more. We are constantly seeking to upgrade our capabilities and equipment to ensure that we remain on the cutting edge of technology and remain as competitive as possible.

Scanning America, OPG-3, and Laserfiche Content Management Software

Scanning America partners closely with OPG-3, Inc., which is recognized as one of the nation's most successful Laserfiche resellers. We are proud to have such a professional and knowledgeable ally to help support our mutual clients.

Scanning America specializes in formatting the converted files and metadata into either Laserfiche Attachable Volumes or Laserfiche Briefcases. This allows the client to simply attach the volumes to their Laserfiche repository. The metadata automatically populates the Laserfiche template fields within the repository and contains pointers to the corresponding file images.

Scanning America owns and operates a Laserfiche system within our production facility. The only way that a scanning provider can create the Attachable Volumes and Briefcases is by utilizing the Laserfiche server software along with the LF client licenses.

Scanning America has performed these services on literally hundreds of millions of images.

Physical and Technological Security / SOC 2 Compliance

Scanning America recognizes that security is of utmost importance in dealing with our customers' records and information. We have many levels of both physical and technological security to ensure



that all our customers' information is strictly secured and protected. The policies and procedures that we have in place allow us to remain HIPAA and FERPA compliant.

Scanning America is also an SSAE 18, SOC 2, Type II, Certified Vendor. The SSAE 18 standard is the benchmark compliance report for organizations whose products and services are impacted by compliance with regulatory and industry standards such as privacy and security regulations. Scanning America has successfully completed these audits with no exceptions detected, which is the best result possible. This provides independent third-party verification of Scanning America, Inc. management's assertion that its policies and procedures are both correctly designed and operating effectively to achieve the control objectives throughout the specified audit period.

All SAI employees have undergone pre-hire criminal background checks and must sign confidentiality/non-disclosure agreements.

Physical security includes but is not limited to:

- All exterior doors require electronic card keys for access
- Professionally monitored alarm system
- 20+ security cameras in-side and out-side of building (video generated from these cameras is saved for a minimum of 6-months)
- Routine evening and night/weekend patrols from private security firm (driving through parking lot/checking doors to be sure they are locked)
- Non-escorted guests are never allowed in the building
- The production center is staffed 24 hours per day, five days per week

At a customer's request, we will submit for inspection a copy of our Corporate Security Policies, which is a comprehensive document explaining in detail all the procedures that we have in place to ensure the confidentiality and safety of our customers' information. We would also be pleased to submit a copy of our SOC 2, SSAE 18 Audit Results from The Moore Group.

Cyber Liability Coverage

Scanning America carries Cyber Liability insurance. This coverage, through Philadelphia Insurance Companies, provides First Party and Third-Party protection, including all the following:

- Loss of Digital Assets Coverage
- Non-Physical Business Interruption and Extra Expense
- Cyber Extortion
- Cyber Terrorism
- Security Event Costs
- Network Security and Privacy Liability
- Employee Privacy Liability
- Electronic Media Liability

We feel that this additional coverage brings significant value to our customers, as well as to our organization.



Disaster Recovery / Hot Site

To ensure seamless disaster recovery and business continuity, Scanning America operates a remote Hot Site. Scanning America's Hot Site is a disaster recovery location that is set up and ready to go if ever needed. Scanning America staff can arrive and continue to work immediately. Scanning America's Hot Site has scanning equipment set up, with current data always available, and all primary data center functions copied and maintained off site. In addition to scanning equipment, Scanning America's Hot Site also hosts QC and Data Entry/Indexing workstations.

While having a Disaster Recovery site actively working, in addition to a primary data center, is costly, those additional costs pay off in providing redundancy should disaster strike, ensuring we can keep our clients' projects on-schedule.

Overview of Scanning America's Production Methodology

Off-Site Scanning Solution

Scanning America would transport the files to our national production facility based in Lawrence, Kansas. SAI will provide clients with file requests while the files are being converted. On average file requests are filled within 2 to 4 hours after being requested.

Initial Implementation Meeting

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

Document Transportation and Entry into Production

- SAI will pick up files at the client's location for transportation to our centralized production center located in Lawrence, Kansas.
- If desired, SAI staff can provide boxes and labor to pack the files into boxes.
- All physical transportation of client documents will be handled by Scanning America Staff Members.
- All SAI staff members and drivers have undergone comprehensive background checks and have signed nondisclosure agreements.
- SAI is insured for transportation of valuable documents.
- SAI drivers follow Federal Motor Carrier Safety Administration guidelines in terms of number of hours spent driving per day/per week, etc.
- Documents and media shall be transported in locked containers. For the purposes of document transportation, a properly provisioned transporting vehicle shall qualify as the locked container.
- SAI will not transfer client containers or documents from one vehicle to another while in route.
- Any time an SAI employee is not physically loading, unloading, or operating an SAI vehicle containing client media, the vehicle will be locked and secured.



- SAI staff will attach a bar-coded label to each box/container of client documents prior to loading into the transport vehicle. Each label will be sequentially numbered and state the client's name and project number.
- Each box/container will be marked with the beginning and ending document range that is contained within it.
- There will be a delivery/transmittal sheet signed between the client and SAI for each grouping of files picked up at each client location. This will establish a direct chain of custody for the documents. A copy of each receipt will be left at each location and a second copy of all receipts will be sent to the client's project manager.
- Once the boxes arrive at Scanning America's facility, they will be immediately offloaded into SAI's climate-controlled warehouse. The documents will be received into SAI's project management system, eProject. eProject is an internally developed software tool that SAI utilizes to manage all aspects of scanning projects.
- Scanning America, Inc. has been providing nationwide transportation of our clients' documents for over 30 years.

Scan on Demand Record Retrievals

Scanning America provides clients with ready access to their files throughout the back-file scanning process. Scanning America has a constantly monitored email address, filerequest@scanningamerica.com, where clients can initiate on-demand requests for files in Scanning America's possession. Upon receipt of an on-demand file request, the authenticity of the request is verified and then the file is located, prepped, scanned, encrypted, and transferred electronically to the requesting party. This is normally accomplished within 2-4 hours of the request. We understand that our clients' access to their files is critical to their operations.

eProject

eProject is an internally developed software tool that we use to manage all aspects of scanning projects, from receiving boxes through shipping deliverables, and everything in between. eProject is our single repository for project specifications. Having a single repository for project specifications allows our staff to always have access to the most up to date information.

eProject is also where we monitor the progress of our projects. We can tell which boxes have been prepped, scanned, indexed, post-processed, QC'ed, delivered, etc. We also track which of our employees performed each of these functions and what scanning equipment they used. This gives us the advantage of being able to look at the work of particular individuals and to analyze the performance of particular pieces of equipment.

Document Preparation

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



Document Scanning

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

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

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

Ensuring that all Documents are Scanned

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

Image Quality

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

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



Indexing

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

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

Image and Metadata Delivery Formatted for Attachment to the Client's Laserfiche Content Management System

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

Post-Production Storage of Documents

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

AAA NAID Certified Document Destruction

SAI can provide AAA NAID certified document destruction after all the conversion services have been completed. An authorization form outlining the specific documents to be destroyed is sent to the client. Once the client has signed the destruction order, the documents are destroyed and the NAID certification is forwarded to the client.

Change Control Process

Scanning America, Inc., is the service provider that will perform all back-file scanning services outlined in this RFP response. This engagement does not include any services outside of those described in this document. Project tasks which are not explicitly identified in this response are considered out of scope. Project scope changes will be handled through the change control process. Quantities of images are estimates based on information supplied by the client.



Schedule

Scanning America will work with the client to determine the optimum schedule to fit their needs.

Scanning America's Project Manager for the City of Sunfish Lake

Brett Benson has been providing consulting and project management services for his clients' document conversion projects for over 25 years. He will work on the City's behalf to facilitate communication and client satisfaction regarding project goals, specifications, and completion timelines.

Contact Information:

Brett Benson

1-417-522-6855

brett@scanningamerica.com

Cost Estimate Overview

Service Description	Cost	Estimates	Total
Engineering/Planning			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.098 per image	45,000 images	\$ 4,387.50
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	300 files	\$ 150.00
City Council/Planning Agenda			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.13 per image	9,000 images	\$ 1,170.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	16 files	\$ 8.00
Xcel Energy (Legal)			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.13 per image	11,250 images	\$ 1,462.50
Indexing of Digitized Files by Manually Keying 2 Fields per File (Indexing est. assumes average of 30 images per file.)	\$ 0.50 per file	375 files	\$ 187.50
Council Agenda Packet			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.098 per image	27,000 images	\$ 2,632.50
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	180 files	\$ 90.00
Miscellaneous			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.16 per image	2,250 images	\$ 360.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	15 files	\$ 7.50
Property Files			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.098 per image	43,200 images	\$ 4,212.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	180 files	\$ 90.00
Property Files/Projects			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.13 per image	13,500 images	\$ 1,755.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	90 files	\$ 45.00
Assessments			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.16 per image	2,250 images	\$ 360.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	10 files	\$ 5.00

Continued On Following Page

Budget/Finance			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.13 per image	13,500 images	\$ 1,755.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	90 files	\$ 45.00
Ordinances			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.16 per image	2,250 images	\$ 360.00
Indexing of Digitized Files by Manually Keying 2 Fields per File	\$ 0.50 per file	5 files	\$ 2.50
3 Ring Binders			
Prep, Scanning, and QA of Documents 11"x17" and Smaller (Client's Choice of Color or Bi-tonal Images)	\$ 0.13 per image	12,500 images	\$ 1,625.00
Indexing of Digitized Files by Manually Keying Title from Binder	\$ 0.75 per binder	50 binders	\$ 37.50
Other Services			
Pick-Up and Transportation of Files from Client Site to SAI's Production Facility (If files are to be returned post production, a 2nd trip charge will apply.)	\$ 1,425.00 per trip	1 trip	\$ 1,425.00
Formatting Deliverables to be Imported into Laserfiche	\$ 345.00 per document group	11 groups	\$ 3,795.00
Delivery of Digitized Documents via Client's Choice of Encrypted USB Drive or SFTP Transfer	included		included
Scan on Demand File Retrievals During Conversion	20 per month at no charge	\$8.00 per request after first 20/month	based on usage
90-Days Post-Production Storage of Files	included		included
OPTIONAL - AAA NAID Certified Document Destruction	\$3.25 per box	75 boxes	\$ 243.75
Estimated Total Cost Including Optional Services			\$ 26,211.25

Signature Block

THE PARTIES EVIDENCE THEIR AGREEMENT WITH THE ABOVE TERMS AND CONDITIONS BY SIGNING BELOW.

CITY OF SUNFISH LAKE, MN

SCANNING AMERICA, INC.

By: _____

By:  _____

Name: _____

Name: Brett Benson

Title: _____

Title: Account Executive

Date: _____

Date: October 22, 2024

OPG-3, Inc.
8030 Old Cedar Ave S #205
Bloomington, MN 55425-1215
USA
+16512335075



Quote

ADDRESS

Christy Wilcox
City of Sunfish Lake
PO Box 18281
ATTN. Accounts Payable
West St Paul, MN 55118

SHIP TO

City of Sunfish Lake
423 19th Ave North
So St Paul, MN 55075

QUOTE # 6429

DATE 10/16/2024

EXPIRATION DATE 11/15/2024

SALES REP

John Voorhees

ITEM	QTY	RATE	AMOUNT
DR-M260 DR-M260 Departmental Scanner - drop ship	1	895.00	895.00
FreightM140/160II/260 Shipping & Delivery FOB Delivered - ESTIMATED	1	70.00	70.00

~ PLEASE NOTE: Quote Pricing Valid for 30 days. ~

TOTAL

\$965.00

Payment Terms: Net 30 days from date of Original invoice.

** Please provide OPG-3 with your Tax-Exempt form. Emailing to:
cwebber@opg-3.com **

Thank you! We appreciate your business.
OPG-3 Inc.

Accepted By

Accepted Date