

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.45
(ID # 21914)

MEETING DATE:
Tuesday, May 23, 2023

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approve and authorize the Purchasing Agent to issue a Purchase Order to ECS Imaging, Inc., to continue providing Laserfiche software license renewal and support services based on utilization of the National Cooperative Purchasing Alliance (NCPA) contract #01-159 from July 1, 2023, through June 30, 2024, All Districts. [Total Aggregate Cost not to exceed \$185,126, RCIT Budget - 100%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and authorize the Purchasing Agent to issue a Purchase Order to ECS Imaging, Inc., to continue providing Laserfiche software license renewal and support services based on utilization of the National Cooperative Purchasing Alliance (NCPA) contract #01-159 from July 1, 2023 through June 30, 2024 for a total aggregate amount not to exceed \$185,126.

ACTION:Policy


Jim Smith, Chief Information Officer 5/8/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: May 23, 2023
xc: RCIT

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 185,126	\$ 185,126	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: RCIT Budget- 100%			Budget Adjustment: No	
			For Fiscal Year: 23/24	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The request before the Board is for the renewal of Laserfiche software license and support services through ECS Imaging, Inc. Laserfiche is the County's enterprise document management system used by Transportation Land Management Agency, Human Resources, Auditor-Controller, Riverside County Information Technology, Public Health, Environmental Health, First 5, Waste Resources Management, Child Support Services, and Assessor County Clerk Recorder CREST to manage documents from record creation to final disposition. Additional County departments are also considering integrating into the Laserfiche system in the future.

The County has utilized Laserfiche for over 20 years and on May 6, 2014 (Agenda No. 3.17) the Board approved Laserfiche with ECS as an Enterprise Document Management System including licensing and associated professional services. The system archives and digitizes County records, including County parcel maps and plot plans, personnel files, contracts, PeopleSoft payroll reporting records, food establishment inspection forms, environmental wells completion and permit reports, and other fiscal and historical records. The platform also enhances the County citizen experience through public health service forms such as California Children's Service and STD/HIV forms.

This renewal aligns with RCIT's continuing efforts to optimize information technology by reducing duplicate costs and staff time while improving business process efficiencies. Approval of this request enables the County to continue to use the Laserfiche enterprise solution with access to technical support and the latest product releases to ensure the security and reliability of this critical system.

Impact on Residents and Businesses

There is no negative impact on citizens or businesses.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Additional Fiscal Information

Description	Total
Laserfiche license and support renewal	\$185,126.00
TOTAL	\$185,126.00

Contract History and Price Reasonableness

This procurement is based on utilization of the National Cooperative Purchasing Alliance (NCPA) contract #01-159. Region 14 Education Service Center based out of Abilene, Texas processed a Request for Proposal (RFP) Solicitation No. 36-22 published on October 4th, 2022 on behalf of itself and other Government Agencies through NCPA for Document and Record Management. Laserfiche was awarded after the evaluation of bid responses. ECS Imaging, Inc. is a local vendor based out of the City of Riverside. It is the only vendor authorized to distribute and service Laserfiche products in the Western Region of the United States. Pricing provided by ECS Imaging, Inc. is comparable to those offered to other Government Agencies in the NCPA contract.

On May 6, 2014 (Agenda No. 3-17), the Board approved Laserfiche with ECS Imaging as an Enterprise Document Management System including licensing and associated professional services. On February 9, 2021, (Agenda No. 3.23) the Board approved Laserfiche Secure Secondary Storage Agreement with ECS Imaging for Laserfiche hardware, software license, and support services. On May 17, 2022 (Agenda No. 3.17), the Board authorized the issuance of a Purchase Order to continue providing the Laserfiche software license and support services. On November 8, 2022 (Agenda No. 3.22), the Board authorized the issuance of a Purchase Order to upgrade the Laserfiche Approver (Participant) software licenses.

ATTACHMENTS:

- A. ECS Imaging, Inc. Quotation No. 10737
- B. NCPA Award Letter of Contract #01-159
- C. NCPA Contract #01-159


Meghan Hahn, Deputy Director of Procurement 5/8/2023


Alonzo Barrera, Principal Management Analyst 5/12/2023


Kristine Bell-Valdez, Supervising Deputy County Counsel 5/11/2023

ECS Imaging, Inc.

5905 Brockton Ave. Suite C
 Riverside, CA 92506-2416
 (951)-787-8768
 (951)-787-0831 fax

Estimate

Date	Estimate #
5/31/2023	10737

Name/Address
Riverside County Information Technology 480 Lemon Street PO Box 1569 Riverside, CA 92502

Ship To
Riverside County Information Technology RCIT-AcctsPayable@rivco.org

Due Date	P.O. No.	Terms	Rep	Phone
6/30/2023	Annual Renewal	Net 30	Debbi	949-355-1148

Description	Qty	Rate	Total
LF Rio User (500-999) LSAP	501	100.00	50,100.00
LF Rio Forms LSAP	501	10.00	5,010.00
LF Rio Public Portal for 2 LF Servers LSAP	1	10,000.00	10,000.00
LF Rio Quick Fields Classify LSAP	2	1,500.00	3,000.00
LF Rio Quick Fields Agent LSAP	2	2,000.00	4,000.00
LF QF Agent Development LSAP	2	1,000.00	2,000.00
LF QF Classify Development Package LSAP	2	750.00	1,500.00
LF Rio Import Agent Development LSAP	2	300.00	600.00
LF Rio Import Agent LSAP	2	300.00	600.00
LF Rio Toolkit LSAP	1	750.00	750.00
LF Rio Forms Enterprise Portal Add On LSAP	1	4,800.00	4,800.00
Laserfiche Subscription Participants (1000+) (Forms & Retrievals) (Prorated 7 Months @ \$28/Yr)	2,500	16.33	40,825.00
Annual Software Maintenance for Peoplesoft Integration	1	4,800.00	4,800.00
Assureon 42TB Appliance Assureon NX/AX On-site 1Yr NBD Coverage: 06/23/23-06/22/24	1	12,113.00	12,113.00
Assureon Encryption Key	1	2,538.00	2,538.00
RV Compliant Cloud for Assureon 30000+ per GB Coverage: 07/01/23-06/31/23	36,000	0.84	30,240.00

Standard Processing Fee Added to all Credit Card Payments*	Subtotal
	Sales Tax (8.75%)
	Total

ECS Imaging, Inc.

5905 Brockton Ave. Suite C
 Riverside, CA 92506-2416
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 (951)-787-0831 fax

Estimate

Date	Estimate #
5/31/2023	10737

Name/Address
Riverside County Information Technology 480 Lemon Street PO Box 1569 Riverside, CA 92502

Ship To
Riverside County Information Technology RCIT-AcctsPayable@rivco.org

Due Date	P.O. No.	Terms	Rep	Phone
6/30/2023	Annual Renewal	Net 30	Debbi	949-355-1148

Description	Qty	Rate	Total
ECS Gold Priority Support consists of 70 hours of on-line or on-site support time, unlimited phone support, and a 4 hour response time for most services offered by ECS including Laserfiche tech support, installations, configurations of workflow and forms, and integration services. Support beginning 07/01/2023 and expiring 06/30/2024. An additional 5 hours of Professional Services for version updates, during normal business hours, is included. Additional on-line or on-site support will be billed at your current hourly support rate. Minimum on-site time is calculated at 2 hours. ECS may allow planned after hours support in rare circumstances. In these circumstances Priority Support will be billed at double the hourly rate.	1	12,250.00	12,250.00
Your organization LSAP's expire on 06/30/2023 - Laserfiche imposes a 10% reinstatement fee for each month of an expired LSAP - support site access will be suspended if payment is not received by your expiration date		0.00	0.00
All Software, Licenses and Updates will be downloaded from the Laserfiche website. LSAP= LaserFiche Software Assurance Plan includes product updates and enhancements for 12 months.		0.00	0.00
Standard Processing Fee Added to all Credit Card Payments*		Subtotal	\$185,126.00
		Sales Tax (8.75%)	\$0.00
		Total	\$185,126.00



Region XIV Education Service Center

1850 Highway 351
Abilene, TX 79601-4750
325-675-8600
FAX 325-675-8659

Thursday, December 8th, 2022

ECS Imaging, Inc.
ATTN: Debbi Bodewin
5905 Brockton Ave., Suite C
Riverside, CA 92506

Dear Debbi:

Region XIV Education Service Center is happy to announce that ECS Imaging, Inc. has been awarded an annual contract for Documents and Records Management on the proposal submitted to Region XIV ESC.

The contract is effective immediately and will expire on November 30th, 2025. The contract can then be renewed annually for an additional two years, if mutually agreed on by Region XIV ESC and ECS Imaging, Inc.

We look forward to a long and successful partnership underneath this contract.

If you have any questions or concerns, feel free to contact me at 325-675-8600.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shane Fields', is written over the printed name.

Shane Fields
Region XIV, Executive Director

DOCUMENTS AND RECORDS MANAGEMENT

SOLICITATION NUMBER 36-22

Submitted To:

REGION 14 EDUCATION SERVICE CENTER

Date Submitted: November 17, 2022

Valid Through: February 16, 2023

Submitted By:



ECS IMAGING, INC.

WORLD-CLASS SOLUTION PROVIDER

ECS Imaging, Inc.
5905 Brockton Ave. Suite C
Riverside, CA 92506
Toll Free – (877) 790-1600
Phone: - (951) 787-8768
Fax - (951) 787-0831
www.ecsimaging.com
sales@ecsimaging.com



Laserfiche®
Solution Provider



Region 14 Education Service Center
1850 Highway-351
Abilene, TX 79601
ATTN: Region 14 ESC

Dear Region 14 ESC,

Established in 1990, ECS Imaging became a Laserfiche Solutions Provider in 1995 and has been the largest provider of Laserfiche Document Management solutions in the western United States for 27 consecutive years. The company currently holds the rank of third largest in the World. With over 30 years of experience in the industry, over 400 public and private sector customers, and a large technology staff to serve you, ECS is the best qualified partner to implement and support your Laserfiche system. We are committed to delivering unparalleled service and support for your Laserfiche system now and into the future.

Laserfiche provides a user-friendly and robust feature set including workflow and business process management, integrated electronic forms, automated data capture tools, granular security, and many integration capabilities. The system is highly customizable and scalable to support thousands of users and an abundance of information. **Laserfiche is easy to install, easy to learn, and easy to use.**

The system will be implemented by a team of professionals who have been implementing and supporting Laserfiche systems for over 27 years. ECS is a **Platinum Certified Laserfiche Solutions Provider** and maintains the largest, most experienced engineering, project management, and support staff to serve you. We have experienced business analysts to assist with designing, consulting, and implementing automated processes and integrations with third party systems. With over 100 years of collective implementation experience, our subject matter experts can provide you with an invaluable resource that is hard to match in the document management industry.

Unique with ECS Imaging Support, we offer free Monthly webinars, free Annual Conferences, and a monthly E-newsletter to all our clients. In providing this, we offer a unique advantage that gives our clients additional training opportunities, a forum for sharing ideas, use case knowledge in the Laserfiche Community, updates on the latest features and functionality of Laserfiche at no additional cost. These training and consulting opportunities are ECS' way of giving back to our clients on an ongoing basis.

The ECS customer first approach is validated by the volume of satisfied ECS customers and our high customer retention rate year over year. Many customers who started with us in 1995 are still using Laserfiche being supported by ECS. ECS's consistent **5-Star Google rating** from our customers is a testament to our success and the success of our customers. ECS will be your document management partner not only during project implementation but well into the future as we continue to provide exceptional best practices, consultative recommendations, and support for your Laserfiche system. ECS is a California certified small business. Thank you for your consideration.

Sincerely,

Debbi Bodewin
Chief Consulting Officer
951-787-8768 x1109
debbi@ecsimaging.com



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Executive Summary

Region 14 has solicited responses for a qualified vendor to provide a Documents and Records Management system and related services. The goal is to procure a software solution that meets the technical and functional requirements, and a qualified vendor to ensure a smooth, well-structured approach to implementation. ECS Imaging is committed to meeting and exceeding comprehensive Document and Records Management needs for an initial turnkey solution and to provide ongoing support.

ECS Imaging specializes in providing government organizations with innovative turn-key document management solutions with the award winning Laserfiche Content Management Platform. ECS Imaging is the longest running and largest provider of Laserfiche in California since 1995. ECS' services encompass beginning to end solution implementation and ongoing support. ECS brings our expertise and a strong list of successful implementations to hundreds of local governments utilizing Laserfiche. We will deliver a turnkey, robust solution that provides a centralized repository for managing the records and content, while providing ease of access, security, compliance, and business process automations. ECS has developed a successful data conversion methodology through converting more than thirty different systems to Laserfiche.

Laserfiche is a trusted software solution by more than 40,000 sites worldwide including more than 1/3 of the Counties and 3,000 Cities nationwide. The Laserfiche software solution meets all the required capabilities outlined in the RFP and much more. The software provides easy-to-use document management, document storage and retrieval capabilities through an intuitive and flexible interface that will be easily customized to meet your specific needs. Flexible licensing allows us to deliver the solution currently needed and will allow scalability for future growth. Users will access the system through a user-friendly, Windows-centric, Web browser interface, or Mobile device. Laserfiche e-Forms will provide the tools to create truly paperless processes from start to finish. The built-in capture platform will automate the recognition, indexing, and filing of documents. Workflows will assist in processing of both new and old data needing approval, routing, and filing. Many integration tools are available for us to integrate Laserfiche with other systems. One to note provides an integrated digital signature solution.

The award-winning Laserfiche solution will be implemented by a team of professionals who have been installing and supporting Laserfiche for over 30 years. As the oldest Solution Provider in CA., we bring our depth of experience to a well-structured approach to provide and effectively manage your implementation process. Our Team is dedicated to answering your questions and resolving any issues efficiently and effectively. The ECS Team has over 200 Laserfiche certifications collectively, along with many network and database certifications, we can provide support for the full Laserfiche product suite. We will provide a best practices approach with a knowledge transfer enabling your organization to support and use Laserfiche effectively, while still having ECS available as needed.

With ECS' track record, experience in the industry, longevity as a Laserfiche Solution Provider, and our highly qualified team, you will find ECS Imaging to be an exceptional partner. We offer vast experience of understanding Laserfiche licensing, modules, consulting on best practices in the product and industry, configuration, project management, integrations, user training, and ongoing support of your Laserfiche system. As a highly recognized Laserfiche Provider, Consultant, and Systems Implementer ECS will be a strategic partner with you on this initial project and future ones.

TAB 1

MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS

Customer Support

The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

Disclosures

Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contract

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to two (2) additional one-year terms or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.

Funding Out Clause

Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

Shipments (if applicable)

The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

Tax Exempt Status

Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

Payments

The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.

Adding Authorized Distributors/Dealers

Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.

Purchase orders and payment can only be made to awarded vendor or distributors/ business partners/resellers previously approved by NCPA.

Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.

All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

Pricing

All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

Warranty

Proposal should address the following warranty information:

- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Products: Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects

Construction: Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Safety

Vendors performing services shall comply with occupational safety and health rules and regulations. Also all vendors and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

Permits

Since this is a national contract, knowing the permit laws in each state is the sole responsibility of the vendor.

Indemnity

The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

Franchise Tax

The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

Supplemental Agreements

The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

Certificates of Insurance

Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

Legal Obligations

It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

Protest

A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:

- Name, address and telephone number of protester
- Original signature of protester or its representative
- Identification of the solicitation by RFP number
- Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested

Any protest review and action shall be considered final with no further formalities being considered.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

Prevailing Wage

It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

Termination

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

Open Records Policy

Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient

information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

PROCESS

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

Contract Administration

The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.

Contract Term

The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms or any combination of time equally not more than 2 years.

It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.

Contract Waiver

Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

Price Increases

Should it become necessary, price increase requests may be submitted at any point during the term of the contract by written amendment. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified, the amendment will be approved.

Products and Services Additions

New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.

Competitive Range

It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.

Deviations and Exceptions

Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.

Estimated Quantities

While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is \$25 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

Evaluation

Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

Formation of Contract

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. Contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

NCPA Administrative Agreement

The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

Clarifications/Discussions

Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondent's are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

Multiple Awards

Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

Past Performance

Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

EVALUATION CRITERIA

Pricing (40 points)

Electronic Price Lists

- Products, Services, Warranties, etc. price list
- Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.

Ability to Provide and Perform the Required Services for the Contract (25 points)

- Product Delivery within participating entities specified parameters
- Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
- Vendor's ability to perform towards above requirements and desired specifications.
- Past Cooperative Program Performance
- Quantity of line items available that are commonly purchased by the entity.
- Quality of line items available compared to normal participating entity standards.

References and Experience (20 points)

- A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- Respondent Reputation in marketplace
- Past Experience working with public sector.
- Exhibited understanding of cooperative purchasing

Value Added Products/Services Description, (8 points)

- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Minority and Women Business Enterprise (MWBE) and (HUB) Participation
- Customer Service

Technology for Supporting the Program (7 points)

- Electronic on-line catalog, order entry use by and suitability for the entity's needs
- Quality of vendor's on-line resources for NCPA members.
- Specifications and features offered by respondent's products and/or services



Tab 1 - Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: 120 days

ECS Imaging, Inc.
Company Name

5905 Brockton Ave.,
Address

Riverside, CA 92506
City State Zip

(951) 787-8768 x 1109
Telephone Number

(951) 78700831
Fax Number

Debbi@ecsimaging.com
Email Address

Debbi Bodewin
Printed Name

CEO/Chief Consulting Officer
Position

Debbi Bodewin
Authorized Signature



Tab 2 - NCPA Administration Agreement

This Administration Agreement is made as of December 8, 2022, by and between National Cooperative Purchasing Alliance ("NCPA") and ECS Imaging, Inc. ("Vendor").

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated December 8, 2022, referenced as Contract Number 01-159, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the "Master Agreement"), for the purchase of Document and Records Management;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as "public agency" or collectively, "public agencies") may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

General Terms and Conditions

- The Master Agreement, attached hereto as Exhibit 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Administration Agreement except as expressly changed or modified by this Administration Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Administration Agreement including, but not limited to, Contractor's obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.
- Contractor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Contractor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Participating Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, remarketer, representative, partner, or agent of any type of Contractor, Region 14 ESC, or such Participating Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Participating Agency or any employee of Region 14 ESC or Participating Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or



responsible for any failure by the Participating Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Participating Agency, or any employee of Region 14 ESC or Participating Agency under this Administration Agreement or the Master Agreement.

- With respect to any supplemental agreement entered into between a Participating Agency and Contractor pursuant to the Master Agreement, NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- This Administration Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Administrative Agreement which is not contained herein shall be valid or binding.
- Contractor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this Administration Agreement or the Master Agreement by Contractor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney’s fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Administration Agreement nor any rights or obligations hereunder shall be assignable by Contractor without prior written consent of NCPA, provided, however, that the Contractor may, without such written consent, assign this Administration Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Administration Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Administration Agreement.
- This Administration Agreement and NCPA’s rights and obligations hereunder may be assigned at NCPA’s sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA’s obligations hereunder.

Term of Agreement

This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

Fees and Reporting

The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15th) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Entity Name	Zip Code	State	PO or Job #	Sale Amount

Total _____

Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor’s annual sales



shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

Annual Sales Through Contract	Administrative Fee
0 - \$30,000,000	2%
\$30,000,001 - \$50,000,000	1.5%
\$50,000,001+	1%

Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an under reporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.

ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS

National Cooperative Purchasing Alliance
 Organization

ECS Imaging, Inc.
 Vendor Name

Matthew Mackel
 Name

Debbi Bodewin
 Name

Director, Business Development
 Title

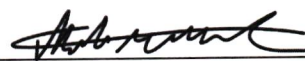
CEO/Chief Consulting Officer
 Title

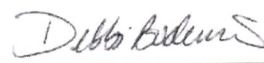
PO Box 701273
 Address

5905 Brockton Ave., Suite C
 Address

Houston, TX 77270
 Address

Riverside, CA 92506
 Address


 Signature


 Signature

December 8, 2022
 Date

 Date



Tab 3 - Vendor Questionnaire

Locations Covered

<input checked="" type="checkbox"/> All 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)			
<input type="checkbox"/> Alabama	<input type="checkbox"/> Illinois	<input type="checkbox"/> Montana	<input type="checkbox"/> Rhode Island
<input type="checkbox"/> Alaska	<input type="checkbox"/> Indiana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Arizona	<input type="checkbox"/> Iowa	<input type="checkbox"/> Nevada	<input type="checkbox"/> South Dakota
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Kansas	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Tennessee
<input type="checkbox"/> California	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Texas
<input type="checkbox"/> Colorado	<input type="checkbox"/> Michigan	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Utah
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Minnesota	<input type="checkbox"/> New York	<input type="checkbox"/> Vermont
<input type="checkbox"/> Delaware	<input type="checkbox"/> Mississippi	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Virginia
<input type="checkbox"/> D.C.	<input type="checkbox"/> Missouri	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Washington
<input type="checkbox"/> Florida	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Ohio	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Georgia	<input type="checkbox"/> Louisiana	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Hawaii	<input type="checkbox"/> Maine	<input type="checkbox"/> Oregon	<input type="checkbox"/> Wyoming
<input type="checkbox"/> Idaho	<input type="checkbox"/> Maryland	<input type="checkbox"/> Pennsylvania	

<input type="checkbox"/> All U.S. Territories and Outlying Areas (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> American Samoa	<input type="checkbox"/> Northern Mariana Island
<input type="checkbox"/> Federated States of Micronesia	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Guam	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Midway Islands	



<input type="checkbox"/> All Canada Provinces and Territories (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> Alberta	<input type="checkbox"/> Prince Edward Island
<input type="checkbox"/> British Columbia	<input type="checkbox"/> Quebec
<input type="checkbox"/> Manitoba	<input type="checkbox"/> Saskatchewan
<input type="checkbox"/> New Brunswick	<input type="checkbox"/> Northwest Territories
<input type="checkbox"/> Newfoundland and Labrador	<input type="checkbox"/> Nunavut
<input type="checkbox"/> Nova Scotia	<input type="checkbox"/> Yukon
<input type="checkbox"/> Ontario	

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to public agencies in Canada? If no or maybe, please explain.

Yes Maybe No

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to private sector customers?

Yes Maybe No

Minority and Women Business Enterprise (MWBE) and (HUB) Participation

It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

Minority/Women Business Enterprise Respondent Certifies that this firm Is a Minority / Women Business Enterprise Historically Underutilized Business Respondent Certifies that this firm is a Historically Underutilized Business

Small Business, MWBE and HUB Growth

If Proposer is a Large, National or Multinational Organization/Corporation, what programs are in place that partners or supports the growth of small and MWEB and HUB business? If yes, please describe.

N/A, we are a recognized small, MWEB or HUB organization
 No, we do not have any programs in place.
 Yes, we have programs in place.

Residency

Responding Company's principal place of business is in the city of Riverside,
 State of California.



Felony Conviction Notice

Please Check Applicable Box (If the 3rd box is checked, a detailed explanation of the names and convictions must be attached):

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony

Distribution Channel

Which best describes your company's position in the distribution channel:

- Manufacturer Direct
- Authorized Distributor
- Value-added reseller
- Certified education/government reseller
- Manufacturer marketing through reseller
- Other: _____

Processing Contact Information

Contact Person Debbi Bodewin

Title CEO/Chief Consulting Officer

Company ECS Imaging, Inc.

Address 5905 Brockton Ave., Suite C

City/State/Zip Riverside, CA 92506

Phone (951) 787-8768 xt 1109

Email Debbi@ecsimaging.com

Pricing Information

In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.

- Yes
- No

Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.

- Yes
- No



Tab 4 - Vendor Profile

Please provide the following information about your company:

- **Company's official registered name.**

ECS Imaging, Inc.

- **Brief history of your company, including the year it was established.**

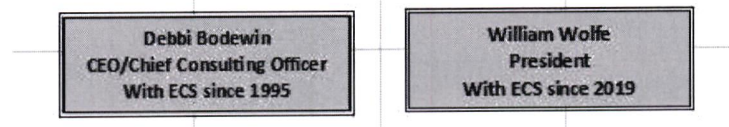
ECS Imaging has been in business for 32 years and has maintained the same mission since its inception; the customer comes first. With a strong leadership team delivering a consistent vision, ECS works to provide our customers with the highest quality service possible. Our mission of blending technology to meet business needs has been the foundation. ECS became a Laserfiche Solutions Provider in 1995 and has achieved top performance recognition consistently every year since. The company services our customers' implementations from our Headquarters in Riverside, with Team Members serving all of California.

ECS Imaging has the highest certification level possible as a Platinum Certified Laserfiche Solution Provider. We are honored with the consistent ranking as the top Solutions Provider in the western United States for 27 consecutive years and achieving status as the 3rd largest Laserfiche provider in the world since 2017. ECS was recognized as the Laserfiche Cloud Solution Provider of the Year for 2022. Our efforts are focused on helping organizations become more efficient by automating manual tasks and eliminating paper-based business processes. We specialize in providing local government innovative turn-key document management solutions with the award winning Laserfiche Enterprise Content Management Systems.

- **Company's Dun & Bradstreet (D&B) number.**

121877146

- **Company's organizational chart of those individuals that would be involved in the contract.**



Additional Implementation and Support staff may be assigned to the project based on the requirements of the entity requesting services.

- **Corporate office location.**
 - List the number of sales and services offices for states being bid in solicitation.
 - List the names of key contacts at each with title, address, phone and e-mail address.

ECS Imaging Corporate Office
5905 Brockton Ave., Suite C
Riverside, CA 92506
Debbi Bodewin - Chief Consulting Officer
(951) 787-8768 x 1109
Debbi@ecsimaging.com



- **Define your standard terms of payment.**

Net 30 unless otherwise indicated.

- **Who is your competition in the marketplace?**

Other Laserfiche VARs and other document management providers.

- **What differentiates your company from competitors?**

ECS has a large technology staff providing Project Management, Professional Consultation, installation, implementation, configuration, and support services to over 400 public and private sector customers. We offer complimentary training opportunities throughout the year including Webinars, User Groups, and an Annual Conference at no additional cost. We provide opportunities for our customers to earn free passes to the Laserfiche Empower Conference and Certified Professional Program (CPP) courses.

- **Describe how your company will market this contract if awarded.**

We have NCPA contract name listed on our homepage of our website. We consistently ask prospects if they would like to purchase using an NCPA agreement. With a new contract we will publish a news article on our website and Linked-in methods.

- **Describe how you intend to introduce NCPA to your company.**

ECS sales staff are already familiar with NCPA contracts and will inform their prospects verbally and by email about the benefits of using the cooperative agreement.

- **Describe your firm's capabilities and functionality of your on-line catalog / ordering website.**

Not applicable.

- **Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)**

Support hours are 7:30 am – 5:00 pm, Monday – Friday PST excluding major holidays. All support will be provided through ECS Imaging, Inc. directly from our office in Riverside, CA.

ECS GOLD Priority Support is an optional support plan to the basic Laserfiche Software Assurance Plan (LSAP). Where LSAP offers a response time within 24 hours, ECS GOLD Priority Support responds promptly to our client's needs and concerns. Our experienced tech team will respond within 4 hours of our client's call. Most calls are answered immediately and resolved within the same business day. Also

includes admission to our complimentary quarterly user group workshops and the ECS Annual Customer Conference.

- **Green Initiatives (if applicable)**

- As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.

ECS is focused on helping organizations eliminate the use of paper to become a truly paperless organization. This is accomplished by converting paper-based business processes to electronic processes that can be started by completing an online form and submitted electronically. The ability to send documents electronically via email will reduce the need to print and lower the amount spent on paper, ink, and postage. Digitizing paper documents stored in filing cabinets can free up valuable office space which can be repurposed for other needs. Recently we partnered and have integrated with a digital signature authority One Span to provide electronic signatures for our customers thus preventing paper involvement for signing contracts.

Additionally ECS has utilized Laserfiche internally for over 25 years to store our own documents. Staff fill out Laserfiche forms electronically, which reduces printing and paper supplies. We remove e-waste properly on an annual basis, and also have donated excess equipment.

- **Anti-Discrimination Policy (if applicable)**

- Describe your organization's anti-discrimination policy.

ECS has a no tolerance approach to discrimination in the workplace. Additionally, the company provides its employees with a convenient and reliable method for reporting incidents of alleged harassment, including sexual harassment and discrimination. Any employee who feels harassed or discriminated against should follow the complaint procedure as described in the Anti-Harassment policy.

- **Vendor Certifications (if applicable)**





CALIFORNIA STATE BOARD OF EQUALIZATION

SELLER'S PERMIT



ACCOUNT NUMBER

4/1/2010 SR EH 101-575859

ECS IMAGING, INC.
5905 BROCKTON AVE STE C
RIVERSIDE, CA 92506-1887

NOTICE TO PERMITTEE:
You are required to obey all Federal and State laws that regulate or control your business. This permit does not allow you to do otherwise.

IS HEREBY AUTHORIZED PURSUANT TO SALES AND USE TAX LAW TO ENGAGE IN THE BUSINESS OF SELLING TANGIBLE PERSONAL PROPERTY AT THE ABOVE LOCATION. THIS PERMIT IS VALID ONLY AT THE ABOVE ADDRESS.

THIS PERMIT IS VALID UNTIL REVOKED OR CANCELLED AND IS NOT TRANSFERABLE. IF YOU SELL YOUR BUSINESS OR DRIP OUT OF A PARTNERSHIP, NOTIFY US OR YOU COULD BE RESPONSIBLE FOR SALES AND USE TAXES OWED BY THE NEW OPERATOR OF THE BUSINESS.

Not valid at any other address

For general tax questions, please call our Information Center at 800-400-7115.

For information on your rights, contact the Taxpayers' Rights Advocate Office at 888-324-2798 or 916-324-2798.

BOE-442-R REV. 15 (2-06)



Company Background



ECS Imaging has been in business for 32 years and has maintained the same mission since its inception; the customer comes first. With a strong leadership team delivering a consistent vision, ECS works to provide our customers with the highest quality service possible. Our mission of blending technology to meet business needs has been the foundation. ECS became a Laserfiche Solutions Provider in 1995 and has achieved top performance recognition consistently every year since. The company services our customers' implementations from our Headquarters in Riverside, with Team Members serving all of California.

ECS Imaging has the highest certification level possible as a **Platinum Certified Laserfiche Solution Provider**. We are honored with the consistent ranking as the top Solutions Provider in the western United States for 27 consecutive years and achieving status as the 3rd largest Laserfiche provider in the world since 2017. ECS was recognized as the **Laserfiche Cloud Solution Provider of the Year for 2022**. Our efforts are focused on helping organizations become more efficient by automating manual tasks and eliminating paper-based business processes. We specialize in providing local government innovative turn-key document management solutions with the award winning **Laserfiche Enterprise Content Management Systems**.

ECS Imaging is a full-service document management solutions provider offering a full range of turn-key services including:

- Laserfiche Software Installation and Consulting
- Project Management
- Systems Integration
- Cloud Migration Services
- Business Process Automations and Consulting Services
- Data Conversion Services
- Digital Signature Solutions
- On-going Support of Software and Hardware
- Remote and On-Site Training and On-going Support
- Out-of-the-box Integrations and Custom Integrations with 3rd Party Applications
- Custom Documentation
- Scanning Services (including Large Maps, Microfilm, Microfiche conversion)
- Complimentary Quarterly User Group Workshops with Training
- Complimentary Annual Training Conferences (20 Years)
- Complimentary Monthly Training Webinars

Our goal is to help organizations of all sizes improve business operations and increase productivity. We can help your organization: Eliminate Paper Based Processes, Automate Data and Information Collection, Secure Information from Unauthorized Use, Simplify and Secure the Management of Business Records, Meet Regulatory Compliance Needs, and more.



Experience and Capabilities

With the largest technology staff of any Laserfiche Solution Provider in the Western US, we have the expertise, experience, and proficiency to successfully install and support any size Laserfiche system for any type of business. We have implemented systems for individual departments, multiple departments, multiple locations, Enterprise wide and Nationwide. We are a local government specialist with over 150 City and 20 County Laserfiche implementations. We understand the industry compliance requirements for government and document management in general. Our targeted focus provides expert consultative knowledge shared with our entire customer base. Additionally, ECS provides a personal touch with a dedicated implementation, project management and customer success team assigned to your projects.

All ECS Executive, Sales and Technical staff attend training sessions on an annual basis. Staying up-to-date and informed on the latest features and enhancements within Laserfiche and the Document Management Industry providing our clients with the best consulting and support services available. As a **Platinum Certified Laserfiche Solutions Provider**, all ECS Technicians are Laserfiche certified and currently hold over 200 Laserfiche Certifications collectively.



ECS has earned Winner's Circle status annually for over 20 years. **Laserfiche Winner's Circle** is an exclusive annual recognition for only the top Laserfiche Solution Providers that demonstrate outstanding sales, performance, best practices and a commitment to exceptional customer

service. Recently, ECS received the 2022 Transformation Award, and Laserfiche Cloud Solution Provider of the Year for 2022.



Laserfiche Workflow is a built-in, robust, activity-based business process automation tool that will simplify, organize, and expedite the way you do business. ECS regularly provides services to design and implement business process automation solutions for our customers. Automated processes include but are not limited to:

- Automated Taxonomy for Document Filing and Processing (Naming conventions, Auto-Filing, OCR Processing, Auto-indexing and more)
- Routing Content for Review, Delegation and Approval
- Collaboration with Multiple reviewers and levels
- Routing in sequential, parallel, conditional, and ad hoc methods
- Database Lookups (Prepopulate Index Fields and Data Validation)
- Customizable E-Mail Notifications and Reporting
- Auto-fill PDF's and Word Documents
- Calculations of missing records and retention management
- Integration using ODBC lookups, C#, VB Scripts, MS Exchange, and Custom
- Reporting to evaluate insights, monitoring, productivity, and analysis of the business processes
- Pre-built Out of Box Workflows

Laserfiche Forms is a built-in, web-based tool allowing you to replace paper forms with easy-to-design web forms that can be embedded on intranets, public websites and from within the Laserfiche Web Client. ECS has broad experience in building and implementing hundreds of Forms and Forms processes. Following is a broad range of examples:



- Human Resources Forms
 - Time-Off Requests Form
 - Travel and Expense Requests Form
 - New Employee Onboarding and New Hire requests
 - Personnel Action Form
 - Employment Application Form: City of Hesperia:
<https://permits.cityofhesperia.us/Forms/HR-EmploymentApplication>
- Public Records Request Form
 - City of Azusa: <https://publicdocs.ci.azusa.ca.us/Forms/prs>
 - City of Diamond Bar: <https://edocs.diamondbarca.gov/Forms/PRR>
 - City of Lancaster: <http://prc.cityoflancafterca.org/Forms/prr>
- Election Nomination Form
- Purchasing Departmental Forms
 - Contract Submittal Form
 - Vendor Information Form
- COVID-19 related forms and processes
- Universal Funding Request Form, Grant Forms and many more

Laserfiche Solution Marketplace - Leverage solutions designed by Laserfiche that are built using process automation best practices. <https://marketplace.laserfiche.com/#/home>

ECS Imaging Laserfiche WebLink Clients - See how some of our clients are taking advantage of Laserfiche's WebLink Public Portal - <https://ecsimaging.com/documents-on-demand/>

System Integration - Laserfiche provides the ability to easily send and pull data information from itself to other business applications in the organization. The ECS team of professionals has executed successful integrations between Laserfiche and 3rd party applications using multiple tools provided including the SDK toolkit, Out of Box Connector wizard, Workflow, Forms and out of box URL links. Common Integrations including but not limited to:

- *Financial Systems:* Tyler-InCode Technologies, Munis Financial, JD Edwards, Eden Financial, Springbook, QSS, Peoplesoft Financials, SAP
- *ERP/CRM Systems:* Peoplesoft, NeoGov, Datatel, Microsoft Navision & Dynamics, Linux-Based, Green-screen, Banner, Salesforce, Redtail
- *Permit Systems:* Sungard Permits, H.T.E., Accela, Eden, **Tyler-Energov***
- *GIS Systems:* ESRI, AutoDesk, Geo Docs
- *Law and Justice:* ISD Court Case Management, HITS (Hawaii Island Tracking System), ECS Custom Upload to District Attorney, Mugshot and Sixpack Applications, Criminal Justice Information Systems (CJIS)
- *Other Applications:* Microsoft Office & SharePoint, PlanetPress Transactional Documents, Psigen capture, DocuSign Digital Signatures, Granicus, eScribe
- *Cloud Hosted:* Amazon Cloud, Azure and private
- *And hundreds more with Laserfiche Connector*

*** Tyler EnerGov Integration by ECS Imaging**



In 2015, ECS Imaging developed a custom integration with the Tyler EnerGov permit system. The Integration offers organizations the ability to centralize long term and archival storage of EnerGov documents and files in Laserfiche. The integration automates the process for sending documents to Laserfiche in an intelligent way – through dynamic routing – that stores incoming documents and metadata into an easy to browse folder structure in Laserfiche. The seamless integration provides users the ability to easily retrieve documents directly from Energov while being stored in Laserfiche. The Integration works with both the Tyler Energov On-premises and Cloud Versions.

Data Conversion / Migration - ECS has performed many data migrations and has the tools and expertise to ensure a smooth transition. We will design a data migration strategy that maximizes the speed of your migration while balancing the need to eliminate downtime. Conversions include documents and associated data such as file names, index values, and annotations. Conversion list. The following provides a list of over 30 different systems converted by ECS to Laserfiche:

- | | | |
|------------------|--------------------------|-------------------------|
| 1. Questys | 12. Papervision | 23. Exigen – Visiflow |
| 2. FileNet | 13. Alchemy | 24. Fortis/File Magic |
| 3. LibertyNet | 14. Microsoft Access | 25. Alfresco |
| 4. AX/OTG/Legato | 15. OpenText | 26. Stellant |
| 5. Sire | 16. Minolta | 27. ATPAC |
| 6. OnBase | 17. Sytech | 28. DocStar |
| 7. ImageNow | 18. Content Verse | 29. Excalibur on VAX |
| 8. DISC Image | 19. DAZEL | 30. IBM Content Manager |
| 9. Image X | 20. ImageFlow MuniMetrix | 31. Versatile |
| 10. Documentum | 21. HP Trim/Rim | 32. Sytech 1DocStop |
| 11. SharePoint | 22. Infoworks | 33. Presynct |

Technical Experience and Certifications

Certifications:

- MBA
- PMP
- Comptia A+
- Comptia Network+
- AIIM Capture Practitioner
- Laserfiche Platinum

Programming Languages:

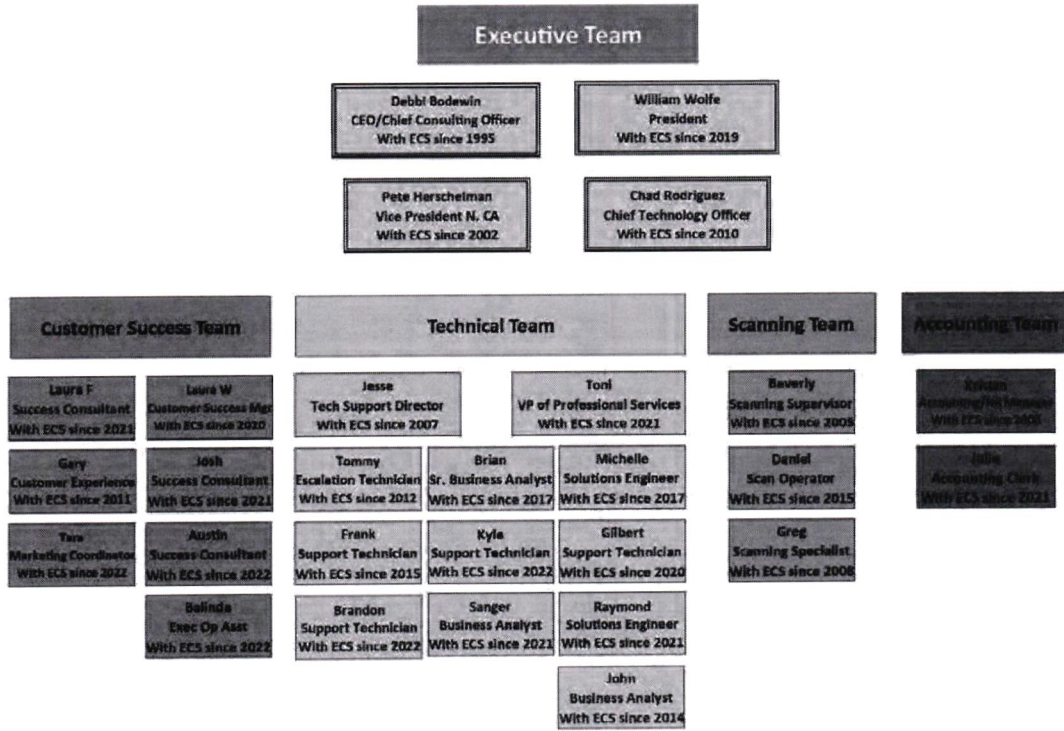
- C++
- C#
- Java Script
- HTML/HTML5
- VB.NET
- Visual Basic
- SQL

How the ECS Team is here for you:

<p>Executive Team</p> <ul style="list-style-type: none"> ✓ Key Stake Holders ✓ Ensuring (ARO) Accountability, Responsibility, Ownership ✓ Leadership 	<p>Customer Success Team</p> <ul style="list-style-type: none"> ✓ Main Point of Contact /Feedback ✓ User Experience and Success ✓ Coordination of Services ✓ Product Consulting
<p>Project Management Team</p> <ul style="list-style-type: none"> ✓ Projects for Business Process Improvements ✓ Automated Workflows & Forms Processes ✓ Laserfiche Integrations ✓ Training on Laserfiche solutions 	<p>Technical Support team</p> <ul style="list-style-type: none"> ✓ Technical Support ✓ Updates and Upgrades ✓ Server and Cloud Migrations ✓ Training on products

Organizational Chart

ECS IMAGING, INC. ORGANIZATIONAL CHART October 2022





Tab 5 Products and Services

Laserfiche Product Descriptions

Laserfiche offers four distinct licensing options:

- Laserfiche Self-Hosted Subscription (Self-hosted SaaS)
- Laserfiche Cloud Hosted on AWS (SaaS)
- Laserfiche Avante – Small to Medium Size Business and Departmental Deployments (Self-hosted)
- Laserfiche Rio – Enterprise-wide Deployments (Self-hosted)

Laserfiche Self-Hosted Subscription

Laserfiche subscription licensing allows organizations to access the entire Laserfiche product suite at a cost-effective price point. It is accessible, convenient, and scalable for all organizations – from the smallest business to the largest enterprise.

Self-Hosted Subscription Features	Starter	Professional	Business
Packages start at	\$540 for 1 user	\$7,000 for 10 Users	\$20,000 for 25 Users
Document Management	✓	✓	✓
Import Agent with Email Archiving	✓	✓	✓
Audit Trail	Starter	Starter +	Advanced with Watermarks
Full SQL Support	-	✓	✓
Repositories / Content Servers	1 / 1	15 / Unlimited	15 / Unlimited
Workflow	-	✓	✓
Forms	-	✓	✓
Connector	-	✓	✓
Records Management	-	+	✓
Enterprise Identity Management	-	-	✓

Self-Hosted Subscription Add-ons	Starter	Professional	Business
SDK	-	+	✓
Quick Fields Complete with Agent	+	10 +	10 +
Weblink Public Portal	+	+	Unlimited
Forms Portal	-	+	3 +
Sandbox	+	+	3 +
Participant Users	-	+	+
Community Users	-	+	+
ScanConnect	+	+	+

Self-Hosted Subscription Integrations	Starter	Professional	Business
Microsoft 365 Integration	✓	✓	✓
Integration with SharePoint	✓	✓	✓
Federated Search	-	✓	✓
Integration with DocuSign	+	+	+



Integration with LaserApp	+	+	+
Laserfiche for Ricoh MFD	+	+	+
Certified Integration with SAP ArchiveLink	+	+	+

- Not Available, + Optional Add-on, ✓ Included

Laserfiche Self-Hosted Subscription Features

Document Management – Allows you to work with documents in your repository. There are a variety of ways to work with documents and folders in your repository. You can open documents and view their contents, organize entries into a logical folder structure, make changes to document contents, check out a document to make changes to it over time, and save your changes. You can also add metadata and annotations to documents and launch business processes from relevant documents.

You can work with documents in the Folder Browser and Document Viewer. (Since folders and shortcuts cannot be opened in the Document Viewer, they are always worked with in the Folder Browser.) In general, actions that apply to the entire document (such as moving it from one folder to another or renaming it) are performed in the Folder Browser, and actions that apply to part of a document (such as rearranging pages or adding annotations) are performed in the Document Viewer. However, many tasks can be performed from either.

Full User License: Unlimited Laserfiche Servers and Repositories, Workflow, Forms Professional, Advanced Audit Trail with Watermark Feature, Digital Signatures, Snapshot, Records Management Edition, Connector, Quick Fields Complete and Quick Fields Agent, Import Agent, and Integration with Microsoft Office.

Subscription License – These licenses are administered through Laserfiche Directory Server:

- **Participant User** - Provides read-only repository access and the ability to participate in forms processes. For individuals employed by the Licensee.
- **Community User** – These licenses are for users outside your organization. These users have read-only repository access and the ability to participate in forms processes.
- **Education User** – These licenses are users associated with an accredited educational institution. Possible users include employees, students, alumni, and parents or guardians of students. They will have read-only repository access and the ability to participate in forms processes.

Laserfiche Import Agent - Import Agent can automatically retrieve files stored in a Windows folder and import them into a Laserfiche repository allowing numerous image capture devices (multi-function copier/scanners, network fax server, etc.) to work with Laserfiche. Automatically assign user-defined document templates, auto-populate index fields and create unique document names. You can also schedule Import Agent to import documents during off-peak hours.

Laserfiche Starter Audit Trail – Auditing enables tracking activities performed in a Laserfiche repository. Information is tracked and efficiently stored in log files that are processed for use in reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance with legal regulations, but also contributes to the security of the Laserfiche repository.

Laserfiche Audit Trail Reporting is a Web application that enables you to view, filter, and export audit data stored in binary log files. You can create reports to analyze audit data, view the information as a



chart, filter it to include only the information relevant to you, and export the data for use in spreadsheet programs such as Microsoft Excel. You can also save reports for future use.

Laserfiche Workflow - Workflow is a powerful business process automation tool that improves productivity, provides rule-based routing, email notifications, activity monitoring and built-in reporting.

Laserfiche Forms - Forms offers features including mapping out processes, designing forms, and basic reporting capabilities.

- Build Forms and business processes
- View an operational dashboard to view information quickly and easily on a process
- View reports on process instances, tasks, and processed data
- Organize and route tasks to other users
- Direct approval through email

Provides full access to all functionality within Forms for all the named users. Build web forms in minutes. Laserfiche Forms allows you to create electronic fillable forms easily and quickly with simple drag and drop that can be published on intranets or public websites with no coding or scripting required. Capture information and process it quickly to ensure information is accessible to authorized employees throughout your organization. Laserfiche Forms Professional provides: Database lookups, Performance Dashboard, Enhanced Reporting including charts and graphs, Payment Gateway, and Geotagging.

Laserfiche Connector - Integrate Laserfiche with third party software applications in minutes without programming. Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as CRM and ERP systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons.

Laserfiche Records Management - Laserfiche Records Management simplifies the life cycle management of business records and supports the automatic enforcement of consistent, organization-wide records policies and reduces the cost of regulatory compliance. Records Management is DoD 5012.2 compliant

Enterprise Identity Management - Expands out Laserfiche Directory Server capabilities, focusing on making it easier for large organizations to manage users at scale. This will include on-demand licensing to onboard SAML and AD users automatically as they log in to Laserfiche for the first time, as well as a self-service portal where users can upgrade their license type

Laserfiche Self-Hosted Subscription Add-ons

Laserfiche Advanced Audit Trail with Watermarks – Audit Trail enables you to track all activities performed in a Laserfiche repository. Track all actions in the system from Log-in to Log-off. The tracked information is stored in log files that Audit Trail uses to generate reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance with legal regulations, but also contributes to the security of the Laserfiche repository.

Laserfiche Toolkit (SDK) - The SDK (Software Development Kit) allows your organization to more effectively put content to use by integrating Laserfiche with third party applications. Custom solutions can be created using any language with COM support, which means Web sites, scripts, Windows



applications, or anything else compatible with COM libraries, including all .NET languages, can easily communicate with the Laserfiche Server. The SDK comes with detailed documentation that includes tutorials and sample source code in C# and Visual Basic .NET.

Laserfiche Quick Fields Complete- Quick Fields is a highly customizable data capture solution that automatically captures your critical information from paper, electronic documents, and databases then organizes it for fast retrieval. By automatically capturing the data you need, Quick Fields can reduce or eliminate the need for manual data entry, which is labor-intensive and error prone. Quick Fields Complete includes:

- Document Classification
- Forms Processing
- Bates Numbering
- Zone OCR
- Real-Time Lookup
- Pattern Matching
- Bar Code Plug-In

Laserfiche Quick Fields Agent (*Included with Quick Fields Complete*) - Quick Fields Agent allows you to schedule Quick Fields sessions and have them run unattended. By scheduling when document processing occurs, your organization can use network resources at non-peak hours. Quick Fields Agent keeps track of all scheduled sessions and reports on the results of schedules that have run.

Laserfiche Weblink Public Portal - Weblink is a user-friendly public portal site for providing customizable external access to Laserfiche documents in read-only format. The Laserfiche Weblink Designer allows you to customize the look and feel of pages, configure navigation elements, and add links to custom searches or folders.

Laserfiche Forms Portal - Extends the functionality of your Laserfiche Forms application to publicly available forms that can be completed and submitted online anonymously, meaning users do not need to login in order to complete and submit a form.

Laserfiche Sandbox - Test solutions and experiment with new innovations using sandbox environments. A sandbox environment includes 10 users, Laserfiche Directory Server and any additional add-ons purchased, such as portals.

Laserfiche Participants User Licenses (Approver): Users can submit forms, start processes, approve forms, and complete user tasks, users can login with the email address assigned to the license. Users also have Read only access in the Repository and can participate in forms from the Repository.

Laserfiche Community User Licenses: function as Authenticated participant license and provides read-only access to Laserfiche repository.

Laserfiche ScanConnect - ScanConnect enables you to use ISIS scanning drivers. A collection of ISIS drivers is included with ScanConnect, enabling you to scan using supported scanners. A list of supported scanners can be found on the Laserfiche Support Site. If your scanner is not listed, you can manually install any ISIS drivers your scanner's manufacturer has provided.

Laserfiche Self-Hosted Subscription Integrations

Microsoft 365 Integration - Office Integration is a Laserfiche component that allows users to take advantage of Laserfiche features when working with Microsoft Word documents, Excel spreadsheets,



PowerPoint presentations, and Outlook messages in their native Microsoft Office applications. With Office Integration, you can quickly save files to Laserfiche directly from Office applications, update Office documents already in your repository.

SharePoint Integration - With the Laserfiche and SharePoint Integration components included with Laserfiche Web Access, documents can be easily accessed from Microsoft® SharePoint®. List any part of your Laserfiche repository on a SharePoint page. Scan directly to a Laserfiche folder, right from your SharePoint site. Retrieve Laserfiche documents or folders using the SharePoint search box.

Laserfiche Federated Search - Laserfiche Federated Search is a web application that allows you to perform searches across multiple repositories at the same time. Administrators can configure Federated Search to search across any or all the repositories at their site, including repositories that are not hosted on the same Laserfiche Server. This allows users who work in multiple repositories, or who are not sure which repository stores a particular piece of information, to quickly find documents in any repository.

Integration with DocuSign - Send Documents from the Laserfiche repository via DocuSign to complete e-signatures.

Integration with Laser App – Import filled out LaserApp forms into the Laserfiche repository and set Laserfiche metadata field values based on LaserApp data.

Laserfiche for Ricoh MFD - The Certified Laserfiche for Ricoh MFD is an embedded MFD solution that allows authorized users to scan to print from, search and browse Laserfiche directly from Ricoh MFDs. It leverages these smart devices to provide a convenient way to communicate with your Laserfiche Server from a Ricoh MFD Android interface.

Certified Integration with SAP ArchiveLink - Configure a Laserfiche repository as a content repository in SAP, where you can directly archive SAP content in Laserfiche as well as search, retrieve, update, and delete content.

Laserfiche Packaged Site Licenses

Municipality Site License - The prepackaged small municipal site license is sold by the population. Cities with less than 15,000 population include 100 users with all capabilities available with the Business tier. Cities with a population of more than 15,000 population include 150 users with all the capabilities with the Business tier. All prepackaged Cloud site licenses include 10 TB of storage. There is no multi-year contract and no annual increases for the municipal market. Additional Full, Participant, and Community users can be added

Small College Site License - The prepackaged site license includes 100 users with all capabilities available with the Business tier and 10TB of storage. It is sold as a 3-year contract with annual 3% increases. Cloud site licenses also include the Ellucian Ethos integration. Additional Full, Participant, and Community users can be added through special order.

Laserfiche Hybrid Cloud Services



Direct Share - enables organizations to share content securely with people outside the organization with password-protected links that can be tracked and audited in Laserfiche. Laserfiche direct share lets you share content from the Laserfiche repository with external users through the web client or mobile app. When you send documents through direct share, the recipient will receive a unique and anonymous URL they can use to access the files for a limited period. You can add a password and specify the number of days until the URL expires. The sender will receive notifications when the content is viewed, and they or a repository administrator can see the status of who shared it, with whom, and when it was accessed.

Smart Invoice Capture - a pre-configured profile that uses machine learning to automatically capture data on any invoice, specifically the invoice date, invoice number, purchase order number, and total amount due. Like custom capture profiles, the Run Capture Profile Workflow activity runs this smart profile and outputs tokens for the captured data to be used later in the workflow. This activity can also retrieve information from a vendor lookup table to automatically retrieve vendor information from invoices.

Laserfiche Workflow Bots - uses robotic process automation technology to let you easily configure software bots to automate repetitive, routine work between multiple systems. These bots work directly across application user interfaces, mimicking the actions a person would perform, including signing in and out of applications, copying and pasting data, and filling out forms. By automating these time-consuming, uninteresting tasks, users have more time to focus on more important matters.

CRM Integrations - Push and pull information without coding between *Salesforce*, *Redtail* or *Microsoft Dynamics 365* and Laserfiche to better maintain data accuracy and consistency for sales and marketing processes.

Ellucian Banner Integration through Ethos - Seamlessly exchange student personal information and course information between Laserfiche and Banner SIS to support use cases such as student registrar forms processing, student information update requests and changing majors/minors.

Digital Signature Solution Option

OneSpan Digital Signatures - OneSpan Sign for Laserfiche includes integrations into both the Web Client and Workflow applications within the Laserfiche Platform. Within the Web Client, OneSpan Sign is fully embedded, enabling you to prepare, manage, and send documents directly from Laserfiche. Within the Workflow application, using the OneSpan Sign workflow activities, you can add OneSpan Sign electronic signature capabilities within new and existing workflow processes. With both integrations, e-signed documents and the audit trail are automatically saved back to Laserfiche after the signature process is complete.



Laserfiche Cloud

Laserfiche Cloud is a Software as a Service (SaaS) solution that provides a central digital repository accessible from anywhere. Deploy document management solutions via SaaS to get up and running quickly, reduce startup, infrastructure, and IT administration costs, manage and control files seamlessly across your organization, regardless of where and how they are accessed, and maintain compliance with robust security and auditing features. It enables organizations to securely manage and share documents, emails, and other content as they flow through organizational processes.

- Provides recognized, industry-leading security with Amazon Web Services (AWS), file encryption.
- Granular access controls to manage security rights from a user-friendly administrative console.

Cloud Features	Starter	Professional	Business
Packages start at	\$600 for 1 User	\$4,150 for 5 Users	\$23,750 for 25 Users
100 GB storage per user	✓	✓	✓
Document Management	✓	✓	✓
Audit Trail	Starter	Starter +	Advanced w/ Watermark
Direct Share	✓	✓	✓
Data Encryption at Rest	✓	✓	✓
Auto-scaling of Computing and Storage Resources	✓	✓	✓
Automated and Encrypted Backups	✓	✓	✓
Intrusion Detection	✓	✓	✓
Automated Feature and Security Updates	✓	✓	✓
Automated Text Extraction	✓	✓	✓
Import Agent w/ Email Archiving	✓	✓	✓
Process Automation	-	✓	✓
Connector	-	✓	✓
Surveys	-	✓	✓
Records Management	-	+	✓

Cloud Add-ons	Starter	Professional	Business
Laserfiche Web APIs additional calls/month	-	50,000 call/month(+)	100,000 calls/month(+)
SDK (Software Development Kit)	-	+	✓
Quick Fields Complete with Agent	+	10+	10+
Workflow Bots for Process Automation	-	1+	1+
Public Portal	-	+	Unlimited +
Forms Portal	-	+	Unlimited +
Participant Users	-	+	+
Community Users	-	+	+
Smart Invoice Capture	-	+	+
Vault	+	+	+
Additional Storage	+	+	+
ScanConnect	+	+	+

Cloud Integrations	Starter	Professional	Business
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Microsoft 365 Integration with Simultaneous Editing	✓	✓	✓
Integration with SharePoint	✓	✓	✓
Integration with MS Teams	✓	✓	✓
Integration with Salesforce CRM	-	✓	✓
Integration with Microsoft Dynamics 365 CRM	-	✓	✓
Integration with Redtail CRM	-	✓	✓
Integration with DocuSign	+	+	✓
Integration with Ellucian Ethos	-	+	+
Certified Integration with SAP ArchiveLink	+	+	+
Integration with LaserApp	+	+	+
Laserfiche for Ricoh MFD	+	+	+

- Not Available, + Optional Add-on, ✓ Included

Laserfiche Cloud is enterprise content management with built-in business process management tools in a secure and scalable Software-as-a-Service (SaaS) subscription. It enables organizations to securely manage and share documents, videos, photos, and other content as they flow through organizational processes. Laserfiche offers key components that help meet compliance requirements, maintain security, enable mobility, and integrate with third-party applications and more.

Cloud Hosted Solution - ECS Imaging, Inc. partners with Amazon to host Laserfiche in Amazon's EC2 environment. Data transfer and storage rates are effectively unlimited. We would recommend at minimum two instances for a production and test/development environment. Server architecture like on-site solution would be developed in Amazon's cloud. ECS Imaging, Inc. and its partners would manage backups, system maintenance, and updates. Amazon provides an uptime commitment for EC2 of 11 9's which is typically more than sufficient. All data stored in the cloud would be encrypted at rest and in transit.

Hybrid Solution - All the components can be stored on-site or off-site. Any combination of capture, storage, or application servers can be stored in different locations. The use of onsite capture and remote application hosting is common and is only limited by the bandwidth and latency between the various servers and clients. The use of on-site storage, coupled with off-site application hosting can be more challenging as latency and bandwidth limitations between both can cause performance to suffer.

Laserfiche Cloud Security

Security, Compliance and Disaster Recovery - Streamline operations without compromising system security using a robust platform of user-level, content-level, and system-level security features. Reliable and secure infrastructure built on AWS provides the highest levels of availability and uptime. Industry-standard encryption including AES-256, IPsec and TLS are used to secure at-rest content and in-transit communication between virtual machines and services.

Enforce organizational security policies with advanced password complexity tools such as multi-factor authentication, character set / length requirements, password expirations and lockouts following failed subsequent sign-in attempts. Ensure business continuity through built-in platform disaster recovery



including frequent 6-hour interval redundant back-ups and high service standards for recovery point and recovery time objectives. AWS complies with many certifications and standards including:

- ✓ SOC1/SSAE16/ISAE3402 (formerly SAS70), SOC 2, SOC 3
- ✓ FISMA
- ✓ PCI DSS Level 1
- ✓ ISO 9001, ISO 27001, ISO 27017, ISO 27018

Laserfiche Cloud is hosted in multiple regions. Regions consist of multiple availability zones that are comprised of multiple data centers. These data centers are housed in separate facilities with redundant power, networking, and connectivity.

<https://aws.amazon.com/security/>
<https://www.laserfiche.com/products/trust/>
<https://www.laserfiche.com/products/trust/security/>
<https://www.laserfiche.com/products/trust/privacy/>
<https://aws.amazon.com/partners/success/laserfiche/>

Encryption

- **At Rest:** Laserfiche uses AES-256 encryption to encrypt data at rest, including disk storage, backup snapshot, and log and configuration files.
- **In Transit:** To protect security of data in transit, all connections over the Internet to Laserfiche Cloud must use a connection encrypted using HTTPS over TLS 1.2+. Requests over unencrypted HTTP will be automatically redirected to the equivalent HTTPS endpoint.

Laserfiche Cloud is backed up four times a day, starting at 9 a.m. UTC and every 6 hours thereafter. Laserfiche Cloud automatically generates database and file backups and turns them into encrypted files stored through AWS' Simple Storage Services (S3). Laserfiche Cloud utilizes Amazon's Elastic Block Store (EBS) to backup data by taking point-in-time snapshots of volumes. With Amazon EBS, Laserfiche can create backups of any EBS volume and write a copy of the data in the volume to Amazon S3, where it is stored redundantly in multiple availability zones. Laserfiche Cloud uses the US West (Oregon) Region to host customer data. Within this region, there are three availability zones each of which consist of at least one data center housed in separate facilities with redundant power, networking, and connectivity.

Tenant Isolation - Tenant isolation means that all customer data is contained within a logically separated part of the system, even though such data shares the same IT infrastructure. This means that the actions of one customer (or tenant) can't affect another customer, and that there is no crossover of data between customers. In Laserfiche Cloud, all customer data is further protected by using a Virtual Private Cloud, or VPC.

Network - Firewalls analyze the data and packets routed to Laserfiche Cloud. Every quarter, Laserfiche performs an external vulnerability scan of the firewalls, as well as a configuration assessment. Access logs and system event logs, which do not contain regulated data such as user-created metadata or files, are stored and secured on a central log server and retained for one year.



Application - When planning security-critical components, Laserfiche uses threat modeling to drive the design of secure systems. All modules and services hosted on Laserfiche Cloud use Failure Mode and Effects Analysis to assess threats.

Note that in addition to protecting this global infrastructure, AWS is responsible for the security configuration of its products that are considered managed services. Examples of these types of services include Amazon DynamoDB, Amazon RDS, Amazon Redshift, Amazon Elastic MapReduce, Amazon WorkSpaces, and several other services. These services provide the scalability and flexibility of cloud-based resources with the additional benefit of being managed. For these services, AWS will handle basic security tasks like guest operating system (OS) and database patching, firewall configuration, and disaster recovery. For most of these managed services, all you have to do is configure logical access controls for the resources and protect your account credentials. A few of them may require additional tasks, such as setting up database user accounts, but overall, the security configuration work is performed by the service. <https://www.laserfiche.com/products/trust/>

Laserfiche Cloud Licensing Tiers

Laserfiche Cloud Starter: Direct Share, Data Encryption at Rest, Auto-scaling, Automated & Encrypted Backups, Intrusion Detection, Automated Feature & Security Updates, Automated Text Extraction, Import Agent with Email and Starter Audit Trail.

Laserfiche Cloud Professional: Direct Share, Data Encryption at Rest, Auto-scaling, Automated & Encrypted Backups, Intrusion Detection, Automated Feature & Security Updates, Automated Text Extraction, Import Agent with Email, Starter Audit Trail+, Process Automation, Connector, Surveys, 1 Workflow Bot, 10 Quick Fields Complete w/Agent, MS Office & SharePoint Integration, CRM Integrations for MS Dynamics 365, Salesforce & Redtail. 50,000 RESTful web API calls/month once available.

Laserfiche Cloud Business: Direct Share, Data Encryption at Rest, Auto-scaling, Automated & Encrypted Backups, Intrusion Detection, Automated Feature & Security Updates, Automated Text Extraction, Import Agent with Email, Advanced Audit Trail, Process Automation, Connector, Surveys, 1 Workflow Bot, 10 Quick Fields Complete w/Agent, MS Office & SharePoint Integration, CRM Integrations for MS Dynamics 365, Salesforce & Redtail. SDK, Unlimited+ Public & Forms Portals. DocuSign Integration and Records Mgmt. 100,000 RESTful web API calls/month once available.



Laserfiche Home Documents Tasks Reports Submit Forms Adam Lee

My Tasks This Week
 0 New 0 Unassigned 7 Completed

4 My Active Tasks

Name	Date Assigned	Details
Records Mailed by Clerk	12/3/2019	Record Reque...
Redaction Check by Clerk	12/3/2019	Record Reque...
Retrieve Records	9/17/2019	New Contract...
Travel Request Review	7/3/2019	Travel and Ex...

3 Open Team Tasks

7 Starred Documents

Name	Date Modified
Facility Reservation Form	11/27/2019
Laserfiche 101	11/11/2019
Building Permit Application - BP...	4/16/2018
Account Opening Datasheet	4/2/2017
Investment/News Advisor Study R...	3/29/2017

Document Searches
 Search repository

Saved Searches
 Accounting Docu... Department Budg... Policies

Forms
 Building Maintenance Request
 New Contract Request
 Public Records Request
 Registration
 Travel and Expense Request
 Travel Out of Office Notification
 UE Release SGP
 Video Publishing Workflow

My High-Priority Tasks

Name	Date Assigned	Details
Travel Request Review	7/3/2019	Travel and Ex...

Recent Documents

Name	Date Modified
Scanned Registrations	11/11/2019
How Digital Document Managem...	7/10/2019
Account Opening Datasheet	4/2/2017

Laserfiche Cloud Dashboard

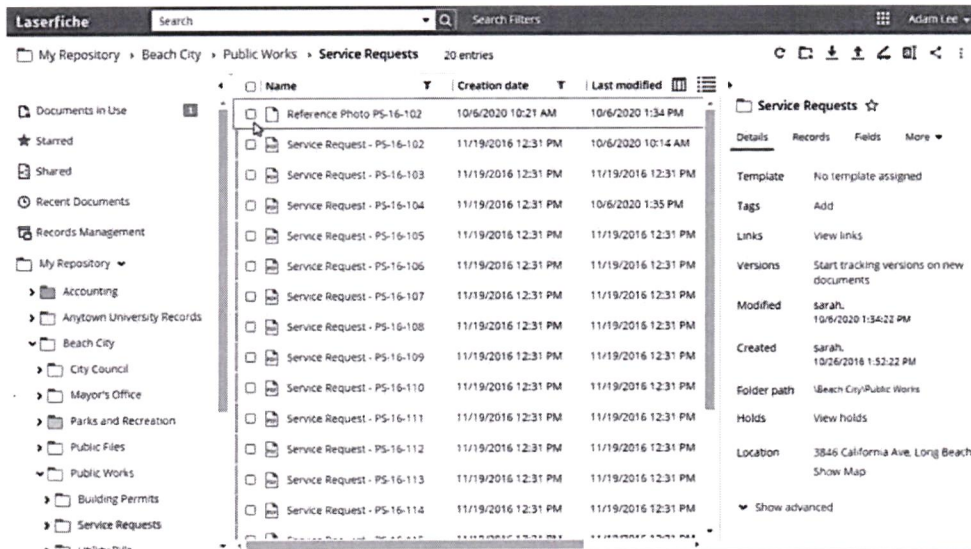
100 GB Storage/User – Each user starts with 100GB of Cloud storage. Additional storage can be purchased at any time.

Just-in-Time User Provisioning – You can now simplify user licensing by allowing new users to automatically be created and assigned licenses upon first sign in.

User Permissions Group Mapping – Streamline user administration by mapping SAML identity provider groups or Windows groups with groups defined in Laserfiche.

Document Management - Allows you to work with documents in your repository. There are a variety of ways to work with documents and folders in your repository. You can open documents and view their contents, organize entries into a logical folder structure, make changes to document contents, check out a document to make changes to it over time, and save your changes. You can also add metadata and annotations to documents and launch business processes from relevant documents.

You can work with documents in the Folder Browser and Document Viewer. (Since folders and shortcuts cannot be opened in the Document Viewer, they are always worked with in the Folder Browser.) In general, actions that apply to the entire document (such as moving it from one folder to another or renaming it) are performed in the Folder Browser, and actions that apply to part of a document (such as rearranging pages or adding annotations) are performed in the Document Viewer. However, many tasks can be performed from either.



The screenshot shows the Laserfiche interface with the following data in the document list:

Name	Creation date	Last modified
Reference Photo PS-16-102	10/6/2020 10:21 AM	10/6/2020 1:34 PM
Service Request - PS-16-102	11/19/2016 12:31 PM	10/6/2020 10:14 AM
Service Request - PS-16-103	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-104	11/19/2016 12:31 PM	10/6/2020 1:35 PM
Service Request - PS-16-105	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-106	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-107	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-108	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-109	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-110	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-111	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-112	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-113	11/19/2016 12:31 PM	11/19/2016 12:31 PM
Service Request - PS-16-114	11/19/2016 12:31 PM	11/19/2016 12:31 PM

Laserfiche Repository

Laserfiche Scanning - Laserfiche Scanning allows you to use a scanner to capture paper documents and store them in Laserfiche. While scanning, you can perform image enhancements such as rotating or deskewing a page, generate text from the scanned documents, and store additional information about the documents along with them. In addition to using scanned images to create new documents, you can also scan additional pages into existing documents.

Importing Files - You can also use Laserfiche Scanning to import images already on your computer. For instance, if you have already scanned documents and saved them on your computer, you can use Scanning to perform image processing and store them in your repository.

You can also create documents by importing electronic files from your computer or network drive. There are several ways to import files to Laserfiche. You can import images or documents from your computer, save files directly from Microsoft Office while you're working with them, import emails directly from Microsoft Outlook, or import a briefcase (a collection of documents, including their metadata, that were previously exported from Laserfiche).

Laserfiche Snapshot - Laserfiche Snapshot is a virtual printer that allows you to "print" electronic documents into your repository as image pages. In effect, Laserfiche Snapshot works as though you had printed the document and then scanned it back into Laserfiche but allows you to skip the step of making a physical printed copy. This allows you to create documents with pages that you can review and annotate within Laserfiche.

Document Search - Laserfiche search is a powerful way of quickly locating documents in your repository based on whatever information you have. For example, you can search by full or partial entry names, tag, field data, text, or annotation text. Most search filters can be customized with wildcards or advanced search operators.

After performing a search, a list of documents and/or folders that match the search criteria will be displayed. You can work with and open documents directly from search results. In addition, the results



of the most recent search will be kept in search results, and you can return to them at any time by clicking Search Results in the lower left corner of the Folder Browser.

- **Search Filters** - The search filter pane allows you to perform more powerful searches with a wider range of search types, including custom search filters. You can also save a search filter for quick re-use in the future. To perform this kind of search, select Search Filters next to the Search bar.
- **Search Results** - When you perform either a Search bar or an Advanced Search, your search results will display in the center of the Folder Browser. You can view metadata for documents returned by search or open them directly from search results. If you performed a document or annotation text search, the context hits will be displayed at the bottom of the search results. These allow you to quickly see the context in which your search terms were found. You can also click on the context hit to open the document directly to the page where the search term was found.
- **Search Syntax** - A search syntax search allows you to combine searches in more powerful ways than you can using the standard search options in the Search Filters pane. You can view the search syntax for any search you perform by clicking View search syntax, or you can manually construct a search syntax search by selecting the Search syntax search type.

Printing and Downloading - Laserfiche offers several ways for you to print or export information from Laserfiche. You can print individual documents, or parts of documents. When exporting a document, you can export pages as a PDF, and you can export electronic files in their original formats; in addition, you can export folders and their contents as ZIP files. You can also send documents via email from within your repository or attach documents directly to emails in Microsoft Outlook.

Starter Audit Trail - Auditing enables tracking activities performed in a Laserfiche repository. Information is tracked and efficiently stored in log files that are processed for use in reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance with legal regulations, but also contributes to the security of the Laserfiche repository. [Starter edition](#) is geared towards basic regulatory compliance for tracking the modification of data stored in the repository.

Laserfiche Advanced Audit Trail with Watermark Feature - Audit Trail enables you to track activities performed in a Laserfiche repository. The tracked information is stored in log files that Audit Trail uses to generate reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance with legal regulations, but also contributes to the security of the Laserfiche repository. Advanced edition includes all the features of the Standard edition and allows you to log security changes and the searches that are performed on a repository. An additional advantage of the [Advanced Edition](#) is that it allows the tracking of why users performed certain actions. Finally, the Advanced Edition supports watermarks, which is another form of client-side auditing. Watermarks require that a user select a watermark that will be imprinted on each page printed from Laserfiche. Client-side auditing helps your organization keep track of why a user performed a particular action.

Direct Share - Laserfiche direct share allows you to share content from the Laserfiche repository with external users through the web client or mobile app. When you send documents through direct share, the recipient will receive a unique and anonymized URL that they can use to access the files for a limited period.



Email Basket

Name	Send as Pages--	Pages	Page Rang--	Clear All
<input type="checkbox"/> Invoice	✓	1	1	<input type="button" value="X"/>

These documents have been selected to be sent via direct share. Enter page numbers and/or page ranges separated by commas. Example: 1,3,5-12.

Share via

Email **Direct share**

To: user@domain.com

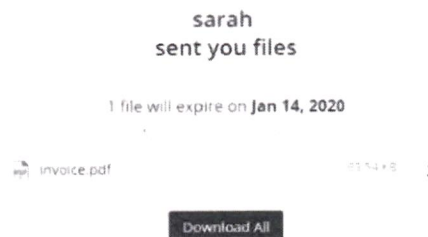
Subject: Please review the document

Message: The link expires after 7 days.

Share expiration: 7 days

Password: Set a password

Email options

Share Email via Direct Share**Open Email to Download Document**

Import Agent with Email Archiving - Import Agent can automatically retrieve files stored in a Windows folder and import them into a Laserfiche repository allowing numerous image capture devices (multi-function copier/scanners, network fax server, etc.) to work with Laserfiche. Automatically assign user-defined document templates, auto-populate index fields and create unique document names. You can also schedule Import Agent to import documents during off-peak hours.

- **Email Archiving** - allows you to automatically archive emails to Laserfiche using Import Agent. Emails can be archived to multiple repositories based on various conditions. Additionally, Email Archive can extract and assign metadata to the emails saved in Laserfiche. It can also extract and save attachments and the email's distribution list file.

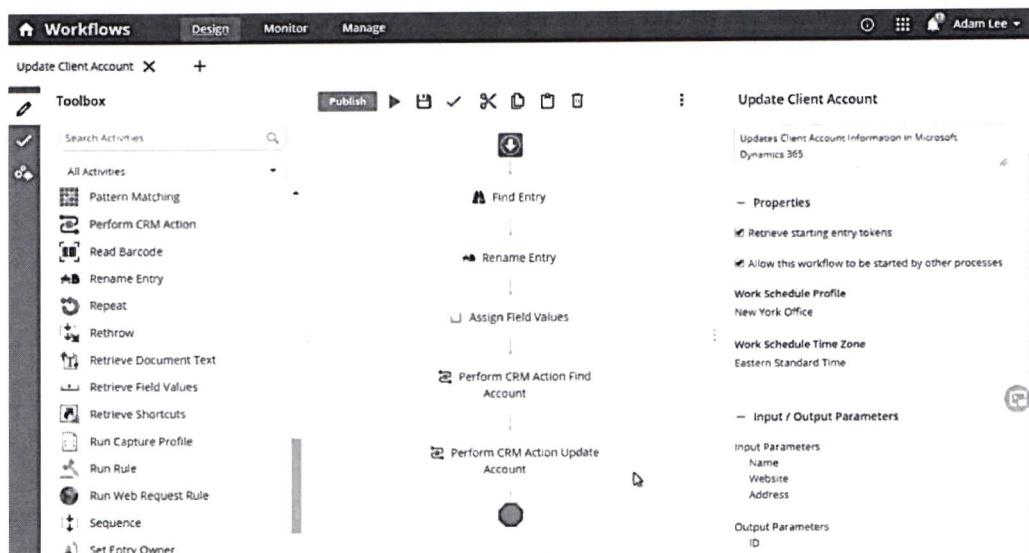
NEW FEATURE: Video Transcription (Used to Index Video for Full Text Search of Video Files) - Laserfiche now allows you to search within the audio content of media files. When an audio or video file is imported into Laserfiche, it will be automatically transcribed. The resulting transcription can then be searched like any other document with associated text. Context hits allow users to jump directly to the relevant part of the media file, and they can also view the text side-by-side with the file. Video and audio files imported on or after June 9, 2022 will automatically be transcribed. Media files that were imported before that date need to be manually transcribed to become searchable or to be viewed alongside the video.

Laserfiche Process Automation is a set of components that let you automate business tasks. These tasks include moving documents, extracting, and inputting data, setting deadlines, and more. Efficiently design form-based processes using a new drag-and-drop layout form designer. This provides a near-WYSIWYG interface for forms creation and editing. The components to process automation include:

- **Workflows**: Build processes to extract data, route documents, and more. The Search Repository activity lets you search for files based on metadata field or location, and then use those files in the workflow. The Assign Rights activity lets you automatically apply access rights to entries in your repository.
- **Starting Events**: Define how and when processes start.



- **Rules:** Design reusable modules to run across processes. A Rules service task lets you run pre-defined rules such as data queries, decision tables, formulas, and more. You can also check and filter process instances across multiple processes at once through the process monitor view.
- **Lookup Tables:** Build models to represent and look up data in processes.
- **Files:** Upload attachments for processes to reference.
- **Settings:** Manage business options for processes.



Laserfiche Workflow Designer

- **Forms** - Forms allow process managers to create and publish web forms with an intuitive forms management system without requiring coding or scripting.
 - Attractive forms can easily be created with preconfigured templates or customized with editable fonts, colors, uploaded images, and layouts.
 - Drag-and-drop form elements including fields, checkboxes, and radio buttons onto a form to collect the exact information needed, in the precise format required.
 - Payment collection allows payment to be collected with Braintree and Authorize.Net payment gateways.



The screenshot displays the 'Forms Designer' interface for a 'Job Application' form. The form is titled 'Application for Employment' and includes a thank-you message. The 'Applicant Information' section contains the following fields:

- Last Name *
- First Name *
- Middle Initial
- Email *
- Current Address *
 - Street Address

The left-hand menu lists various field types: Single Line, Multi-line, Radio Button, Checkbox, Drop-down, File Upload, Address, Number, Email, Date, Time, Currency, Signature, and Geolocation.

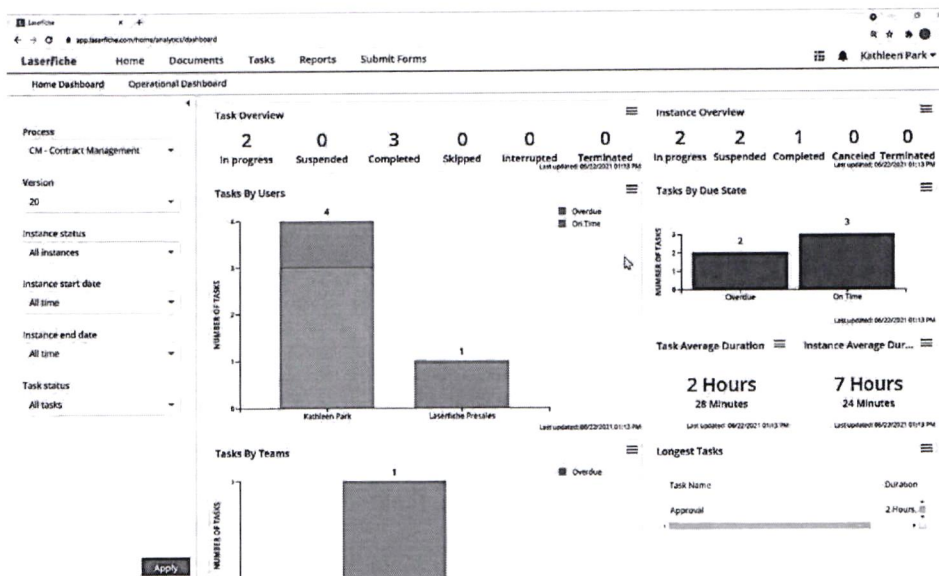
Forms Designer

- **Surveys** In Laserfiche Process Automation, surveys are a method for collecting data using forms, without having to configure a full-fledged business process. You can view reports on data collected from the surveys, similarly, to viewing reports on business processes. You can access surveys by clicking on Surveys from the Process Automation landing page and analyze survey data by exporting survey reports as a single PDF.
- **Payment Gateway Support** - The Payment Collection option lets you collect payment via Braintree or Authorize.Net as part of a Message Start Event. Users will be prompted to enter payment information to pay the amount specified in the event.

Solution Templates - The Solution Templates feature pre-built processes and forms tailored for a range of business needs. You can use these as templates for your own processes.

File Sets - With File Sets, you can configure a set of relevant files for process participants to submit or act on as part of a business process. This is useful in processes like opening account opening where a specific set of files needs to be uploaded, reviewed or signed by an applicant.

Process Operational Dashboard - Accessible from the home dashboard view, use the Process Operation Dashboard to monitor a variety of process metrics in one summary view. This lets you keep track of active process and task statuses, such as in-progress, suspended, overdue, and completed. You can adjust views for larger sets using handles to narrow focus and look at details.



Expanded Administrative Control for Active Business Processes – Keep business processes running smoothly with actions to skip, retry, and interrupt tasks, as well as the ability to modify in-progress variable values to correct mistyped or missing input data.

Connector Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line-of-business applications such as Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) systems. A Laserfiche Connector profile can be configured to run a search, assign templates and fields to search results, scan a document, import a document, open a website, start another application, or write information to an application.

Records Management Records management features in Laserfiche allow you to process records and record folders according to a life cycle, through creation, retrieval, storage, and disposition. Records managers can define file plans and configure retention rules specific to their organization, and then view properties and status information for individual records and record folders in the new Records tab of the Metadata Pane. The life-cycle timeline displays the record's history and disposition eligibility, and eligible actions such as cutoff, transfer, accession, and destruction can be performed directly on the timeline. Records managers can quickly generate reports of records currently eligible for cutoff, disposition, and vital record review through the Records Management quick access list. Disposition actions can then be performed directly from the report.



Laserfiche Adam Lee

Management
My Repository

Overview
General
Users
Everyone
Activity
Metadata
Records
Integrations

Records

Record Properties | Cutoff Instructions | Retention Schedules | Holds | Settings

Review Cycles Q + □ ↓ ↑

- BIM
Bimonthly
- CH
Calendar Half-yearly
- CQ
Calendar Quarterly
- CY
Calendar Yearly
- DAV
- FH
Fiscal Half-yearly
- FQ
Fiscal Quarterly
- FY
Fiscal Yearly

Events Q + □ ↓ ↑

- Client Discharged
- Client Intake
- Client Leaves Voluntarily

Locations

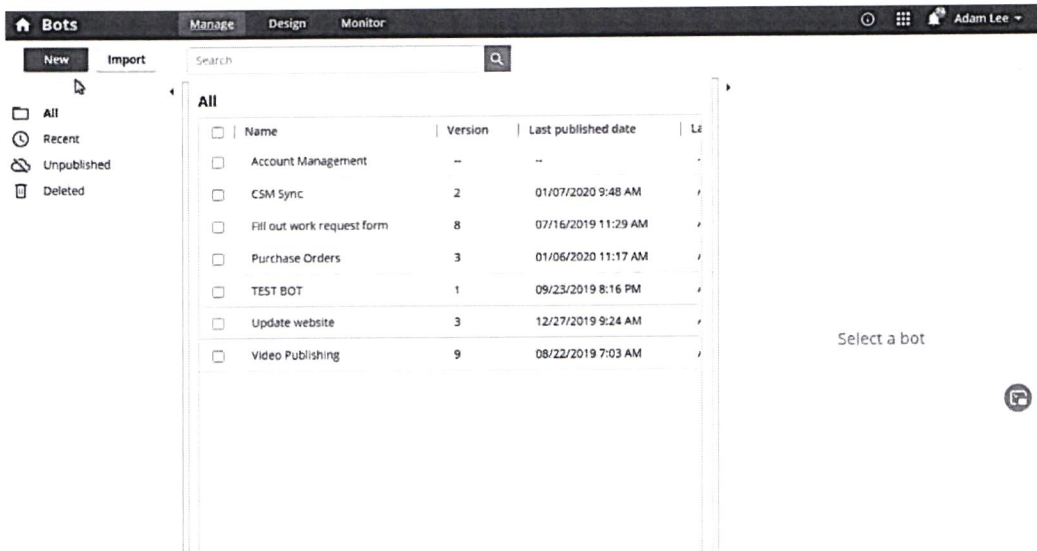
- Current

Records Management Properties Tab

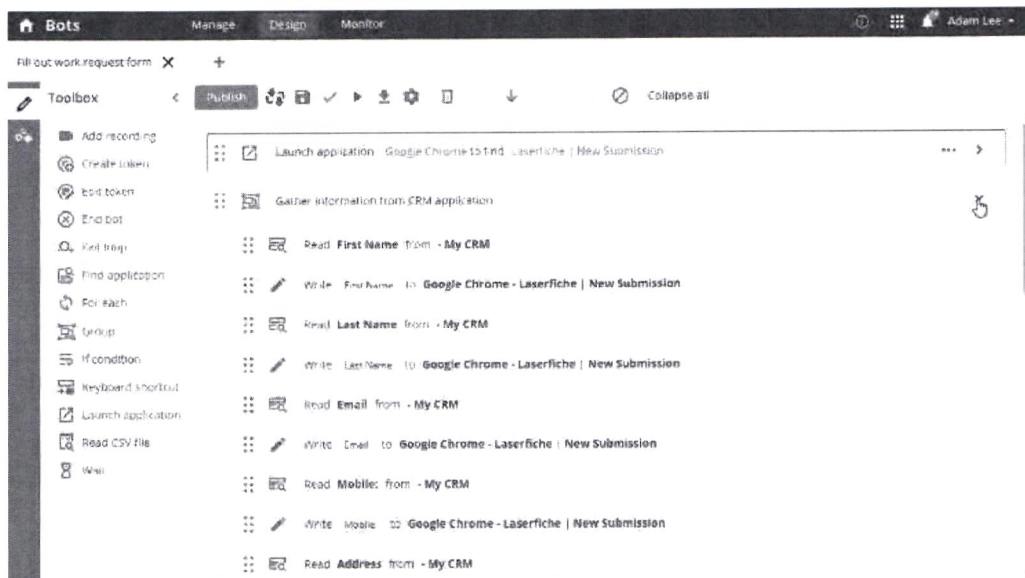
Quick Fields - Quick Fields is an advanced automated data capture solution. Once a session is configured in Quick Fields, users can run it automatically to:

- Capture documents
- Extract information
- Use the extracted information to sort or label the documents
- Add information such as annotations
- Store the documents in a Laserfiche repository
- Automate additional processes, features, and functions

Workflow Bots for Process Automation – Laserfiche Bots, also known as Laserfiche Workflow Bots, use robotic process automation technology to let you easily configure software bots to automate repetitive, routine work between multiple systems. These bots work directly across application user interfaces, mimicking the actions a person would perform, including signing in and out of applications, copying and pasting data, and filling out forms. By automating these time-consuming, uninteresting tasks, users have more time to focus on more important matters.

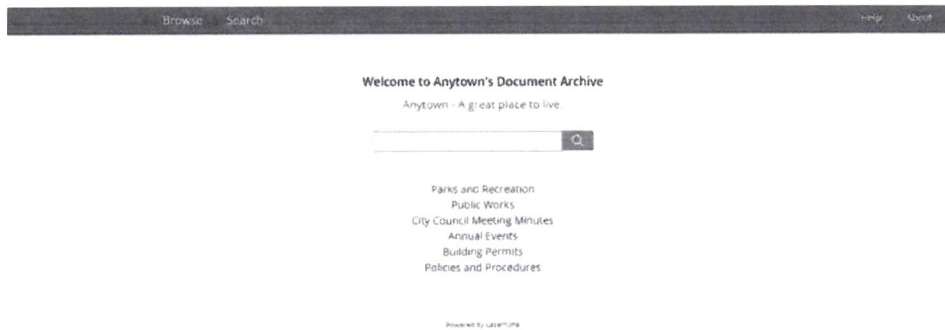


Laserfiche Cloud – Workflow Bots



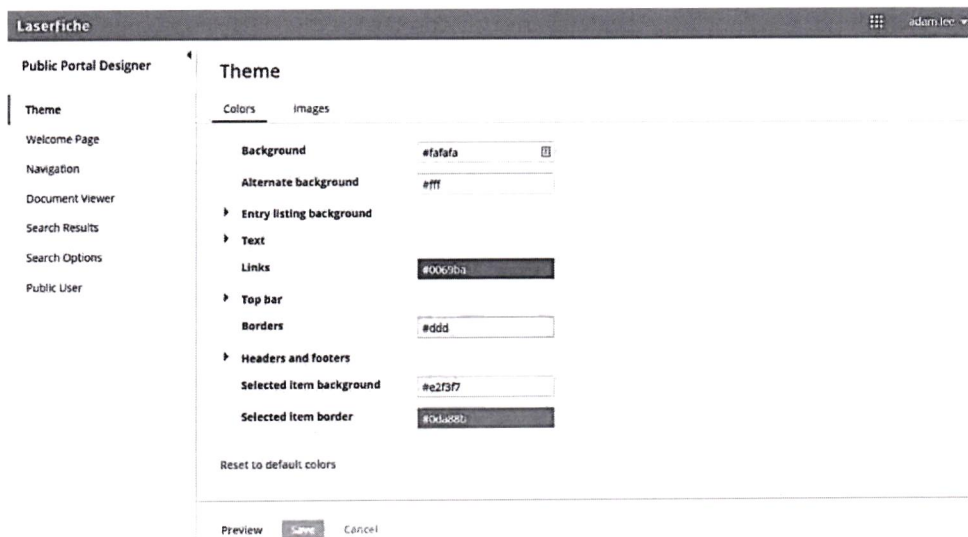
Laserfiche Cloud Bots Designer

Public Portal - A Public Portal provides organizations with a site for customizable external access to documents. Public Portal access permits non-authenticated views in user-friendly, read-only web portal. Laserfiche Public Portal is a user-friendly public portal site for providing read-only Internet access to documents. It can be configured to show searches and links that quickly guide users to what they are looking for. It also can display a visual style that matches your existing Web site. You can access the information you need from anywhere in your office or even from a remote location. Public Portal can be customized to meet your organization's needs. For example, you can add custom links to your Welcome page, modify search options, and change the site's colors and logos.



Public Portal Landing Page

Public Portal Designer - The Weblink Designer allows you to configure Weblink to connect to your repositories, choose how you want users to authenticate to the repository, and customize various options in Weblink, both in appearance and in behavior.



Theme Page - Public Portal Designer

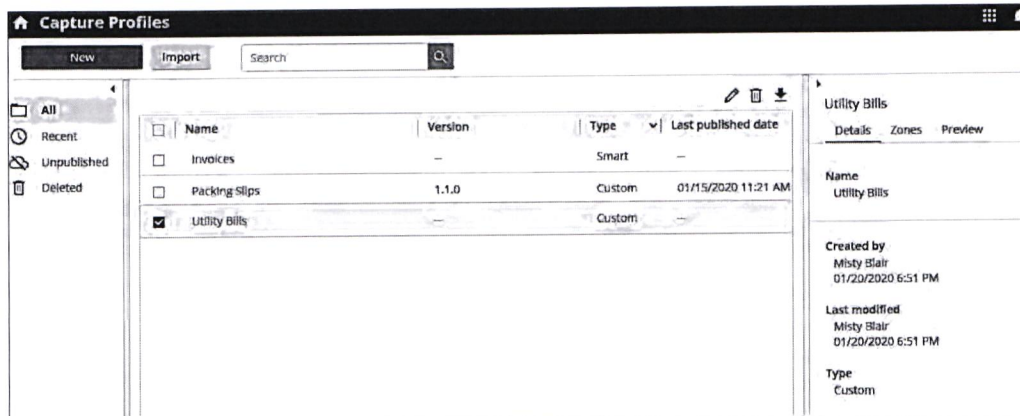
Forms Portal - Forms Portal offers additional options for Forms that permit non-authentication or anonymous users to view and submit public starting forms. Laserfiche Forms can be shared with a customized and public URL.

Participant Users - The Participant user type is for individuals inside your organization that need to view documents in your Laserfiche repository and participate in Forms processes. To facilitate that, participant users can sign in through Active Directory Federation Services (AD FS).

Community Users - Community Users allow non-employees or customers the ability to view documents in the repository, search, and export documents with a single sign-on credential. Community Users can also participate in forms processes.



Smart Invoice Capture - A smart invoice capture profile is a pre-configured profile that uses machine learning to automatically capture data on any invoice, specifically the invoice date, invoice number, purchase order number, and total amount due. Similar to custom capture profiles, the Run Capture Profile Workflow activity runs this smart profile and outputs tokens for the captured data to be used later in the workflow.



Smart Invoice Capture – Capture Profiles

Cloud Vault - (Trusted Systems Storage) Specifically designed for the financial services industry, Laserfiche Vault is a solution package of services and cloud-based features that provides a secure and accurate system of record to support broker-dealers in complying with SEC Rule 17a-f policies, including strict WORM (write once, read many) standards for retaining electronic records and FINRA audit requirements. Records Management is required.

Additional Storage - Additional storage is available at 100GB per person annually. Administrators can manage user accounts and storage capacity from the Cloud Administration page.

Software Developers Kit (SDK) - The Laserfiche Software Developers Kit provides tools for creating programs that interact with Laserfiche. The package includes the integration libraries, documentation, sample code for using the libraries, and tools for distributing programs.

ScanConnect* - ScanConnect enables the use of ISIS scanning drivers with Laserfiche Scanning. A collection of ISIS drivers is included with ScanConnect. A list of supported scanners can be found on the Laserfiche Support Site. If your scanner is not listed, you may install any ISIS drivers in your scanner Manufacturer has provided.

Laserfiche Packaged Site Licenses

Small College Site License - The prepackaged site license includes 100 users with all capabilities available with the Business tier and 10TB of storage. It is sold as a 3-year contract with an annual 3% increase. Cloud site licenses also include the Ellucian Ethos integration. Additional Full, Participant, and Community users can be added through special order.

City Site License - The prepackaged small municipal site license is sold by the population. Cities less than 15,000 population includes 100 users with all capabilities available with the Business tier. Cities with



more than 15,000 population includes 150 users with all the capabilities with the Business tier. All prepackaged Cloud site licenses include 10 TB of storage. There is no multi-year contract and no annual increases for the municipal market. Additional Full, Participant, and Community users can be added

Laserfiche Cloud Integrations

Web API for Cloud Integration for Professional and Business Tiers - The Laserfiche API Preview includes an alpha set of RESTful Web APIs designed to access your Laserfiche Cloud repository more easily from a web application.

- Run Rule Service task
- Process Promotion Tool
- Batch print for PDF, TIFF, and Word Docs
- Icon Views
- Export Survey Reports

Microsoft Teams Integration – The Laserfiche integration with Microsoft Teams allows you to work with Laserfiche documents directly in Microsoft Teams. You can securely share files in chats and channels. You can also edit Laserfiche documents in Microsoft Teams, including applying annotations and metadata to documents. The Laserfiche integration with Microsoft Teams makes it easy to comply with regulatory mandates by letting you quickly store files shared in Teams to Laserfiche. You can even configure Workflows to start when a Teams file is saved to a specific folder in your repository.

Microsoft 365 Integration with Simultaneous Editing Office Integration is a Laserfiche component that allows users to take advantage of Laserfiche features when working with Microsoft Word documents, Excel spreadsheets, PowerPoint presentations, and Outlook messages in their native Microsoft Office applications. With Office Integration, you can quickly save files to Laserfiche directly from Office applications, update Office documents already in your repository.

SharePoint Integration - with the Laserfiche and SharePoint Integration components included with Laserfiche Web Access, documents can be easily accessed from Microsoft® SharePoint®. List any part of your Laserfiche repository on a SharePoint page. Scan directly to a Laserfiche folder, right from your SharePoint site. Retrieve Laserfiche documents or folders using the SharePoint search box.

Integration with DocuSign - Send Documents from the Laserfiche repository via DocuSign to complete e-signatures.

Integration with Laser App – Import filled out LaserApp forms into the Laserfiche repository and set Laserfiche metadata field values based on LaserApp data.

Integration with CRM Applications Laserfiche Cloud includes pre-built integration points with external applications and customer relationship management (CRM) systems. By providing Laserfiche Cloud with access to Salesforce, Redtail, Microsoft Dynamics, and Ellucian Banner, you can create workflows to add, update, remove, and retrieve data from the respective CRM system. The Laserfiche Cloud integration platform currently supports the following CRM systems: **Salesforce CRM, Redtail CRM, and Microsoft Dynamics 365**



Data Caching for Third-Party Application Connections – This release improves user experience with faster form load times when retrieving data from SalesForce, Redtail, and Dynamics 365. To improve performance, select Configure Cache Settings next to the object name when viewing an application connection's objects and set a timespan for expiration of the cached data.

SAP ArchiveLink - Laserfiche Connector for SAP ArchiveLink allows you to configure a Laserfiche repository as a content repository in SAP. Archive content from SAP in Laserfiche as well as search, retrieve, update, and delete archived content.

Laserfiche for Ricoh MFD - The Certified Laserfiche for Ricoh MFD is an embedded MFD solution that allows authorized users to scan to, print from, search and browse Laserfiche directly from Ricoh MFDs. It leverages these smart devices to provide a convenient way to communicate with your Laserfiche Server from a Ricoh MFD Android interface.

Ellucian Banner integration through Ethos - Laserfiche business processes support using lookup rules to auto-populate form fields with information from Ellucian Banner and other applications. Additionally, new actions, such as changing the major and minor disciplines, have been added to the Run Application Action activity in workflows for Ellucian connections.

Digital Signature Solution Option

OneSpan Digital Signatures - OneSpan Sign for Laserfiche includes integrations into both the Web Client and Workflow applications within the Laserfiche Platform. Within the Web Client, OneSpan Sign is fully embedded, enabling you to prepare, manage, and send documents directly from Laserfiche. Within the Workflow application, using the OneSpan Sign workflow activities, you can add OneSpan Sign electronic signature capabilities within new and existing workflow processes. With both integrations, e-signed documents and the audit trail are automatically saved back to Laserfiche after the signature process is complete.



Laserfiche On-Premises (Self-Hosted)

Laserfiche Rio[®]

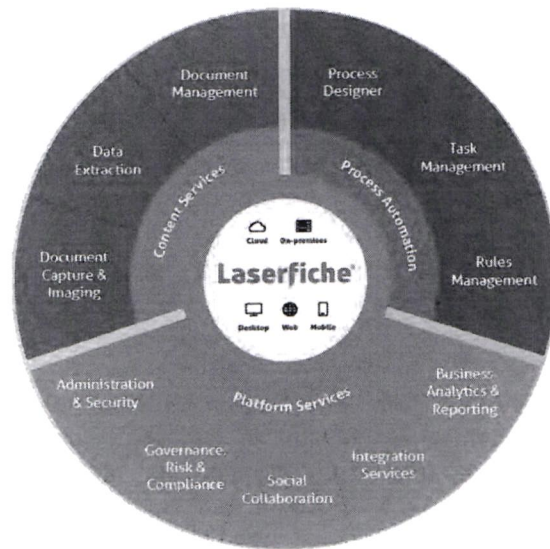
Laserfiche Rio is the enterprise licensing model for Laserfiche and is targeted at organizations with large cross-functional implementations. Rio systems can be purchased for as few as 25 users. The following features are standard with the Laserfiche Rio System installation.

- Unlimited Servers and Repositories
- Web Client
- Workflow
- Email and Snapshot
- MS Office and SharePoint Integration
- Mobile
- Forms Essentials
- Web Administration Console
- Advanced Audit Trail
- Digital Signatures
- Discussions

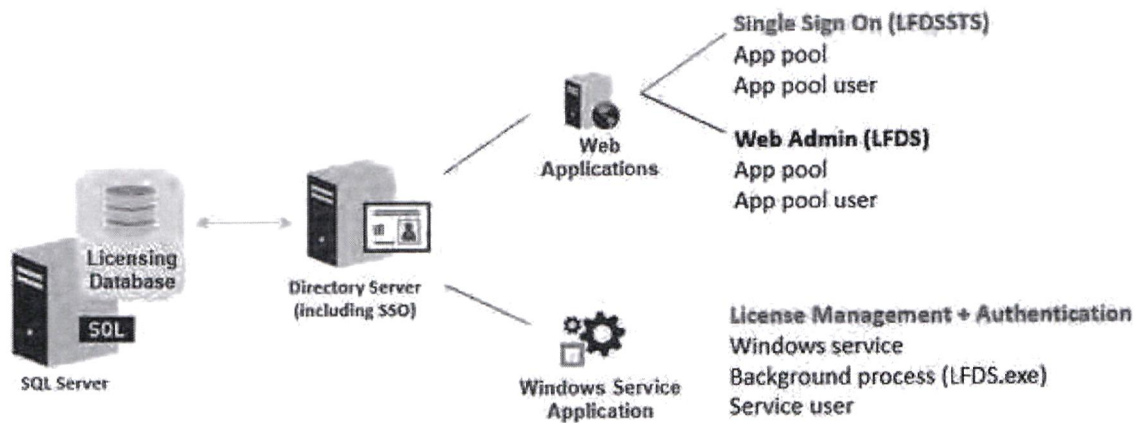
Laserfiche Avante[™]

Laserfiche Avante utilizes Named User Licensing allows a more cost effective approach for smaller organizations and allows for the option to add functionality when needed. For implementations of 1 to 100 users, Avante can be great choice. The following features are standard with the Laserfiche Avante System installation:

- Web Client
- Workflow
- Email and Snapshot
- MS Office and SharePoint Integration
- Mobile
- Forms Essentials
- Web Administration Console



Laserfiche Directory Server - Laserfiche Directory Server controls licensing and activation for Laserfiche products in Laserfiche Rio and Laserfiche Avante installations. An administrator can generate application licenses for available Laserfiche applications, can allocate available licenses to user accounts, and perform other actions involving license administration.



Improved log-in experience for Laserfiche desktop-based applications, such as Quick Fields, Scanning, Snapshot and Connector with support for SAML, AD FS and MFA authentication, Single Sign On and multifactor identification to provide for streamlined and secure sign ins.

Laserfiche Directory Server 11 can also provide user authentication for Laserfiche 11 products. This allows single sign-on across the Laserfiche web client, Laserfiche Forms, Laserfiche App, and Laserfiche Discussions. For example, a user can sign-in to the web client and be automatically signed in when viewing Laserfiche Forms. Directory Server administration is available through an administration website.



Laserfiche Server is an extremely efficient and robust application that creates a very small network footprint yet can scale to support thousands of users, multiple databases, and an abundance of information. The base server is a security gateway to the suite of Laserfiche products.

Images and OCR text are stored as TIFF documents and ASCII files (Group IV Compression) to guarantee document integrity as well as future availability. Laserfiche is optimized for Microsoft SQL Server database platform. Metadata information is stored within the database server to allow for scalable quick access. Since Laserfiche utilizes Microsoft SQL database as its backend, it is fully ODBC compliant, meaning it can communicate with most any standard data source.

Laserfiche has several license types that allow users different levels of access to Laserfiche applications:

Named User License – Gives a user a license that is specifically reserved for them. With this license they can access the repository and other Laserfiche applications. Each Named User License may be associated with only one user or device. There are three types of Named User Licenses:

1. **Repository Account License** are allocated to individual Laserfiche Servers, and only grant access for a single repository.
2. **Directory Named License** which includes Laserfiche, Windows, and LDAP directory accounts allow users to access multiple repositories. In most cases, these are managed through Laserfiche Directory Server.
3. **Device License** reserves a license for a particular computer and only applies to desktop applications. This license type is best for workstations set up to be used as kiosks where a single access portal or a scan station can be used by multiple users.

Participant User License – Provide read-only access to repositories and the ability to participate in, but not design or manage, forms processes. These users are managed through Laserfiche Directory Server.

Public Portal License – Allow public users outside your organization to access Laserfiche through Laserfiche Weblink only. These connections are read-only. If your Forms instance has a Forms Portal license, public anonymous users can submit publicly published forms.

Subscription License – These licenses are administered through Laserfiche Directory Server and can be combined with an on-premises system:

- **Process User** – These users have read-only repository access and the ability to administer and participate in processes. They can create and manage business processes, Workflows, Teams, and Reports.
- **Community User** – These licenses are for users outside your organization. These users have read-only repository access and the ability to participate in forms processes.
- **Education User** – These licenses are users associated with an accredited educational institution. Possible users include employees, students, alumni, and parents or guardians of students. They will have read-only repository access and the ability to participate in forms processes.

Combining Subscription and Perpetual (on-premises) Licenses - You can purchase subscription full user licenses to add users to your Laserfiche Rio system. However, subscription full users cannot be added to a system with perpetual full named users. Only process users, participant users, community users, and

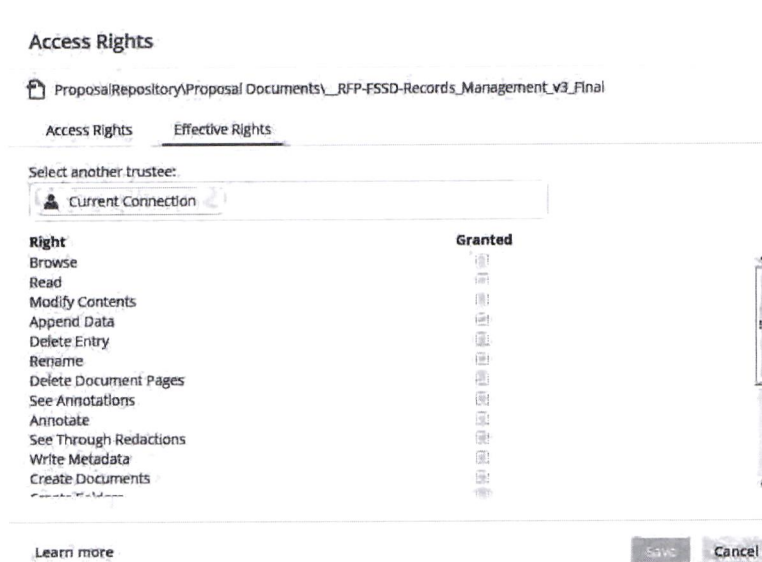


education users can be combined with Laserfiche Rio full named users. Please see Subscription pricing under Laserfiche Price List.

With Laserfiche Avante, combining subscription and perpetual licenses works the same way as it does for Laserfiche Rio. However, you cannot use subscription licenses with Laserfiche Avante if you're not using Directory Server, or if you're using an earlier version of Directory Server 10.4.

Laserfiche Security - Laserfiche security provides fine control of user actions within the repository and what level of information they can access. Users can be authenticated to Laserfiche through username and password or through Windows Authentication (Microsoft Active Directory) and/or LDAP. To make security rights management more efficient, it is recommended that security profiles be created at the group level and all groups be tied to Windows groups through Active Directory. This strategy will automatically provide appropriate access to new users who are added to the domain and will remove access from users as soon as their network login is deactivated.

Laserfiche security can be divided into Feature Rights, Access Rights, Permissions and Tags. **Feature rights** make up the actions a user can take as part of their global security profiles, while **Access Rights** allow those actions to be fine-tuned based on the type of object to which rights are assigned. Access Rights control user access to folder structures, documents, document annotations, volumes, and metadata. **Permissions** provide the ability to distribute administrative functions without providing system-administrator level access. **Security tags** are a way of dynamically assigning security to documents. Tags are user definable and represent the sensitivity level of the documents to which they are assigned. The access level of users is determined by the tags to which they have been granted access.



Access Rights - Showing Effective Rights Tab

Encryption can be enabled for content in transit and at rest. Content in transit can be encrypted by leveraging Secure Socket Layer (SSL) and Transport Layer Security (TLS), which are cryptographic



protocols used to encrypt and secure communications. Additionally, you can encrypt files in Laserfiche at rest, using Laserfiche's built in (AES-128, AES-192, or AES-256) volume encryption option.

Section 508 Compliance - Laserfiche content management and form submissions support Section 508 compliance. Laserfiche software has a built-in compatibility with text-to-speech (TTS) software; a built-in optical character recognition (OCR) engine generates searchable text from scanned paper and digital documents, making it accessible to all users. Content and processes can be made accessible for visually impaired users without additional configuration by leveraging existing accessibility options, e.g. inverting display colors, in web browsers and operating systems. In addition, user-configured hotkeys provide keyboard access to functionality. However, it should be noted that some select administrative features (such as designing processes) may only be achieved through a drag and drop interface.

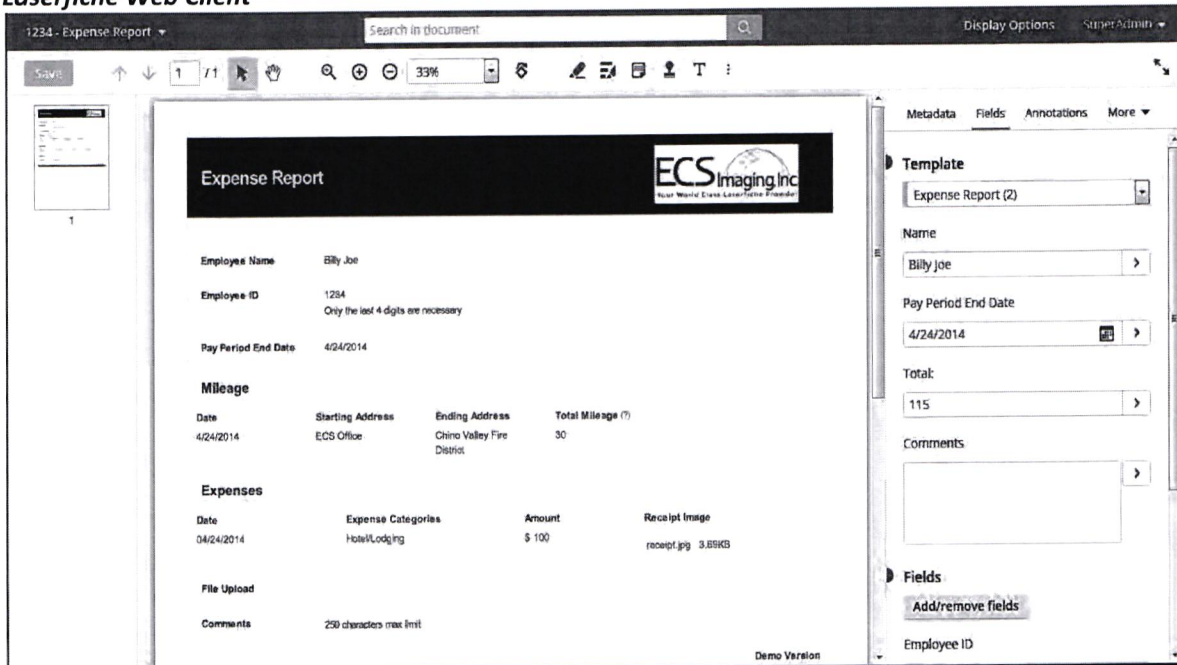
Document Viewer - Laserfiche has an easy-to-use document viewer that allows for flexible, user-configurable display of index fields, document properties, predefined tasks, page thumbnails, document notes, and toolbars. The viewer also allows for single page viewing with multiple options for zooming in and out. Users can easily select preset page region views that can be both system and user defined. Automated zooming allows the document viewer to auto-position the view of newly opened pages based on the document type.

Laserfiche Client - Laserfiche offers both a **Web client** and a **Windows client**. With the web client, staff can search, retrieve, and work on documents within the Laserfiche repository through their web browser (intranet or internet). Web client also includes the ability to scan, index, annotate and move documents via browser access. With web client full security is always maintained protecting your documents. Since web client is accessed through a web browser, you can log in to your repository from anywhere and still view and work with the same repository contents.

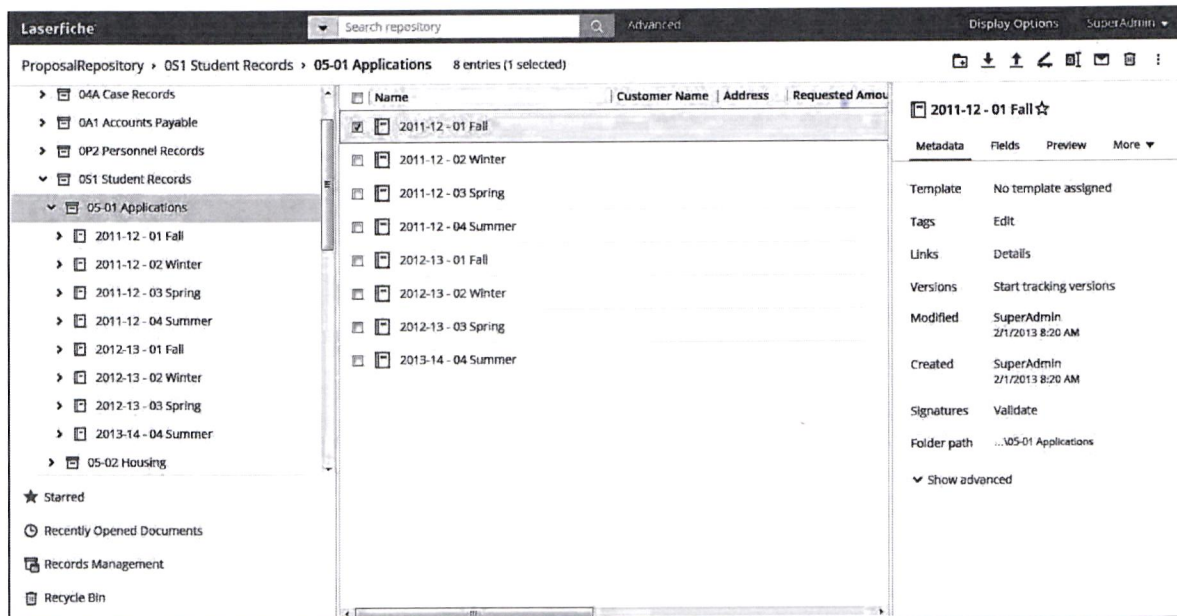
Additional Web Client Features:

- The search bar at the top of the screen now includes several new options for performing quick searches.
- View contents of a folder or set of search results as icons. This will display images stored in the repository, such as JPG, Bitmap, and PNG images as thumbnails.
- Perform a batch print by selecting multiple documents from a folder or set of search results. The documents will be combined into one single PDF file.
- A compact view option has been added to the Folder Browser to allow users to see more documents at once.
- Many tools and options have been made more prominent and easier to find, such as column filtering in the folder browser, or annotation toolbar buttons in the document viewer.
- Colors assigned to templates are now more prominently displayed on the folder icon in the folder browser.
- All details pane tabs can be hidden or rearranged on a user-by-user basis, directly from the details pane.
- Media files can now be played directly in the document viewer, where previously they could only be played in the folder browser.

Laserfiche Web Client

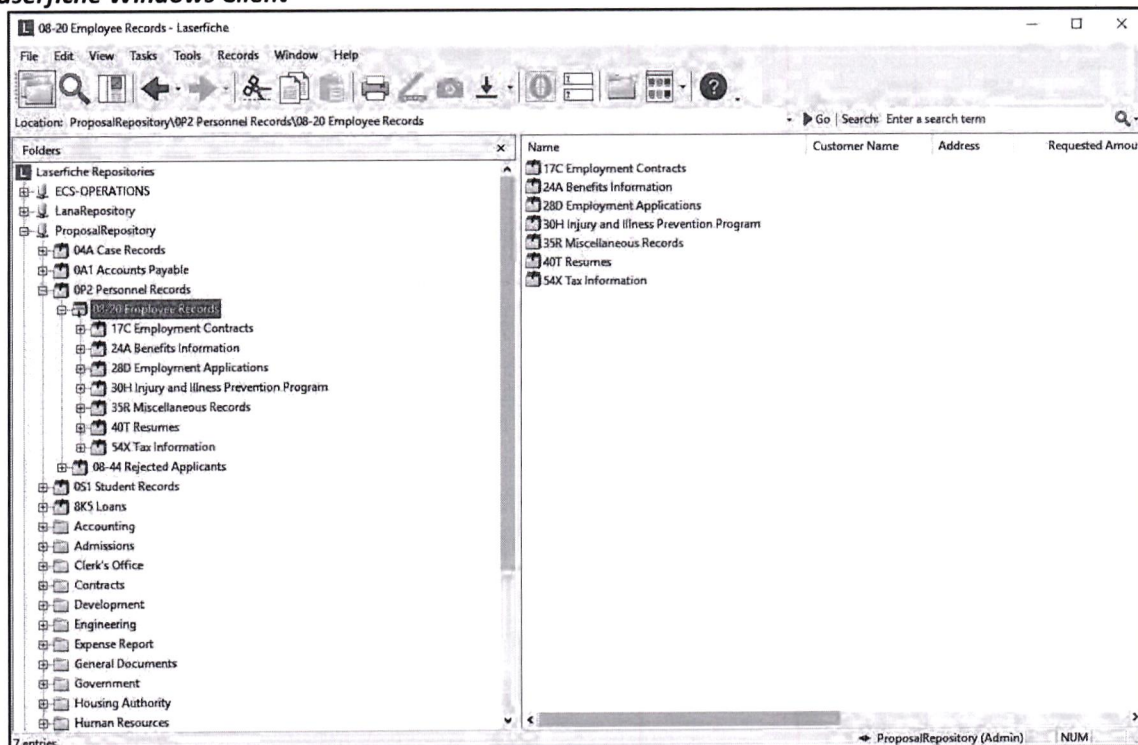


Document Viewer showing Thumbnails, Image, and Document Template Panes



Folder Browser showing Folder Structure, Contents and Metadata Panes

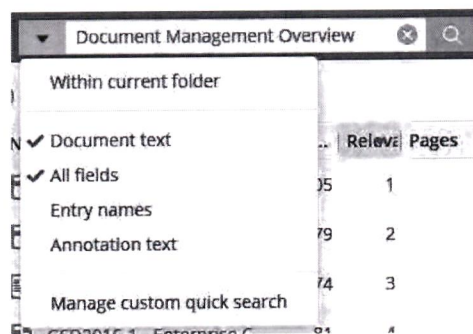
Laserfiche Windows Client



Laserfiche Windows Client showing Folder Browser View and Contents Pane

Search Options - Laserfiche allows users to search for entries based on almost any property of the entry, from entry names and document text to metadata and creation date. For users, all searches are available in a single cohesive search interface. You'll benefit from a multitude of powerful search methodologies, including

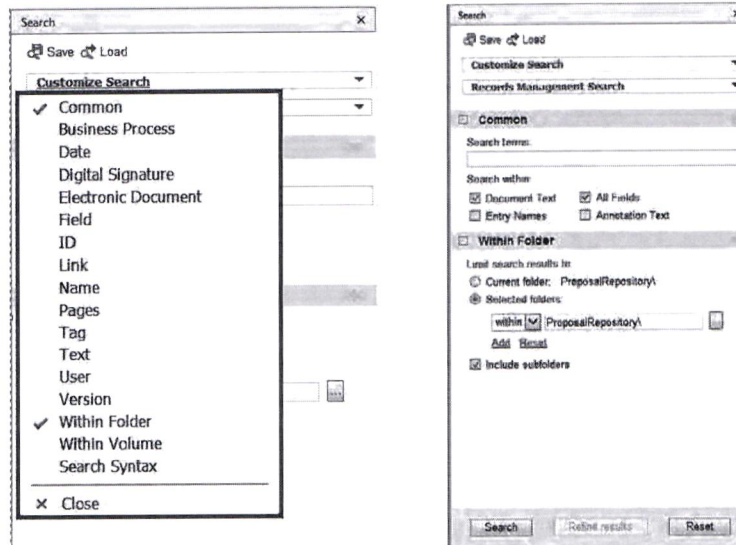
- Full-text, metadata, annotation, or folder/file tree search.
- Search through spelling variations or misread OCR text with "fuzzy logic" tools.
- Save and load common searches.
- Copy text, pages, or even entire documents from the Search Results pane.
- Speed searching through the repository with a **Quick Search** button from your toolbar.



Quick Search

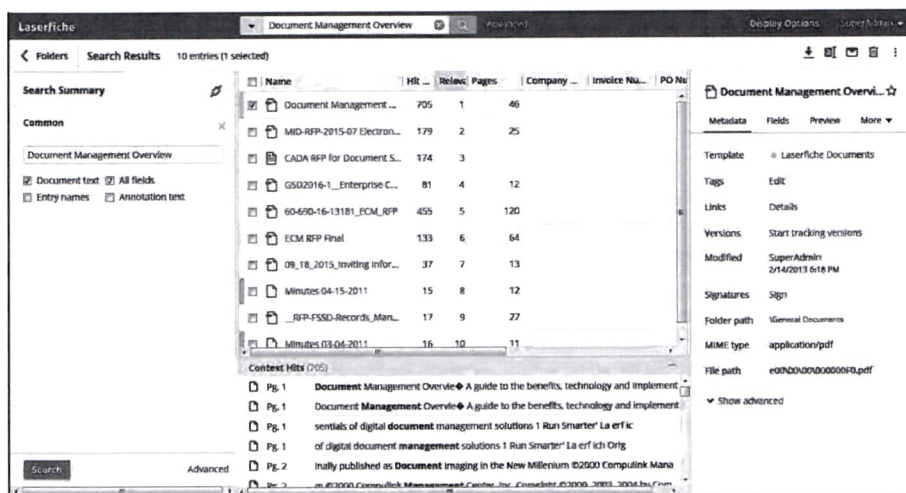


Advanced search syntax gives you more flexibility when specifying the type of search to be performed. Although it is possible to perform most searches without using advanced search syntax, it is useful because it can be used to perform combination and Boolean searches. Advanced search syntax can also be used to refine search results when too many documents are returned.



Customize Search Options

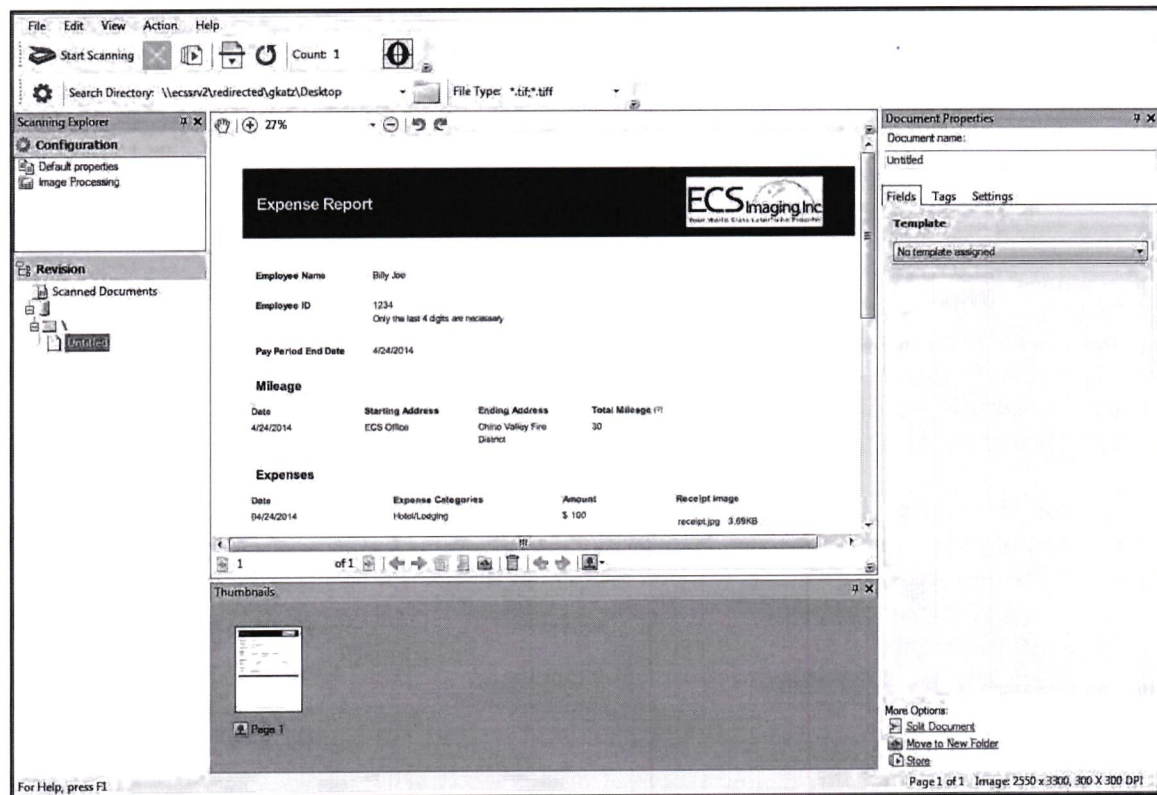
Search Results - When you have performed a search, the results of your search will be displayed in the Contents Pane. If your search was a full-text search, or an annotation text search, the **Context Hits** pane will appear in the bottom half of the Contents Pane. A context hit is a selection of the text surrounding the search term, providing you information about the context in which that term was found. Double clicking on an item in the Context Hits pane opens the document to the page where the search term appears.



Search Results showing Context Hits

Scanning Interface - Laserfiche has a built-in scanning interface to both the Desktop Client and Web Client. Scanning may be done on your local network directly to the server or scan remotely with the Web Client directly to Laserfiche from outside facilities. You may scan pages as either a document or as a batch. If all the pages you are scanning belong together in one document, scan the pages as a document. If the pages are divided up into various documents, scan the pages as a batch. Batches make it easy to scan large numbers of pages at once while utilizing the optimum speed of the scanner, and then organize the information later and even by a different user or workstation.

Laserfiche works with the most common scanning drivers and supports scanner features such as multiple image resolutions, paper size, color scanning, duplex scanning, and automatic document feeders. It can display images as they are scanned so that the operator can visually verify image acceptability. The system will automatically collate a stack of double-sided pages even if only a single sided scanner is used.



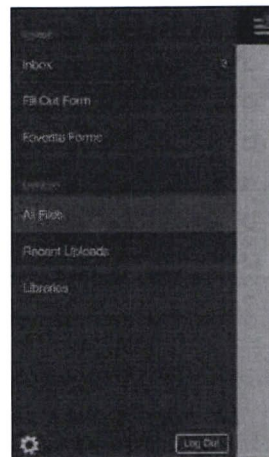
Document Scanning Interface

Laserfiche Mobile (Laserfiche App) - The Laserfiche mobile app (available with the Web Client) allows you to capture, upload, and securely access and work with documents in and outside your Laserfiche repository. Users can download the Mobile app from Google Play or iTunes App Store. With the Laserfiche Mobil app you can:

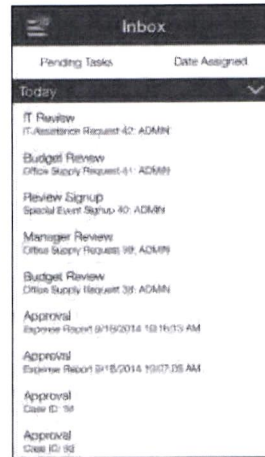
- Browse for documents in a folder structure.
- Search the entire repository or a specific folder.
- Create, copy, move, rename, sign, download, print, and delete documents.
- Modify document fields.



- View annotations.
- Submit and approve forms.
- Start and view business processes.
- View ESRI maps and layers to view and search related documents
- Search for documents by their location description



Mobile – Menu



Mobile – Inbox

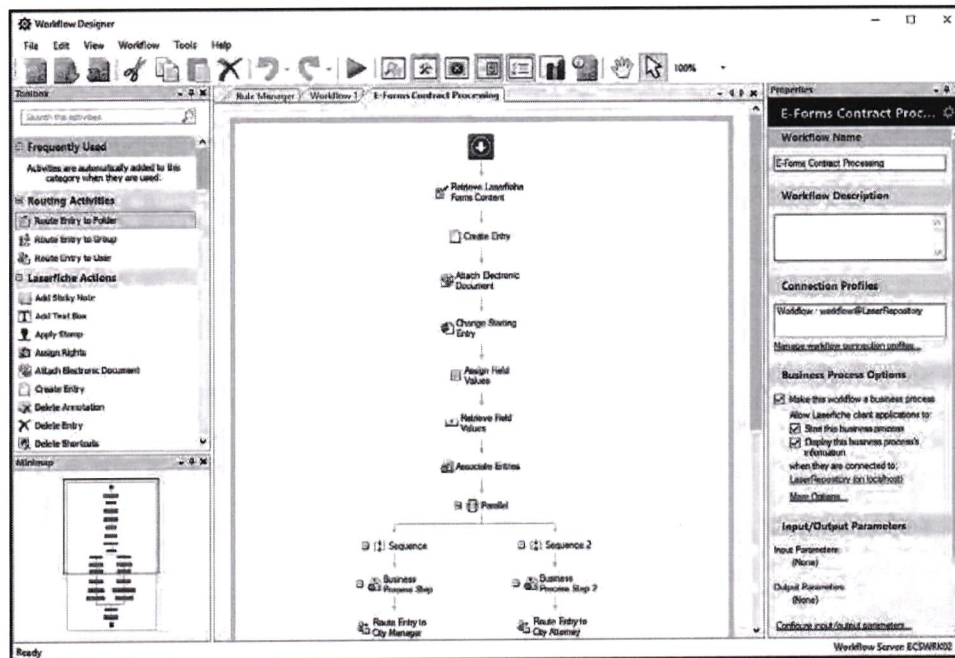


Mobile – Form

Laserfiche Workflow - Workflow is a powerful business process automation tool that improves productivity, provides rule-based routing, email notifications, activity monitoring and built-in reporting. It allows you to create repeatable processes that are built in the Workflow Designer to interact with entries (files) in the Laserfiche repository. A Workflow pattern can be easily designed to automate nearly any manual business process. Processes can be designed and created with simple click and drag functionality and can be triggered by numerous items both inside and outside of Laserfiche.

- More than 150 built-in activities help you create workflows quickly.
- Pre-built process templates for common process such as contract management, new hire onboarding, accounts payable, expense reports, public records requests, and more (process templates require minimal configuration).
- Route documents for review and approval, and when new content is created.
- Review and approve submitted forms from a tablet, smartphone, web browser, or email.
- Automatically send email notifications when content is created, edited, or deleted.
- Rename and file documents in the correct folder automatically on import.
- Display documents and required actions at various stages of a process.
- Apply annotations to text
- Set Records Management properties
- Retrieve document location information
- Format Forms Submissions with Rich Text Fields, Workflow can insert formatted text into Word document templates
- Improve performance by monitoring and analyzing how long each process takes to run and which steps took the longest to complete.
- Track where documents are in the process and who is working on them.
- View a full history of all business process steps related to a document.

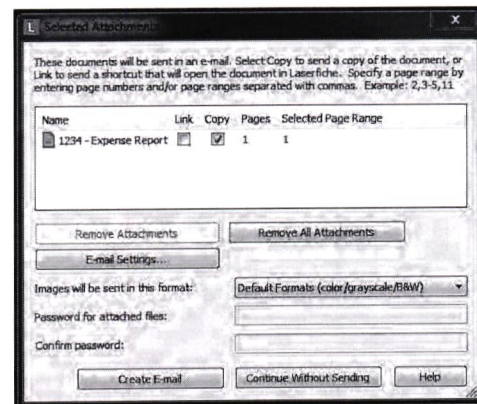
- Update and modify Word documents, extract information from Forms and launch a Laserfiche Forms process from a workflow.
- Integrate with other business applications to run processes such as updating metadata from information stored in an external database.



Laserfiche Workflow Designer (Showing E-Forms Contract Processing)

Laserfiche Email - Allows users to send documents stored in the Laserfiche repository to internal and external recipients.

- Allows users to share documents with people who do not have access to Laserfiche.
- Select whether to include markups such as annotations, stamps, redactions, etc.
- Email specific pages of a document, the entire document, or multiple documents as an attachment.
- Or email a link to the document to licensed Laserfiche users, when a Laserfiche user receives the email, they can click on the link and the document will open in the Laserfiche Viewer.

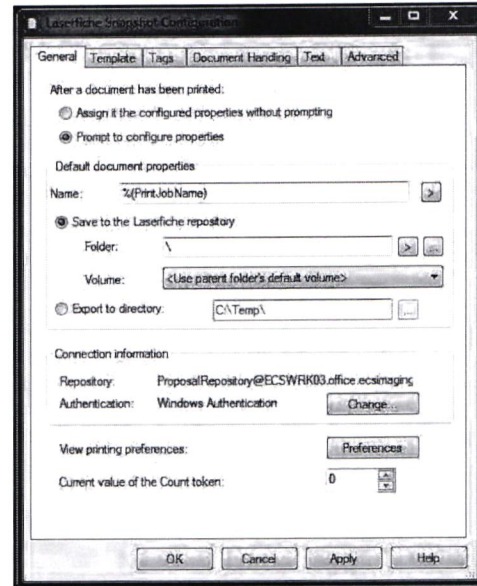




Laserfiche Snapshot - Converts electronic documents into TIFF images and imports them into your digital repository.

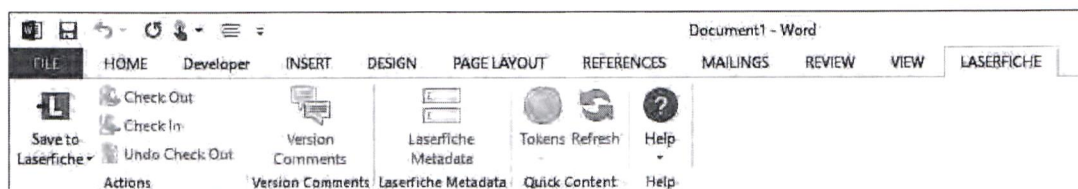
- Functions like a standard Windows print driver and can process nearly any electronic document.
- Import Microsoft Word and Adobe PDF files, Web pages, CAD maps, audio, and video files, and more.
- Options allow users to specify page orientation, resolution, color depth, and other properties.
- Snapshot dialogue box allows users to configure what folder to store the document in and what metadata you want to assign for each page.

MS Office Integration - Office Integration is a Laserfiche component that allows users to take advantage of Laserfiche features when working with Microsoft Word documents, Excel spreadsheets, PowerPoint presentations, and Outlook messages in their native Microsoft Office applications. With Office Integration, you can quickly save files to Laserfiche directly from Office applications, update Office documents already in your repository and easily attach Laserfiche documents to MS Outlook e-mails.



The [web client installation](#) now includes the Laserfiche Document Preview Service, which allows you to display Microsoft Office documents directly in the document viewer or the folder browser preview pane without needing an Office Online installation or account. This allows users to easily view their documents without needing to download them or use Office Integration. Users can still take advantage of the Office Integration for editing documents, and sites with Office Online can also edit documents directly in the browser for co-authoring as well. Opening Office documents have also been streamlined, as they can be opened with a single click.

In addition, users can now create Office documents directly in the repository without needing to first create them externally and import them.



Save Files Directly to Laserfiche in Office Applications

SharePoint Integration - With the Laserfiche and SharePoint Integration components included with Laserfiche Web Access, documents can be easily accessed from Microsoft® SharePoint®. List any part of your Laserfiche repository on a SharePoint page. Scan directly to a Laserfiche folder, right from your SharePoint site. Retrieve Laserfiche documents or folders using the SharePoint search box.

Map Locations - Laserfiche provides the ability to associate a location on a map with a document or folder using Google Maps, ESRI cloud maps, or ESRI on-premises maps. Each location has both

associated GPS coordinates and a location description; by default, the location description is the street address of the location. This location can be viewed in the details pane of the folder browser or document viewer or used to perform a search.

For example, maintenance requests might be associated with the location of the property that needs maintenance. The map can then be used to view the location of a request, or a search could be performed to find all such properties within a mile of a specific location, making it easier to quickly perform maintenance on close-by properties. They could also perform searches based on the location description.

Laserfiche Forms Essentials -

Forms Essentials offers the core features including mapping out processes, designing forms, and basic reporting capabilities.

- Build Forms and business processes
- View an operational dashboard to view information quickly and easily on a process
- View reports on process instances, tasks, and process data
- Organize and route tasks to other users
- Direct approval through email

Feature	Forms Essentials	Forms Professional
Business process and form creation functionality*	✓	✓
Operational Dashboard	✓	✓
View basic reports on process instances, tasks, and process data	✓	✓
Teams	✓	✓
Direct Approval through Email	✓	✓
Database Lookups		✓
Performance Dashboard		✓
Enhanced reporting with built-in data aggregation options such as count, sum, min, max, average, and median		✓
Create advanced reports with data visualizations including charts and graphs		✓
Payment Gateway		✓

*Includes JavaScript/CSS, field rules, and form themes

Payment Gateway Integration with Forms - Laserfiche Forms features integrations with [Braintree](#) and [Authorize.Net](#) so you can accept payments in form submissions. After you save your merchant account information, you can enable Collect payment in a message start event or user task to insert a payment gateway interface into a form. You can:

- Set up multiple Braintree and Authorize.Net accounts.
- Set up one gateway for sandbox mode before switching to a second gateway for production mode.
- Use different gateways for different types of transactions or currencies.

Payment Gateway Add Account ▾

test 🗑️ ▾

Merchant: Braintree
Mode: Sandbox

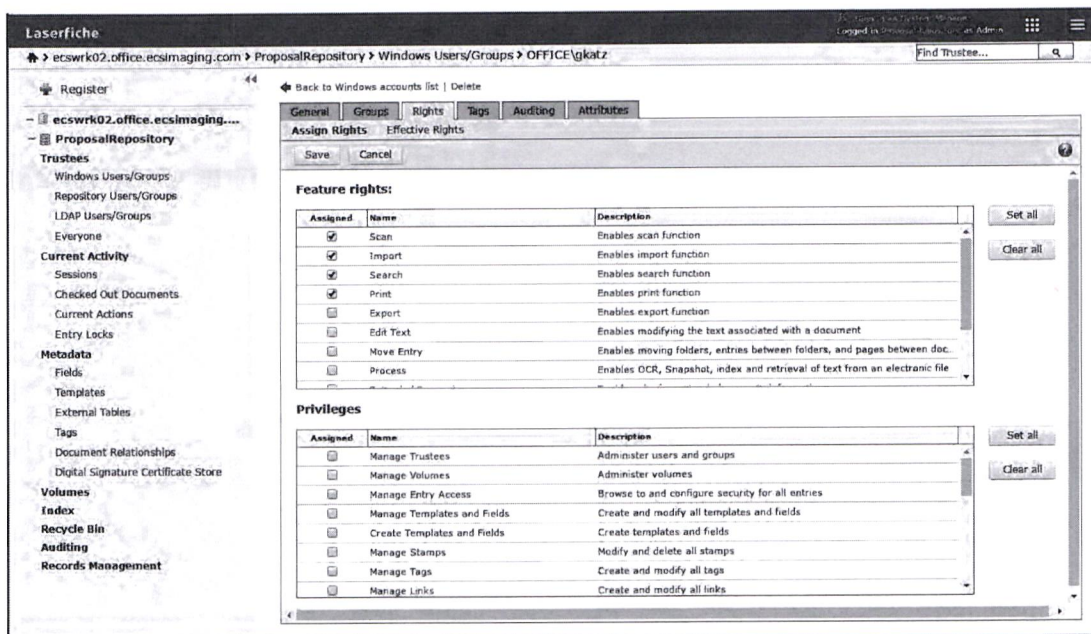
Production 🗑️ ▾

Merchant: Authorize.Net
Mode: Sandbox



Laserfiche Web Administration Console - The Laserfiche Web Administration Console is an administrative tool that provides secure access to your Laserfiche repository for authorized users via an Internet browser. Administrators can work in their repositories from anywhere, including remote sites, client computers, and even mobile devices, easily and securely. Here are just some of the actions that can be performed from the Admin Console:

- Manage Users and Groups
- Manage Volumes, Templates, and Fields
- Manage Security Profiles
- Manage Repository Options, and much more



Laserfiche Audit Trail - Audit Trail enables you to track activities performed in a Laserfiche repository. The tracked information is stored in log files that Audit Trail uses to generate reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance with legal regulations, but also contributes to the security of the Laserfiche repository.

Laserfiche offers three modules that monitor varying events in the Laserfiche repository: Starter Edition, Standard Edition, and Advanced Edition.

Laserfiche Advanced Audit Trail tracks the following events:

- Login and logout.
- Creating, editing, printing, or deleting documents.
- Creating, editing, or deleting templates, fields and annotations.
- Adding security tags.
- Exporting documents, volumes, or briefcases.
- Sending document to the Recycle Bin.
- Granting or revoking login rights for Windows accounts.
- Adding or removing users from Laserfiche groups.
- Modifications to access rights.

- Modifications to repository-wide settings.
- The creation, modification or deletion of users and groups.
- Password changes.
- Track all searches users perform
- Require users to enter reasons for performing specific actions
- Automatically add watermarks to printed or exported documents.

Laserfiche Audit Trail Reporting

Available Data: 30 days ago - Now

Timezone: Local browser time (US/Pacific)

Event Types

- Account
- Annotation
- Auditing
- Custom Audit Event
- Electronic Data
- Entry
- Export and Print
- LDAP Event
- Metadata
- Page
- Privileged Operations
- Records Management Actions
- Records Management File Plan
- Search
- Session
- View Content

Event Filters

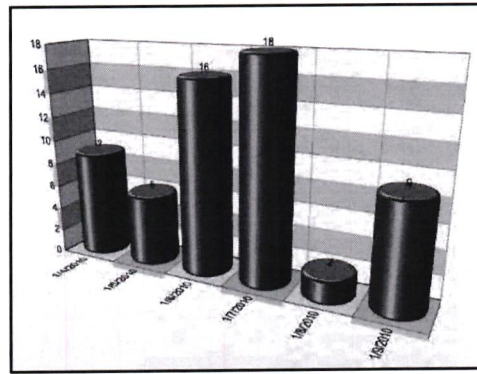
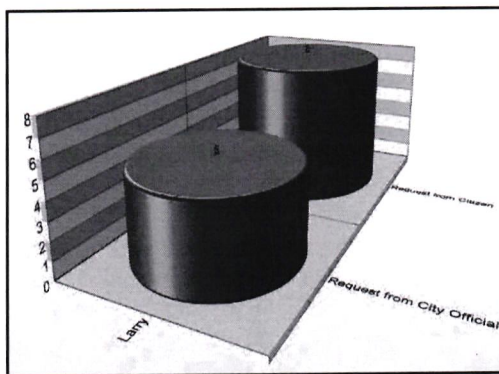
Add Filter

There are no criteria set

Event time	Event type	Succeeded?	Host name	Application name	Login name
3/14/2016 12:01:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:01:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:01:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:01:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:01:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:06:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:06:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:06:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:06:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:11:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:11:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:11:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:11:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:11:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:16:31 AM	Log On	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin
3/14/2016 12:16:31 AM	Log Off	true	ECSWRK03.office.ecsimaging...	Laserfiche Audit Service 10 (LP)	SuperAdmin

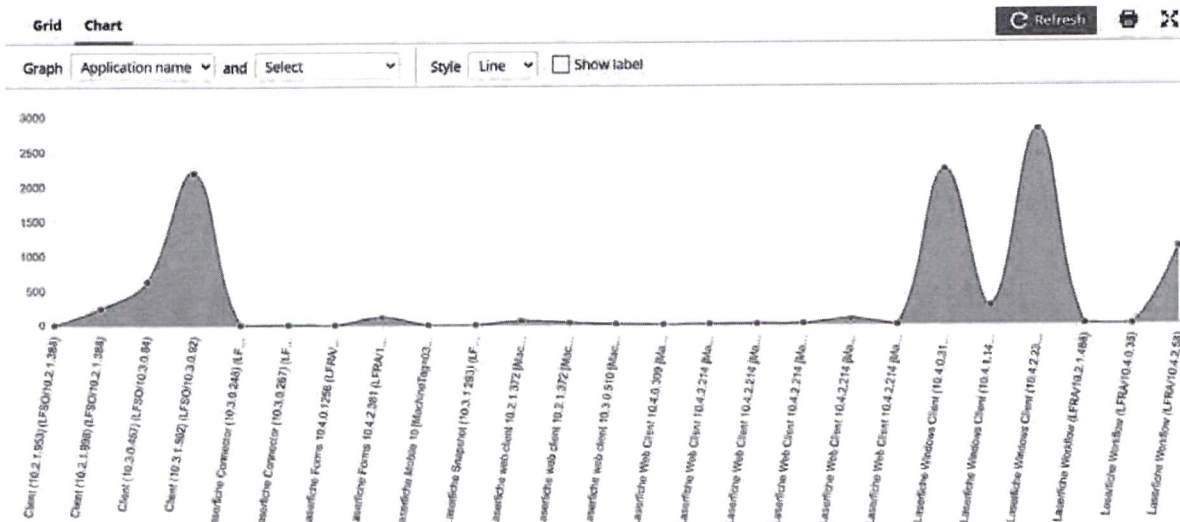
Laserfiche Audit Trail 11 introduces a new audit reporting experience to make it easier to create and view audit reports. When adding columns to a report, available columns are now grouped together to make them easier to find. There are also many more columns, allowing you to view even more granular information about your repository activity. These include a set of Changes columns that pinpoint what changed during the audited operation.

Laserfiche Audit Trail Reporting is a Web application that enables you to view, filter, and export audit data stored in binary log files. You can create reports to analyze audit data, view the information as a chart, filter it to include only the information relevant to you, and export the data for use in spreadsheet programs such as Microsoft Excel. You can also save reports for future use.

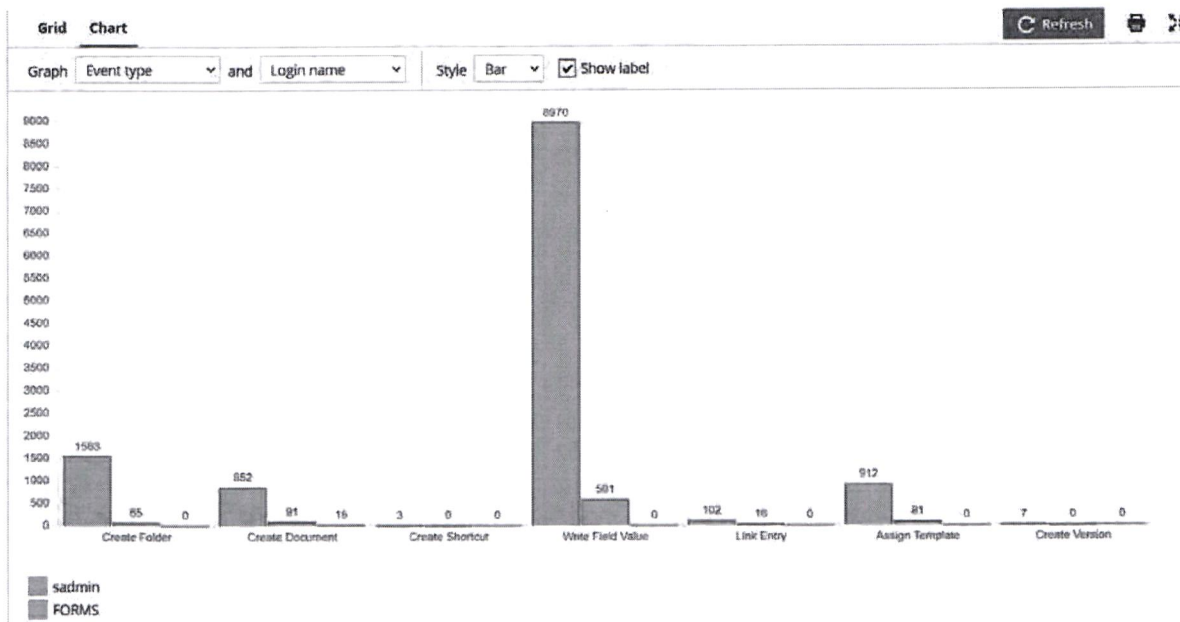




The following demonstrates how reports can be run and viewed as a graph in various ways:



Most Viewed Documents in Weblink Portal Displayed as a Line Graph



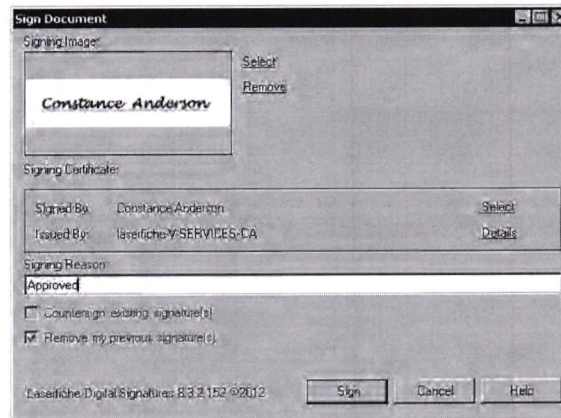
Productivity Report Displayed as a Bar Graph

Digital Signature Options

- **Laserfiche Digital Signatures-** Digital Signatures gives users the ability to automatically sign and validate documents as they are created, reviewed, and archived without leaving the Laserfiche environment. Digital signatures are a form of electronic signatures that act like a digital notary to your electronic assets, allowing you to verify the condition of your documents for the duration of their lifecycle. A digital signature is a way to indicate that a document is authentic,



has been signed by a particular person, and has not been modified since the signature was applied.



- **Adobe Sign** –This integration is for self-hosted customers and can be accessed through the Laserfiche Business Process Library. With this integration, Laserfiche can make requests for digital signatures using Adobe Sign as part of a built-in step for any automated process.
- **ViewSign eSignature-** eSignAnyWhere is a platform for electronic signing of digital documents. You can send out documents (as envelopes) to recipients for signing, acknowledgement, or receiving a copy.
 - API calls for all administrative functions
 - Routing and Signing options
 - Launch via Laserfiche Forms, Workflow Business Process, other
 - Audit Trail reports
 - Hardware Tablet Integration
 - Reports / Status
 - Notification settings: Remind, Resend, Restart, Cancel
 - Certified Authenticated Solution
- **DocuSign** - The Laserfiche Integration with DocuSign enables users to initiate a signing process from within Laserfiche Web Access. Users may select the type of signing process they are initiating and attach documents that need to be a part of that process. Also, once the signing process is complete, documents are imported back into the Laserfiche Repository from DocuSign as new versions of the un-signed document. Information captured during the signing process may be mapped to Laserfiche metadata fields. (Requires Web Access)

Laserfiche Discussions - Laserfiche Discussions is a website where users can collaborate, share ideas, and learn. Users can start discussions or ask questions for the entire user community, or they can create content within public or private groups. Laserfiche Discussions allows users to:

- Create content by starting discussions, posting announcements, asking questions, and replying to others.
- Collaborate with the right audience. With public, private, or hidden groups, users can share their content with the right group of people.



- Subscribe to interesting topics and posts. Users can easily keep up with the conversations and subjects they care about with subscriptions. When users subscribe to a topic or post, they'll receive email notifications when there's new content to see.

Laserfiche Federated Search - Laserfiche Federated Search is a web application that allows you to perform searches across multiple repositories at the same time. Administrators can configure Federated Search to search across any or all the repositories at their site, including repositories that are not hosted on the same Laserfiche Server. This allows users who work in multiple repositories, or who are not sure which repository stores a piece of information, to quickly find documents in any repository.

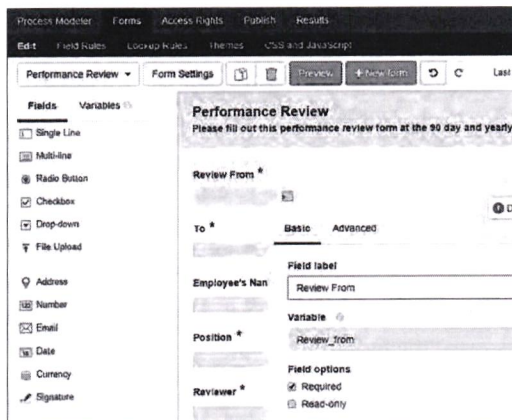
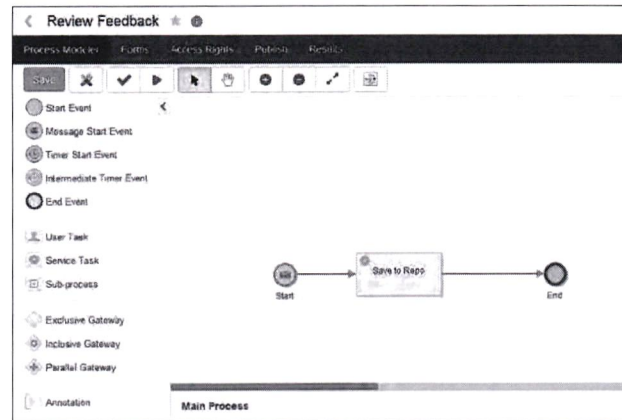
Federated Search supports the common search types (document text, fields, entry names, and annotation text), and respects the user's search options. It also respects Laserfiche security settings and will not return results that a user would not be able to see when searching within an individual repository. Federated Search can be configured to allow users to search across Windows network drives and Google Drive accounts. These results are aggregated into a single results list, along with repository and website searches.

Distributed Computing Cluster - Distributed Computing Cluster allows you to distribute the processing work for Laserfiche applications like Workflow and Web Access onto one or more machines dedicated to performing that work. As a result, Laserfiche applications can add features that require significant resources without increased load on the server.

Additional Laserfiche Software Modules

Laserfiche Forms Professional – New Custom Forms Designer allows you to build web forms in minutes. Laserfiche Forms allows you to create electronic fillable forms easily and quickly with simple drag and drop that can be published on intranets or public websites with no coding or scripting required. Capture information and process it quickly to ensure information is accessible to authorized employees throughout your organization.

Laserfiche Forms is a Laserfiche module that eliminates paper forms, accelerates review and approvals, increases transparency, and automates forms-based processes. Forms reduces processing time by automating routing and notifications while enabling simultaneous review by multiple users. By providing analytics like dashboards and centralized task lists, Forms makes it easy to identify any bottlenecks in the process. The Business Process Library provides prebuilt forms and process diagrams for a variety of common business processes to fast track the implementation.


Forms Designer

Process Modeler

- Choose from a wide variety of fields, checkboxes, drop-down, database lookups, and geo-tag locations to collect the exact information in the precise format needed.
- Hide or display fields based on selections made in other fields.
- Place fields side-by-side and adjust field widths.
- Include required fields so forms will not be submitted with incomplete information.
- Customize the layout of your form with editable fonts, colors, backgrounds, and uploaded images.
- Automatically pull data from primary applications to prepopulate fields such as name, address, and phone number reducing the need to rekey or manually validate information.
- Maintain a record of the submitted information by saving the form to your repository as a TIFF or PDF.
- Automated form routing for processes such as review and approval with the Forms business process modeler.
- Easily approve or deny forms via simple email reply.
- Use Timer Event functions that launch processes on a set schedule or after a specific period and reroute a workflow when a deadline has passed.
- Create reports showing the status and progress of each process.
- User-based team management.
- Implement secure features such as Digital Signature boxes and Captchas.
- Payment Gateways - configure multiple Authorize.Net and Braintree profiles.
- Rich Text Fields - submitters filling out Forms can add bullet points, style text, and include links in their submissions.
- Dynamic Form Selection allows you to also specify a form based on the value of a variable.
- Location field allows you to store a geolocation field in a form as the Location property for the form saved in a repository.
- Time out users after a set period of inactivity.
- Forms Designer Themes include Winter, Spring, Fall, Summer, High Contrast Mode, and High Contrast Mode II



← New Forms Process View:

SuperAdmin ▾

☰ Proposal Form

Layout Field Rules Lookup Rules Themes CSS and JavaScript

Fields Variables

- Single Line
- Multi-line
- Radio Button
- Checkbox
- Drop-down
- File Upload
- Address
- Number
- Email
- Date
- Currency
- Signature
- Geolocation
- Custom HTML
- Section
- Collection

New Proposal Request

Proposal Name * Name of Proposal

Organization Name Enter the name of the organization

Due Date * Enter the Due Date

Submit to Address Street Address

Address Line 2

City State / Province / Region

Postal / Zip Code Country

Assigned To: *

Edit Duplicate Delete

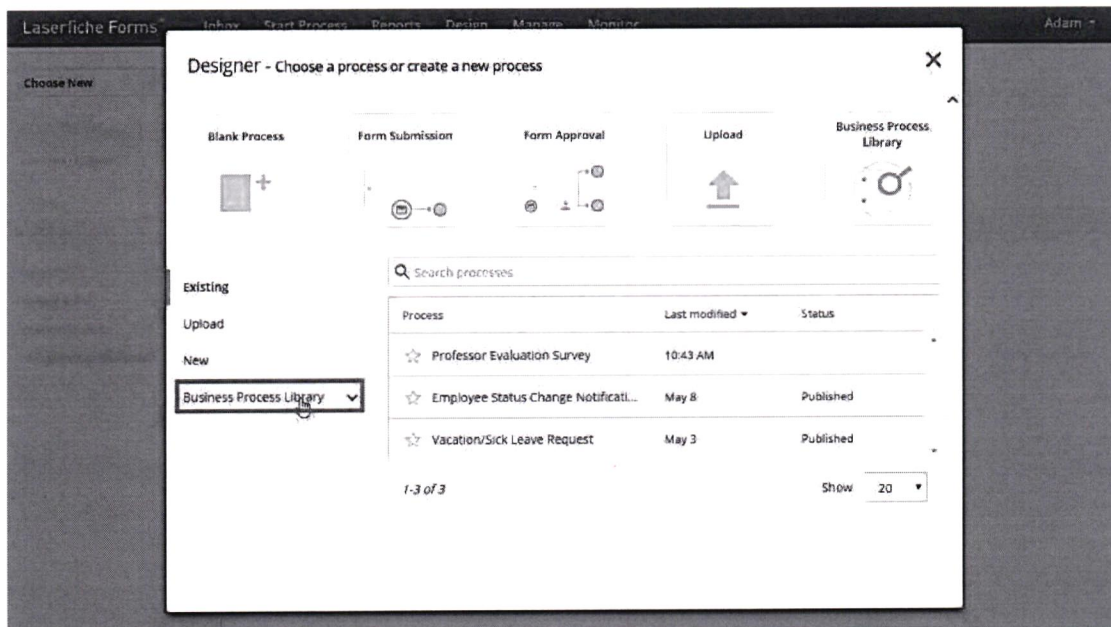
Laserfiche Forms Designer

Users that can access Forms:

- **Full Named Users:** provides full access to all functionality within Forms.
- **Process Users:** Read-Only repository access, full Forms functionality.
- **Community Users:** Read-Only repository access, can submit Forms and participate in Forms processes.
- **Public Users:** Public users do not need to sign in to Forms or have a Laserfiche account. Anybody can submit a form. *Requires Laserfiche Forms Portal.*

Laserfiche Forms Portal - Extends the functionality of your Laserfiche Forms application to publicly available forms that can be completed and submitted online anonymously, meaning users do not need to login to complete and submit a form.

Business Process Library (BPL) – The Business Process Library features a variety of prebuilt processes and accompanying forms tailored for a variety of business needs. Each business process consists of one or more Forms processes that will be installed when you click download. Additional files that are required for the process to run must be downloaded from the Process details page and configured separately.



Laserfiche Public Portal - Laserfiche WebLink is a user-friendly public portal site for providing read-only access to documents. This enables you to access the information quickly and easily you need from anywhere in your office or even from a remote location. For example, an organization that you work with might use WebLink to share files with you, or your local city government might use WebLink to distribute documents to the public.

Laserfiche Quick Fields - Quick Fields is a highly customizable data capture solution that automatically captures your critical information from paper, electronic documents, and databases then organizes it for fast retrieval. By automatically capturing the data you need, Quick Fields can reduce or eliminate the need for manual data entry, which is labor-intensive and error prone.

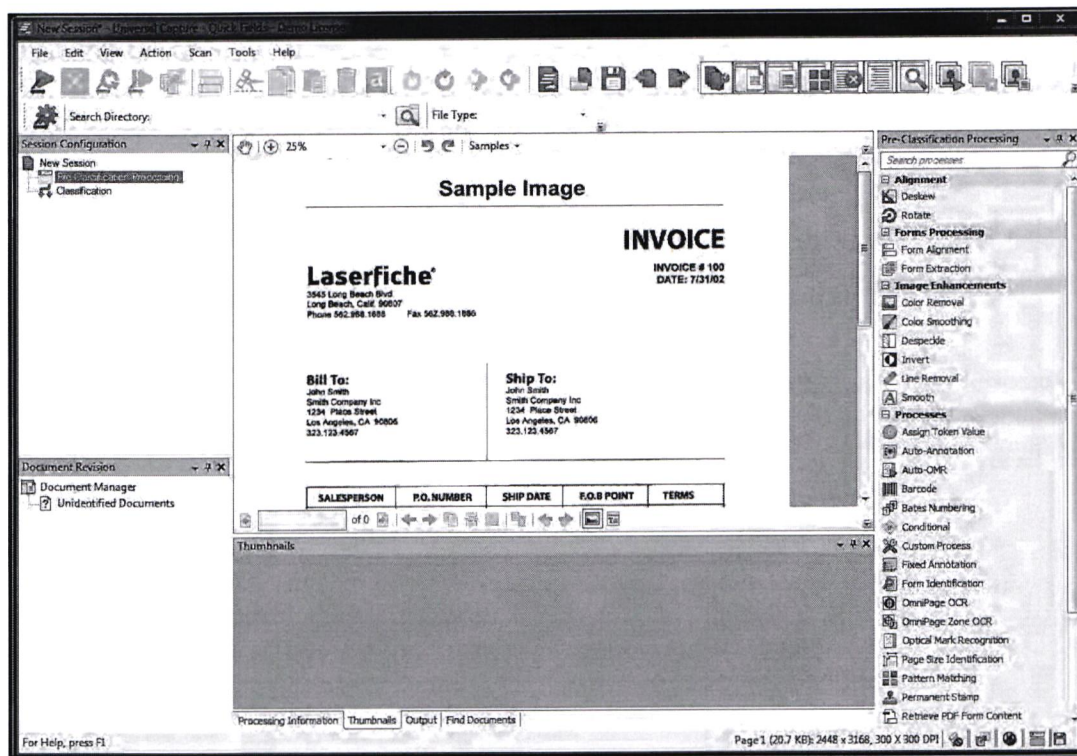
Quick Fields collects the precise data you need—such as zip codes, bank account numbers and invoice numbers—and then compares it to information in other application databases to verify its accuracy and ensure that it is correctly formatted. In addition, data extraction tools can draw information from other databases to automatically fill in index fields. Data extraction tools automate these processes to reduce the amount of staff time spent transferring information between applications and integrating it into your business processes.

Quick Fields options include:

- **Bar Code** – reads a variety of industry standard bar codes horizontally and vertically.
- **Zone OCR** – automatically extracts text from specific form areas for rapid data capture and index field population.
- **Real-Time Lookup** – populates template fields and validates metadata by retrieving data stored in client databases and other applications.
- **Pattern Matching** – uses regular expressions to separate extracted data, such as zip codes, from larger blocks of text captured by Zone OCR and verifies that is correctly formatted.
- **Check Scanning** – captures images of checks with supported Digital Check Corporation (DCC) scanners.



- **Form Identification** – automatically recognizes the form or document based on its overall structure, even in the absence of barcodes, form data or other distinguishing information.
- **Form Registration** – automatically repositions the document to match a master form, correcting for scanning errors and improving data extraction.
- **Form Extractor** – removes form outlines, isolating data for more accurate capture.
- **Optical Mark Recognition (OMR)** – detects marks on surveys, tests, and ballots. OMR can determine whether check boxes have been filled in.
- **Document Classification** – eliminates the need for sorting prior to forms processing by recognizing multiple types of forms in a single session.



Laserfiche Quick Fields Agent - Quick Fields Agent allows you to schedule Quick Fields sessions and have them run unattended. By scheduling when document processing occurs, your organization can use network resources at non-peak hours. Quick Fields Agent keeps track of all scheduled sessions and reports on the results of schedules that have run.

Laserfiche Records Management - Laserfiche Records Management simplifies the life cycle management of business records and supports the automatic enforcement of consistent, organization-wide records policies and reduces the cost of regulatory compliance.

Records Management Highlights:

- DoD 5012.2 compliant
- Enforce enterprise-wide records policies, regardless of your records' format, location, or content, and without additional staff training.
- Create records from documents already under management.
- Search for records according to status or location.



- Automate life cycle management from document creation to final disposition.
- Run reports detailing where records are in their life cycle and which records are eligible for transfer, accession, or destruction.
- Log all system activity, providing an audit trail that can be used to prove adherence to your records management plan and compliance with regulations.
- Ensure the future accessibility of your archived records with storage in non-proprietary TIFF file format.
- Safeguard records with comprehensive access controls.
- Promote compliance with Sarbanes-Oxley, HIPPA, USA PATRIOT ACT, SEC, FINRA and other regulations.
- Simplify business continuity planning by centralizing your organization's information.
- Reduce litigation risks associated with expired and outdated records.
- Respond to e-discovery order quickly and confidently.
- Instantly provide large numbers of records to auditors, without trips to the records room or off-site storage facilities.

Laserfiche Records Management has been updated to enable greater organizational flexibility in how records are handled, while still enforcing security restrictions to help them meet their compliance needs. Cutoff and retention policies can now be assigned directly to any entry in the repository, without needing to be located within record series.

In addition, holds (previously called freezes), can be placed on any entry in the repository, regardless of its folder structure or whether it is a record. Assigning a hold to a document does not make it a record. In addition, users can provide names for holds, and apply multiple holds to a document, or a single hold to multiple documents at once. Holds can also be assigned due dates, and users can search for every document with a hold or a due date. Administrators can also view all holds in the management page, and quickly view a list of all documents with a hold.

Laserfiche Import Agent - Import Agent can automatically retrieve files stored in a Windows folder and import them into a Laserfiche repository allowing numerous image capture devices (multi-function copier/scanners, network fax server, etc.) to work with Laserfiche. Automatically assign user-defined document templates, auto-populate index fields and create unique document names. You can also schedule Import Agent to import documents during off-peak hours.

Laserfiche Email Archive - allows you to automatically archive emails to Laserfiche using Import Agent. Emails can be archived to multiple repositories based on various conditions. Additionally, Email Archive can extract and assign metadata to the emails saved in Laserfiche. It can also extract and save attachments and the email's distribution list file.

Laserfiche Connector - Integrate Laserfiche with third party software applications in minutes without programming. Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as CRM and ERP systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons.

Laserfiche Connector allows you to:

- Searching the Laserfiche repository based on fields from third-party applications such as CRM and ERP systems. Both basic and advanced searching is supported. If only one result is found,



the document will automatically open in the Laserfiche Client, Laserfiche Web Access or Laserfiche WebLink.

- Launching Laserfiche Scanning and automatically populating metadata for the scanned documents with information from a third-party application.
- Connecting two applications by allowing one of them to start the other (including the ability to pass parameters between them).
- Choosing whether any of the above actions are activated from a keyboard shortcut, a button embedded in the application's title bar, or both.

Laserfiche Toolkit (SDK) - The SDK (Software Development Kit) allows your organization to more effectively put content to use by integrating Laserfiche with third party applications. Custom solutions can be created using any language with COM support, which means Web sites, scripts, Windows applications, or anything else compatible with COM libraries, including all .NET languages, can easily communicate with the Laserfiche Server. The SDK comes with detailed documentation that includes tutorials and sample source code in C# and Visual Basic .NET.

Laserfiche ScanConnect - ScanConnect enables you to use ISIS scanning drivers. A collection of ISIS drivers is included with ScanConnect, enabling you to scan using supported scanners. A list of supported scanners can be found on the Laserfiche Support Site. If your scanner is not listed, you can manually install any ISIS drivers your scanner's manufacturer has provided.

Laserfiche Hybrid Cloud Services

Direct Share, which enables organizations to share content securely with people outside the organization with password-protected links that can be tracked and audited in Laserfiche. Laserfiche direct share lets you share content from the Laserfiche repository with external users through the web client or mobile app. When you send documents through direct share, the recipient will receive a unique and anonymous URL they can use to access the files for a limited period. You can add a password and specify the number of days until the URL expires. The sender will receive notifications when the content is viewed, and they or a repository administrator can see the status of who shared it, with whom, and if and when it was accessed.

Smart Invoice Capture is a pre-configured profile that uses machine learning to automatically capture data on any invoice, specifically the invoice date, invoice number, purchase order number, and total amount due. Similar to custom capture profiles, the Run Capture Profile Workflow activity runs this smart profile and outputs tokens for the captured data to be used later in the workflow. This activity can also retrieve information from a vendor lookup table to automatically retrieve vendor information from invoices.

Note: When the Workflow activity runs the smart invoice capture profile, eight tokens will be captured: *TotalAmount*, *TotalAmountConfidence*, *InvoiceNumber*, *InvoiceNumberConfidence*, *InvoiceDate*, *InvoiceDateConfidence*, *PONumber*, and *PONumberConfidence*. Additionally, if vendor identification is enabled, three vendor identification tokens will be captured: *TopVendorName*, *TopVendorID*, and *TopVendorConfidence*. The confidence tokens reflect how confident the machine learning algorithm was in capturing the correct data. Process designers can use these confidence tokens to create conditions to set their own thresholds and route data for additional manual validation.



Laserfiche Workflow Bots, or Laserfiche Bots, use robotic process automation technology to let you easily configure software bots to automate repetitive, routine work between multiple systems. These bots work directly across application user interfaces, mimicking the actions a person would perform, including signing in and out of applications, copying and pasting data, and filling out forms. By automating these time-consuming, uninteresting tasks, users have more time to focus on more important matters. See Video Overview: [Workflow Bots](#)

CRM Integrations: Push and pull information without coding between Salesforce, Redtail or Microsoft Dynamics 365 and Laserfiche to better maintain data accuracy and consistency for sales and marketing processes.

Ellucian Banner Integration through Ethos: Seamlessly exchange student personal information and course information between Laserfiche and Banner SIS to support use cases such as student registrar forms processing, student information update requests and changing majors/minors.

Digital Signature Solution Option

OneSpan Digital Signatures - OneSpan Sign for Laserfiche includes integrations into both the Web Client and Workflow applications within the Laserfiche Platform. Within the Web Client, OneSpan Sign is fully embedded, enabling you to prepare, manage, and send documents directly from Laserfiche. Within the Workflow application, using the OneSpan Sign workflow activities, you can add OneSpan Sign electronic signature capabilities within new and existing workflow processes. With both integrations, e-signed documents and the audit trail are automatically saved back to Laserfiche after the signature process is complete.



ECS Implementation / Project Management

As a project-based firm, ECS Imaging, Inc. understands that our reputation is based on the impression we leave with our clients at the end of each project engagement. At ECS, we have extensive experience implementing turnkey Laserfiche records management, document management, and business process automation solutions for hundreds of clients. Our experience implementing systems in similar environments provides us with significant insights into the best practices for your project. We intend to provide professional customized recommendations and solutions to your organization from kick-off to go-live to ensure a successful project implementation. In addition to a dedicated project team, your project will be managed by a **Certified Project Management Professional (PMP)**.

To enable a controlled, effective, and timely implementation we would recommend a phased approach. We have used this technique successfully in many previous implementations. We are using a web-based, software project management tool called Click-up to provide overall project management, task management, budget control, schedule management and transparency on our projects to all parties involved. With on-demand and real-time access available to our customers the need for periodic reporting may not be needed but can be provided in addition to meeting any specific requirements.

Project Management Methodology

The following section outlines the ECS methodology for implementation and is based on PMBOK guidelines published by the Project Management Institute.

Step 1: Requirements Analysis - Gather and Confirm All Requirements for Successful Implementation

Step 2: Planning - Define the Formal Work Plan, Checkpoints and Milestones for the Project

Step 3: Design - Design Every Aspect of the System in a Design Specification Document

Step 4: Build - Build the Application According to the Design Specification

Step 5: Test - Test the Application for Functionality, Performance and Design, according to the Specification

Step 6: Revise - Revise the Application per Testing Results and Conform to Design Specification

Step 7: Rollout - Launch the Application, Supported with Communication, Training and Service

NOTE: Please see Project Plan below for a detailed description of the steps ECS will take to complete your implementation.

Roles and Responsibilities

Role	Client Responsibilities
Client Executive Sponsor	<ul style="list-style-type: none"> ▪ Has final authority and responsibility for the project ▪ Reviews and approves changes to project requirements and project scope ▪ Allocates resources towards the completion of project tasks ▪ Approves final deliverables
Client Project Manager	<ul style="list-style-type: none"> ▪ Reports to and receives direction from Client Executive Sponsor ▪ Participates in and approves of project plan requirements, scope, and deliverables ▪ Manages, reviews, and prioritizes the client-side project tasks to stay on time and on budget ▪ Provide status and progress reviews to project team and Client Executive Sponsor



	<ul style="list-style-type: none"> ▪ Manages client-side resources (project team members) ▪ Monitor and control project schedule, budget, and quality ▪ Reviews and approves deliverables ▪ Signs off project milestones
Client Department Managers	<ul style="list-style-type: none"> ▪ Identifies the department requirements to Client Project Manager ▪ Manages the completion of department specific project tasks ▪ Supervises department specific resources ▪ Reviews and approves department deliverables
Client IT Manager	<ul style="list-style-type: none"> ▪ Validates feasibility of hardware requirements ▪ Acquires and manages configuration of server and client hardware ▪ Supervises IT specific resources ▪ Reviews and approves IT deliverables
Client Trainers	<ul style="list-style-type: none"> ▪ Responsible for client hosted training ▪ Serves as the client's subject matter expert ▪ Long-term power-users or super-users of system information and on-going training for new and existing staff
Role	ECS Imaging Responsibilities
ECS Executive Sponsor	<ul style="list-style-type: none"> ▪ Has final authority and responsibility for the project and deliverables ▪ Reviews and approves changes to project requirements and project scope ▪ Provides additional resources for scope changes ▪ Finalize contract negotiations and commitment of ECS Imaging, Inc. to project ▪ Leads the teams involved for accountability, responsibility and ownership
ECS Customer Success Manager	<ul style="list-style-type: none"> ▪ Provide consulting and recommendations for business process improvements ▪ Monitor Project Manager accountabilities ▪ Monitor Technical Manager accountabilities ▪ Maintain active relationship with Client's Project Sponsor ▪ Ensure exceptional User Experience and Success
ECS Project Manager	<ul style="list-style-type: none"> ▪ Provide progress updates ▪ Provide structured implementation methodology ▪ Communicate required process changes to implement solution ▪ Prepare and coordinate solution deployment ▪ Coordinate the availability of staff to meet requirements of project plan ▪ Communicate and confirm scheduled times with the client and ECS staff ▪ Make recommendations for business process improvements ▪ Responsible for delegating configuration and setup per requirements and analysis (engineers and analysts to be determined based on project requirements) ▪ Drive systems testing; resolve nonconformance's ▪ Participate in User Acceptance Testing; resolve nonconformance's ▪ Coordinate development of custom documentation to be provided to client
ECS Business Analyst	<ul style="list-style-type: none"> ▪ Make recommendations for business process improvements ▪ Analyze current methods and map to desired outcome ▪ Identify gaps between desired outcome and standard software capabilities
ECS Trainer	<ul style="list-style-type: none"> ▪ Provide training to Client Trainers and other staff ▪ Develop training documentation
ECS System Engineer	<ul style="list-style-type: none"> ▪ Configuration and setup of system ▪ Installation and Configuration ▪ Onsite and Remote Technical Support ▪ Onsite Training ▪ Development Tasks (when needed)



ECS Software Engineer	<ul style="list-style-type: none"> ▪ Conversion recommendations and tasks ▪ Development tasks ▪ Integration recommendations and tasks
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Project Plan

The project timeline is flexible, and we will work with your team to determine the right time and pace for the project. Below is an outline of the services that we will provide to ensure a successful implementation of the system.

After the specific scope of work is defined, we will determine the timeline for the project. We are flexible regarding the start time of the project, including consulting, installation, configuration, and training of all users. The following is a summary project plan with milestones and benchmarks:

Step	Description of Tasks	Date
1	Kickoff Meeting: In the initial meeting, we will review the project plan, define project rolls, discuss, and review project scope, review hardware requirements, set expectations of project milestones, and determine ongoing communication.	TBD
2	Software Installation: Upon confirmation of order approval, the software can be installed within two to four weeks, dependent on availability of any requisite hardware. Installation will be a joint effort between the organization's technical staff and ECS. Detailed hardware recommendations for server-side components will be provided to the organization. Additionally, we assist with initial client/scanner workstation installations and provide instructions for unattended deployment to any remaining workstations.	TBD
3	Conversion (as needed): ECS's development team will convert all appropriate documents and data from the existing document management system or document storage. Please refer to the attached documentation for additional details of the conversion process.	TBD
4	Solution Review and Validation Meeting: This meeting is to review the new solution with the organization to ensure the configuration has been completed per the requirements. Changes to the solution are made at this time. Multiple iterations may occur to achieve the final desired solution.	TBD
5	Business Process Consultation: These meetings will be held to develop an understanding of the organization's current business processes and to plan an implementation strategy for Laserfiche.	TBD
6	Testing: Testing is performed of the final desired solution to ensure that all aspects of the solution are working as intended. ECS will demonstrate that the system is fully functional, security settings are verified, and the system is validated by the organization to be fully operational and to meet their needs as proposed.	TBD
7	Administrative Training: ECS will train the organization's technical staff in the system's architecture, databases, backend applications, and interfaces with other systems. Training will also cover how to monitor and manage the security, users, and user rights. This training is designed for the organization's system administrator and will focus on how to setup the system, folder trees, file structures, templates, volumes, system monitoring, license usage, and backup procedures.	TBD
8	Workflow Training (as needed): ECS will train the organization's technical staff on configuring automated workflow processes utilizing the Laserfiche Workflow module for the Workflow administrator.	TBD
9	Forms Training (as needed): ECS will train the organization's staff on building and using Laserfiche Forms. Training will cover the various steps in creating and customizing web forms to be used internally and/or externally.	TBD



10	Records Management Training (as needed): ECS will consult and train the organization's Records Manager on how to configure and implement the file plan into the solution to account for classification of records stored throughout their lifecycle. Training will cover how to manage records (cutoff, destruction dates, freezing of records, legal holds) along with tracking and reporting tools includes.	TBD
11	End User Training (Train-The-Trainer or Classroom Style) : User training on how to use the software and to understand the business process. The training will cover how to use all the different software components (Workflow, Forms, etc.).	TBD
12	Resolve any issues (Prior to go live date) : After end user training is completed, end users may identify some small adjustments in the business process solution. These items will be addressed prior to the Go Live date.	TBD
13	Go Live . An on-site engineer will be available on the Go Live date.	TBD

Scope of Services

To be determined based on requirements of implementation project.

Project Status

Our dedicated team consists of 15 technical team members to ensure an on-time, smooth project and provide ongoing support when needed. Our Technical teams are followed by Executive Sponsors along with ECS's Customer Success Team who will be involved in your project focusing on a successful implementation, providing assistance, best practices, and a long-term relationship. We will provide access to an on-demand webpage for project statuses, deliverables, responsibilities, and milestones giving everyone involved insight into the project progress.

Project Personnel



Debbi Bodewin, CEO/Chief Consulting Officer
 25+ Years of Industry Experience
 With ECS since 1995



Chad Rodriguez, MBA - Chief Technology Officer
 Laserfiche Gold Certified Professional
 15+ Years of Industry Experience
 With ECS since 2010



Toni Lewis – VP of Professional Services
 25+ Years Industry Experience
 With ECS since 2021



Jesse Martinez, Technical Support Director
 Laserfiche Certified Professional
 15+ Years of Industry Experience
 With ECS since 2007

This team represents a high-level view for managing the project. Additional implementation, project, and support staff will be involved in the project. All ECS Executive, Sales and Technical staff attend training sessions on an annual basis. Staying up-to-date and informed on the latest features and enhancements within Laserfiche and the Document Management Industry providing our clients with the best consulting and support services available.



ECS Training

Training is provided onsite by ECS trainers using the installed system (depending on the current environment). These training sessions can be scheduled for individuals or groups according to their role. Training sessions are developed and tailored specifically to our customers. The duration of training is typically between 1 – 2 days. Training can be provided for new installations, new users, refresher training, updated features and functionality, additional software modules, etc. Below is an overview of the type of training we offer:

End-User Training

Some of the topics covered in this training are:

- Annotations
- Customizing the Document Viewer
- Document Metadata
- Using the Folder Browser
- Electronic Documents
- Searching
- Importing Documents
- Exporting and Printing Documents
- Snapshot
- Emailing Documents

One session will be comprised of scanning, batch scanning, advanced scanning, importing, and indexing. Topics discussed in the training are indexing, short-cut keys, batch processing techniques, and cleanup tools. The second session will be for retrieval and viewing only users. This will address the various retrieval methods including Quick Search and the Customize Search options, viewing options, printing, emailing, and customizing tool bar options. This session also covers search results and what information is returned, how to open and view documents, and how to utilize the information returned.

Administrator Training

System Administrator Training begins with a comprehensive overview of the Laserfiche System. This includes each component reviewed in detail. Integration and installation issues are also addressed. The role of the trainer is to provide the participants with a thorough understanding of the Laserfiche system so that they can develop, integrate, and manage the system at their organization. As a Training Outline, they will be learning Template Creation and modification, folder design concepts, Laserfiche security setup and administration, database backup, other miscellaneous tips and tricks for the Laserfiche System Administrator, volume management, other Laserfiche products/plugin-ins, most common Laserfiche problems and how to resolve them.

Power-User Training - A user of a computer system or program whose skills and expertise are more advanced than most other users, especially a person in an organization who is assigned additional administrative rights and responsibilities for that system or program.

- *Laserfiche Workflow Admin Training* - This hands-on training is for users who will be designing workflows within the Laserfiche System. This class is not exclusive to IT, but users should be technically savvy and familiar with IF/THEN logic. Some of the topics covered in this training are: Parallel and Conditional Routing, E-mail Notifications, Reminders / Deadlines, and Repeat/Looping related to business processes.
- *Laserfiche Forms Training* - This hands-on training focuses on the design and configuration of electronic fillable forms. Power-users will be provided instruction on the functions of Forms submitters, approvals, assigned tasks, reports, performance monitoring, and forms as part of workflow configurations.



- *Laserfiche Audit Trail Training* - This hands-on or group training is for users who will be generating or viewing Audit Reports on the Laserfiche Repository. Laserfiche Audit Trail is typically used to investigate the viewing, retrieval, or export of a document from the Laserfiche Repository. This class is typically limited to Administrators and Power Users with comprehensive access to the Laserfiche Repository.
- *Laserfiche Records Management Training* - This is hands-on training which covers basic records management concepts for records managers and for general staff. This session provides training on the lifecycle of Records from creation to final disposition and includes setting up retention schedules, managing record series and record folders, determining cutoff instructions and disposition, and compliance requirements.
- *Laserfiche Quick Fields Training* - This hands-on training is for users who will be creating Quick Fields Sessions. Typically, this training is for IT or Power Users of Laserfiche and includes automating Quick Fields Sessions, data capture, extraction and validation, image enhancement, and customizing the handling, processing, and information capture for specific document types. Class material is dependent on the Quick Fields modules purchased.
- *Integration Training SDK / LF Connector* - Training for IT applies to integration with specified line of business applications.

Complimentary ECS User Training

We believe in providing continued added value to our clients in an ongoing basis and assisting them in utilizing the solutions we provide to the maximum potential. That is why we offer complimentary training opportunities throughout the year to provide added value to your Laserfiche investment. We offer free monthly Webinars and User Group Workshops scheduled in Northern and Southern California on a quarterly basis that are hosted by one of our clients at their facility.

Our complimentary Annual Customer Conferences are also held in both Northern and Southern California and provide a full day of Laserfiche training, networking, and consultation opportunities. Our monthly eNewsletter provides additional information about ECS events and Laserfiche news including product details, new software releases and updates, tips & tricks, client success stories, webinars, industry news with partners, and other on-line training resources.

Upcoming Free ECS Training Events:

Wednesday, December 14, 2022 – Webinar: 2022 Highlights and Ask the Experts.

Training Webinars are provided at no cost to ECS customers. We invite you to attend as this will be an excellent opportunity to see Laserfiche action. Link to events and registration:

<https://ecsimaging.com/events/>

Laserfiche Online Help Resources

As part of your Laserfiche Software Assurance Plan, all licensed users of the system will have 24/7 access to the Laserfiche Support site where you will find additional online training opportunities. The Laserfiche Support Site offers a variety of resources to help you use your Laserfiche products more effectively including best practices and tips for using the products, troubleshooting information and hotfixes, technical papers on a variety of topics, product demonstration and how-to videos located on the Laserfiche YouTube site, and a Code Library and other resources for developers. The Support Site is updated regularly.

**Laserfiche Support Site**<https://support.laserfiche.com>**Laserfiche Answers**<https://answers.laserfiche.com>**Laserfiche Aspire – Learning Resources**<https://support.laserfiche.com>**Laserfiche User Manuals**<https://support.laserfiche.com/kb/1012253/current-online-laserfiche-product-help-files>**Laserfiche Certified Professional Program (CPP)**<https://www.laserfiche.com/support-learn/certification>**Laserfiche User Manuals**<https://support.laserfiche.com/kb/1012253/current-online-laserfiche-product-help-files>**Laserfiche Video Gallery**<https://support.laserfiche.com/gallery/#/list#%2Flist>**Laserfiche Cloud Trust Center**<https://www.laserfiche.com/products/trust/>**Laserfiche Case Studies**<https://www.laserfiche.com/casestudy/>**Optional Online Training Opportunities**

Self-Guided Online Training - Laserfiche offers a Certified Professional Program (CPP) with online courses designed to provide users with step-by-step training on setting up, using and optimizing Laserfiche software. The first course (ECM 101) is available at no cost and is recommended for anyone new to Laserfiche. Additional courses are offered at a cost of \$150 per course and provide detailed information to help users maximize the value of their Laserfiche investment. Certification includes a self-paced online exam, if users do not pass the exam on the first attempt, they can take it a second time at no additional cost.

Laserfiche Certification: <https://www.laserfiche.com/support-learn/certification/>

Laserfiche Empower Annual Conference in Long Beach, CA

The Laserfiche Empower Conference provides an added value that includes a weeklong training event with hundreds of classes available for all knowledge levels. The Conference is held every year and offers a week-long series of training sessions for all user levels.

ECS Support and Maintenance

Laserfiche Support Assurance Plan (LSAP) is an integral part of keeping your software up to date and ensuring that you have access to all the latest features and functionality the software has to offer. The Laserfiche Software Assurance Basic Plan includes the following:

- Unlimited telephone support through your authorized reseller
- Free copies of Software Version Updates, (updates are released an estimated 1-4 times per year).
- All the latest hotfixes, updates, and patches to keep your system running at peak efficiency.

- 24/7 access to the Laserfiche Support Site and Laserfiche Answers where users will find detailed technical information to help optimize the Laserfiche system.
- Comprehensive training opportunities are available to all staff including quarterly Regional Training opportunities and the annual Laserfiche Institute Conference
- 100% of the purchase price of your current Laserfiche software can be credited to any new product purchase.

ECS GOLD Priority Support is an optional support plan to the basic Laserfiche Software Assurance Plan (LSAP). Where LSAP offers a response time within 24 hours, ECS GOLD Priority Support responds promptly to our client's needs and concerns. Our experienced tech team will respond within 4 hours of our client's call. Most calls are answered immediately and resolved within the same business day. Also includes admission to our complimentary quarterly user group workshops and the ECS Annual Customer Conference (TRANSFORM).

	Basic LSAP	ECS Priority Support
Phone Support within 24 hours	✓	✓
Laserfiche Software Updates	✓	✓
Laserfiche Support Website	✓	✓
Priority Phone Support with 4 Hour Response Time Guarantee		✓
Guaranteed On-site & Remote Connection Hours		✓
Free Client Conference & Quarterly User Groups		✓
Warranty Administration		✓
Monthly ECS Email Newsletter		✓
Dedicated Consultant & Account Manager		✓
Annual Account Check-up		✓

ECS GOLD Priority Support Plan includes a Toll-Free number with **Unlimited Priority Phone Support** with a 4- hour response time. Additional support avenues include a dedicated support email account (HelpDesk@ecsimaging.com), and Website with download/upload capabilities. We also offer Remote Desktop Assistance.

ECS GOLD Priority Support is offered for on-site and remote technical assistance. Hours can be used for configuring workflows, forms, integrations, training, remedial support, additional consulting requirements, or for version upgrades/releases of the software. Support hours are 7:30 am – 5:00 pm, Monday – Friday PST excluding major holidays. All support will be provided through ECS Imaging, Inc. directly.

Each customer maintains an experienced Customer Success Manager dedicated to your current and future needs. Your Customer Success Manager helps coordinate training and on-site visits, provides consultative advice to the project not only at the beginning, but also for planning out future requirements. This level of care ensures a smooth implementation and guarantees that our client's expectations are met and exceeded always.

ECS Direct Support / Extended Support Hours

ECS offers after-hours support on a case-by-case basis, typically for large upgrades to minimize downtime or emergency support. ECS does have customers that run 24/7 operations and provides support when needed for those clients. Laserfiche provides a 24/7 support portal website complete with videos, white papers, knowledgebase articles and Laserfiche Answers for Q&A. Laserfiche has the complete help manual online built into the system with screenshots and context sensitive search for help topics.



Tab 7 – Pricing

Please see pricing in Excel Spreadsheets. We have included one price list for each of the four Laserfiche Platforms offered. Cost for SaaS implementation includes software cost and implementation cost. On-premises deployments, Avante and Rio include software cost, annual maintenance cost, and implementation cost.

- Rio (on-premises/self hosted)
- Avante (on-premises/self hosted)
- Subscription (on-premises/self hosted)
- Cloud Hosted SAAS on AWS

Tab 8 – Value Added Products and Services

Professional Services to develop Forms and Workflows, automated capture, weblink public portal, and integration.

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<https://ecsimaging.com/events/>

Free Laserfiche Training

Digital Transformation with Laserfiche: <https://www.laserfiche.com/certification/digital-transformation-with-laserfiche/>

Video Resources: https://doc.laserfiche.com/laserfiche.documentation/11/administration/en-us/Default.htm#../Subsystems/LFAdmin/Content/Video-Resources.htm?TocPath=Laserfiche%2520Administration%2520Guide%257CLaserfiche%2520Help%2520Center%257CVideo%2520Resources%257C_____0

Cloud Video Resources: https://doc.laserfiche.com/laserfiche.documentation/en-us/Default.htm#Videos.htm%3FTocPath%3DWelcome%2520to%2520Laserfiche%7CVideo%2520Resources%7C_____0

Laserfiche Enterprise Content Management 101: <https://www.laserfiche.com/support-learn/certification/#!/courses>



Tab 9 – Required Forms

Federal Funds Certification

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Participating Agencies will clearly identify whether Buy America Provisions apply in any issued solicitation. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

CERTIFICATION OF ACCESS TO RECORDS

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any non-financial documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents. This right of access will last only as long as the records are retained.

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Vendor: ECS Imaging, Inc.

Title: CEO/Chief Consulting Officer

Address: 5905 Brockton Ave, Ste C

Signature: *Debbi Bidlun*



Address: Riverside, CA 92506

Clean Air and Water Act & Debarment Notice

By the signature below (Under Federal Required Signatures), I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Vendor: ECS Imaging, Inc.

Title: CEO/Chief Consulting Officer

Address: 5905 Brockton Ave, Ste C

Signature: *Debbi Bidewell*

Address: Riverside, CA 92506

Contractors' Requirements

Contractor Certification

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws. Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program. Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed.

**Fingerprint & Background Checks**

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted. Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

Signature: 

Date: November 17, 2022

Required Clause for Federal Assistance by FTA**ACCESS TO RECORDS AND REPORTS**

Contractor agrees to:

- a) Maintain all non-financial books, records, accounts and reports required under this Contract for a period of not less than two (2) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until the FTA Administrator, the U.S. DOT Office of the Inspector General, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

- b) Permit any of the foregoing parties to inspect all non-financial work, materials, and other data and records that pertain to the Project, and to audit the non-financial books, records, and accounts that pertain to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination. The right of access detailed in this section continues only as long as the records are retained.

FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts.

CIVIL RIGHTS / TITLE VI REQUIREMENTS



1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status, age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other applicable implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:

a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 et seq., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may affect construction activities undertaken in the course of this Project. Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.

d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their



establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.

3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.

4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).

2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur



only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.

3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, listed directly or by reference in the Contract between Public Agency and the FTA, and those applicable regulatory and procedural updates that are communicated to Contractor by Public Agency, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT and applicable to the scope of a particular Contract awarded to Contractor by a Public Agency as a result of solicitation, as set forth in the most current FTA Circular 4220.1F, published February 8th, 2016, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to knowingly perform any act, knowingly fail to perform any act, or refuse to comply with any reasonable public agency requests that would directly cause public agency to be in violation of the FTA terms and conditions.

NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.



Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms, to the best of its knowledge, the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Federal Required Signatures

Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted in the pages above. It is further acknowledged that offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances as applicable.

Offeror **ECS Imaging, Inc.** _____

Address **5905 Brockton Ave., Suite C** _____

City/State/Zip **Riverside, CA 92506** _____

Authorized Signature *Debb Bidems* _____

Date **November 17, 2022** _____

**Antitrust Certification Statements Texas Government Code § 2155.005**

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company Name ECS Imaging, Inc.

Address 5905 Brockton Ave., Suite C

City/State/Zip Riverside, CA 92506

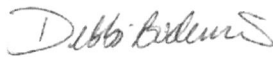
Telephone Number (951) 787-8768 x 1109

Fax Number (951) 787-0831

Email Address Debbi@ecsimaging.com

Printed Name Debbi Bodewin

Title CEO/Chief Consulting Officer

Authorized Signature 

State Notice Addendum

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

http://www.usa.gov/Agencies/State_and_Territories.shtml

<https://www.usa.gov/local-governments>