

Citywide Document Imaging and Management Services				
RFP-RH-22-044				
	Global Solutions Group, Inc.	Graphic Sciences Inc.	ICC Community Development Solutions	i3-ImageSoft, LLC
	25900 Greenfield Rd., Suite 220	1551 E. Lincoln Ave. Suite 100	781 Elmgrove Road	200 W. 2nd Street #582
	Oak Park, MI 48237	Madison Heights, MI 48071	Rochester, NY 14624	Royal Oak, MI 48068
Tab 1- Transmittal Letter	Provided	Provided	Provided	Provided
Tab II - Company Profile and Capacity				
A. Official Firm Name;	Global Solutions Group Inc.	Graphic Sciences Inc.	ICC Community Development Solutions	i3-ImageSoft, LLC
B. Firms Organizational Structure;	Corporation	Did not state	LLC with C Corporation tax election	LLC
C. Jurisdiction firm is organized and date	Founded May 1, 2003	36 years	New York, founded in 1962	State of Michigan, September 5, 1996
D. Address of firm's headquarters;	25900 Greenfield Road, Suite 220 Oak Park, MI 48237	1551 E. Lincoln Ave, Suite 100 Madison Heights, MI 48071	781 Elmgrove Road Rochester, NY 14624	200 W. 2nd Street #582 Royal Oak, MI 48068
E. Firm's Federal Tax ID Number;	Provided	Provided	Provided	Provided
F. Contact to the City's information;	Lisa Salvador - Information provided.	Jillian Saxon - Information provided.	Bryan Fatka - Information provided.	Scott Bade, Chief Executive Officer. Information provided.
G. Representation Firm is in good standing;	Good standing letter for Michigan provided	Current contract holder for the State of Michigan for Statewide Digital scanning and microfilm. Contract number provided.	Is a long running business in good standing in all 50 states with all necessary licenses, permits, certifications, approvals and authorizations necessary to do business.	Michigan Certificate of Good Standing is in Appendix C.
H. Brief History/Overview	Was founded in 2003 to provide staffing and IT Support Services to government agencies and private sector clients. Started implementing document management systems when they on-boarded several highly experienced document management solutions specialists. Does scanning and digitalization, Laserfiche Enterprise Content Management (ECM) and shredding.	Provides clients with services including document conversion services including paper to microfilm, paper to digital, digital microfilm and image file format conversion. The company's image technology group (I.T.G.) is responsible for the design, development, implementation, and maintenance of their in-house production operations. The staff I.T.G. represents the experience and capabilities in the document imaging industry.	Is a previously held corporation with world headquarters in Long Beach, CA. The company was founded in 1976 by Nien-Ling Wacker as a custom software developer developing the Laserfiche line since 1987. Laserfiche was commercially available in 1988. With more than 36,000 customers worldwide, their products have been trusted to solve the content management needs of customers in a large variety of industries.	Was founded in 1996 to provide content management solutions that enable organizations to operate more efficiently and effectively. They create document and process management solutions to automate, streamline and improve workplace processes. Technology and automated workflow solutions have increased productivity, reduced operating costs, and made things easier for their customers in government, justice, healthcare, insurance and others.
I. Overall number of employees within organization;	55+	Employs more than 100 production team.	111 employees	152

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Tab III - Executive Summary/Services	<p>Understands the requirements outlined in RFP. Has been implementing solutions similar to your request for many Michigan based State and Local Government organization for over 10 years. Provides professional services, training and documentation for both end users and system administrators. Warranty and Support including quick-response technical support; 24/7 online support; access to the latest hotfixes/updates/patches; access to new releases/upgrades; troubleshooting services during our normal business hours via telephone, email, or secure remote access; and break/fix for all software or hardware provided, installed, and/or configured by GSG under an active support agreement.</p>	<p>Will partner with the chosen document Management System provider to achieve the long-term goals with the City. They will assign an assessment team to the City. The team will assist in identifying the contents of the collection and supply the departments with current State of MI record retention schedules. Once assessment team and the departments have an understanding of the departments collection, the file naming conventions and index values (aka META data) will be identified for each document type. While working with individual departments and teams it may be identified that certain portions of the collection are not accessed often. Provides professional service to federal, state, county and municipal governments, title companies, mortgage companies and more listed in the response. Also offers Optional off-site solution listed in response.</p>	<p>They leverage project management best practices based on the Project Management Institute (PMI) standards to ensure their services and software are delivered on time, on budget, with functionality expected and the highest quality possible. Will work with key contacts at the City to provide project oversight and ensure coherent and integrated project execution. Regular project status meetings will be held to report on status, issues and facilitate project execution. Regular project status meetings will be held to report on status, issues and to facilitate project execution. Quality control will be reviewed by the project team on a regular basis. Project will focus first on the design, development, deployment, and training of end users on a system of maintaining digital documents. Will work with the City to design the core system/processes to build consistency, and each department will then be able to adapt the core functionality to its specified use case.</p>	<p>To meet the City's project objectives and requirements, ImageSoft proposes Hyland Software's OnBase Enterprise Content Management (ECM) system, tailored with a selection of feature-rich modules, and hosted on the ImageSoft Cloud platform. Proposed system will address the City's goal to have a central repository that supports the management of records and data and integrates with the City's current software. The OnBase ECM system will manage the ongoing life cycle of the City's broad range of document types from its original publication and format, through proper archival and eventually disposal. Documents in the system will be text searchable allowing for searches to be performed on document text without using highly complex interfaces. Please see response for more information.</p>
Tab IV - Detailed Response				

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A. Narrative of Proposer's assessment of the work to be performed	GSG is recommending Laserfiche which can fulfill all required functionality. Laserfiche is a COTs product and it has inbuilt features for capture, workflow, forms, business process automation, reporting, etc. Is section 508 compliant. Laserfiche image captures supports automatic detection and correction of image distortions for real time quality improvements in single or multi-page scanned documents. Laserfiche provides enhanced accuracy through extraction analytics on historical data.	Prior to employment, each candidate undergoes a background check by the Michigan State police and a state of Michigan non-disclosure agreement, the results of the background check are maintained in the individual employee file, a FBI fingerprinting and a fingerprint-based background check and completed Criminal Justice Agency Security Awareness Training Level 1 and 2. Each employee signs a non-disclosure and confidentiality statement annually. When items are not in use by a certified GSI staff member at a production workstation they will be locked and secure area that is not accessed by cleaning contractors. Upon notification of the proposal award GSI will coordinate the logistics of the scanning project. The process will be divided into multiple trips, job orders and days. City will identify a list of staff member and email addresses and provide to Graphic Sciences. Their IT team will setup a secure FTP site to be used for record retrieval during the duration of the project.	They understand enterprise-wide projects are complicated and require dedicated personnel with product knowledge as well as experience working with similar types of clients. They have done many enterprise-wide content management systems in municipalities much larger and much smaller than Rochester Hills. Their focus is local government, have over 500 clients across the country. Their goal is to utilize automation and process efficiency to increase the value of the CMS system. They understand that creating an "easy to use" system is a goal to gain the greatest buy in from all users. Their approach is collaborative working with City's subject matter experts to understand their daily tasks and giving advice on how to convert that to an effective digital process. Their goal is lifelong partners and continued improvement to stay current with changing goals and processes. Their staff includes some that work in the public sector and have a unique perspective on how Laserfiche enhancements and support issues.	Will tailor OnBase to the City's specific requirements, which can be accommodated by selecting the appropriate OnBase components from a list of over 200 choices. OnBase offers a configuration and workflow creation tool called OnBase Studio, which provides the City a graphic interface for the creation and management of business, document taxonomies and workflows. Advantage of OnBase studio is that once trained on its use, the City's OnBase administrator is not dependent on the supporting vendor for the creation of additional document taxonomies and workflows. To provide the City a cost-effective solution. ImageSoft is proposing a "train-the-administrator" approach in which, working side-by-side with the City's OnBase Administrator, ImageSoft will develop a single department document taxonomy and a standard retention workflow. Please see response for complete document.
B. Specific point-by-point response	Each requirement was responded to by vendor. Please see response.	Non-Scanner ready documents - Will perform any required document preparation functions necessary to make the documents ready for scanning indexing. Documents containing post-it notes or other attachments covering parts of a page shall be copied as is.	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.

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C. Fully complete the functional checklist	All requirements are out of the box functionality except for ability to capture and index documents from email attachments, flash drives.	Document Scanning- Will scan all surfaces of the document. Will be scanned as a duplex to capture both images of a page, blank pages will be electronically removed. All documents will be scanned at a resolution of 300 DPI or otherwise specified by the City.	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.
D. Proposed Statement of Work	All requirements are out of the box functionality except for Optical Character recognition. It is their standard practice to perform Optical Character Recognition for all documents to facilitate full-text searching and increase the ease and accuracy of document searches.	Index Processing- Paper records will be clearly labeled by the corresponding information, typically on a folder but possibly with a post-it note or on the first page of a group of documents. GSI will key in the specified index by the department or the City. The index cost is \$0.10 per document.	Laserfiche is scalable in terms of storage and volume of data, supports all of the listed image formats, security provides for role-based access to the repository, such as providing access for certain users, Uses AES-256 encryption, Laserfiche Cloud supports single sign-on and is hosted in multiple regions.	Statement of objectives is includes in the response on pages 2-8. Development and implementation of a document imaging and management system that will address the City's current long-term document management, imaging, and archival needs.
E. Work Breakdown Structure	Each requirement was responded to by vendor. Please see response.	Upon receipt of the images, the City will have 180 days to review and inspect the delivered images to determine any quality issues. Delivered product will be deemed acceptable, unless the City otherwise notified GSI within the time period specified above. City can choose to store the boxing at GSI for an additional length of time at a per box rate of \$.36 per month. After the time period specified above, all scanned documents will be sent for certified destruction at \$3.20 a box. Product delivery-Will deliver all final products including the completed specified file format and the digital inventory for each job order to the City on an external hard drive or specified delivery format along with the completed job order form for agency signature.	Have provided extensive information about their project approach in the project schedule section, starting on page 46. There are sections on project roles and responsibilities, what resources will be required of both vendor and City.	Please see Tab VIII, project schedule for ImageSoft's proposed Gantt Chart reflecting the level of effort serving as a framework for organizing the breakdown structure of the project.

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Tab V - Project Team	If awarded, Mr. Nish Dani would be the project manager. He will work with the City's team during the system implementation phase. Using the agile method they will be able to constantly adjust how each phase is accomplished to meet the needs of the City. Please see vendor response for more detailed information. Contract Manager would be Greg Drypen and Project Manager would be Nish Dani. Both have included their qualifications in response. Other staff members names and information are included in the response.	Jillian Saxon, Sales Account Manager. Staff information provided in response.	Dan Foster, General Manager has been with ICC CDS for 20 years. Mike Rizzo, Operations Manager with ICC CDS for 17 years. Helps lead their support and implementation teams in all they do. Bryan Fatka, solutions account executive. Other staff members bio included in response.	Team Lead will be Matt Leonard, Senior Systems Engineer, has over 15 years of experience in computer network systems technology including system architecture, Enterprise Content Management (ECM) technologies, quality control, workflow, databases, and interfaces. Complete staff information in response.
Tab VI - References	References included.	References included.	References included.	References included.

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Tab VII - Proposed Fees	<p><u>Schedule 1: Summary of total Software, Professional Services and Maintenance Costs-</u> Total Cost during project period \$61,030.00. <u>Ongoing Maintenance and Support</u> Year One - \$0 Year Two - \$41,630.00 Year Three - \$42,878.90 Year Four - \$44,165.27 Year Five - \$45,490.23 Year Six - \$46,854.93 <u>Schedule 2-Licensing Fees</u> Laserfiche Full 36 users - \$29,880.00 Laserfiche Records mgmt. add on per user- \$5,750.00 Less \$500.00 discount Total License fee -\$35,130.00 Schedule 3-Professional Services Vendor Hours and Cost: \$367,000.00 Document boxing to keep ready: 200 hours Review Submitted Images: 500 hours Training Costs: \$5,400.00 Total cost Tiered pricing for Cloud Software included.</p>	<p><u>Document Scanning-</u> up to 8.8x14 and colored documents is \$0.0500 per image. Engineering drawings- \$0.84 E-Logs \$0.0800 Delivery Media, USB or DVD \$15.00 <u>Misc. Services</u> Document Prep \$18.00 per hour Decision based doc prep \$39.9229 per hour Data entry for indexing-\$0.1000 per doc Computer Run Time \$15.5375 Full text optical \$0.100 Box storage \$0.36 per box/month Commercial shipping- at current rate Box Destruction \$3.200 per box GSI Box \$2.00 per box Microfilm Scanning \$0.05 per image Microfiche Scanning- \$0.05 Below price is for the conversion as outlined in RFP. Image count is based on the estimate of 2,043 boxes. Total - \$625,236.00</p>	<p><u>Software License Fees-</u> \$73,710-75 full users and 200 participant users. Note that due to tiered pricing 200 participant users are less than 125. <u>Implementation Services-</u>\$3,900.00 for 2 days on-site <u>Data conversion and interfaces</u> est. \$190.00 per hour <u>Training-</u> \$5,850.00 3 days on-site <u>Travel and other costs-</u>Included <u>Software maintenance and support-</u>covers maintenance, support and software Year One- \$73,710.00 Year Two-\$75,921.30 Year three-\$78,198.94 Year Four-\$80,544.91 Year Five-\$82,961.25 Year Six-\$85,450.09 Please reference response for assumptions and additional comments in proposed fees page 41.</p>	<p><u>Software License Fee-</u>\$25,200.00 subscription for 15 essential, 10 standard including workflow users. <u>Implementation Services-</u>\$180,430. <u>Data Conversion-</u>See assumptions in response <u>Training-</u>\$16,030 <u>Travel-</u>\$3,963 These are an estimate <u>Total Cost during project period -</u>\$227,315.00 <u>Software Maintenance Support Years 2-6 -</u> \$25,200.00 per year <u>Hardware Maintenance and Support- Years 1-6-</u> \$1,722.00 per year</p>
Tab VIII - Project Schedule	Tentative Schedule is to begin July 18, 2022 and finish February 28, 2023.	Estimates it will take 28 weeks to complete this portion of the project.	Would be ready to start within 2 weeks of contract award. Understand the City's desire to start by January 2023.	Gant chart included. Start 8/1/22 and end 2/19/2025.

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Tab IX - Value Added Considerations	Can get up and running quickly, add context to digitized documents, apply annotations to documents, find documents with one click, import information instantly, capture documents from mobile devices, capture electronic documents, accelerate high-volume capture, automate business processes with Laserfiche, Accelerate forms-based business processes, quickly diagram and implement workflows, gain insight from content by integrating line of business applications with laserfiche, set up integrations in minutes.	Offers scan on demand. It is a solution for their clients who are looking for cost efficiency and easy access to files, when you need them, At an affordable monthly cost they inventory your records collection and stores the physical files in their secure, state of the art Records Center. When file request is received, they will retrieve the file, prepares documents for scanning and quickly returns the digital file via a secure FTP site or USB within 24 hours.	Offers a product called Muncity that is custom developed for those departments while also having modules that help Clerks, Fire, Police, etc.	TrueFiling- was developed in partnership with Clerks, Judges, Court Managers and others. TrueSign-an easy to use electronic signature tool that lets users create legally compliant electronic signatures in real time. SafeEncounter-is a database designed to assist the most at-risk members of society. Vault is a state-of-the-art digital evidence management system designed to make handling evidence simple. Detailed description in response.
Tab X - Identification of Anticipated and/or Potential Project challenges	During project, they are facing the following challenges: At requirement gathering time provide the valuable input and information from client. They sometime face the challenge that the client is not available to provide as per schedule, GSG and City have to consider the project as important and complete it on time. For scanning services, sharing the documents is important, indexing field clarification, deliverable format etc.	Is only bidding on scanning portion of the project.	Most common hurdle is transitioning a team from paper to digital is cultural and requires buy in from all departments.	Dependency on Third Party vendors for success. Failure to involve business SE in the discovery and design phase despite ISI's encouragement of the customer to do so. Inadequate testing during the User Acceptance Testing phase.
Tab XI - Exceptions	None.		While their proposal includes the use of DSS/Equature as their scanning partner, they have ability to work with any scanning company and import their images.	None.
Tab XII - Appendices	Provided Service Level Agreement template.		Provided	Provided

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	100 Williams Drive	620 Woodward Heights	8030 Old Cedar Ave. Suite 205
	Ramsay, New Jersey 07446	Ferndale, MI 48220	Bloomington, MN 55425
Tab 1- Transmittal Letter	Provided	Provided	Provided
Tab II - Company Profile and Capacity			
A. Official Firm Name;	Konica Minolta Business Solutions	Leonard Bros. Data Management	OPG-3, Inc.
B. Firms Organizational Structure;		Sub S Michigan Corporation	Privately owned Minnesota Corporation
C. Jurisdiction firm is organized and date	New York, Incorporated 4/24/1959	State of Michigan	Founded in Minnesota in 2016
D. Address of firm's headquarters;	100 Williams Drive Ramsay, New Jersey 07446	620 Woodward Heights Ferndale, MI 48220	8030 Old Cedar Ave, Suite 205 Bloomington, MN 55425
E. Firm's Federal Tax ID Number;	Provided	Provided	Provided
F. Contact to the City's information;	Catherine Bedrossian Information provided	Robin B. Leonard V.P. Marketing and Client Services	John Voorhees Solutions Manager
G. Representation Firm is in good standing;	Konica Minolta warrants that it has an active business license and is in good standing with the State of Michigan.	In good standing in the State of Michigan and has all necessary licenses, permits, certifications, approvals and authorizations to perform all of their obligations.	In good standing in the State of Michigan and has all necessary licenses, permits, certifications, approvals and authorizations to perform all of their obligations.
H. Brief History/Overview	Partner with more than 16,000 clients and over half of the Fortune 500 today. As a solutions-based integrator of document imaging and information capture systems and services, we have been providing document conversion services for over 25 years and have converted over 2.5 billion documents in the United States alone. They specialize in solving issues that data and document management present in today's digital office environment.	Has been in document storage and data management industry for over 40 years. Has been in business since 1880 and is considered one of the founders of the document storage and data management industry. Provides offsite of storage of hard copy, active and inactive records, environmental vault storage for computer backups, micro-media, audio and video tapes.	Have developed an approach and menu of templated solution frameworks that allow for rapid deployment and return on investment. Premier Laserfiche Solutions provider based in the upper Midwest and focused on the design, implementation, and support of Laserfiche content management and process automation solutions for public sector organizations. 150 of their 450 customers are municipalities with similar needs and challenges like the City.
I. Overall number of employees within organization;	44,000	30 full-time employees	20 full-time employees

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Tab III - Executive Summary/Services	<p>Based on their 26+ years experience serving government and education entities, Konica Minolta focuses on helping organizations similar to Rochester Hills with Document Management, Digital Records retention management, Historical paper and Microfilm/fiche digitization, data capture, e-forms, workflow automation and line of business application integrations. Square 9 Global Search , a responsive, fully scalable document management solution combined with their implementation, training and support services to meet Rochester Hills stated short and long term objectives for document imaging, archival and management with the desired outcomes outlined in response.</p>	<p>Step one- Retention schedules. Each department within the City will need to identify each document that is generated within the department.</p> <p>Step two-Access and Retrieval. Who must have access to each document and how often will it be accessed. This will tell them the most economical way to manage each document.</p> <p>Step three- Identify the method of management. Once they know how long to keep the documents, and how often they must be accessed and who must have access to them, they can determine what method the document management will be implemented.</p> <p>Step Four-Indexing. Utilizes Total Recall computerized document management system developed by DHS Worldwide.</p> <p>Step Five-The Solution. Leonard Bros Data Mgmt. has four options available to the City of Rochester Hills</p> <p>Step Six-Access, who can access documents.</p> <p>Step Seven-The system.</p> <p>Each step has detailed information.</p>	<p>Laserfiche solutions. Does not provide document scanning and digitalization services but has partnered with scanning America for this project. Scanning America utilizes Laserfiche in their scanning operations and, through working closely with us, will deliver imaged documents and metadata in the Laserfiche Briefcase or volume format so they can be imported and integrated into the City's file plan in Laserfiche. Scanning America and OPG-3 have partnered for similar projects. OPG-3 would serve as prime contractor for City. 30 years experience, has developed customized approaches to solution design and service delivery that is tailored for the type of highly configurable software they provide.</p>
Tab IV - Detailed Response			

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A. Narrative of Proposer's assessment of the work to be performed	<p>Response details at length the following topics: Phase I New System Implementation-Business goals and objectives of the project, functional requirements for the projected solution, Optional functional features for the projected solution, Technical requirements for the projected solution, project management and control requirements, installation, implementation and testing, Training and customer service, Maintenance, updates and upgrades, general information, ongoing system support and Miscellaneous information. Phase II-Scanning Project: Proposed tasks, Record capture, Record Retrieval, Document Services Provided, document condition and Data Conversion/Migration timeline.</p>	<p>Will provide a consultant to meet with each individual department to develop a solid records management program and will identify the scanning requirements for each specific department, along with a scanning schedule, indexing requirements and final disposition of records. DHS Worldwide an Alchemy software support personnel will schedule and provide online training programs for each department and the 200 users within the City. Leonard Bros. consultant/project leader will also be in attendance of all training sessions to ensure that all of the specific needs of each department are being addressed and implemented.</p>	<p>OPG-3 believes the most effective approach would be to follow the digital transformation model published by Laserfiche. The maturity model includes the steps necessary to move from working with paper documents to intelligent automation that helps make people's lives easier while improving efficiencies and outcomes. Model is:</p> <ol style="list-style-type: none"> 1. Digitize documents 2. Organize content 3. Automate Processes 4. Streamline Processes 5. Transform Processes <p>The rate at which the City moves through the rest of the maturity model is dependent on individual departments and their willingness to change.</p>
B. Specific point-by-point response	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.

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C. Fully complete the functional checklist	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.	Each requirement was responded to by vendor. Please see response.
D. Proposed Statement of Work	Each requirement was responded to by vendor. Please see response.	Will provide the Project Management team to include a consultant, IT/Scanning Manager, Operations Manager, Software Support Personnel and Training & Implementation Personnel. Will pickup all documents from current vendor and provide one year of free storage.	Each requirement was responded to by vendor. Please see response.
E. Work Breakdown Structure	Each requirement was responded to by vendor. Please see response.	Each department will be treated like a separate client. Their needs and requirements are specific, and the solution will be designed around those needs and requirements. Believes the key is in setup and indexing.	Each requirement was responded to by vendor. Please see response.

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Tab V - Project Team	Catherine Bedrossian will be the main contact for the City. Jason Andress will be the Main Contact for PS Deliverables. Staff resumes are provided in response.	Robin B. Leonard-Vice President Marketing and Client Services. Has been with Leonard Bros Data Management for the last 10 years	Project Team will consist of Solutions Manager, Project Owner, Technical Engineer and Product Owner. John Voorhees will be the Solution's Manager for the City if awarded. List of other staff and experience included.
Tab VI - References	References included.	References included.	References included

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Tab VII - Proposed Fees	<p><u>Software License Fee</u>- \$39,180.00 annual fee.</p> <p><u>Implementation services</u>-\$30,000.00 See assumption in response.</p> <p><u>Training</u>-\$7,500.00</p> <p><u>Data Conversion</u>-TBD</p> <p><u>Travel and other costs</u>- TBD if required</p> <p><u>Software Maintenance and Support</u>- Years 1-6: \$9,000.00 per year. Included in annual SaaS subscription, however, recommends budgeting \$9,000 per year for updates or update</p> <p>No hardware cost is needed.</p>	<p><u>Project Implementation</u>-Consultant and Project Team - \$15,000</p> <p><u>Document Conversion</u>-\$450,000.00</p> <p><u>Training</u>- \$10,000.00</p> <p><u>Annual Maintenance & Support 200 users</u>- \$5,000.00</p> <p>List of fees for document and media scanning, record storage, record services, delivery services, destruction services included in response.</p>	<p><u>Software licensing fee</u>-\$275,090.10for three year subscription.</p> <p><u>Implementation Services</u>- \$60,000.00</p> <p><u>Data Conversion</u>-\$444,600.08 scanning from SAI.</p> <p><u>Total Cost during project period</u>: \$779,690.18</p> <p>Laserfiche License Year 1-\$89,000.00</p> <p>Laserfiche License Year 2-\$91,670.00</p> <p>Laserfiche License Year 3-\$94,420.10</p>
Tab VIII - Project Schedule	Estimates it will take 8 weeks. Please see response for schedule.	Would like to refrain from establishing a timeline at this time. Will submit when better understand the needs of departments.	Will publish initial project schedule with the information requested for this tab during kick-off session if awarded.

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Tab IX - Value Added Considerations	GlobalSearch. Content management software. Enables agencies to better serve constituent needs with immediate and accurate access to information.	Ability to bundle services in a custom mix allows the City to work with one single-source provider with cost effective solutions.	Will provide the City with a 5 full user professional tier system to used as a TEST system. The system will be provided to the City at no charge.
Tab X - Identification of Anticipated and/or Potential Project challenges	The following strategic directives guide Konica management practice: Accurate Requirements Analysis, Clear Communication, Adaptability, Responsibility, Business Value, Project Management. Each directive is explained in response.	Has not identified any at this point in time.	Challenges for Citywide implementations typically come from departments that may not have the same motivation or time available to be active participants in the process. Typically break down citywide implementations into departmental projects.
Tab XI - Exceptions	Exceptions listed in response.	None	None
Tab XII - Appendices	Provided	None	Provided