

City of Jonesboro, AR

Technology Proposal

Friday, April 19, 2019



Presented By:

Jeff Smith,
Solutions Engineer

Laserfiche[®]
Run Smarter[®]



319 S. 9th St. | Fort Smith, AR 72901
4256 Frontage Road | Fayetteville, AR 72703
FSM 479-782-7992 | FAY 479-521-6209
www.preferred-office.com

City of Jonesboro
300 S. Church Street
Jonesboro, AR 72401

Friday, April 19, 2019

To the Administration of City of Jonesboro,

On behalf of our entire team, it is my honor to personally thank you for considering Preferred Office Technologies for your growing technology needs. Much like your organization, our company was founded by an individual with a vision. Now in our third generation of family ownership, I am proud to carry the torch to ensure my Grandfather's vision to provide our clients with quality service, matched with best-of-breed technology remains with us today.

Founded in 1968, Preferred Office Technologies has guided our clients through wars and cold wars, record inflation, the dawn of the digital age, the wireless age, and the worst economic event since the Great Depression. Through it all, we remained focused on the ever-changing needs of our clients. As a result, today we proudly offer one of the most comprehensive suite of technology products and services to be offered by a local, family-owned company.

The consulting proposal we have customized for the City of Jonesboro provides you access to the wisdom, knowledge and experience of tenured industry professionals dedicated to their craft in order to help you take control of the IT services best suited for your office environment.

It is my sincere hope that Preferred Office Technologies may become your trusted technology partner in this endeavor, and any other you may find.

If I may be of help to you, please do not hesitate to contact me at (479) 782-7991 or through email at kdickinson@preferred-office.com.

Sincerely,

Kevin Dickinson,
Owner
Preferred Office Technologies





Laserfiche[®] PROPOSAL

EXECUTIVE SUMMARY

Preferred Office Technologies is pleased to submit this proposal for Laserfiche virtual document storage and retrieval services to support the City of Jonesboro in achieving its technology goals for improving the efficiency of its office environment. Through extensive interdepartmental collaboration, combining decades of expertise, our recommendations are made as our best-fit solutions to your specific needs. We proudly partner with thousands of large and small businesses throughout Arkansas and Oklahoma; committed to driving customer experience through a unique service-based technology model. Through planning, installation, and implementation, Preferred Office Technologies delivers technology to our clients with an emphasis on convenience, accuracy, and timely delivery.

Your Objectives

- <Need #1: Centralize Archived Contracts Records in ELECTRONIC Format >
- <Need #2: Standardize CAPTURE of information for Contracts>
- <Need #3: Transparency of Contract Process / Recordkeeping >
- <Need #4: Document & Operational Redundancy for ACOOP Requirements >
- <Need #5: Filing & Process AUTOMATION >

Your Solutions

- <Recommendation #1: Laserfiche Cloud-based Application with 25 Full Users >
- <Recommendation #2: Laserfiche On-premise Server with 25 Full Users, Audit Trail, Forms, Signature, and Records Management Licensing >
- <Recommendation #3: 10-15 Hours Laserfiche Software Support / 8 Hours on-site Training >
- <Recommendation #4: Ongoing Training, Support and Recommendations >

OUR PROPOSAL

Laserfiche Avante Software Implementation

- Includes Solutions Outlined in Executive Summary
- Includes Support from your Preferred Technology Team

Meet Nathan Handley: CIO, Preferred Office Technologies



Nathan currently serves as team leader for the Preferred Technology Group, and is Preferred Office Technologies Chief Information Officer. He brings over 24 years of hands-on IT experience with 15 of those years spent at the Director/CIO level. Nathan has extensive dealings in the highly regulated healthcare field, as well as Federal and State Governments.

His background most recently includes:

- Overseeing 178 locations nationwide
- having achieved network up-time of 99.99999%
- Nominated for “CIO of the Year” and “Most Innovative Infrastructure Design”
- Acknowledgement for outstanding work on CARTA and CARTA II projects by the President of Costa Rica
- 13 peer-reviewed publications
- Disaster Response and Emergency Preparedness work with NASA and the USGS

Nathan is on the Board of Directors for an Environmental Education Non-profit and is Technical Advisor to the University of Arkansas’s Department of Geography External Advisory Board.

EXECUTION STRATEGY

Your execution strategy incorporates proven methodologies, extremely qualified personnel, and a highly responsive approach to managing deliverables. Following is a description of our project methods, including how your project will be developed, a proposed timeline of events, and reasons for why we suggest developing the project as described.

Technical/Project Approach

The City of Jonesboro has developed time-honored traditions which carry with it specific processes and methodologies. Preferred Office Technologies recognizes this and brings it into our approach. We prefer to work collaboratively, in conjunction with our clients as we implement any technology solution; regardless of how simple or complex the product or service may be. This ensures you are receiving the full benefit of the partnership, and typically translates to a more robust result for your organization.

Your Preferred Technology Team Resources

- Jeff Smith, Solutions Specialist
jsmith@preferred-office.com
- Ryan Goodwin, Software Engineer
rgoodwin@preferred-office.com
- Stephen Hattey, Software Engineer
shattey@preferred-office.com
- Nathan Handley, Virtual CIO
nhandley@preferred-office.com
- Kevin Dickinson, President/Owner
kdickinson@preferred-office.com

Timeline for Execution

Key proposed project dates are outlined below. Dates are estimates based upon typical implementation schedules and are occasionally change due to circumstances beyond our control.

Duration indicated for any of your, or your staff members' involvement(s), ONLY.

Description	Start Date	End Date	Duration
<23 Point Inspection>	TBD		1-2 Hours
<Laserfiche Case Analysis>	1 WEEK		2-4 Hours
<Laserfiche Custom Software Design >	3 WEEKS		
<Training & Beta Testing>	3 WEEKS	5 WEEKS	
<Laserfiche & 23 Point Follow-up Meeting>	6 WEEKS		1 Hour
<Next Review Meeting>	6 MONTHS		1 Hour
<Annual Review Meeting>	1 YEAR		1 Hour

PRICING

The following table details our best estimates for pricing of the products and services outlined in this proposal.

Laserfiche Cloud Licensing

The Laserfiche Cloud license introduces a straightforward annual or monthly fee including software licenses, hosted storage, technical support and software updates. The licensing option provides a Software as a Service (SaaS) solution hosted on Amazon Web Services.

- 100 GB Storage Per User
- Windows, Web and Mobile Clients
- Snapshot
- Records Management
- Advanced Audit Trail with Watermark Feature
- Electronic Forms
- Digital Signatures
- Import Agent
- Laserfiche Connector
- Microsoft Office Integration

Laserfiche Cloud Product Description

Laserfiche Cloud is a Software as a Service (SaaS) solution which provides a central digital repository accessible from anywhere. With Laserfiche cloud you can upload, view, and modify content within a streamlined fully responsive web interface. In addition to the central repository, below are some of the great features that come with Laserfiche Cloud.

- **Web Access:** Enables user to access content through a web browser.
- **Forms:** Create and publish customized e-forms that require no coding or scripting.
- **Business Processes:** Diagram business processes through the process modeler which is based on business process model and notation (BPMN) standards.
- **Import Agent:** Monitors network folders and imports files into the Laserfiche System. Upon import, this utility can perform OCR as well as index and route documents based on the Window's file path or file name.
- **Audit Trail:** track activities performed in a Laserfiche repository and generate reports. Auditing helps to show compliance with legal regulations and contributes to the security of the Laserfiche repository.
- **Records Management:** Process records and record folders according to a life cycle, through creation, retrieval, storage, and disposition.
- **Laserfiche Connector:** Provides a non-code means for integrating Laserfiche with line-of-business applications.
- **Microsoft Office Integration:** Integration with Microsoft Office® Suite. Allows for direct content import as well as indexing capabilities. As a part of this integration, emails and attachments stored in Outlook can be imported to the repository with a single click and auto-indexed with information such as sender, subject, time received, etc.
- **Built-In Disaster Recovery:** Perform system backups automatically without user intervention. Documents are backed up 6xs a day with the most recent 3 backups available for a minimum of 14 days.
- **Digital Signatures:** Post signing requests to DocuSign® to sign documents directly from Laserfiche Cloud.
- **Laser App®:** Provides forms filling solutions for those in the wealth management industry.

On-Premises Add-ons

- **Quick Fields:** An advanced automated data capture solution.
- **Plus:** Create a portable copy of information stored in a Laserfiche repository.
- **SDK:** Includes access to the same Web Services, API's and libraries used to develop the Laserfiche client applications.
- **ScanConnect:** Enables the use of ISIS scanning drivers with Laserfiche scanning.

Technical Support

Preferred Office Technologies is the first line of support for NEAESC whenever an issue is encountered. If any further action is required, your Preferred Office Technologies Solutions Team member has the ability to escalate the call to Laserfiche directly to remedy the issue.

Updates

On a monthly basis Laserfiche adds features and performance enhancements to an existing version of its software known as "updates." Licensee will receive all updates as released.

Access to Online Support Resources

The Laserfiche Support Site contains detailed technical information to increase your product knowledgebase. The Laserfiche Cloud Help Files contain useful information to help you get started with your Laserfiche Cloud account. Laserfiche also has numerous help videos which walk you through the product to help you become more familiar and comfortable with all the different features. Additionally, Laserfiche Cloud Answers is an online forum that allows Laserfiche Cloud subscribers to collaborate on ideas and solutions.

OPTION 1: Laserfiche Cloud Package	Software Price
Document Management w/ Process Automation User (25)*	\$16,250
Professional Services (10 hours) & On-site Training (8 hours)	\$2,500
Total Laserfiche Technology Package Investment*	\$19,492.00

*\$16,250 is assessed annually

OPTION 2: Laserfiche On Premise Package	Software Price
Avante Server with SQL Express	\$1,800
Avante Named Full User w/ Web Client (25)	\$15,000
Avante Forms Professional (25)	\$1,250
Standard Audit Trail	\$1,875
Avante Records Management Module	\$6,000
Digital Signature	\$625
LSAP* (Annual Support Fee)	\$5,250
Professional Services (15) & On-site Training (8)	\$3,250
Total Laserfiche Technology Package Investment*	\$35,050.00

*LSAP amount of \$5,250 is assessed annually.

*90 Days, Same as Cash

This pricing is valid for 30 days from the date of this proposal:

Disclaimer: Product pricing in the above tables are not subject to change, unless project specifications are modified. All prices shown are before applicable taxes.

PROPOSAL ACCEPTANCE

Name

_____/_____/2019

Title