

CITY OF MARYSVILLE AGENDA BILL

EXECUTIVE SUMMARY FOR ACTION

CITY COUNCIL MEETING DATE: 2/4/2019

AGENDA ITEM:	
Purchase of Laserfiche Software and Implementation Services	
PREPARED BY:	DIRECTOR APPROVAL:
Worth Norton, Tina Brock and Rochelle Barker	
DEPARTMENT:	
Finance / I.S.	
ATTACHMENTS:	
Technology Solution Contract Between the City Of Marysville and Compulink Management Center, Inc. dba Laserfiche	
BUDGET CODE:	AMOUNT:
50300090 549000 1825	\$329,197.59
SUMMARY:	

An Enterprise Content Management system (ECM) has been a State and City priority to digitize, retain, and destroy documents based on State records retention rules. Additional benefits of this system will include: • Reduced physical space required to store documents. • Improved document handling including searching, sharing and versioning. • Streamlined workflows that currently require the movement of paperwork.

The Clerk’s office and I.S. looked at the four ECM vendors on the State master contract 07814. One vendor (EMC) was not chosen due to poor response and zero recommendations and was eventually removed from the State contract. The other vendor that was not chosen (Lexmark now Hyland) was due to an interface that was viewed as difficult and concerns about ownership changes. A selection committee with representatives from the City departments overwhelmingly selected Laserfiche (over OpenText) as the best fit for the City’s needs.

The 2019 phase 1 implementation will provide full licenses for 155 employees; including all of City Hall, Community Development, Courts, Engineering, PW Administration, and key employees from other departments. An additional 87 partial licenses will allow Police to interface with non-CJIS (Criminal Justice Information Services division of the FBI) security requirements work flows in phase 1. Police will be fully implemented in 2020 pending the ability to meet CJIS security requirements.

<p>RECOMMENDED ACTION: City staff recommends that the City Council authorize the Mayor to sign the attached Technology Solution Contract Between the City Of Marysville and Compulink Management Center, Inc. dba Laserfiche.</p>

**TECHNOLOGY SOLUTION CONTRACT
BETWEEN THE
CITY OF MARYSVILLE
AND
COMPULINK MANAGEMENT CENTER, INC. D/B/A LASERFICHE
CONTRACT NUMBER 2018-017-WA061**

This agreement, hereinafter referred to as "Technology Solution Contract", is made and entered into by and between City of MARYSVILLE, located at 1049 State Ave # 101, Marysville, WA 98270 hereinafter referred to as "Agency" and the below named firm, hereinafter referred to as "Contractor."

Contractor Name: **Compulink Management Center, Inc., a California corporation
d/b/a Laserfiche**

Address: **3545 Long Beach Blvd.**

City, State ZIP: **Long Beach, CA 90405**

Phone: **(800) 985.8533**

Email: **notices@laserfiche.com**

WHEREAS, Agency and Contractor desire to enter into a Technology Solution Contract for an Enterprise Content Management (ECM) solution; and,

WHEREAS, Agency has determined that entering into this Technology Solution Contract with Contractor shall meet Agency's needs, be in the City of Marysville's best interest; and,

IN CONSIDERATION of mutual promises as hereinafter set forth and incorporated herein, subject to Washington State Department of Enterprise Services Master Contract No. 07814-001 and subsequent amendment(s) hereinafter referred to as "Master Contract" which shall be incorporated herein by this reference, and as Agency and Contractor agree as follows:

1. Term

The term for this Technology Solution Contract shall be three (3) years from the execution date of this Technology Solution Contract. Agency shall have the sole discretion and option to extend this Technology Solution Contract.

Agency reserves the right to purchase additional products within the scope of this Technology Solution Contract which will be appropriately documented by amendment, signed by authorized representatives of the parties and attached and incorporated into this Technology Solution Contract.

2. Price Schedule and Fees

Total compensation payable to Contractor for products purchased shall not exceed (\$329,197.59) for 2019 software and maintenance as shown in schedule A, and for professional services as shown in schedule B professional services pricing section.

The Contractor's Quote No. QUO-08163-K5W9 dated 12/19/2018 shall be attached and incorporated herein as Schedule A. A mutually agreed upon Statement of Work for services

shall be created specifying tasks, acceptance criteria, timelines, and all other associated costs and shall be attached and incorporated herein as Schedule B.

(note: the total cost of product/software/maintenance and implementation services should equal the total "not to exceed" amount. Additional products, software, maintenance, and services should be purchase with an amendment to this Technology Solution Contract and increase the total "not to exceed" amount of this contract.)

3. Contract Management

The Contract Manager for each of the parties shall be the contact person for all communications and billings regarding the performance of this Technology Solution Contract.

Contractor Contract Manager Information	Agency Contract Manager
Compulink Management Center, Inc. d/b/a Laserfiche 3545 Long Beach Blvd Phone : 800-985-8533 Email Address: sales@laserfiche.com	Worth Norton City of Marysville 1049 State Ave # 101 Marysville, WA 98270 Phone: (360) 363-8000 wnorton@marysvillewa.gov

4. Billing

The Contractor shall submit properly itemized invoices to the Agency Contract Manager. Invoices shall contain at a minimum the information listed below:

1. Technology Solution Contract Number
2. Contractor Name, address and telephone number
3. Contractor Federal Identification Number (FIN)
4. Dates
5. Description of Deliverable (If hourly, include the number of hours worked, hourly rate, total amount per line item.)
6. Total Milestone Payment Amount
7. Total dollar amount per line item
9. Net Invoice
10. Applicable taxes
11. Payment terms including any available discounts

Incorrect or incomplete invoices will be returned to Contractor for correction and reissuance.

The Contractor shall submit a monthly invoice to the Agency for services performed in the previous calendar month in a format acceptable to the Agency. The Contractor shall maintain time and expense records and provide them to the Agency upon request. Invoices for Fixed-Fee Engagement Based on Completion of Milestones shall be submitted as provided for in the payment plan described in Schedule B.

The Agency will pay timely submitted and approved invoice received before the 20th of each month within thirty (30) days of receipt.

5. Assurances

Agency and Contractor agree that all activity pursuant to this Technology Solution Contract will be in accordance with all the applicable current federal, state and local laws, rules, and regulations.

6. Modifications

Agency and Contractor agree that all activity pursuant to this Technology Solution Contract will be in accordance with all the applicable current federal, state and local laws, rules, and regulations.

ORDER OF PRECEDENCE

Each schedule and exhibit listed below is by this reference hereby incorporated into this Technology Solution Contract as though fully set forth herein. In the event of an inconsistency within this Technology Solution Contract, the inconsistency shall be resolved by giving precedence in the following order:

1. Applicable federal and state of Washington statutes and regulations
2. Special terms and conditions as contained in this basic Technology Solution Contract instrument
3. Terms and conditions as contained in the Master Contract incorporated by reference
4. Schedule A – Contractor Quotes
5. Schedule B – Statement of Work No. 1
6. Exhibit A – Software License Agreements (all current applicable software license/use agreements – it is the responsibility of each agency to ensure these agreements are substantially the same as the initial agreements attached in the Master Contract.)
7. Any other provision, term or material incorporated herein by reference or otherwise incorporated

ENTIRE AGREEMENT

This Technology Solution Contract, including referenced Exhibits and Schedules, represents all the terms and conditions agreed upon by the parties. No other statements or representations, written or oral, shall be deemed a part hereof.

CONFORMANCE

If any provision of this Technology Solution Contract violates any statute or rule of law of the state of Washington, it is considered modified to conform to that statute or rule of law.

VENUE

The venue for any action to enforce or interpret this Agreement shall lie in the Superior Court of Washington for Snohomish County, Washington.

APPROVAL

This Technology Solution Contract shall be subject to the written approval of Agency's authorized representative and shall not be binding until so approved. The Technology Solution Contract may be altered, amended, or waived only by a written amendment executed by both parties.

ALL OTHER TERMS AND CONDITIONS OF THE MASTER CONTRACT AND ITS AMENDMENTS IN EFFECT ON THE DATE THIS AGREEMENT IS EXECUTED SHALL REMAIN IN FULL FORCE AND EFFECT.

IN WITNESSS WHEREOF, THIS TECHNOLOGY SOLUTION CONTRACT is executed by the persons signing below, who warrant they have the authority to execute the Technology Solution Contract.

City of Marysville

**Compulink Management Center, Inc. d/b/a
Laserfiche**

Signature

Signature

Peter Wayman

Name

Name

Vice President

Title

Date

Title

Date

**SCHEDULE A
CONTRACTOR QUOTES**

2019 Software and Maintenance

Product	Product ID	Quantity	Unit Price	Ext Amount
Software				
Laserfiche Forms Authenticated Participants 50-199 Users	EAFRM005	87	\$140.00	\$12,180.00
Laserfiche RIO Connector	ECNC	155	\$35.00	\$5,425.00
Laserfiche Rio Forms Professional	EFRM	155	\$70.00	\$10,850.00
Laserfiche Rio Named Full Users with Forms Essentials - 100-199	ENF01	155	\$700.00	\$108,500.00
Laserfiche Rio Forms Portal	EPFRM	1	\$7,995.00	\$7,995.00
Laserfiche Rio Public Portal for 1 Laserfiche Server	EPLS1	1	\$45,000.00	\$45,000.00
Laserfiche Rio Records Management Edition	ERM	155	\$70.00	\$10,850.00
Laserfiche Rio Import Agent (scan from copiers)	IA	1	\$1,500.00	\$1,500.00
Software Subtotal				\$202,300.00
Annual Maintenance				
Laserfiche Forms Authenticated Participants 50-199 Users Annual Maintenance	EAFRM005B	87	\$28.00	\$2,436.00
Laserfiche RIO Connector Annual Maintenance	ECNCB	155	\$7.00	\$1,085.00
Laserfiche Rio Forms Professional Annual Maintenance	EFRMB	155	\$14.00	\$2,170.00
Laserfiche Rio Named Full Users with Forms Essentials - 100-199 Annual Support	ENF01B	155	\$140.00	\$21,700.00
Laserfiche Rio Forms Portal Annual Maintenance	EPFRMB	1	\$1,599.00	\$1,599.00
Laserfiche Rio Public Portal for 1 Laserfiche Server	EPLS1B	1	\$9,000.00	\$9,000.00
Laserfiche Rio Records Management Edition	ERMB	155	\$14.00	\$2,170.00
Laserfiche Rio Import Agent Annual Maintenance	IAB	1	\$300.00	\$300.00
Annual Maintenance Subtotal				\$40,460.00
			Subtotal	\$242,760.00
			Freight	\$0.00

Tax	\$22,333.92
TOTAL	\$265,093.92

2020 Software and Maintenance (for planning and not included in this agreement)

Product	Product ID	Quantity	Unit Price	Ext Amount
Software				
Laserfiche Forms Authenticated Participants 200-499 Users	EAFRM02	80	\$140.00	\$11,200.00
Laserfiche RIO Connector	ECNC	87	\$30.00	\$2,610.00
Laserfiche Rio Forms Professional	EFRM	87	\$60.00	\$5,220.00
Laserfiche Rio Named Full Users with Forms Essentials - 200-499	ENF02	87	\$600.00	\$52,200.00
Laserfiche Rio Records Management Edition	ERM	87	\$60.00	\$5,220.00
Software Subtotal				\$76,450.00
Annual Maintenance				
Laserfiche Forms Authenticated Participants 200-499 Users Annual Maintenance	EAFRM02B	80	\$28.00	\$2,240.00
Laserfiche RIO Connector Annual Maintenance	ECNCB	87	\$6.00	\$522.00
Laserfiche Rio Forms Professional Annual Maintenance	EFRMB	87	\$12.00	\$1,044.00
Laserfiche Rio Named Full Users with Forms Essentials - 200-499 Annual Maintenance	ENF02B	87	\$120.00	\$10,440.00
Laserfiche Rio Records Management Edition Annual Support	ERMB	87	\$12.00	\$1,044.00
				\$15,290.00
			Subtotal	\$91,740.00
			Freight	\$0.00
			Tax	\$8,440.08
			TOTAL	\$100,180.08

**SCHEDULE B
STATEMENT OF WORK**

STATEMENT OF WORK NO. 1

TO

CITY OF MARYSVILLE

TECHNOLOGY SOLUTION CONTRACT NUMBER 2018-017-WA061

This Statement of Work No. 1 (SOW) to Technology Solution Contract No. 2018-017-WA061 (Contract) is entered into by and between City of MARYSVILLE (Agency) and Compulink Management Center, Inc. d/b/a Laserfiche (Contractor).

Contractor agrees to provide to Agency the services set forth in this SOW, in accordance with the terms of this SOW and the Technology Solution Contract, for the fees set forth in SOW and the Contract. Specific resources to be provided and deliverables will be mutually agreed upon and documented in writing as set forth herein.

1 LOCATION AND PERIOD OF PERFORMANCE

1.1 Per a mutually agreed upon schedule, Contractor staff shall perform all work at the following location (or online via GoToMeeting):

City of MARYSVILLE

1049 State Ave # 101, Marysville

WA 98270

1.2 The period of performance for work identified in this SOW shall begin on _____ through _____.

1.3 The Agency reserves the right to amend or extend this SOW by mutual agreement.

PROJECT SCOPE AND OBJECTIVES

Agency seeks to implement a Laserfiche software solution in order to implement a paperless records management system with automation.

The following workstreams are included in the Services.

Workstream	Major Activities
1. Installation	1.1 Install Laserfiche Rio 10.x and the following software components: <ul style="list-style-type: none">• Laserfiche Records Management Edition• Laserfiche Workflow• Laserfiche Forms• Laserfiche Public Portal Infrastructure

2. Installation / Implementation Documents	2.1 Design and implement a document capture approach 2.2 Design and implement a public document portal 2.3 Design and implement WA State records management and retention
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PROJECT APPROACH: MAJOR ACTIVITIES AND TASKS

To complete this project, Laserfiche will employ a five-Phase implementation approach, as shown in the diagram below. Each Phase includes ongoing project governance, project management, and weekly status reporting. As part of project governance activities, Agency’s acceptance of deliverables for each Phase is required before starting the next Phase.



The remainder of this document includes the major activities and deliverables for each Phase.

Phase 1. Requirements and Design



Major Activities

This Phase consists of the establishment of project practices and templates, as well as the creation, review, and approval of a Requirements and Design document. Specific major activities/tasks for this Phase include:

1. Conduct a project kick-off meeting with Agency and its key personnel.
2. Develop a project plan for the engagement.
3. Conduct three to five workshops and interviews over a one to two-week period with the project executive sponsor, IT administrators, and subject matter experts (e.g., Department Record Coordinators) to confirm requirements. As part of this task, Laserfiche will leverage the demo provided to Agency.
4. Draft a Requirements and Design document by using information gathered in the workshops and interviews. The document will include:
 - A plan to install Laserfiche Rio and the following software components in the Agency’s network:
 - Laserfiche Records Management Edition
 - Laserfiche Workflow

- Laserfiche Audit Trail
 - Laserfiche Forms
 - Laserfiche Public Portal Infrastructure
 - A repository file plan that includes:
 - Folder structure to support the routing and storage of up to 30 document types.
 - Metadata to appropriately index up to 30 document types.
 - High-level security to help control access and rights for up to 30 document types.
 - A capture plan that includes:
 - Capture of city council minutes and other paper documents.
 - Capture of electronic documents in PDF format.
 - Electronic workflows that include:
 - Routing of Agency documents (e.g., for approval).
5. Review the Requirements and Design document and make updates based on Agency feedback.

Major Deliverables

Deliverables for Requirements and Design will include:

- Requirements and Design Document: An Agency Requirements and Design document for the installation and configuration of the system. This will include the Hardware specifications; Interface specifications; Installation Architecture specifications and Site Customization documents.
- Project Plan: A project plan that contains tasks and the estimated hours and duration for each task.
- Status Report Template: A template that summarizes completed activities for the period; planned activities; project-related issues that could impact scope, budget and timing; and other information. This template captures key decisions with Agency on scope areas. Project Status reports to be provided to the city on mutually agreed milestones and time frames.

Phase 2. Development



Major Activities

This Phase consists of implementing the solution in accordance with the Requirements and Design document created in Phase 1. Specific major activities/tasks for this Phase include:

1. Coordinate with Agency to obtain VPN access to the network.
2. Install all licensed Laserfiche software required by the Services.

3. Develop and configure the solution per the specifications set forth in the Requirements and Design document.
4. Provide periodic solution demonstrations to Agency to obtain feedback.
5. Develop a Test Plan to conduct testing in the next Phase.

Major Deliverables

Deliverables for Development will include:

- Deployed System: Laserfiche system is deployed in Agency's Test environment per the Requirements and Design document and solution demonstrations.
- Data Conversion Plans: Document the data conversion plans for legacy records on S:\ Drive into the new Laserfiche product.
- Test Plan: Test scripts to be used by Laserfiche and Agency to test system functionality. Test as needed for interfaces identified and implemented per Requirements and Design phase.
- Configuration and Certification: Complete work as needed in order to be able to run System Configuration Reports and get completed Installation Certificates.

Phase 3. Testing



Major Activities

This Phase consists of a coordinated effort between Laserfiche and Agency to test the system. Specific major activities/tasks for this Phase include:

1. Test the system using the Test Plan and remediate issues as necessary.
2. Coordinate with Agency to onboard users.
3. Provide guidance to Agency personnel who will perform User Acceptance Testing ("UAT").
 - Address issues identified during UAT that are in scope for the Services.
 - New or modified requirements will be addressed in a separate SOW to minimize impacting the project timelines for the Services.
4. Create Deployment and Data Validation Plan.
5. Prepare for training and go-live.

Major Deliverables

Deliverables for Testing will include:

- Deployment-Ready Solution: Laserfiche solution that is tested for functionality by both Laserfiche and Agency, which will be ready for promotion to the Production environment.

- **Deployment and Data Validation Plans:** The Deployment Plan details how the developed solution will be promoted from the Test to Production environment. The companion Data Validation Plan is specific to solutions that require such a procedure (e.g., database migrations from legacy systems to Laserfiche). The Data Validation Plan contains a list of user inputs for the actions, steps on how to perform the actions, and expected results. The Agency will carry out the plan and verify the outputs. *Agency's acceptance of the Deployment and Data Validation Plans will constitute approval to close out the project 20 business days after the plan has been executed and the data has been validated.*

Phase 4. Deployment



Major Activities

This Phase consists of deploying the upgraded and updated system to the Production environment. Specific major activities/tasks for this Phase include:

1. Provide a mix of end-user training and train-the-trainer approach to train end-users and administrators on the developed solution.
2. Promote the solution to Agency's Production environment. Specifically:
 - Promote Laserfiche environment from Test to Production.
 - Promote the form, workflows, and Quick Fields sessions to the Production environment.
 - Promote folder structure, security, and metadata to the Production environment.
3. Address production-specific issues that occur.
4. Inform Agency that the system is available and in a production state for end-users to use the system.

Major Deliverables

Deliverables for Deployment will include:

- **User Training:** A User Training Plan that Agency can use to train end-users and administrators. Assist the city as needed with staff training.
- **Deployed System:** Laserfiche system deployed to the Production environment per the Go-Live and Stabilization Plan documents.
- **System Documentation:** Project documentation on the administrative aspects of the system.

Phase 5. Transition to Agency



Major Activities

This Phase consists of transitioning the system to Agency system administrators and providing knowledge transfer. Specific major activities/tasks for this Phase include:

1. Perform post-deployment support activities.
 - Provide guidance to Agency on monitoring and documenting issues that may arise.
 - Coordinate with Agency administrators for up to 10 business days to help diagnose and resolve identified issues.
2. Transfer day-to-day system maintenance to Agency.
3. Walk Agency through the System documentation created in the Deployment Phase.
4. Introduce methods for accessing Support services for Laserfiche from VAR to Agency's post-project support team via an email.

Major Deliverables

Deliverables for Transition to Support will include:

- Closeout Notification: An email that contains a high-level summary of deliverables provided by Laserfiche to Agency. After “closeout,” all new Services work not expressly covered by the LSAP will be considered a new billable project.
- Operations Manual: System Operations manual to be provided to the city per the system requirements and implementation along with Template Tools for Documenting Business Processes.

PRICING AND PAYMENT TERMS

Professional Services Pricing

The table below sets forth the estimated level of effort required for this project, including both onsite and offsite Professional Services work. This project will be billed on a fixed-price. Project management will be billed as part of the Services.

Reasonable out-of-pocket expenses (e.g., airfare, lodging, meals, and ground transportation) will be billed as incurred, and will be consistent with Washington state requirements.

Phase	Description	Rate	Est. Hours	Estimated Cost
1	Requirements and Design	\$188	71.5	\$ 13,442
2	Development / Network Drive Mapping	\$188	189.5	\$ 35,626
3	Testing	\$188	18	\$ 3,384
5	Transition to Support	\$188	1	\$ 188
6	Training & Deployment	\$188	32.25	\$ 6,063
Total			312.25	\$ 58,703
SALES TAX			9.2%	\$5,400.67
TOTAL				\$64,103.67

Payment Plan for Fixed-Fee Engagement Based on Completion of Milestones

All Services will be performed in accordance with this mutually accepted SOW. To provide initial funding for the project and simplify billing, an initial payment of 20% of the cost of the SOW will be billed upon execution of the document. 55% of the cost of the SOW will be billed upon acceptance and completion of the Requirements and Design (Phase 1). 15% of the cost will be billed upon acceptance and completion of the Deployment-ready Solution deliverable of Phase 3. 10% of the cost of the SOW will be billed upon closeout.

Invoices are due 30-days upon receipt. If and when changes to project scope or effort required to complete specific work items occur due to unforeseen complications or issues outside of Laserfiche’s control, Laserfiche will prepare a change order for approval by Agency.

ADDITIONAL TERMS AND CONDITIONS

Subcontractors

Contractor has advised Agency that Contractor intends to subcontract a portion of the Services to Cities Digital located at 4010 Stone Way N., Suite 230, Seattle, WA 98103 (“Subcontractor”). Agency hereby approves Contractor’s delegation of the responsibility to Subcontractor to perform a portion of the Services required by this SOW.

Agency Responsibilities

Agency will be responsible for the following:

1. Agency will make available, and provide timely access to (e.g. within two to three business days), necessary personnel to ensure project success, including:
 - a. A designated project manager to help schedule meetings, facilitate

- project governance, coordinate document requests, and other tasks.
- b. IT personnel such as system administrators, database administrators, and help desk.
- c. Subject matter specialists to provide information on Agency's system and file plan.
- d. Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan. Any delays in UAT may involve additional hours or fees.

Resource List

Project Team	Purchaser Team
Patrick Welsch	Worth Norton, Admin
Aaron Appleman	Sandra Gyurkovics, PM
Mike Richardson	Chris Brown, Server Admin
Kyle Knebel	Mike Davis, Support & Interfaces
Shaun Williams	Rochelle Barker, SME
	Tina Brock, SME

2. Agency will work with Laserfiche to provide any necessary technical resources and support. This includes:
 - a. Providing timely access and user credential to Agency network, applications, database and related resources, including remote access.
 - b. Providing configured Test environment that closely mirrors the Production environment.
 - c. Providing only test data and not production data to Laserfiche.
 - d. Configuring Kerberos, Active Directory and security policies as required for the implementation.
 - e. Performing and testing backups of the Laserfiche configuration, database and other systems as needed.
 - f. Completing any testing (e.g., system, integration, user acceptance testing) as needed.

3. Agency will provide requested documentation and acceptance of key deliverables within three to five business days. If Agency does not respond in writing to Laserfiche's request for acceptance within seven business days of Laserfiche's request, or Agency does not reasonably refuse such approval within the five-day period, Agency will be deemed to have accepted. If Agency decides not to deploy after acceptance of the Deployment-ready Solution deliverable of Phase 3 (Testing), Laserfiche may close out this project. After "closeout," all new Services work not expressly covered by the LSAP will be considered a new billable project.

4. Agency will be responsible for licensing all software components necessary for completing Services.

Key Assumptions

The following are key assumptions for delivery of the Services:

1. The scope of the engagement will include the Services specifically described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
 - a. Please see the project plan draft below for details to be included in the SOW

DRAFT - AN UPDATED PROJECT OUTLINE WILL BE INSERTED

Task Name	Hours Estimate	Duration	Start	Finish	Resource Names
Implement Laserfiche Solution	312.25	199 days	Tue 2/19/19	Fri 11/22/19	
Stage I - Planning & Installation	44.5	10 days	Tue 2/19/19	Mon 3/4/19	
Project Management	44.5	127 days	Tue 2/19/19	Wed 8/14/19	
Conduct Project Kickoff Meeting	1.5	1 day	Tue 2/19/19	Tue 2/19/19	CD Project Manager, Client Implementation Team
Draft Project Plan	3	5 days	Wed 2/20/19	Tue 2/26/19	CD Project Manager
Approve Project Plan	0	3 days	Wed 2/27/19	Fri 3/1/19	Client Implementation Team
New Client Orientation Meeting	0	1 day	Mon 3/4/19	Mon 3/4/19	
Conduct Ongoing PM Tasks	40	117 days	Tue 3/5/19	Wed 8/14/19	CD Project Manager
Install Laserfiche	0	22.5 days	Mon 3/4/19	Wed 4/3/19	
Plan Installation	0	21.5 days	Mon 3/4/19	Tue 4/2/19	
Conduct Support Installation Meeting	0	0.5 days	Mon 3/4/19	Mon 3/4/19	CD Installation Contact, Client IT Contact
Prepare System Architecture	0	20 days	Mon 3/4/19	Mon 4/1/19	Client IT Contact
Download Software	0	1 day	Mon 4/1/19	Tue 4/2/19	Client IT Contact
Conduct Installations	0	2 days	Mon 4/1/19	Wed 4/3/19	
Install & Test Server Components	0	2 days	Mon 4/1/19	Wed 4/3/19	CD Installation Contact
Stage II - Training & Evaluation	16.25	4.37 days	Wed 4/3/19	Tue 4/9/19	
Project Team Training	16.25	4.37 days	Wed 4/3/19	Tue 4/9/19	
Pre-training	1	0.17 days	Wed 4/3/19	Wed 4/3/19	
Overview Training	1	0.17 days	Wed 4/3/19	Wed 4/3/19	CD Trainer, Client Implementation Team, SMEs
Session 1:	4.5	0.2 days	Wed 4/3/19	Wed 4/3/19	
Directory Server	1	0.2 days	Wed 4/3/19	Wed 4/3/19	CD Trainer, Client Implementation Team
Administration Console Training	1.25	0.2 days	Wed 4/3/19	Wed 4/3/19	CD Trainer, Client Implementation Team
LF Security Training	0.5	0.2 days	Wed 4/3/19	Wed 4/3/19	CD Trainer, Client Implementation Team
LF Client Training	1.75	0.2 days	Wed 4/3/19	Wed 4/3/19	CD Trainer, Client Implementation Team
Session 2:	2.5	1 day	Wed 4/3/19	Thu 4/4/19	
Workflow Designer Training	1.25	1 day	Wed 4/3/19	Thu 4/4/19	CD Trainer, Client Implementation Team

LF Forms Training - Level 1	1.25	1 day	Wed 4/3/19	Thu 4/4/19	CD Trainer, Client Implementation Team
Session 3:	2.25	1 day	Thu 4/4/19	Fri 4/5/19	
Weblink Administration Training	1.5	1 day	Thu 4/4/19	Fri 4/5/19	CD Trainer, Client Implementation Team
Audit Trail Training	0.75	0.5 days	Thu 4/4/19	Fri 4/5/19	CD Trainer, Client Implementation Team
Session 4:	2	1 day	Fri 4/5/19	Mon 4/8/19	
Quick Fields Training - Level 1	1.5	1 day	Fri 4/5/19	Mon 4/8/19	CD Trainer, Client Implementation Team
LF Import Agent	0.5	1 day	Fri 4/5/19	Mon 4/8/19	CD Trainer, Client Implementation Team
Session 5:	4	1 day	Mon 4/8/19	Tue 4/9/19	
Records Management Training	2	1 day	Mon 4/8/19	Tue 4/9/19	CD Trainer, Client Implementation Team
Web Access Training	1	0.5 days	Mon 4/8/19	Tue 4/9/19	CD Trainer, Client Implementation Team
Mobile Training	1	0.2 days	Mon 4/8/19	Tue 4/9/19	CD Trainer, Client Implementation Team
Stage III - System Configuration	250.5	159 days	Tue 4/9/19	Mon 11/18/19	
Laserfiche Configuration: Legal & Exec Department Basic Infrastructure (includes folders, templates, users and groups, basic workflows)	31	17 days	Tue 4/9/19	Thu 5/2/19	
Design & Requirements	3	10 days	Tue 4/9/19	Tue 4/23/19	CD System Architect, Client Implementation Team
Development & Configuration	20	5 days	Tue 4/23/19	Tue 4/30/19	CD System Architect
Testing & Updates	4	1 day	Tue 4/30/19	Wed 5/1/19	CD System Architect, Client Implementation Team
Deployment - Including End User Training	4	1 day	Wed 5/1/19	Thu 5/2/19	CD System Architect, Client Implementation Team
Laserfiche Configuration: Community Development, Public Works and Engineering Basic Infrastructure (includes folders, templates, users and groups, basic workflows)	29	21 days	Thu 5/2/19	Fri 5/31/19	
Design & Requirements	3	14 days	Thu 5/2/19	Wed 5/22/19	CD System Architect, Client Implementation Team
Development & Configuration	18	5 days	Wed 5/22/19	Wed 5/29/19	CD System Architect
Testing & Updates	4	1 day	Wed 5/29/19	Thu 5/30/19	CD System Architect, Client Implementation Team
Deployment - Including End User Training	4	1 day	Thu 5/30/19	Fri 5/31/19	CD System Architect, Client Implementation Team
Laserfiche Configuration: Courts, HR, Parks Department Basic Infrastructure (includes folders, templates, users and groups, basic workflows)	38	17 days	Fri 5/31/19	Tue 6/25/19	
Design & Requirements	4	10 days	Fri 5/31/19	Fri 6/14/19	CD System Architect, Client Implementation Team
Development & Configuration	24	5 days	Fri 6/14/19	Fri 6/21/19	CD System Architect
Testing & Updates	6	1 day	Fri 6/21/19	Mon 6/24/19	CD System Architect, Client Implementation Team
Deployment - Including End User Training	4	1 day	Mon 6/24/19	Tue 6/25/19	CD System Architect, Client Implementation Team
Laserfiche Configuration: Clerks and Finance Basic Infrastructure (includes folders, templates, users and groups, basic workflows)	29	17 days	Tue 6/25/19	Thu 7/18/19	
Design & Requirements	3	10 days	Tue 6/25/19	Tue 7/9/19	CD System Architect, Client Implementation Team

Development & Configuration	18	5 days	Tue 7/9/19	Tue 7/16/19	CD System Architect
Testing & Updates	4	1 day	Tue 7/16/19	Wed 7/17/19	CD System Architect, Client Implementation Team
Deployment - Including End User Training	4	1 day	Wed 7/17/19	Thu 7/18/19	CD System Architect, Client Implementation Team
Network File Share Conversion	120	87 days	Thu 7/18/19	Mon 11/18/19	
Design Conversion	14	17 days	Thu 7/18/19	Mon 8/12/19	
Conduct Review of File Shares	4	1 day	Thu 7/18/19	Fri 7/19/19	CD Conversion Specialist, Client Implementation Team
Develop SOW for Conversion	8	5 days	Fri 7/19/19	Fri 7/26/19	CD Conversion Specialist, Client Implementation Team
Review SOW with Client & Development	2	1 day	Fri 7/26/19	Mon 7/29/19	CD Conversion Specialist, Client Implementation Team
Approve SOW	0	10 days	Mon 7/29/19	Mon 8/12/19	CD Conversion Specialist, Client Implementation Team
Develop Conversion	84	35 days	Mon 8/12/19	Mon 9/30/19	
Develop Conversion Workflows	80	20 days	Mon 8/12/19	Mon 9/9/19	CD Conversion Specialist, Client Implementation Team
Conduct Trial Run of Conversion & Review	4	14 days	Mon 9/9/19	Fri 9/27/19	CD Conversion Specialist, Client Implementation Team
Schedule Full Conversion	0	1 day	Fri 9/27/19	Mon 9/30/19	CD Conversion Specialist, Client Implementation Team
Execute Conversion	22	35 days	Mon 9/30/19	Mon 11/18/19	
Run Conversion App	20	15 days	Mon 9/30/19	Mon 10/21/19	CD Conversion Specialist, Client Implementation Team
Review Conversion Results w/ Client & Development	2	5 days	Mon 10/21/19	Mon 10/28/19	CD Conversion Specialist, Client Implementation Team
Formal Acceptance of Conversion by Client	0	15 days	Mon 10/28/19	Mon 11/18/19	CD Conversion Specialist, Client Implementation Team
Integrations -- Munis and TRAKit	3.5	22 days	Fri 5/31/19	Tue 7/2/19	
Test Using Connector with Munis	0.5	1 day	Fri 5/31/19	Mon 6/3/19	CD System Architect, Client Implementation Team
Help TRAKit with Laserfiche side of the integration	3	21 days	Mon 6/3/19	Tue 7/2/19	CD System Architect, Client Implementation Team
Close Out & Transfer to Support	1	4 days	Mon 11/18/19	Fri 11/22/19	
Review Project Close Out Form	1	1 day	Mon 11/18/19	Tue 11/19/19	CD Project Manager
Sign & Return Project Close Out Form	0	3 days	Tue 11/19/19	Fri 11/22/19	Client Implementation Team

- b. Other than basic installation activities, the scope does not include configuring Workflow, Forms and other Laserfiche software components except for those components when tied to the deliverables identified in this and subsequent SOW documents.
 - c. Any onsite work will be performed as needed at Agency's offices in MARYSVILLE, Washington. All other work will be performed remotely. Currently, 2 trips are contemplated for the Services.
2. The project is estimated at 312.25 hours over a **nine month** period. Any delays and additional hours incurred because of Agency's failure to fulfill its responsibilities will be billed to Agency.
 3. If Agency does not either reasonably refuse or contest Laserfiche's request that Agency accept the hours incurred and billed within five business days

of Laserfiche's request, Agency will be deemed to have accepted it.

4. All Laserfiche Software Products, Professional Services and Support are sold subject to the terms and conditions of Laserfiche's Software License Agreement (EULA), which accompanies the software.
5. By signing this SOW, Agency accepts all of these terms and conditions, which will not be varied except in writing signed by both parties. C

Approval

This SOW is subject to the written approval of Agency's authorized representative and will not be binding until so approved.

ALL OTHER TERMS AND CONDITIONS OF THE TECHNOLOGY SOLUTION CONTRACT, ITS AMENDMENTS, RELATED STATEMENT OF WORKS, AND THE MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

In Witness Whereof, this Statement of Work is executed by the persons below, who warrant that they are authorized by their respective parties to execute this Statement of Work.

City of Marysville, Washington (Agency)	
Signature	
Print or Type Name	Date
Title	

Compulink Management Center, Inc. d/b/a Laserfiche (Contractor)	
Signature	
Print or Type Name	Date
Title	

VAR Cities Digital, INC. (Subcontractor)	
Signature	
Print or Type Name	Date
Title	

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