



BY: Complete Paperless Solutions (CPS)

1/12/2023

## Laserfiche Document Management Proposal



**Laserfiche®**  
Premier Partner



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## INTRODUCTION LETTER

January 12<sup>th</sup>, 2024

Dear Heather,

We are pleased to submit the attached proposal for Laserfiche Document Management for your organization. We understand that Grizzly Ranch Community Services District is looking for a document management solution.

Complete Paperless Solutions, LLC (CPS), is located in Anaheim, CA and is a **Platinum Certified Solution Provider** (SP) of the award-winning Laserfiche™ Enterprise Content Management solution as well as a respected systems integrator and consultancy. The CPS staff focuses its business on helping California Special Districts meet the challenge of providing a great public service to your citizens while working in a high-demand, electronic records-intensive environment. Our customer-centric business model promotes long-term relationships stemming from excellent service, fair pricing and good old-fashioned know-how. **CPS has the highest ratio of support engineers per customer in California compared to all other Laserfiche resellers.** CPS is also a proud sponsor of **MISAC, CCUG, CLEARS, CLETS and CCAC.**

**Our Corporate Office is located in Anaheim, CA, with 2 satellite offices located in Vista, CA and Temecula, CA.** These offices are led by our CFO, Claude Schott, and me, as the VP of Sales. CPS is confident that it is well-suited to aid the Grizzly Ranch Community Services District with our support and professional services team that has been representing Laserfiche™ since 1996. CPS's business model is based on the deployment, customization, and support of Laserfiche rather than the "deploy and depart" model of some resellers.

CPS is an **Employee-Owned Company**, so we all have the highest level of interest to make sure you are thrilled with your experience from the very beginning and each day after. Every single one of our staff members has **at least 15+ years of direct Laserfiche experience** dealing with organizations of your caliber. You will not have to experience the pain of working with staff who are just getting started with Laserfiche Support and may be learning while on the call with you trying to figure something out. Every single technician at CPS is a master at their craft and are filled with a vast amount of knowledge readily available to put to great use.

We are an Employee-Owned Company and masters at our trade. The Grizzly Ranch Community Services District will never have to experience non tenured staff who may be learning on the job. Anytime you call for support, you will be speaking with a professional who will be well informed of your configuration and of the current status of your project. We are proud of our [Customer Choice Award](#) which is given out to only one Laserfiche Reseller in the world that has the highest retention of clients and with highest customer satisfaction ratings as well. Lastly, we are also recognized as a [Laserfiche Premier Partner](#) by continuing rigorous testing on the product and by submitting proof of client service excellence.

We would be pleased to discuss any aspect of this proposal and to provide additional information related to our proposed solution or ability to deliver. We look forward to your positive review of this proposal and to answering any questions that may arise.

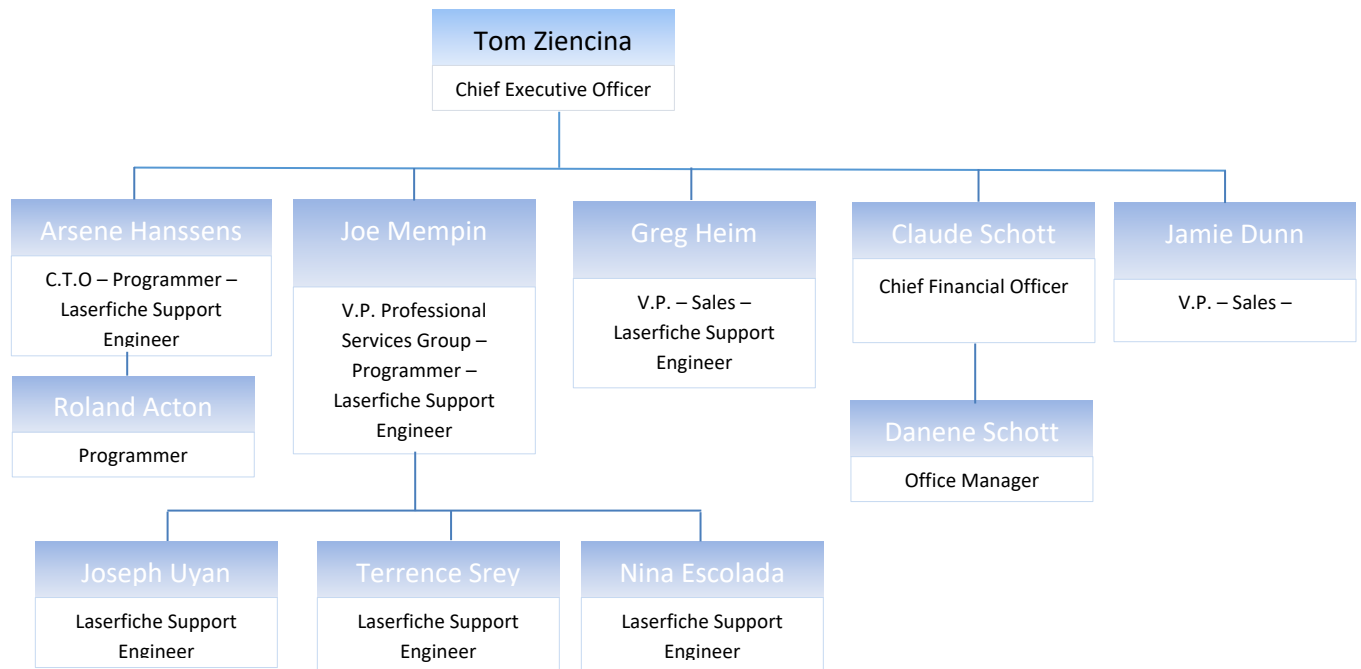
Sincerely,

Claude Schott  
CFO

Cell: 760-522-5031

Email: [cschott@cps247.com](mailto:cschott@cps247.com)

## ORGANIZATION CHART AND SCHEDULE



CPS's Professional Services team lead by Joseph Mempin will assist Grizzly Ranch Community Services District.

**Joe Mempin:** Manager of Professional Services Group (PSG) – Certified Laserfiche Professional

Over fifteen (15) years of software programming and Laserfiche experience, including integrations and customizations of client software systems, legacy programs, and Laserfiche. Mr. Mempin has been managing the CPS team for the past ten (10) years. Previously he spent five (5) years developing application systems for Allgeier Computer (previous Laserfiche VAR).

CPS's Development team lead by Arsene Hanssens will assist Grizzly Ranch Community Services District.

**Arsene Hanssens:** Chief Technical Officer – Certified Laserfiche Professional

Arsene and his team are responsible for integrations, customizations, and software development. Arsene joined the CPS team in 2006 but has been working with CPS since 2001. Arsene has Electronic Content Management System (ECMS) programming experience since 1980. Arsene worked with the development of one of the very first document page scanners "Copiscan" which was then purchased by Bell & Howell in 1985.

## TRAINING

CPS has a reputation for meeting you where YOU are when it comes to training. Beginner, we got you, Expert, we can help you deepen your skillset. We'll record the training to document it so that you can refer back. And we don't just train the IT staff, we'll all staff are well-versed in Laserfiche. While we're happy to build workflows and forms for you, we can train you to do that also.

Training can be performed on-premises or remotely. Training will be done prior, during and after implementation. You will see in our chart below that taking advantage of our VIP Support option allows for unlimited training, which many of our clients greatly enjoy.

CPS also has an entire webpage dedicating to training resources which is available online 24/7 and can be found at <https://www.cps247.com/bpm>. We are constantly updating and refining our training materials on this page as new features and requests come in.

## PROJECT APPROACH / WORK PLAN

Our projects are managed with a focus on over preparation. Our implementations always start with a project plan and a preview of the implementation. We provide a pre-Statement of Work step which will accomplish the following:

1. Provide documentation on how we intend to implement the system. This will give stakeholders and end users a starting point conceptually and visually.
2. Provide a training preview. Seeing the system in action makes for better decisions.

The outcome of steps 1 through 2 are the building blocks for our true Statement of Work. All modified and contended items use the following rules:

- CPS Project Manager will document the issue as soon as a change which impacts project scope, schedule, staffing, or spending is identified.
- The CPS Project Manager will review the change and determine the associated impact to the project and will forward the issue, along with recommendation, to all interested parties for review and discussion.
- If required due to lack of consensus, the Project Sponsor shall review the issue(s) and render a final decision on the approval or denial of a change.
- Following an approval or denial, the CPS Project Manager will notify the original requestor of the action taken.

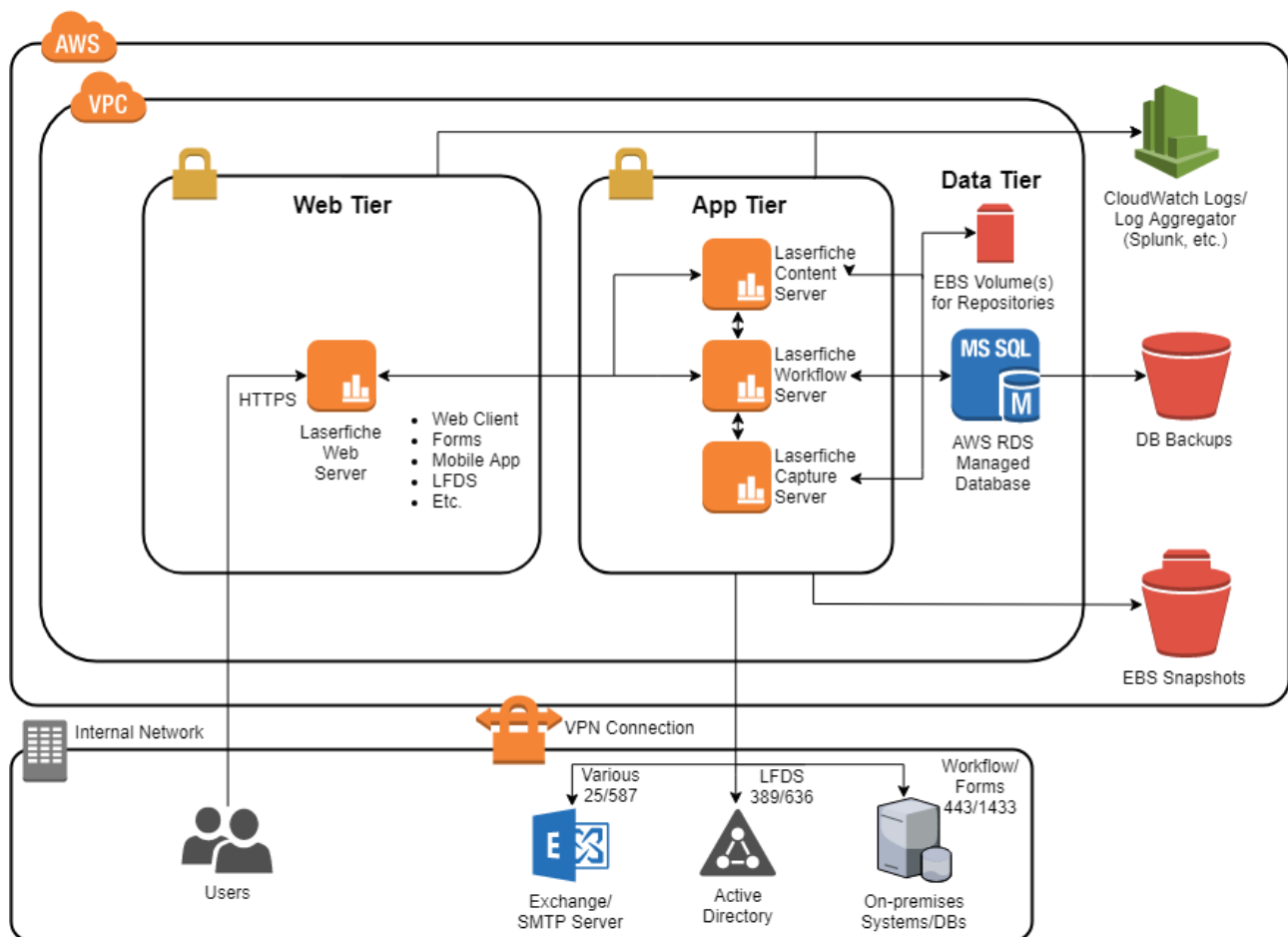
Finally, after some discussion regarding steps 1 through 2, we provide a Statement of Work. Our Statements of Work always come with a Warranty Period. During this warranty period we provide free modifications (which are considered in scope for the Statement of Work), break-fixes, and minor requests (out of scope). The warranty period also guarantees response times for issues encountered during the warranty period. Response times are usually 1 hour for business days and 4 hours for non-business days.

### Cloud Database Specifications

With the Laserfiche cloud solution, you will not be restricted to any hardware requirements. Even with document scanners, from smart devices to multifunctional copy devices, we can get your images into Laserfiche.

Below is a diagram of the general layout of the Laserfiche AWS architecture.

### Laserfiche AWS Architecture - General Layout



## SOFTWARE PRICING

### Cloud Starter

| Description                                          | Quantity | Public Price      |
|------------------------------------------------------|----------|-------------------|
| Laserfiche Cloud Starter User per year subscription* | 2        | \$1,200.00        |
| <b>Subtotal</b>                                      |          | <b>\$1,200.00</b> |

Included in subscription pricing are the following features:

- **OCR Automated Text Extraction**
- **Indexing**
- **Direct Share**
- **Autoscaling of Computing and Storage Resources**
- **Automated Feature and Security Updates**
- **Starter Audit Trail**
- **100Gb storage per user**
- **Import Agent with Email Archiving**
- **Laserfiche Scanning**
- **Office Plug-in**
- **Integration with DocuSign, SharePoint, MS Teams, and Dynamics 365 CRM**
- **Snapshot**

## ONE TIME PROFESSIONAL SERVICES

| Description                                         | Quantity | Public Price      |
|-----------------------------------------------------|----------|-------------------|
| Laserfiche configuration, consulting, and training. | 1        | \$2,500.00        |
| <b>Subtotal</b>                                     |          | <b>\$2,500.00</b> |

## MAINTENANCE AND SUPPORT

Customers will receive unlimited telephone technical support and software updates automatically with a cloud system. Technical support includes unlimited email, telephone and remote access to address problems related to system configuration or performance. While guaranteed response times are dictated by the terms of the support agreement, most support calls are taken live and resolved within a single call.

All support calls are logged in a case management system and assigned priority and severity levels that will be escalated (if necessary) to the development team and what lengths are necessary to address them such as providing hotfixes or point releases of the software. All customers are granted access to the Laserfiche Support Site where an abundance of knowledgebase documents can be used to support your internal IT team and Laserfiche users.

Note: Ninety-five (95) percent of support issues taken by our team have “*First Call*” resolution and are usually resolved within one hour.

### **i. Support Contact Information**

- Support services are provided directly by CPS.
- Our toll-free support number: 866-661-2425
- Non-emergency support calls can be directed to ([support@cps247.com](mailto:support@cps247.com)) or via our website (<http://www.cps247.com/Support/SubmitTicket.aspx>)

### **ii. Basic Support Level**

- Monday to Friday during normal business hours from 8:00AM to 5:00PM PST
- Next business day guaranteed response time
- Unlimited Access to CPS Webinars
- Quarterly Newsletter