# ORANGE COUNTY FIRE AUTHORITY AGENDA

## Budget and Finance Committee Meeting

**Wednesday, March 13, 2019**
**12:00 Noon**

**Orange County Fire Authority**
**Regional Fire Operations and Training Center**
1 Fire Authority Road
Room AE117
Irvine, California 92602

Shelley Hasselbrink, Chair
Don Sedgwick, Vice Chair
Sergio Farias  Gene Hernandez  Joe Muller  Ed Sachs  Tri Ta
Jennifer Cervantez - Ex Officio

This Agenda contains a brief general description of each item to be considered. Except as otherwise provided by law, no action or discussion shall be taken on any item not appearing on the following Agenda. Unless legally privileged, all supporting documents, including staff reports, and any writings or documents provided to a majority of the Budget and Finance Committee after the posting of this agenda are available for review at the Orange County Fire Authority Regional Fire Operations & Training Center, 1 Fire Authority Road, Irvine, CA 92602 or you may contact Sherry A.F. Wentz, Clerk of the Authority, at (714) 573-6040 Monday through Thursday, and every other Friday from 8 a.m. to 5 p.m. and available online at http://www.ocfa.org

If you wish to speak before the Budget and Finance Committee, please complete a Speaker Form identifying which item(s) you wish to address. Please return the completed form to the Clerk of the Authority. Speaker Forms are available on the counter noted in the meeting room.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the Clerk of the Authority at (714) 573-6040. Notification 48 hours prior to the meeting will enable the Authority to make reasonable arrangements to assure accessibility to the meeting.

**CALL TO ORDER**

**PLEDGE OF ALLEGIANCE** by Vice Chair Sedgwick

**ROLL CALL**

**PUBLIC COMMENTS**

Any member of the public may address the Committee on items within the Committee's subject matter jurisdiction but which are not listed on this agenda during PUBLIC COMMENTS. However, no action may be taken on matters that are not part of the posted agenda. We request comments made on the agenda be made at the time the item is considered and that comments be limited to three minutes per person. Please address your comments to the Committee as a whole, and do not engage in dialogue with individual Committee Members, Authority staff, or members of the audience.

## 2. MINUTES

**A. Minutes for the February 13, 2019, Budget and Finance Committee Meeting**
Submitted by: Sherry Wentz, Clerk of the Authority

Recommended Action:
Approve as submitted.

## 3. CONSENT CALENDAR

**A. Monthly Investment Reports**
Submitted by: Tricia Jakubiak, Treasurer

Recommended Action:
Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Executive Committee receive and file the reports.

**B. FY 2018/19 Mid-Year Budget Adjustment**
Submitted by: Robert Cortez, Assistant Chief/Business Services Department

Recommended Action:
Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors authorize the proposed mid-year budget adjustments and transfers as detailed in this report and attachments.

## 4. DISCUSSION CALENDAR

**A. Fiscal Year 2017/18 Backfill/Overtime and Calendar Year 2018 Total Earnings/Compensation Analysis**
Submitted by: Lori Zeller, Deputy Chief/Administration and Support Bureau

Recommended Action:
Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting on March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors take the following actions:

1. Direct staff to continue pursuing reductions in overtime by filling permanent vacancies as quickly as possible after the positions become vacant.
2. Authorize staff to temporarily exceed the number of authorized firefighter positions on the Master Position Control to maximize the number of firefighters hired into each academy, pending attrition/promotions that occur following academy graduations.
3. Authorize staff to temporarily exceed the number of authorized Hand Crew firefighter positions on the Master Position Control to maximize the number of Hand Crew firefighters hired from each Hand Crew firefighter recruitment process, pending

attrition/promotions that occur as Hand Crew firefighters promote to the firefighter rank.

4. Authorize staff to temporarily exceed the number of authorized dispatcher positions on the Master Position Control to maximize the number of dispatchers hired into each academy, pending attrition/retirements that will occur.
5. Direct staff to continue using overtime to fill temporary vacancies rather than hiring additional personnel, recognizing this as a cost-effective practice for temporary needs.

**B. Selection of Public Accounting Firm for Financial Audit and Related Services**
Submitted by: Robert Cortez, Assistant Chief/Business Services Department

Recommended Action:
Review the proposed agenda item and take the following actions:

1. Financial Statement Audit and Single Audit Services – Based on the results of the Request for Proposals, approve the selection of Lance, Soll & Lunghard, LLP to provide annual financial statement audit and single audit services for a period of three years, with two optional one-year extensions, for a total price of $54,675 for one year, and an all-inclusive maximum price of $164,025 for three years or $278,355 for five years.
2. Other Audit/Attest Services – Based on the results of the Request for Proposals, approve the selection of Lance, Soll & Lunghard, LLP to provide other audit/attest services as needed for a period of three years, with two optional one-year extensions, for a total price of $11,160 for one year, and an all-inclusive maximum price of $33,480 for three years or $56,820 for five years.

**C. Contract Award for Accounts Payable Workflow Integrated Document Imaging Solution**
Submitted by: Jim Ruane, Assistant Chief/Logistics Department

Recommended Action:
Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Director's meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors:

1. Approve a budget adjustment increasing expenditures in the FY 2018/19 General Fund (121) by $114,545 for software licensing, implementation, training, and support services costs.
2. Approve and authorize the Purchasing Manager to execute the proposed Professional Services Agreement with ECS Imaging, Inc. for software licensing, implementation, training, and support services in an amount not to exceed $114,545.
3. Authorize the Purchasing Manager to execute two optional one-year renewals for software licensing and services in an amount not to exceed $25,000 annually ($164,545 during the initial three-year contract period through 2022).

**REPORTS**
No items.

**COMMITTEE MEMBER COMMENTS**

**ADJOURNMENT** – The next regular meeting of the Budget and Finance Committee is scheduled for Wednesday, April 10, 2019, at 12:00 noon.

**AFFIDAVIT OF POSTING**

I hereby certify under penalty of perjury under the laws of the State of California, that the foregoing Agenda was posted in the lobby and front gate public display case of the Orange County Fire Authority, Regional Training and Operations Center, 1 Fire Authority Road, Irvine, CA, not less than 72 hours prior to the meeting. Dated this 7th day of March 2019.

Sherry A.F. Wentz, CMC
Clerk of the Authority

**UPCOMING MEETINGS:**

| | |
|---|---|
| Executive Committee Meeting | Thursday, March 28, 2019, 5:30 p.m. |
| Board of Directors Meeting | Thursday, March 28, 2019, 6:00 p.m. |

# MINUTES
# ORANGE COUNTY FIRE AUTHORITY

## Budget and Finance Committee Regular Meeting
**Wednesday, February 13, 2019**
**12:00 Noon**

**Regional Fire Operations and Training Center**
**Room AE117**
1 Fire Authority Road
Irvine, CA 92602

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**CALL TO ORDER**
A regular meeting of the Orange County Fire Authority Budget and Finance Committee was called to order on February 13, 2019, at 12:00 p.m. by Chair Muller.

**PLEDGE OF ALLEGIANCE**
Director Hernandez led the assembly in the Pledge of Allegiance to our Flag.

**ROLL CALL**

**Present:** Shelley Hasselbrink, Los Alamitos
Joseph Muller, Dana Point
Tri Ta, Westminster
Don Sedgwick, Laguna Hills
Gene Hernandez, Yorba Linda

**Absent:** Ed Sachs, Mission Viejo

**Also present were:**

Fire Chief Brian Fennessy
Deputy Chief Dave Anderson
Assistant Chief Randy Black
Assistant Chief Jim Ruane
Human Resources Director Brigette Gibb
Clerk of the Authority Sherry Wentz
Deputy Chief Lori Zeller
Assistant Chief Lori Smith
Assistant Chief Mark Sanchez
Assistant Chief Robert Cortez
Communications Director Colleen Windsor

**PUBLIC COMMENTS** (F: 12.02B3)
Chair Muller opened the Public Comments portion of the meeting. Chair Muller closed the Public Comments portion of the meeting without any comments from the general public.

## 1. PRESENTATIONS

No items.

## 2. MINUTES

### A. Minutes for the January 9, 2019, Budget and Finance Committee Regular Meeting (F: 12.02B2)

On motion of Director Ta and second by Vice Chair Hasselbrink, the Budget and Finance Committee voted to approve the Minutes of the January 9, 2019, regular meeting as submitted.

## 3. CONSENT CALENDAR

No Items.

## 4. DISCUSSION CALENDAR

### A. Monthly Investment Report (F: 11.10D2)

Treasurer Patricia Jakubiak provided an overview of the Monthly Investment Reports.

On motion of Director Ta and second by Director Hernandez, the Committee voted unanimously by those present to direct staff to place the item on the agenda for the Executive Committee meeting of February 28, 2019, with the Budget and Finance Committee's recommendation that the Executive Committee receive and file the reports.

### B. Second Quarter Financial Newsletter (F: 15.07)

Assistant Chief Robert Cortez introduced Budget Manager Deborah Gunderson who provided an overview of the Second Quarter Financial Newsletter.

On motion of Director Ta and second by Director Sedgwick, the Committee voted unanimously by those present to direct staff to place the item on the agenda for the Executive Committee meeting of February 28, 2019, with the Budget and Finance Committee's recommendation that the Executive Committee receive and file the report.

### C. Approval of Limited-Term Positions to Increase Vehicle Outfitting Capacity (F: 17.10H1) (X: 19.09) (X: 17.20)

Assistant Chief Jim Ruane provided a PowerPoint presentation on increasing the OCFA's vehicle outfitting capacity.

On motion of Director Ta and second by Director Hernandez, the Committee voted unanimously by those present to direct staff to place the item on the agenda for the Board of Director's meeting of February 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors:

1. Authorize additions to the Master Position Control:
   Limited-term Fire Apparatus Parts Specialist: Five full-time; Four part-time
   Limited-term Fire Delivery Driver positions: Two full-time; One part-time
2. Approve a budget adjustment increasing expenditures in the FY 2018/19 General Fund (121) budget by $277,400 to fund the proposed positions for the remainder of this fiscal year.
3. Direct staff to provide annual reports to the Budget and Finance Committee regarding the status of vehicle outfitting capacity and associated staffing needs.

**REPORTS** (F: 12.02B6)
No items.

**ELECTION OF BUDGET AND FINANCE COMMITTEE CHAIR AND VICE CHAIR** (12.02B1)

Chair Muller opened the nomination for Chair of the Budget and Finance Committee.

Chair Muller nominated Vice Chair Hasselbrink with a second by Director Hernandez.

There were no additional nominations.

On motion of Chair Muller and second by Director Hernandez, the Committee acclaimed Vice Chair Hasselbrink as Chair for the ensuing term.

Chair Hasselbrink open the nomination for Vice Chair of the Budget and Finance Committee.

Chair Hasselbrink nominated Director Sedgwick with a second by Director Hernandez.

There were no additional nominations.

On motion by Chair Hasselbrink and second by Director Hernandez, the Committee acclaimed Director Sedgwick as Vice Chair for the ensuing term.

**COMMITTEE MEMBER COMMENTS** (F: 12.02B4)

There were no Committee Member comments.

**ADJOURNMENT** – Chair Hasselbrink adjourned the meeting at 12:30 p.m. The next regular meeting of the Budget and Finance Committee is scheduled for Wednesday, March 13, 2019, at 12:00 noon.

Sherry A.F. Wentz, CMC
Clerk of the Authority

Orange County Fire Authority

# AGENDA STAFF REPORT

**Budget and Finance Committee Meeting** | **Agenda Item No. 3A**
**March 13, 2019** | **Consent Calendar**

## Monthly Investment Reports

### Contact(s) for Further Information


| | | |
|---|---|---|
| Tricia Jakubiak, Treasurer<br>Treasury & Financial Planning | triciajakubiak@ocfa.org | 714.573.6301 |
| Jane Wong, Assistant Treasurer | janewong@ocfa.org | 714.573.6305 |


### Summary


This agenda item is a routine transmittal of the monthly investment reports submitted to the Committee in compliance with the investment policy of the Orange County Fire Authority and with Government Code Section 53646.


### Prior Board/Committee Action

Not Applicable.

### RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Executive Committee receive and file the reports.

### Impact to Cities/County

Not Applicable.

### Fiscal Impact

Not Applicable.

### Background

Attached is the final monthly investment report for the month ended January 31, 2019. A preliminary investment report as of February 22, 2019, is also provided as the most complete report that was available at the time this agenda item was prepared.

### Attachment(s)

Final Investment Report – January 2019/Preliminary Report – February 2019

# *Orange County Fire Authority*
# *Monthly Investment Report*

*Final Report – January 2019*

*Preliminary Report – February 2019*

# *Monthly Investment Report*
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# *Orange County Fire Authority*

# *Final Investment Report*

# *January 31, 2019*

## EXECUTIVE SUMMARY

### *Portfolio Activity & Earnings*

During the month of January 2019, the size of the portfolio reversed and decreased significantly by $40.9 million to $153.7 million. Significant receipts for the month included various apportionments of property taxes totaling $16.3 million and a cash contract payment along with other charges for current services and intergovernmental agency payments for a total of $4.3 million. Significant disbursements for the month included two biweekly payrolls which were approximately $12.0 million each with related benefits and a $34.8 million payment to OCERS for the prepayment of the retirement cost for fiscal year 2019/20. Total January cash outflows amounted to approximately $62.8 million. The portfolio's balance is expected to decrease further in the following month as there are no major receipts expected in February.

In January, the portfolio's yield to maturity (365-day equivalent) rose by 3 basis points to 2.28%. The effective rate of return edged up by 1 basis point to 2.26% for the month and by 4 basis points to 2.06% for the fiscal year to date. The average maturity of the portfolio increased by 5 days to 46 days to maturity.

### *Economic News*

The U.S. economy continued to grow in January 2019 with strong employment conditions; however, some other economic activities appeared to pull back slightly. There were a total of 304,000 new jobs created in January, another much stronger employment number than what had been expected. The unemployment rate, on the other hand, edged up further by 1 basis point to 4.0%, although primarily caused by the partial government shutdown from December 22, 2018 to January 25, 2019, which also delayed the release of some of the economic reports. Both the Conference Board Consumer Confidence and the University of Michigan Consumer Sentiment Indices dropped slightly, but remained at strong levels. Manufacturing activity increased while the non-manufacturing sector decreased for the month. The CPI (Consumer Price Index) was unchanged, keeping inflation low. Industrial production reversed and declined in January. Existing home sales also decreased slightly further for the month.

## BENCHMARK COMPARISON AS OF JANUARY 31, 2019

| | | | |
|---|---|---|---|
| *3 Month T-Bill:* | *2.42%* | *1 Year T-Bill:* | *2.58%* |
| *6 Month T-Bill:* | *2.51%* | *LAIF:* | *2.36%* |

*OCFA Portfolio: 2.26%*

## PORTFOLIO SIZE, YIELD, & DURATION

| | ***Current Month*** | ***Prior Month*** | ***Prior Year*** |
|---|---|---|---|
| *Book Value-* | *$153,781,149* | *$194,645,592* | *$161,668,906* |
| *Yield to Maturity (365 day)* | *2.28%* | *2.25%* | *1.32%* |
| *Effective Rate of Return* | *2.26%* | *2.25%* | *1.29%* |
| *Days to Maturity* | *46* | *41* | *101* |

Orange County Fire Authority
1 Fire Authority Road
Irvine, Irvine, CA 92602
(714)573-6301

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Summary
## January 31, 2019

| Investments | Par Value | Market Value *(See Note 1 on page 9)* | Book Value *(See Note 2 on page 9)* | % of Portfolio | Term | Days to Maturity | YTM/C 360 Equiv. | YTM/C 365 Equiv. |
|---|---|---|---|---|---|---|---|---|
| Money Mkt Mutual Funds/Cash | 10,100,236.76 | 10,100,236.76 | 10,100,236.76 | 6.56 | 1 | 1 | 1.884 | 1.910 |
| Federal Agency Coupon Securities | 16,000,000.00 | 15,897,470.00 | 16,000,000.00 | 10.40 | 878 | 229 | 1.436 | 1.456 |
| Federal Agency Disc. -Amortizing | 63,000,000.00 | 62,779,950.00 | 62,779,623.61 | 40.80 | 90 | 52 | 2.445 | 2.479 |
| Local Agency Investment Funds | 65,000,000.00 | 64,938,323.26 | 65,000,000.00 | 42.24 | 1 | 1 | 2.323 | 2.355 |
| **Investments** | **154,100,236.76** | **153,715,980.02** | **153,879,860.37** | **100.00%** | **129** | **46** | **2.252** | **2.283** |
| **Cash** | | | | | | | | |
| Passbook/Checking (not included in yield calculations) | 269,782.00 | 269,782.00 | 269,782.00 | | 1 | 1 | 0.000 | 0.000 |
| **Total Cash and Investments** | **154,370,018.76** | **153,985,762.02** | **154,149,642.37** | | **129** | **46** | **2.252** | **2.283** |

| Total Earnings | January 31 Month Ending | Fiscal Year To Date |
|---|---|---|
| Current Year | 340,652.26 | 1,845,321.61 |
| **Average Daily Balance** | **177,548,365.82** | **151,998,683.29** |
| **Effective Rate of Return** | **2.26%** | **2.06%** |

"I certify that this investment report accurately reflects all pooled investments and is in compliance with the investment policy adopted by the Board of Directors to be effective on January 1, 2019. A copy of this policy is available from the Clerk of the Authority. Sufficient investment liquidity and anticipated revenues are available to meet budgeted expenditure requirements for the next thirty days and the next six months."

P Jakubiak 2/1/19

Patricia Jakubiak, Treasurer

***Cash and Investments with GASB 31 Adjustment:***

| | | |
|---|---|---|
| *Book Value of Cash & Investments before GASB 31 (Above)* | *$* | *154,149,642.37* |
| *GASB 31 Adjustment to Books (See Note 3 on page 9)* | *$* | *(368,493.66)* |
| *Total* | *$* | *153,781,148.71* |

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Details - Investments
## January 31, 2019

(See Note 1 on page 9) (See Note 2 on page 9)

| CUSIP | Investment # | Issuer | Average Balance | Purchase Date | Par Value | Market Value | Book Value | Stated Rate | YTM/C 365 | Days to Maturity | Maturity Date |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Money Mkt Mutual Funds/Cash** | | | | | | | | | | | |
| SYS528 | 528 | Federated Treasury Obligations | | | 10,100,236.76 | 10,100,236.76 | 10,100,236.76 | 1.910 | 1.910 | 1 | |
| | | **Subtotal and Average** | **13,891,178.72** | | **10,100,236.76** | **10,100,236.76** | **10,100,236.76** | | **1.910** | **1** | |
| **Federal Agency Coupon Securities** | | | | | | | | | | | |
| 3133EGPD1 | 921 | Federal Farm Credit Bank (Callable Anytime) | | 04/20/2017 | 7,000,000.00 | 6,955,970.00 | 7,000,000.00 | 1.180 | 1.375 | 181 | 08/01/2019 |
| 3134GBHT2 | 922 | Fed Home Loan Mtg Corp | | 04/25/2017 | 9,000,000.00 | 8,941,500.00 | 9,000,000.00 | 1.625 | 1.518 | 266 | 10/25/2019 |
| | | **Subtotal and Average** | **16,000,000.00** | | **16,000,000.00** | **15,897,470.00** | **16,000,000.00** | | **1.456** | **229** | |
| **Federal Agency Disc. -Amortizing** | | | | | | | | | | | |
| 313384BM0 | 957 | Fed Home Loan Bank | | 12/19/2018 | 9,000,000.00 | 8,997,570.00 | 8,997,630.00 | 2.370 | 2.444 | 4 | 02/05/2019 |
| 313384CE7 | 958 | Fed Home Loan Bank | | 12/19/2018 | 9,000,000.00 | 8,987,490.00 | 8,987,505.00 | 2.380 | 2.457 | 21 | 02/22/2019 |
| 313384CT4 | 959 | Fed Home Loan Bank | | 12/19/2018 | 9,000,000.00 | 8,979,570.00 | 8,979,685.00 | 2.390 | 2.470 | 34 | 03/07/2019 |
| 313384DJ5 | 960 | Fed Home Loan Bank | | 12/19/2018 | 5,000,000.00 | 4,983,650.00 | 4,983,802.78 | 2.380 | 2.462 | 49 | 03/22/2019 |
| 313384DX4 | 961 | Fed Home Loan Bank | | 12/20/2018 | 9,000,000.00 | 8,962,830.00 | 8,962,490.00 | 2.420 | 2.505 | 62 | 04/04/2019 |
| 313384DJ5 | 962 | Fed Home Loan Bank | | 12/21/2018 | 4,000,000.00 | 3,986,920.00 | 3,986,933.33 | 2.400 | 2.482 | 49 | 03/22/2019 |
| 313384FS3 | 963 | Fed Home Loan Bank | | 01/07/2019 | 9,000,000.00 | 8,936,730.00 | 8,935,950.00 | 2.440 | 2.531 | 105 | 05/17/2019 |
| 313384FC8 | 964 | Fed Home Loan Bank | | 01/10/2019 | 9,000,000.00 | 8,945,190.00 | 8,945,627.50 | 2.390 | 2.475 | 91 | 05/03/2019 |
| | | **Subtotal and Average** | **80,032,283.68** | | **63,000,000.00** | **62,779,950.00** | **62,779,623.61** | | **2.479** | **52** | |
| **Treasury Discounts -Amortizing** | | | | | | | | | | | |
| | | **Subtotal and Average** | **2,612,261.61** | | | | | | | | |
| **Local Agency Investment Funds** | | | | | | | | | | | |
| SYS336 | 336 | Local Agency Invstmt Fund | | | 65,000,000.00 | 64,938,323.26 | 65,000,000.00 | 2.355 | 2.355 | 1 | |
| | | **Subtotal and Average** | **65,012,641.80** | | **65,000,000.00** | **64,938,323.26** | **65,000,000.00** | | **2.355** | **1** | |
| | | **Total and Average** | **177,548,365.82** | | **154,100,236.76** | **153,715,980.02** | **153,879,860.37** | | **2.283** | **46** | |

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Details - Cash
## January 31, 2019

| CUSIP | Investment # | Issuer | Average Balance | Purchase Date | Par Value | Market Value | Book Value | Stated Rate | YTM/C 365 | Days to Maturity |
|---|---|---|---|---|---|---|---|---|---|---|
| **Money Mkt Mutual Funds/Cash** | | | | | | | | | | |
| SYS10033 | 10033 | Revolving Fund | | 07/01/2018 | 20,000.00 | 20,000.00 | 20,000.00 | | 0.000 | 1 |
| SYS4 | 4 | Union Bank | | 07/01/2018 | 249,782.00 | 249,782.00 | 249,782.00 | | 0.000 | 1 |
| | | **Average Balance** | **0.00** | | | | | | | **1** |
| | | **Total Cash and Investments** | **177,548,365.82** | | **154,370,018.76** | **153,985,762.02** | **154,149,642.37** | | **2.283** | **46** |

"We visualize problems and solutions through the eyes of those we serve."

# ORANGE COUNTY FIRE AUTHORITY
## Aging Report
## By Maturity Date
## As of February 1, 2019

Orange County Fire Authority
1 Fire Authority Road
Irvine, Irvine, CA 92602
(714)573-6301

| | | | | | Maturity Par Value | Percent of Portfolio | Current Book Value | Current Market Value |
|---|---|---|---|---|---|---|---|---|
| Aging Interval: 0 days | (02/01/2019 - 02/01/2019) | 4 Maturities | 0 Payments | | 75,370,018.76 | 48.89% | 75,370,018.76 | 75,308,342.02 |
| Aging Interval: 1 - 30 days | (02/02/2019 - 03/03/2019) | 2 Maturities | 0 Payments | | 18,000,000.00 | 11.67% | 17,985,135.00 | 17,985,060.00 |
| Aging Interval: 31 - 60 days | (03/04/2019 - 04/02/2019) | 3 Maturities | 0 Payments | | 18,000,000.00 | 11.64% | 17,950,421.11 | 17,950,140.00 |
| Aging Interval: 61 - 91 days | (04/03/2019 - 05/03/2019) | 2 Maturities | 0 Payments | | 18,000,000.00 | 11.62% | 17,908,117.50 | 17,908,020.00 |
| Aging Interval: 92 - 121 days | (05/04/2019 - 06/02/2019) | 1 Maturities | 0 Payments | | 9,000,000.00 | 5.80% | 8,935,950.00 | 8,936,730.00 |
| Aging Interval: 122 - 152 days | (06/03/2019 - 07/03/2019) | 0 Maturities | 0 Payments | | 0.00 | 0.00% | 0.00 | 0.00 |
| Aging Interval: 153 - 183 days | (07/04/2019 - 08/03/2019) | 1 Maturities | 0 Payments | | 7,000,000.00 | 4.54% | 7,000,000.00 | 6,955,970.00 |
| Aging Interval: 184 - 274 days | (08/04/2019 - 11/02/2019) | 1 Maturities | 0 Payments | | 9,000,000.00 | 5.84% | 9,000,000.00 | 8,941,500.00 |
| Aging Interval: 275 days and after | (11/03/2019 - ) | 0 Maturities | 0 Payments | | 0.00 | 0.00% | 0.00 | 0.00 |
| | | Total for | 14 Investments | 0 Payments | | 100.00 | 154,149,642.37 | 153,985,762.02 |

## NOTES TO PORTFOLIO MANAGEMENT REPORT

Note 1: Market value of the LAIF investment is calculated using a fair value factor provided by LAIF. The MUFG Union Bank (formerly Union Bank) Trust Department provides market values of the remaining investments.

Note 2: Book value reflects the cost or amortized cost before the GASB 31 accounting adjustment.

Note 3: GASB 31 requires governmental entities to report investments at fair value in the financial statements and to reflect the corresponding unrealized gains/ (losses) as a component of investment income. The GASB 31 adjustment is recorded only at fiscal year end. The adjustment for June 30, 2018 includes a decrease of ($121,754) to the LAIF investment and a decrease of ($246,740) to the remaining investments.

Note 4: The Federated Treasury Obligations money market mutual fund functions as the Authority's sweep account. Funds are transferred to and from the sweep account to/from OCFA's checking account in order to maintain a target balance of $1,000,000 in checking. Since this transfer occurs at the beginning of each banking day, the checking account sometimes reflects a negative balance at the close of the banking day. The negative closing balance is not considered an overdraft since funds are available in the money market mutual fund. The purpose of the sweep arrangement is to provide sufficient liquidity to cover outstanding checks, yet allow that liquidity to be invested while payment of the outstanding checks is pending.

# *Local Agency Investment Fund (LAIF)*

As of January 31, 2019, OCFA has $65,000,000 invested in LAIF. The fair value of OCFA's LAIF investment is calculated using a participant fair value factor provided by LAIF on a quarterly basis. The fair value factor as of December 31, 2018 is 0.999051127. When applied to OCFA's LAIF investment, the fair value is $64,938,323 or ($61,677) below cost. Although the fair value of the LAIF investment is lower than cost, OCFA can withdraw the actual amount invested at any time.

LAIF is included in the State Treasurer's Pooled Money Investment Account (PMIA) for investment purposes. The PMIA market valuation at January 31, 2019 is included on the following page.

# State of California
# Pooled Money Investment Account
# Market Valuation
# 1/31/2019

| Description | Carrying Cost Plus Accrued Interest Purch. | Fair Value | Accrued Interest |
|---|---|---|---|
| United States Treasury: | | | |
| Bills | $ 19,433,132,409.12 | $ 19,593,948,000.00 | NA |
| Notes | $ 28,026,227,572.44 | $ 27,996,663,000.00 | $ 113,274,173.50 |
| Federal Agency: | | | |
| SBA | $ 717,867,714.45 | $ 709,671,230.83 | $ 1,500,844.44 |
| MBS-REMICs | $ 24,943,909.82 | $ 25,419,759.31 | $ 116,497.34 |
| Debentures | $ 2,117,412,040.43 | $ 2,112,489,000.00 | $ 10,310,105.10 |
| Debentures FR | $ - | $ - | $ - |
| Debentures CL | $ 100,000,000.00 | $ 99,824,000.00 | $ 792,500.00 |
| Discount Notes | $ 14,976,028,958.54 | $ 15,062,626,500.00 | NA |
| Supranational Debentures | $ 588,851,759.10 | $ 588,505,900.00 | $ 3,748,973.50 |
| Supranational Debentures FR | $ 150,312,991.24 | $ 150,567,837.10 | $ 169,699.45 |
| CDs and YCDs FR | $ 475,000,000.00 | $ 475,064,500.00 | $ 1,476,124.99 |
| Bank Notes | $ 850,000,000.00 | $ 849,801,222.81 | $ 7,072,861.11 |
| CDs and YCDs | $ 13,650,000,000.00 | $ 13,648,436,997.54 | $ 79,584,652.79 |
| Commercial Paper | $ 6,598,140,986.11 | $ 6,620,995,472.21 | NA |
| Corporate: | | | |
| Bonds FR | $ - | $ - | $ - |
| Bonds | $ - | $ - | $ - |
| Repurchase Agreements | $ - | $ - | $ - |
| Reverse Repurchase | $ - | $ - | $ - |
| Time Deposits | $ 4,582,740,000.00 | $ 4,582,740,000.00 | NA |
| AB 55 & GF Loans | $ 800,905,000.00 | $ 800,905,000.00 | NA |
| TOTAL | $ 93,091,563,341.25 | $ 93,317,658,419.80 | $ 218,046,432.22 |

Fair Value Including Accrued Interest $ 93,535,704,852.02

Repurchase Agreements, Time Deposits, AB 55 & General Fund loans, and
Reverse Repurchase agreements are carried at portfolio book value (carrying cost).

# *Orange County Fire Authority*

# *Preliminary Investment Report*

# *February 22, 2019*

Orange County Fire Authority
1 Fire Authority Road
Irvine, Irvine, CA 92602
(714)573-6301

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Summary
## February 22, 2019

| Investments | Par Value | Market Value | Book Value | % of Portfolio | Term | Days to Maturity | YTM/C 360 Equiv. | YTM/C 365 Equiv. |
|---|---|---|---|---|---|---|---|---|
| | *(See Note 1 on page 18)* | | *(See Note 2 on page 18)* | | | | | |
| Money Mkt Mutual Funds/Cash | 6,566,222.71 | 6,566,222.71 | 6,566,222.71 | 4.96 | 1 | 1 | 1.884 | 1.910 |
| Federal Agency Coupon Securities | 16,000,000.00 | 15,908,160.00 | 16,000,000.00 | 12.08 | 878 | 207 | 1.436 | 1.456 |
| Federal Agency Disc. -Amortizing | 45,000,000.00 | 44,866,620.00 | 44,860,647.50 | 33.88 | 104 | 46 | 2.456 | 2.490 |
| Local Agency Investment Funds | 65,000,000.00 | 64,938,323.26 | 65,000,000.00 | 49.08 | 1 | 1 | 2.323 | 2.355 |
| **Investments** | **132,566,222.71** | **132,279,325.97** | **132,426,870.21** | **100.00%** | **142** | **41** | **2.239** | **2.270** |
| **Cash** *(See Note 4 on page 18)* | | | | | | | | |
| Passbook/Checking (not included in yield calculations) | -763,412.42 | -763,412.42 | -763,412.42 | | 0 | 0 | 0.000 | 0.000 |
| **Total Cash and Investments** | **131,802,810.29** | **131,515,913.55** | **131,663,457.79** | | **142** | **41** | **2.239** | **2.270** |

| Total Earnings | February 22 Month Ending | Fiscal Year To Date |
|---|---|---|
| Current Year | 197,019.15 | 2,042,340.76 |
| **Average Daily Balance** | **145,677,249.69** | **151,411,883.55** |
| **Effective Rate of Return** | **2.24%** | **2.08%** |

"I certify that this investment report accurately reflects all pooled investments and is in compliance with the investment policy adopted by the Board of Directors to be effective on January 1, 2019. A copy of this policy is available from the Clerk of the Authority. Sufficient investment liquidity and anticipated revenues are available to meet budgeted expenditure requirements for the next thirty days and the next six months."

P Jakubiak 3/1/19

Patricia Jakubiak, Treasurer

| ***Cash and Investments with GASB 31 Adjustment:*** | | |
|---|---|---|
| *Book Value of Cash & Investments before GASB 31 (Above)* | *$* | *131,663,457.79* |
| *GASB 31 Adjustment to Books (See Note 3 on page 18)* | *$* | *(368,493.66)* |
| *Total* | *$* | *131,294,964.13* |

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Details - Investments
## February 22, 2019

(See Note 1 on page 18) (See Note 2 on page 18)

| CUSIP | Investment # | Issuer | Average Balance | Purchase Date | Par Value | Market Value | Book Value | Stated Rate | YTM/C 365 | Days to Maturity | Maturity Date |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Money Mkt Mutual Funds/Cash** | | | (See Note 4 on page 18) | | | | | | | | |
| SYS528 | 528 | Federated Treasury Obligations | | | 6,566,222.71 | 6,566,222.71 | 6,566,222.71 | 1.910 | 1.910 | 1 | |
| | | **Subtotal and Average** | **9,626,746.43** | | **6,566,222.71** | **6,566,222.71** | **6,566,222.71** | | **1.910** | **1** | |
| **Federal Agency Coupon Securities** | | | | | | | | | | | |
| 3133EGPD1 | 921 | Federal Farm Credit Bank (Callable Anytime) | | 04/20/2017 | 7,000,000.00 | 6,961,710.00 | 7,000,000.00 | 1.180 | 1.375 | 159 | 08/01/2019 |
| 3134GBHT2 | 922 | Fed Home Loan Mtg Corp | | 04/25/2017 | 9,000,000.00 | 8,946,450.00 | 9,000,000.00 | 1.625 | 1.518 | 244 | 10/25/2019 |
| | | **Subtotal and Average** | **16,000,000.00** | | **16,000,000.00** | **15,908,160.00** | **16,000,000.00** | | **1.456** | **207** | |
| **Federal Agency Disc. -Amortizing** | | | | | | | | | | | |
| 313384CT4 | 959 | Fed Home Loan Bank | | 12/19/2018 | 9,000,000.00 | 8,993,970.00 | 8,992,830.00 | 2.390 | 2.470 | 12 | 03/07/2019 |
| 313384DJ5 | 960 | Fed Home Loan Bank | | 12/19/2018 | 5,000,000.00 | 4,991,650.00 | 4,991,075.00 | 2.380 | 2.462 | 27 | 03/22/2019 |
| 313384DX4 | 961 | Fed Home Loan Bank | | 12/20/2018 | 9,000,000.00 | 8,977,140.00 | 8,975,800.00 | 2.420 | 2.505 | 40 | 04/04/2019 |
| 313384DJ5 | 962 | Fed Home Loan Bank | | 12/21/2018 | 4,000,000.00 | 3,993,320.00 | 3,992,800.00 | 2.400 | 2.482 | 27 | 03/22/2019 |
| 313384FS3 | 963 | Fed Home Loan Bank | | 01/07/2019 | 9,000,000.00 | 8,951,040.00 | 8,949,370.00 | 2.440 | 2.531 | 83 | 05/17/2019 |
| 313384FC8 | 964 | Fed Home Loan Bank | | 01/10/2019 | 9,000,000.00 | 8,959,500.00 | 8,958,772.50 | 2.390 | 2.475 | 69 | 05/03/2019 |
| | | **Subtotal and Average** | **55,050,503.26** | | **45,000,000.00** | **44,866,620.00** | **44,860,647.50** | | **2.490** | **46** | |
| **Local Agency Investment Funds** | | | | | | | | | | | |
| SYS336 | 336 | Local Agency Invstmt Fund | | | 65,000,000.00 | 64,938,323.26 | 65,000,000.00 | 2.355 | 2.355 | 1 | |
| | | **Subtotal and Average** | **65,000,000.00** | | **65,000,000.00** | **64,938,323.26** | **65,000,000.00** | | **2.355** | **1** | |
| | | **Total and Average** | **145,677,249.69** | | **132,566,222.71** | **132,279,325.97** | **132,426,870.21** | | **2.270** | **41** | |

# ORANGE COUNTY FIRE AUTHORITY
## Portfolio Management
## Portfolio Details - Cash
## February 22, 2019

| CUSIP | Investment # | Issuer | Average Balance | Purchase Date | Par Value | Market Value | Book Value | Stated Rate | YTM/C 365 | Days to Maturity |
|---|---|---|---|---|---|---|---|---|---|---|
| **Money Mkt Mutual Funds/Cash** | | | | | | | | | | |
| SYS10033 | 10033 | Revolving Fund | | 07/01/2018 | 20,000.00 | 20,000.00 | 20,000.00 | | 0.000 | 1 |
| SYS4 | 4 | Union Bank | | 07/01/2018 | -783,412.42 | -783,412.42 | -783,412.42 | *(See Note 4 on page 18)* | 0.000 | 1 |
| | | **Average Balance** | **0.00** | | | | | | | **0** |
| | | **Total Cash and Investments** | **145,677,249.69** | | **131,802,810.29** | **131,515,913.55** | **131,663,457.79** | | **2.270** | **41** |

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# ORANGE COUNTY FIRE AUTHORITY
## Aging Report
## By Maturity Date
## As of February 23, 2019

Orange County Fire Authority
1 Fire Authority Road
Irvine, Irvine, CA 92602
(714)573-6301

| | | | | | Maturity Par Value | Percent of Portfolio | Current Book Value | Current Market Value |
|---|---|---|---|---|---|---|---|---|
| Aging Interval: 0 days | (02/23/2019 - 02/23/2019) | 4 Maturities | 0 Payments | | 70,802,810.29 | 53.78% | 70,802,810.29 | 70,741,133.55 |
| Aging Interval: 1 - 30 days | (02/24/2019 - 03/25/2019) | 3 Maturities | 0 Payments | | 18,000,000.00 | 13.65% | 17,976,705.00 | 17,978,940.00 |
| Aging Interval: 31 - 60 days | (03/26/2019 - 04/24/2019) | 1 Maturities | 0 Payments | | 9,000,000.00 | 6.82% | 8,975,800.00 | 8,977,140.00 |
| Aging Interval: 61 - 91 days | (04/25/2019 - 05/25/2019) | 2 Maturities | 0 Payments | | 18,000,000.00 | 13.60% | 17,908,142.50 | 17,910,540.00 |
| Aging Interval: 92 - 121 days | (05/26/2019 - 06/24/2019) | 0 Maturities | 0 Payments | | 0.00 | 0.00% | 0.00 | 0.00 |
| Aging Interval: 122 - 152 days | (06/25/2019 - 07/25/2019) | 0 Maturities | 0 Payments | | 0.00 | 0.00% | 0.00 | 0.00 |
| Aging Interval: 153 - 183 days | (07/26/2019 - 08/25/2019) | 1 Maturities | 0 Payments | | 7,000,000.00 | 5.32% | 7,000,000.00 | 6,961,710.00 |
| Aging Interval: 184 - 274 days | (08/26/2019 - 11/24/2019) | 1 Maturities | 0 Payments | | 9,000,000.00 | 6.84% | 9,000,000.00 | 8,946,450.00 |
| Aging Interval: 275 days and after | (11/25/2019 - ) | 0 Maturities | 0 Payments | | 0.00 | 0.00% | 0.00 | 0.00 |
| | | Total for | 12 Investments | 0 Payments | | 100.00 | 131,663,457.79 | 131,515,913.55 |

## NOTES TO PORTFOLIO MANAGEMENT REPORT

Note 1: Market value of the LAIF investment is calculated using a fair value factor provided by LAIF. The MUFG Union Bank Trust Department provides market values of the remaining investments.

Note 2: Book value reflects the cost or amortized cost before the GASB 31 accounting adjustment.

Note 3: GASB 31 requires governmental entities to report investments at fair value in the financial statements and to reflect the corresponding unrealized gains/ (losses) as a component of investment income. The GASB 31 adjustment is recorded only at fiscal year end. The adjustment for June 30, 2018 includes a decrease of ($121,754) to the LAIF investment and a decrease of ($246,740) to the remaining investments.

Note 4: The Federated Treasury Obligations money market mutual fund functions as the Authority's sweep account. Funds are transferred to and from the sweep account to/from OCFA's checking account in order to maintain a target balance of $1,000,000 in checking. Since this transfer occurs at the beginning of each banking day, the checking account sometimes reflects a negative balance at the close of the banking day. The negative closing balance is not considered an overdraft since funds are available in the money market mutual fund. The purpose of the sweep arrangement is to provide sufficient liquidity to cover outstanding checks, yet allow that liquidity to be invested while payment of the outstanding checks is pending.

## GLOSSARY

INVESTMENT TERMS

**Basis Point.** Measure used in quoting yields on bonds and notes. One basis point is .01% of yield.

**Book Value**. This value may be the original cost of acquisition of the security, or original cost adjusted by the amortization of a premium or accretion of a discount. The book value may differ significantly from the security's current value in the market.

**Commercial Paper**. Unsecured short-term promissory notes issued by corporations, with maturities ranging from 2 to 270 days; may be sold on a discount basis or may bear interest.

**Coupon Rate.** Interest rate, expressed as a percentage of par or face value, that issuer promises to pay over lifetime of debt security.

**Discount**. The amount by which a bond sells under its par (face) value.

**Discount Securities**. Securities that do not pay periodic interest. Investors earn the difference between the discount issue price and the full face value paid at maturity. Treasury bills, bankers' acceptances and most commercial paper are issued at a discount.

**Effective Rate of Return**. Rate of return on a security, based on its purchase price, coupon rate, maturity date, and the period between interest payments.

**Federal Agency Securities**. Securities issued by agencies such as the Federal National Mortgage Association and the Federal Farm Credit Bank. Though not general obligations of the US Treasury, such securities are sponsored by the government and therefore have high credit ratings. Some are issued on a discount basis and some are issued with coupons.

**Federal Funds.** Funds placed in Federal Reserve banks by depository intuitions in excess of current reserve requirements. These depository institutions may lend fed funds to each other overnight or on a longer basis. They may also transfer funds among each other on a same-day basis through the Federal Reserve banking system. Fed Funds are considered to be immediately available funds.

**Fed Funds Rate.** The interest rate charged by one institution lending federal funds to another.

**Federal Open Market Committee.** The branch of the Federal Reserve Board that determines the direction of monetary policy.

**Local Agency Investment Fund (LAIF)**. A California State Treasury fund which local agencies may use to deposit funds for investment and for reinvestment with a maximum of $50 million for any agency ***(excluding bond funds, which have no maximum)***. It offers high liquidity because

deposits can be converted to cash in 24 hours and no interest is lost. Interest is paid quarterly and the State's administrative fee cannot to exceed 1/4 of a percent of the earnings.

**Market value**. The price at which the security is trading and could presumably be purchased or sold.

**Maturity Date**. The specified day on which the issuer of a debt security is obligated to repay the principal amount or face value of security.

**Money Market Mutual Fund**. Mutual funds that invest solely in money market instruments (short-term debt instruments, such as Treasury bills, commercial paper, bankers' acceptances, repurchase agreements and federal funds).

**Par**. Face value or principal value of a bond typically $1,000 per bond.

**Rate of Return**. The amount of income received from an investment, expressed as a percentage. A *market rate of return* is the yield that an investor can expect to receive in the current interest-rate environment utilizing a buy-and-hold to maturity investment strategy.

**Treasury Bills.** Short-term U.S. government non-interest bearing debt securities with maturities of no longer than one year. The yields on these bills are monitored closely in the money markets for signs of interest rate trends.

**Treasury Notes.** Intermediate U.S. government debt securities with maturities of one to 10 years.

**Treasury bonds.** Long-term U.S. government debt securities with maturities of 10 years or longer.

**Yield.** Rate of return on a bond.

**Yield-to-maturity. R**ate of return on a bond taking into account the total annual interest payments, the purchase price, the redemption value and the amount of time remaining until maturity.

ECONOMIC TERMS

**Conference Board Consumer Confidence Index** A survey that measures how optimistic or pessimistic consumers are with respect to the economy in the near future.

**Consumer Price Index (CPI).** A measure that examines the weighted average of prices of a basket of consumer goods and services, such as transportation, food and medical care. Changes in CPI are used to assess price changes associated with the cost of living.

**Durable Goods Orders**. An economic indicator released monthly that reflects new orders placed with domestic manufacturers for delivery of factory durable goods such as autos and appliances in the near term or future.

**Gross Domestic Product.** The monetary value of all the finished goods and services produced within a country's borders in a specific time period. It includes all of private and public consumption, government outlays, investments and exports less imports that occur within a defined territory.

**Industrial Production**. An economic indicator that is released monthly by the Federal Reserve Board. The indicator measures the amount of output from the manufacturing, mining, electric and gas industries.

**ISM Institute for Supply Management (ISM) Manufacturing Index**. A monthly index that monitors employment, production inventories, new orders and supplier deliveries.

**ISM Non-manufacturing Index**. An index based on surveys of non-manufacturing firms' purchasing and supply executives. It tracks economic data for the service sector.

**Leading Economic Index.** A monthly index used to predict the direction of the economy's movements in the months to come. The index is made up of 10 economic components, whose changes tend to precede changes in the overall economy.

**National Federation of Independent Business Small Business Optimism Index**. An index based on surveys of small business owners' plans and expectations regarding employment, capital, inventories, economic improvement, credit conditions, expansion, and earnings trends in the near term or future.

**Producer Price Index.** An index that measures the average change over time in the selling prices received by domestic producers for their output.

**University of Michigan Consumer Sentiment Index.** An index that measures the overall health of the economy as determined by consumer opinion. It takes into account an individual's feelings toward his or her own current financial health, the health of the economy in the short term and the prospects for longer term economic growth.

Orange County Fire Authority

# AGENDA STAFF REPORT

**Budget and Finance Committee Meeting** | **Agenda Item No. 3B**
**March 13, 2019** | **Consent Calendar**

## FY 2018/19 Mid-Year Budget Adjustment


### Contact(s) for Further Information

| | | |
|---|---|---|
| Robert Cortez, Assistant Chief<br>Business Services Department | robertcortez@ocfa.org | 714.573.6012 |
| Tricia Jakubiak, Treasurer | triciajakubiak@ocfa.org | 714.573.6301 |
| Deborah Gunderson, Budget Manager | deborahgunderson@ocfa.org | 714.573.6302 |



### Summary

This item is submitted to request approval to adjust revenues, expenditures and transfers to reflect changes identified after adoption of the FY 2018/19 budget.


### Prior Board/Committee Action

A comprehensive mid-year financial review was presented to the Budget and Finance Committee and the Board of Directors in January, highlighting proposed mid-year changes that are needed to the FY 2018/19 budget based on events that have occurred since the budget was adopted last May. The Board directed staff to return in March with the technical budget adjustments required to implement the proposed changes.

### RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors authorize the proposed mid-year budget adjustments and transfers as detailed in this report.

### Impact to Cities/County

The proposed mid-year adjustments to the FY 2018/19 budget will have no impact to cash contract city charges in the current FY. Future increases for cash contract cities are currently estimated at 4.5% per year for FYs 2019/20 and 2020/21 (excluding the catch-up provision) based on the Five-Year Financial Forecast.

### Fiscal Impact

Financial impact is detailed in the report.

### Background

This report is submitted to request approval of the technical budget adjustments following the January mid-year financial review. The following is a summary of the significant changes being requested (See Attachment 1 for the total proposed adjustment for each Fund).

The following are estimated changes to the General Fund budget that are needed since the adoption of the FY 2018/19 budget in May 2018. Overall the currently proposed changes in the General Fund result in an estimated total revenue increase of approximately $7.7 million and an estimated total expenditure increase of $9.0 million. Of the $9.0 million in expenditure increases, $7.1 million are cost neutral as they are offset by corresponding sources of revenue. These adjustments are further described below:

## ***FY 2018/19 Potential Revenue Adjustments - $7.7 million***

**Property Taxes:** Based on secured tax billings provided by the Auditor/Controller, preliminary projections indicate an approximate $300K increase over budget. **$300,000**

**Assistance by Hire (ABH):** ABH is the term used when OCFA responds to requests for assistance to incidents outside our area of responsibility, on a reimbursement basis. Current year activity is $7.1 million greater than budget due to various out-of-county responses. Staff will be monitoring this source of revenue for additional reimbursements. An expenditure adjustment is also proposed to the overtime/backfill category to cover the costs associated with providing the ABH services. **$7,124,232**

**Miscellaneous:** This category of revenue adjustments includes the following: updates to cash contract city maintenance charges; interest earnings, SB90 reimbursement, Accounts Receivable late payment penalty, revenue from Southern California Edison (SCE), adjustments to ALS and ambulance supplies reimbursements, Santa Ana College agreement, restitution, and sale of surplus. **$318,715**

## ***FY 2018/19 Potential Expenditure Adjustments - $9.0 million***

**Assistance by Hire/Emergency Incident Costs:** As mentioned under Revenue for Assistance by Hire, an adjustment of approximately $6.3 million is needed for out-of-county responses, primarily in the overtime/backfill category, but also for response-related supplies. **$6,333,410[(1)]**

**Personnel:** This category is comprised of several updates to salary and employee benefits, the largest in the amount of $1,317,016 being the determination by OCERS that paid vacation in excess of accrual limits for employees in the Legacy Retirement Plans and on-call pay are now pensionable salary items. Employer and employee retirement contributions began to be withheld beginning in July. Other miscellaneous adjustments related to salary and benefits comprise the balance of this category. **$1,392,760**

**Supplies/Equipment/Professional Services:** This category includes various adjustments increasing funding for the purchase of particular pieces of equipment and professional services which were unknown, or costs have increased since budget development. These include: replacement of obsolete Neopost machines, various HazMat training, supplies and protective equipment, EMS supplies and increased training costs, increased HR costs related to recruitments and Department of Industrial Relations user funding assessment, WEFIT expenditure increases, and costs to provide a set of turnouts to our level 1 reserves. These increased costs are offset by the removal of funding for Forward Looking Infrared cameras for Air Ops who decided not to pursue the purchase and installation of these cameras. **($229,511)**

**Miscellaneous:** This expenditure category includes miscellaneous increases to the budget for: Huey helicopter maintenance; various Information Technology licenses, software, equipment and contract increases; additional costs to update the plymovent systems at all remaining fire stations, and Ops training. **$828,626**

**Expenditures with Revenue Offset:** These expenditure items are completely offset by a corresponding revenue adjustment and include rental expenditures for SCE road grading completed through contract as well as costs to upgrade modems in our Zoll cardiac monitors. **$57,089[(1)]**

**Interfund Borrowing:** At the time of budget development, staff was in the process of analyzing if OCFA's cash flow needs could be met with interfund borrowing in lieu of issuing a TRAN. When the budget was adopted in May, the analysis had been completed and the Board approved interfund borrowing as our cash flow management mechanism in FY 2018/19. The money is borrowed from the CIP funds and repaid with interest which is reflected as a cost to the General Fund. **$651,310**

[1] This expenditure increase is cost neutral, offset by a corresponding revenue source

***General Fund and CIP funds –and Budget Transfer Adjustments***

- **Budgeted beginning fund balances:** As part of the annual mid-year adjustment, budgeted beginning fund balances will be adjusted in accordance with the FY 2017/18 year-end audit. These increases resulted primarily from additional revenue received in the fiscal year, as well as salary savings and S&S savings in the General Fund. The beginning fund balance adjustments for Capital Improvement Funds (CIP) largely result from the timing for completion of projects. Funds for projects that did not get completed were carried-over to FY 2018/19.

- **General Fund Surplus Budget Transfer(s) to CIP Funds:** The most recent update to the Financial Stability Budget Policy allows for transfers of General Fund Surplus to the CIP funds at fiscal year onset to maintain positive fund balances in the CIP funds. This year the General Fund Surplus calculation at Mid-year does not allow for further transfers to the CIP funds nor additional payments to pay-down pension liability.

- **Fund 12110 – General Fund CIP:** An adjustment decreasing expenditures in the amount of $1,745,000 is needed. The following project budgets are being adjusted to reflect the actual project expenditure timing in subsequent fiscal years: High Pressure Airbags; Fire Shelters; Fire Station (FS) Paging/Public Address system; RFOTC Admin Phone System Upgrade; Station Bathroom gender upgrades; FS 26 kitchen, flooring and bathroom remodel; Tarmac repairs at FS 41; Dormitory Privacy at FS 53; Dormitory privacy, training and kitchen remodel at FS 41; and bathroom modifications at FS 44.

- **Fund 123 – Fire Stations and Facilities:** The revenue budget in this fund will be adjusted by $5,869 to reflect updated interest earnings. An adjustment decreasing expenditures in the amount of $13,993,080 is needed. The following project budgets are being adjusted to reflect the actual project expenditure timing in subsequent fiscal years: Replacement of FS 9 and 10; RFOTC Training Grounds expansion/upgrade; FS 49 Apparatus Bay floor reconstruction; infrastructure security enhancements; and retrofit of existing station fire/life/safety systems.

- **Fund 124 – Communications and Information Systems:** The revenue budget in this fund will be adjusted by $58,532 to reflect updated interest earnings. An adjustment decreasing expenditures in the amount of $4,024,898 is needed. The following project budgets are being adjusted to reflect the actual project expenditure timing in subsequent fiscal years:

OCFA Enterprise Audio Video Upgrade; OCFA Disaster Recovery Co-Location Facility; Community Risk Reduction Automation – Integrated Fire Prevention replacement.

- **Fund 133 – Fire Apparatus:** An adjustment decreasing interest earnings in the amount of $500,125 will be made in the fund. An adjustment decreasing expenditures in the amount of $1,016,577 is needed as several vehicle purchases are being postponed.
- **Fund 171 – Structural Fire Fund Entitlement:** Interest earnings are being adjusted to reflect a $12,860 increase in interest earnings.
- **Fund 190 – Self Insurance:** The revenue budget in this fund will be adjusted by $168,987 to reflect updated interest earnings and receipt of insurance settlement. A decreased expenditure adjustment in the amount of $4,377,037 is needed to match the cash flow timing of workers' compensation payments this fiscal year, per the updated workers' compensation actuarial. Note that this adjustment is not a change in workers' compensation expenses, it is only the cash flow timing of payments being made against expenditures which were previously recorded with funding already set-aside in the workers' compensation reserve fund.

The attached Combined Budget Summary (Attachment 2) represents the total adjusted budget for the OCFA and details the revenue and expenditure budgets in each fund assuming these proposed adjustments are approved.

**Attachment(s)**

1. FY 2018/19 Mid-Year Budget Adjustments
2. Combined Budget Summary

Attachment 1

# FY 2018/19 Mid-Year Budget Adjustments

The following adjustments to the FY 2018/19 budget are requested:

***General Fund (Fund 121)***
Revenues: $7,742,947 increase
Expenditures: $9,033,684 increase

***General Fund CIP (Fund 12110)***
Expenditures: $1,745,000 decrease

***Fire Stations and Facilities Fund (Fund 123)***
Revenues: $5,869 increase
Expenditures - $13,993,080 decrease

***Communications and Information Systems Fund (Fund 124)***
Revenues: $58,532 increase
Expenditures: $4,024,898 decrease

***Fire Apparatus Fund (Fund 133)***
Revenues: $500,125 decrease
Expenditures: $1,016,577 decrease

***Structural Fire Fund Entitlement Fund (Fund 171)***
Revenues: $12,860 increase

***Self-Insurance Fund (Fund 190)***
Revenues: $168,987 increase
Expenditures: $4,377,037 decrease

# ORANGE COUNTY FIRE AUTHORITY
## COMBINED BUDGET SUMMARY
## FY 2018/19

| | | CIP Funds | | | | Other Funds | | |
|---|---|---|---|---|---|---|---|---|
| | 121 | 12110 | 123 | 124 | 133 | 171 | 190 | |
| | General Fund | General Fund CIP (1) | Fire Stations & Facilities | Communications & Info. Systems | Fire Apparatus | SFF Entitlement | Self Insurance | Total |
| **FUNDING SOURCES** | | | | | | | | |
| ***Property Taxes*** | 260,369,047 | - | - | - | - | - | - | 260,369,047 |
| ***Intergovernmental*** | | | | | | | | |
| State Reimbursements | 19,643,757 | - | - | - | - | - | - | 19,643,757 |
| Federal Reimbursements | 3,444,777 | - | - | - | - | - | - | 3,444,777 |
| Community Redevelopment Pass-thru | 12,323,410 | - | - | - | - | - | - | 12,323,410 |
| ***Charges for Current Services*** | | | | | | | | |
| Cash Contract Cities | 100,414,324 | - | - | - | 1,446,217 | - | - | 101,860,541 |
| HMS Revenue | - | - | - | - | - | - | - | - |
| Fees - Community Risk Reduction | 6,925,735 | - | - | - | - | - | - | 6,925,735 |
| Other Charges for Services | 105,446 | - | - | - | - | - | - | 105,446 |
| ALS Reimbursements, Supplies | 3,929,330 | - | - | - | - | - | - | 3,929,330 |
| Charges for Workers' Comp | - | - | - | - | - | - | 17,366,238 | 17,366,238 |
| ***Use of Money and Property*** | | | | | | | | |
| Interest | 1,036,063 | - | 536,925 | 195,302 | 356,327 | 28,285 | 1,735,554 | 3,888,456 |
| ***Other*** | | | | | | | | |
| Developer contributions | - | - | - | - | - | - | - | - |
| Miscellaneous | 1,410,239 | - | 361,800 | - | - | - | 215,248 | 1,987,287 |
| ***Other Funding Sources*** | | | | | | | | |
| Total Revenues & Other Financing Sources | 409,602,128 | - | 898,725 | 195,302 | 1,802,544 | 28,285 | 19,317,040 | 431,844,024 |
| Operating Transfer In | - | 3,928,761 | - | 150,000 | 2,000,000 | - | - | 6,078,761 |
| Beginning Fund Balance | 54,705,371 | 1,847,036 | 25,756,381 | 10,612,727 | 9,501,481 | 1,496,954 | 80,515,844 | 184,435,794 |
| **TOTAL AVAILABLE RESOURCES** | $464,307,499 | $5,775,797 | $26,655,106 | $10,958,029 | $13,304,025 | $1,525,239 | $99,832,884 | $622,358,579 |
| **EXPENDITURES** | | | | | | | | |
| Salaries & Emp Benefits | $368,450,662 | $0 | $0 | $0 | $0 | $0 | $0 | $368,450,662 |
| Services & Supplies | 41,681,558 | 2,198,477 | - | 1,500,000 | - | 525,336 | 10,383,361 | 56,288,732 |
| Capital Outlay/Equipment | 2,828,233 | 1,509,000 | 2,073,562 | 5,166,290 | 9,835,792 | - | - | 21,412,877 |
| Debt Service | - | - | - | - | 1,265,862 | - | - | 1,265,862 |
| Total Expenditures | $412,960,453 | $3,707,477 | $2,073,562 | $6,666,290 | $11,101,654 | $525,336 | $10,383,361 | $447,418,133 |
| Appropriation for Contingencies | - | | | | | | | - |
| Operating Transfer Out | 6,078,761 | - | - | - | - | - | - | 6,078,761 |
| Ending Fund Balance | 45,268,285 | 2,068,320 | 24,581,544 | 4,291,739 | 2,202,371 | 999,903 | 89,449,523 | 168,861,685 |
| **TOTAL FUND COMMITMENTS & FUND BALANCE** | $464,307,499 | $5,775,797 | $26,655,106 | $10,958,029 | $13,304,025 | $1,525,239 | $99,832,884 | $622,358,579 |

(1) Project related budgets segregated for operational budget clarity purposes. As a sub-fund of the General Fund, revenues and expenditures are accounted for as the General Fund in the CAFR, however for cash-flow purposes the expenditures are tracked outside of the General Fund. Therefore 12110 requires cash-flow transfers in the same manner as the other CIP Funds.

Attachment 2

Orange County Fire Authority

# AGENDA STAFF REPORT

**Budget and Finance Committee Meeting** | **Agenda Item No. 4A**
**March 13, 2019** | **Discussion Calendar**

## Fiscal Year 2017/18 Backfill/Overtime and Calendar Year 2018 Total Earnings/Compensation Analysis

### Contact(s) for Further Information


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Administration and Support Bureau

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Logistics Department


### Summary


This annual agenda item provides an overview and analysis of the Fiscal Year 2017/18 backfill and overtime earnings along with employee total compensation for Calendar Year 2018.


### Prior Board/Committee Action

Not Applicable.

### RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting on March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors take the following actions:

1. Direct staff to continue pursuing reductions in overtime by filling permanent vacancies as quickly as possible after the positions become vacant.
2. Authorize staff to temporarily exceed the number of authorized firefighter positions on the Master Position Control to maximize the number of firefighters hired into each academy, pending attrition/promotions that occur following academy graduations.
3. Authorize staff to temporarily exceed the number of authorized Hand Crew firefighter positions on the Master Position Control to maximize the number of Hand Crew firefighters hired from each Hand Crew firefighter recruitment process, pending attrition/promotions that occur as Hand Crew firefighters promote to the firefighter rank.
4. Authorize staff to temporarily exceed the number of authorized dispatcher positions on the Master Position Control to maximize the number of dispatchers hired into each academy, pending attrition/retirements that will occur.
5. Direct staff to continue using overtime to fill temporary vacancies rather than hiring additional personnel, recognizing this as a cost-effective practice for temporary needs.

### Impact to Cities/County

Not Applicable.

### Fiscal Impact

Backfill/overtime costs are included in the annual budget.

## Background

See extended background.

## Attachment(s)

1. Frequently Asked Questions & Responses
2. FY 2017/18 Backfill/Overtime & Calendar Year 2018 Total Earnings/Compensation Analysis (PowerPoint Slides)

**Background**

The OCFA's General Fund budget consists primarily of labor costs, with approximately 92.8% of the final Fiscal Year (FY) 2017/18 budget allocated to salaries and employee benefits. For FY 2017/18, final backfill/overtime expenditures were $54,738,763 or 15.6% of the salaries and employee benefits budget. The primary factors driving OCFA's backfill/overtime costs are:

- OCFA's Constant Staffing Policy - $43.1M
- Major Emergency Incident Response - $7.7M
- Training Requirements - $2.4M
- Discretionary - $1.6M

Backfill and overtime costs can either be non-discretionary or discretionary, as explained in the following paragraphs.

***Constant Staffing Backfill/Overtime (Non-Discretionary)***

The OCFA maintains constant staffing levels, which means that every day, all authorized Operations post-positions are staffed. Constant staffing enables delivery of emergency services 24-hours per day, 7-days per week. A post-position is a seat on a fire or Emergency Medical System (EMS) response unit (including engines, trucks, and paramedic vehicles) that must be filled to meet the staffing requirements of that unit.

- Backfill occurs when there is a vacancy in a position that requires constant staffing and another employee works overtime to fill the vacancy. Examples include:
    - Positions temporarily vacant, due to personnel on leave (sick, vacation, jury duty, military leave, bereavement, workers' compensation, etc.)
    - Positions vacant due to cost control measures (open positions per the labor agreement)
    - Positions vacant as a result of retirements, promotions, or the addition of new positions to staff a new station or convert Basic Life Support engines to Advance Life Support engines
    - Positions temporarily vacant, due to personnel responding to major in/out-of-county emergency incidents
- Overtime is used for work performed above and beyond the constant staffing requirements. Examples include strike teams, overhead assignments, or emergency incidents, either in- or out-of-county, and mandatory training classes that occur on a day other than the employee's regularly assigned shift.

***Major Emergency Incident Response (Non-Discretionary)***

Another form of non-discretionary overtime incurred by OCFA is for major emergency incident response. OCFA responds to emergency incidents at the request of surrounding fire agencies (Mutual Aid), California Department of Forestry (CAL FIRE), Cleveland National Forest Service (CNF), and the California Office of Emergency Services (Cal OES). Backfill/overtime costs for responding to major emergency incidents in FY 2017/18 totaled $7.7 million and represented approximately 14.0% of total backfill/overtime expenditures. Approximately 95-100% of these emergency related incident response costs (except Mutual Aid) are reimbursable.

***Backfill/Overtime costs for constant staffing and major emergency incident response are considered non-discretionary and represent 92.8% of FY 2017/18 Backfill/Overtime costs.***

***Training Requirements (Discretionary & Non-Discretionary)***
OCFA incurs additional backfill/overtime costs related to various training requirements for suppression personnel. Examples include mandatory training requirements for federal, state, and local programs including Urban Search and Rescue (US&R), Airport Rescue Firefighting (ARFF), Weapons of Mass Destruction (WMD), and Incident Command (IC). Additionally, OCFA historically incurs overtime and backfill costs to provide training academies for new and/or promoted dispatchers, firefighters, engineers, captains, battalion chiefs, and reserve firefighters. Backfill/overtime costs as a result of training activities in FY 2017/18 totaled $2.4 million and represented 4.4% of the total backfill/overtime expenditures.

***Backfill/Overtime/Discretionary***
For FY 2017/18, total discretionary backfill/overtime was $1.6 million or 2.8% and is attributable to the following:

- Employees staffing special events, participating on project teams, and Fire Explorer Program activities
- Information systems including the Geographic Information System (GIS), automotive, communications services, and fire prevention personnel requested to work outside their normal work schedule

Page three of the attached presentation illustrates the distribution and cause of backfill/overtime by category (discretionary and non-discretionary).

***Regular vs. Overtime Analysis***
As referenced on Page 5 of Attachment 2, backfill/overtime continues to be nearly 27.88% more cost effective than hiring a full-time benefited employee for filing temporary vacancies. For FY 2017/18, the estimated cost savings to OCFA by using overtime rather than full time employees to fill vacancies was $19 million as illustrated on Page 6 of Attachment 2.

***Significant Change to Total Employee Compensation Reporting***
As a reminder, on January 5, 2018, the State Controller transmitted a letter discussing upcoming changes for government compensation reporting. Effective CY 2018, employers are required to only report the normal employer paid retirement costs and not report the UAAL. Currently, the UAAL comprises 40-60% of the employer retirement costs.

***Compensation Cost Transparency***
Annual employee compensation costs are posted and readily available on the OCFA website dating back to CY 2009. Since 2012, the format of the report includes all earnings segregated by base salary, overtime, payouts, and other/special pay. Employer paid retirement and benefits are also included in the employee compensation report. This year's report will be posted to the OCFA website and submitted to the State Controller on or before April 30, 2019, in compliance with the due date.

***Filling Vacant Positions***

To help reduce the number of vacancies that are open pending hiring and promotions, OCFA has conducted, and plans to conduct, the following academies:

| Academies held in FY 2018/19 | Academies planned for FY 2019/20 |
|---|---|
| 1 Firefighter Academy | 2 Firefighter Academies |
| 4 Fire Apparatus Engineer Academies | 2 Fire Apparatus Engineer Academies |
| 2 Fire Captain Academies | 2 Fire Captain Academies |

While we have reached nearly full staffing at the firefighter rank immediately following Firefighter Academy 46's graduation, that status was very short in duration. Currently, we are conducting Firefighter Academy 47 and we anticipate the same result as Firefighter Academy 46. Firefighter vacancies have continued to accumulate quickly as we promote firefighters into the engineer and captain ranks, and also experience retirement activity among all ranks. As a result, staff is seeking Board authorization for the hiring of approximately 60 firefighters per academy for all academies during the next two fiscal years (FY 19/20 and 20/21) due to attrition/promotions that will occur during and following academy graduations.

In addition, the Hand Crew firefighter rank will be impacted due to promotions that will occur during and following academy graduations. Hand Crew firefighter vacancies will accumulate quickly as we promote hand crew firefighters into the firefighter ranks. As a result, staff is seeking Board authorization for the hiring of approximately 16 Hand Crew firefighters during the fiscal year due to attrition/promotions that will occur during and following academy graduations.

Also, dispatcher vacancies have continued to accumulate quickly from attrition/retirements. As a result, staff is seeking Board authorization for the hiring of approximately two (2) dispatchers during the fiscal year due to attrition/retirements that will occur.

***Backfill/Overtime Monitoring & Analysis***

OCFA finance staff prepares monthly reports to track and monitor backfill/overtime activity. Reports are provided internally to management to show expenditures by section and by cause (reason) so that Operations and support departments can monitor and, if required, adjust activities as needed in their respective areas.

The OCFA also has policies, procedures, and systems in place that monitor and report overtime usage. Due to the extraordinary fire season, combined with open positions and vacancies, and due to promotion and retirements during CY 2018, the OCFA was required to force many employees that possessed specialty skills to work extended hours. As stated earlier, the OCFA has aggressively been conducting various academies to help reduce the distribution of overtime and impact on the employee. OCFA staff is also working with the Orange County Professional Firefighters Association, Local 3631, to enhance the existing policies and make modifications to the Staffing System to reduce the amount of forced overtime. The policy covering this reporting period was to allow employees to voluntarily work up to 96 continuous hours.

As discussed in this report, the majority of backfill/overtime incurred by OCFA is non-discretionary and emergency response activity is generally 95-100% reimbursable. The small portion of overtime (2.8% of total backfill/overtime expenditures) considered discretionary is carefully managed and closely monitored.

# FY 2017/18 BACKFILL/OVERTIME ANALYSIS FREQUENTLY ASKED QUESTIONS

**1. What is a firefighter's standard work schedule?**

Firefighters assigned to suppression positions work 24-hour shifts which equate to a 56-hour average work week or 2,912 hours per year. When firefighters are assigned to staff positions on a 40-hour work week, they average 2,080 regular hours per year.

**2. What does "maintaining constant staffing levels" mean? What is the difference between backfill and overtime?**

This means that every day, all authorized Operations post-positions are staffed. A post-position is a seat on a fire or Emergency Medical System (EMS) response unit (including engines, trucks and paramedic vans) that must be filled to meet the staffing requirement of that unit. Backfill occurs when there is a vacancy in a position that requires constant staffing and the employee either volunteers or is forced to work to fill the vacancy. Overtime is also used for work done above and beyond the constant staffing requirements. Examples of overtime include strike teams, overhead assignments to emergency incidents, either in- or out-of-county, and mandatory training classes that occur on days other than the employee's regularly assigned shift.

**3. Because OCFA's backfill/overtime budget is significant, does that mean we are understaffed?**

OCFA's backfill/overtime budget is significant, due to the reasons outlined in #2 above. Due to retirements and promotions, there are positions that have gone unfilled. In addition, a labor agreement includes provisions to hold 10 positions open for each rank in the firefighter labor group. This will be phased out over the next two fiscal years. For FY 2017/18, vacant positions reached a high of 75 which required constant staffing on an overtime/backfill basis. Recent and planned academies along with promotional exams are expected to continue reducing the number of vacancies and open positions.

**4. How many continuous hours may a firefighter work?**

Currently, the maximum number of continuous hours (regular and backfill/overtime) an employee may work is 96. The Assistant Chief of Operations may suspend the 96-hour rule to ensure sufficient incident response capability and adequate station coverage. Employees enter their availability to work into the OCFA's Staffing System. The system hires employees based upon the premise of an equal distribution of overtime and agreed upon hiring list procedures. Personnel assigned to out-of-county strike teams or to overhead positions are often deployed for periods of 14-21 days. When assigned to these extended incidents, employees work within established work/rest cycles.

**5. Is the OCFA concerned about employee fatigue as the result of the continuous work hour rules?**

The OCFA recognizes employee fatigue is a factor that impacts employee performance. Severe fatigue may increase the dangers inherent in the performance of emergency operations. The OCFA takes steps to protect employees from these dangers and ensures that firefighters are trained, equipped and supervised to work as safely as possible. There is an additional emphasis on employee health and wellness provided through the WEFIT (Wellness) Program. Supervisors have the means by which to ensure employees are either adequately rested or relieved of duty where appropriate. Firefighters on extended incidents adhere to specified work/rest cycles.

# ORANGE COUNTY FIRE AUTHORITY

## Fiscal Year 2017/18 Backfill/Overtime

## Calendar Year 2018 Total Earnings/Compensation Analysis

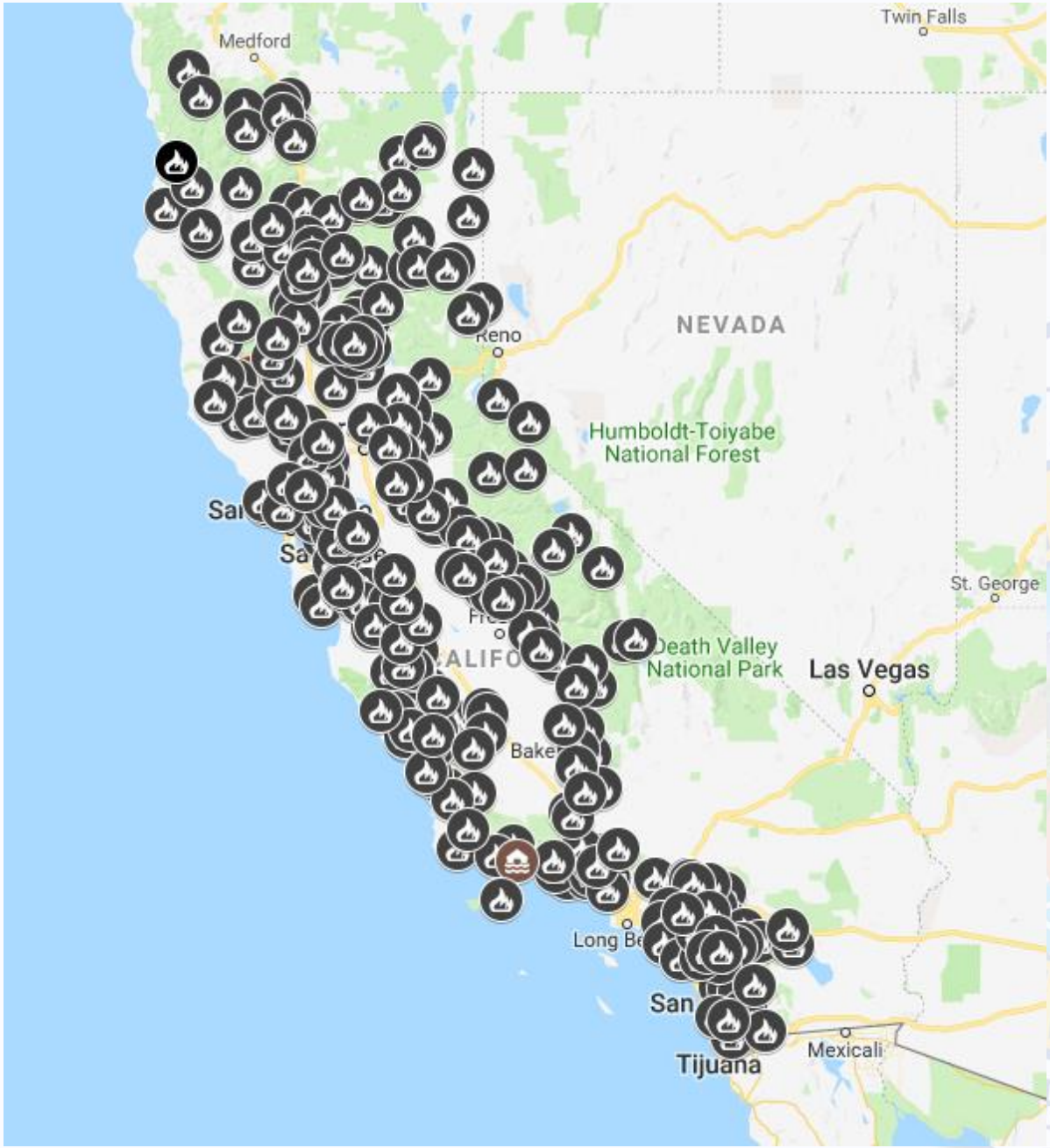
**Budget and Finance Committee Meeting**

**Prepared by:**

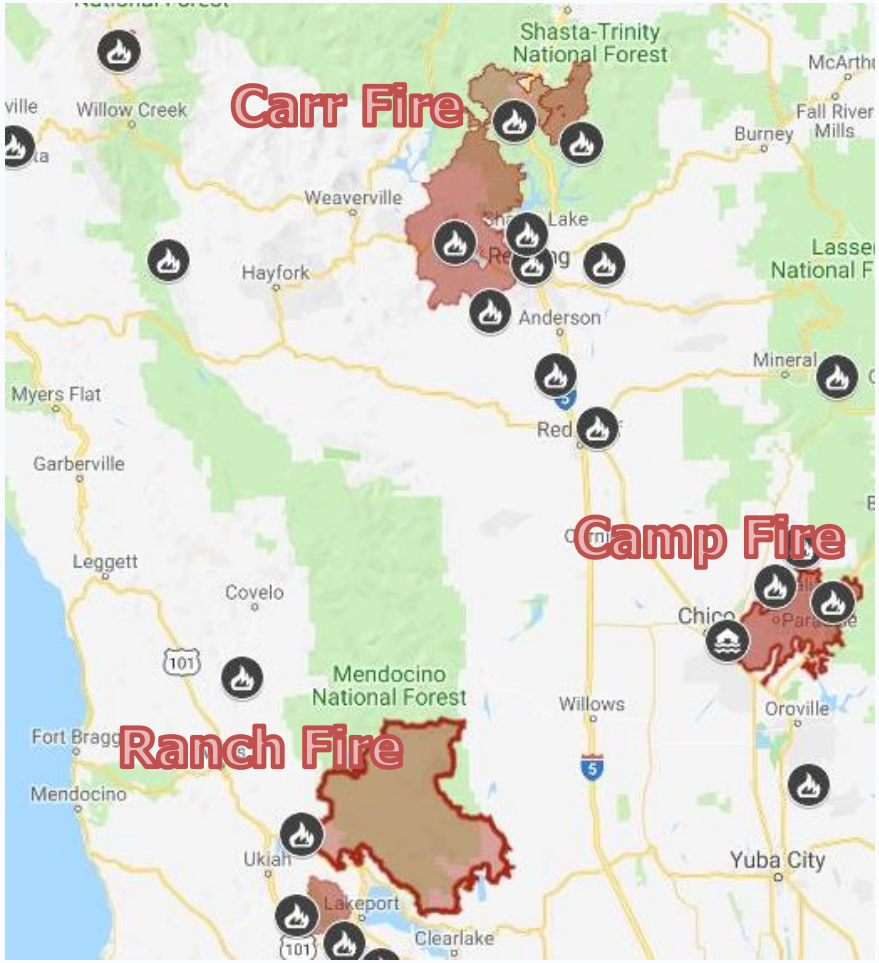
**OCFA Finance Division**

**March 13, 2019**

# California Fires 2018



# California Fires 2018



## NUMBER OF FIRES AND ACRES:

| Interval | Fires | Acres |
|---|---|---|
| January 1, 2018 through December 30, 2018 | 6,284 | 876,147 |
| January 1, 2017 through December 30, 2017 | 7,117 | 505,956 |
| 5 year average (same interval) | 5,756 | 233,483 |
| 2018 Combined YTD (CALFIRE & US Forest Service) | 7,571 | 1,671,203 |

# FY 2017/18 Backfill/Overtime Categories

| Categories of Backfill/Overtime | FY 2017/18 | % of Total |
|---|---|---|
| Non-Discretionary Categories: | | |
| Open Positions | $21,679,370 | 39.6% |
| Vacation, Sick, Workers Comp, Other Leave | $18,932,996 | 34.6% |
| Other Non-Discretionary | $322,667 | 0.6% |
| FLSA Rate Adjustment | $2,175,432 | 4.0% |
| Emergency * | $7,677,438 | 14.0% |
| **Total Non-Discretionary** | **$50,787,903** | **92.8%** |
| **Total Training** | $2,400,322 | 4.4% |
| **Total Discretionary** | $1,550,538 | 2.8% |
| **Fiscal Year Totals** | $54,738,763 | 100.0% |

* Emergency overtime is generally 95-100% reimbursable

# FY 2017/18 Regular vs. Overtime Analysis

## Firefighter Example

| Top Step Hourly Rate Regular Full-Time | Hourly Reg. FTE Rate | Hourly OT Rate | $ Diff. | % Diff. |
|---|---|---|---|---|
| **Salaries:** | | | | |
| Base Hourly Rate | $31.55 | $47.33 | | |
| Other Pays (Holiday, Educ. Inc., EMT, FLSA) | $9.04 | $0.11 | | |
| Total Salaries | $40.59 | $47.44 | | |
| **Benefits:** | | | | |
| Retirement | $19.00 | | | |
| Workers' Compensation | $2.70 | $2.70 | | |
| Health Insurance | $7.83 | | | |
| Medicare | $0.56 | $0.84 | | |
| Total Benefits | $30.09 | $3.54 | | |
| **Total Hourly Salaries & Benefits** | **$70.69** | **$50.98** | **$19.71** | **27.88%** |

It is over 27% more cost-effective to use overtime for filling vacant Firefighter positions compared to hiring a regular full-time employee

# Regular vs. Overtime Analysis

## 2017/18 Firefighter Unit Estimated Cost Savings

| | Actual Overtime Hours Worked | FTE Equivalent | Estimated * FTE Cost | Estimated * Overtime Cost | Estimated * Cost Saving by Utilizing Overtime/Backfill |
|---|---|---|---|---|---|
| **Fire Captain** | 303,902 | 104.4 | $27,224,254 | $20,286,449 | $6,937,805 |
| **Engineer** | 262,878 | 90.3 | $20,512,409 | $14,995,063 | $5,517,346 |
| **Firefighter** | 351,514 | 120.7 | $24,847,098 | $17,919,431 | $6,927,667 |
| | | 315.3 | $72,583,761 | $53,200,943 | **$19,382,818** |

The estimated $19.4 million savings is a direct result of utilizing overtime/backfill rather than full-time employees at a savings of 25-28%

* *Utilizes estimated hourly rates for top step within a classification.*

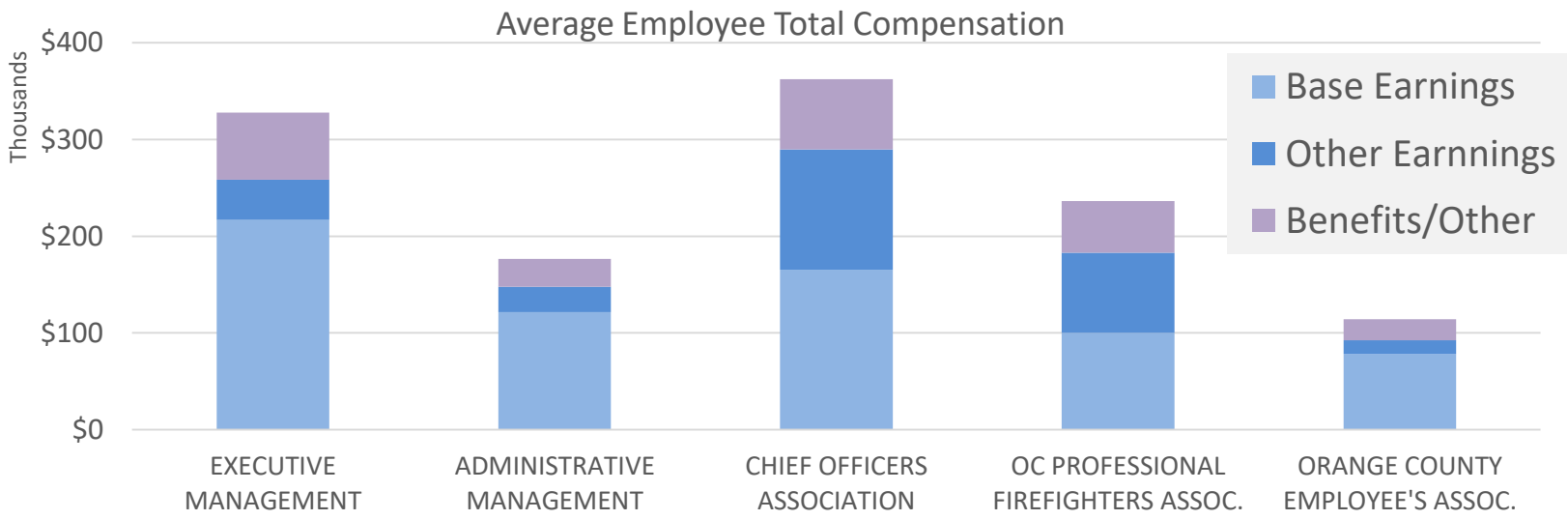
# Firefighter Earnings Analysis

| Chart Range | No. of Employees |
|---|---|
| <$70K | 7 |
| $70-$80K | 13 |
| $80-$90K | 24 |
| $90-$100K | 25 |
| $100-$110K | 15 |
| $110-$120K | 31 |
| $120-$130K | 28 |
| $130-$140K | 30 |
| $140-$150K | 60 |
| $150-$160K | 64 |
| $160-$170K | 76 |
| $170-$180K | 75 |
| $180-$190K | 73 |
| $190-$200K | 62 |
| $200-$210K | 80 |
| $210-$220K | 58 |
| $220-$230K | 50 |
| $230-$240K | 34 |
| $240-$250K | 35 |
| $250-$260K | 28 |
| $260-$270K | 20 |
| $270-$280K | 14 |
| $280-$290K | 7 |
| $290-$300K | 5 |
| $300-$310K | 6 |
| $310-$320K | 4 |
| $320-$330K | 2 |
| $330-$340K | 1 |
| $340-$350K | - |
| $350-$360K | - |
| $360-$370K | 1 |
| $370-$380K | 1 |
| $380-$390K | - |
| $390-$400K | 1 |
| >$400K | 1 |
| Total | 931 |

| | |
|---|---|
| AVERAGE | $183,096 |
| MEDIAN | $182,599 |

# CY 2018 Total Employee Compensation

| | BASE EARNINGS | | | TOTAL EARNINGS | | | TOTAL COMPENSATION | | |
|---|---|---|---|---|---|---|---|---|---|
| Bargaining Group | Average Base Earnings | Regularly Scheduled Hours | Average Hourly Rate | Average Total Earnings | Average Hours Worked | Average Hourly Rate | Average Total Compen-sation | Average Hours Worked | Average Hourly Rate |
| EXECUTIVE MANAGEMENT | $216,852 | 2,080 | $104.26 | $258,333 | 2,315 | $111.57 | $327,630 | 2,315 | $141.50 |
| ADMINISTRATIVE MANAGEMENT | $121,480 | 2,080 | $58.40 | $147,729 | 2,232 | $66.19 | $176,593 | 2,232 | $79.12 |
| CHIEF OFFICERS ASSOCIATION | $165,245 | 2,912 | $56.75 | $289,759 | 3,474 | $83.40 | $362,422 | 3,474 | $104.32 |
| OC PROFESSIONAL FIREFIGHTERS ASSOC. | $100,135 | 2,912 | $34.39 | $183,096 | 3,841 | $47.67 | $236,296 | 3,841 | $61.53 |
| ORANGE COUNTY EMPLOYEE'S ASSOC. | $78,414 | 2,080 | $37.70 | $92,368 | 2,198 | $42.03 | $114,193 | 2,198 | $51.96 |



# Calendar Year 2018 Top 10 Firefighter Unit Total Compensation & FTE Cost Savings

| | Title/Assignment | Total Earnings | Total Compensation | Base Hours | Other Hours | Total Hours | Average Hours Per Week | Average Hourly Rate | FTE | Cost Savings |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Fire Captain/PM** | $457,257 | $524,057 | 2,912 | 4,243 | 7,155 | 138 | $73.25 | 2.46 | $96,393 |
| 2 | **Fire Captain** | $396,980 | $461,056 | 2,912 | 3,560 | 6,472 | 124 | $71.24 | 2.22 | $80,887 |
| 3 | **Fire Captain/PM** | $376,292 | $443,095 | 2,912 | 3,039 | 5,951 | 114 | $74.46 | 2.04 | $69,043 |
| 4 | **Fire Captain/PM** | $368,328 | $436,933 | 2,912 | 2,990 | 5,902 | 113 | $74.04 | 2.03 | $67,920 |
| 5 | **Fire Captain** | $337,581 | $406,426 | 2,912 | 2,447 | 5,359 | 103 | $75.84 | 1.84 | $55,588 |
| 6 | **Fire Captain** | $329,277 | $393,308 | 2,912 | 2,796 | 5,708 | 110 | $68.90 | 1.96 | $63,529 |
| 7 | **Fire Captain/PM** | $325,100 | $391,905 | 2,912 | 2,307 | 5,219 | 100 | $75.09 | 1.79 | $52,419 |
| 8 | **Fire Captain/PM** | $317,468 | $385,878 | 2,912 | 2,270 | 5,182 | 100 | $74.46 | 1.78 | $51,577 |
| 9 | **Fire Captain/PM** | $317,426 | $385,164 | 2,912 | 2,208 | 5,120 | 98 | $75.22 | 1.76 | $50,174 |
| 10 | **Fire Captain/PM** | $316,630 | $383,403 | 2,912 | 2,340 | 5,252 | 101 | $73.00 | 1.80 | $53,157 |

# Calendar Year 2018 Top 10 Employee Pensionable vs. Non- Pensionable Compensation

| | Title/Assignment | Base Hours | Other Hours | Total Hours | Compensation Pensionable | Compensation Non-Pensionable | Employer Paid Pension (Non-Pensionable) | Employer Paid Health (Non-Pensionable) | Total Compensation |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **Fire Captain/PM** | 2,912 | 4,243 | 7,155 | $164,674 | $292,583 | $43,905 | $22,895 | $524,057 |
| 2 | **Chief Officer** | 2,528 | 2,078 | 4,606 | $185,673 | $225,716 | $53,758 | $23,868 | $489,015 |
| 3 | **Fire Captain** | 2,912 | 3,560 | 6,472 | $142,594 | $254,386 | $41,181 | $22,895 | $461,056 |
| 4 | **Chief Officer** | 2,080 | 1,444 | 3,524 | $201,098 | $194,130 | $55,705 | $23,887 | $474,820 |
| 5 | **Chief Officer** | 2,912 | 2,016 | 4,928 | $182,871 | $197,765 | $53,613 | $21,485 | $455,734 |
| 6 | **Chief Officer** | 2,912 | 2,414 | 5,326 | $166,623 | $212,637 | $48,867 | $24,242 | $452,369 |
| 7 | **Fire Captain/PM** | 2,912 | 3,039 | 5,951 | $161,413 | $214,879 | $43,908 | $22,895 | $443,095 |
| 8 | **Fire Captain/PM** | 2,912 | 2,990 | 5,902 | $158,547 | $209,781 | $45,710 | $22,895 | $436,933 |
| 9 | **Chief Officer** | 2,112 | 1,027 | 3,139 | $201,131 | $158,307 | $56,127 | $24,730 | $440,295 |
| 10 | **Chief Officer** | 2,880 | 1,752 | 4,632 | $179,639 | $172,749 | $52,047 | $21,026 | $425,461 |

# Calendar Year 2018 Top 10 Employees Hours by Overtime/Backfill Cause Code

| | Title/ Assignment | Base or "Regular" Hours Worked | Backfill Hours Worked to fill for Sick/Vacation/ Workers Comp | Backfill Hours Worked to fill Open Vacant Positions | Overtime Hours Worked to Staff an Emergency Incident (1) | Overtime Hours Worked to Attend Training | Other (2) | Total Hours |
|---|---|---|---|---|---|---|---|---|
| 1 | Fire Captain/PM | 2,912 | 1,644 | 1,619 | 710 | 246 | 24 | 7,155 |
| 2 | Chief Officer | 2,528 | 578 | 385 | 696 | 255 | 164 | 4,606 |
| 3 | Fire Captain | 2,912 | 1,240 | 1,885 | 238 | 186 | 11 | 6,472 |
| 4 | Chief Officer | 2,080 | 370 | 315 | 628 | 71 | 60 | 3,524 |
| 5 | Chief Officer | 2,912 | 643 | 555 | 484 | 203 | 131 | 4,928 |
| 6 | Chief Officer | 2,912 | 815 | 634 | 400 | 352 | 213 | 5,326 |
| 7 | Fire Captain/PM | 2,912 | 984 | 1,944 | - | 57 | 54 | 5,951 |
| 8 | Fire Captain/PM | 2,912 | 1,147 | 1,200 | 36 | 62 | 545 | 5,902 |
| 9 | Chief Officer | 2,112 | 487 | 275 | 95 | 78 | 92 | 3,139 |
| 10 | Chief Officer | 2,880 | 507 | 648 | 244 | 167 | 186 | 4,632 |

**(1) Reimbursable**

**(2) Other includes: Special Activity, Other Discretionary, Other Non-Discretionary, Administrative.**

# Summary

- Approximately 93% of the backfill/overtime cost are non-discretionary (80 % - constant staffing) and emergency activity (13% - reimbursable)

- For FY 2017/18 approximately 40% non-discretionary overtime was a result of open positions. OCFA staff has conducted, scheduled, or anticipate the following academies over the next two fiscal years:

  FY 2018/19

  1 Firefighter Academy

  4 Fire Apparatus Engineer Academies

  2 Fire Captain Academies

  FY 2019/20

  2 Firefighter Academies

  2 Fire Apparatus Engineer Academies

  2 Fire Captain Academies

- Monthly reports are provided to management to show backfill/overtime expenditures by section and cause so that managers can monitor and, if required, adjust activities as needed in their respective areas.

# Recommended Action

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors:

1. Direct staff to continue pursuing reductions in overtime by filling permanent vacancies as quickly as possible after the positions become vacant.
2. Authorize staff to temporarily exceed the number of authorized firefighter positions on the Master Position Control to maximize the number of firefighters hired into each academy, pending attrition/promotions that occur following academy graduations.
3. Authorize staff to temporarily exceed the number of authorized Hand Crew firefighter positions on the Master Position Control to maximize the number of Hand Crew firefighters hired from each Hand Crew firefighter recruitment process, pending attrition/promotions that occur as Hand Crew firefighters promote to the firefighter rank.
4. Authorize staff to temporarily exceed the number of authorized dispatcher positions on the Master Position Control to maximize the number of dispatchers hired into each academy, pending attrition/retirements that will occur.
5. Direct staff to continue using overtime to fill temporary vacancies rather than hiring additional personnel, recognizing this as a cost-effective practice for temporary needs.

Attachment 2 - Revised
BFC 03/13/2019- Agenda Item 4A

# ORANGE COUNTY FIRE AUTHORITY

## Fiscal Year 2017/18 Backfill/Overtime

## Calendar Year 2018 Total Earnings/Compensation Analysis

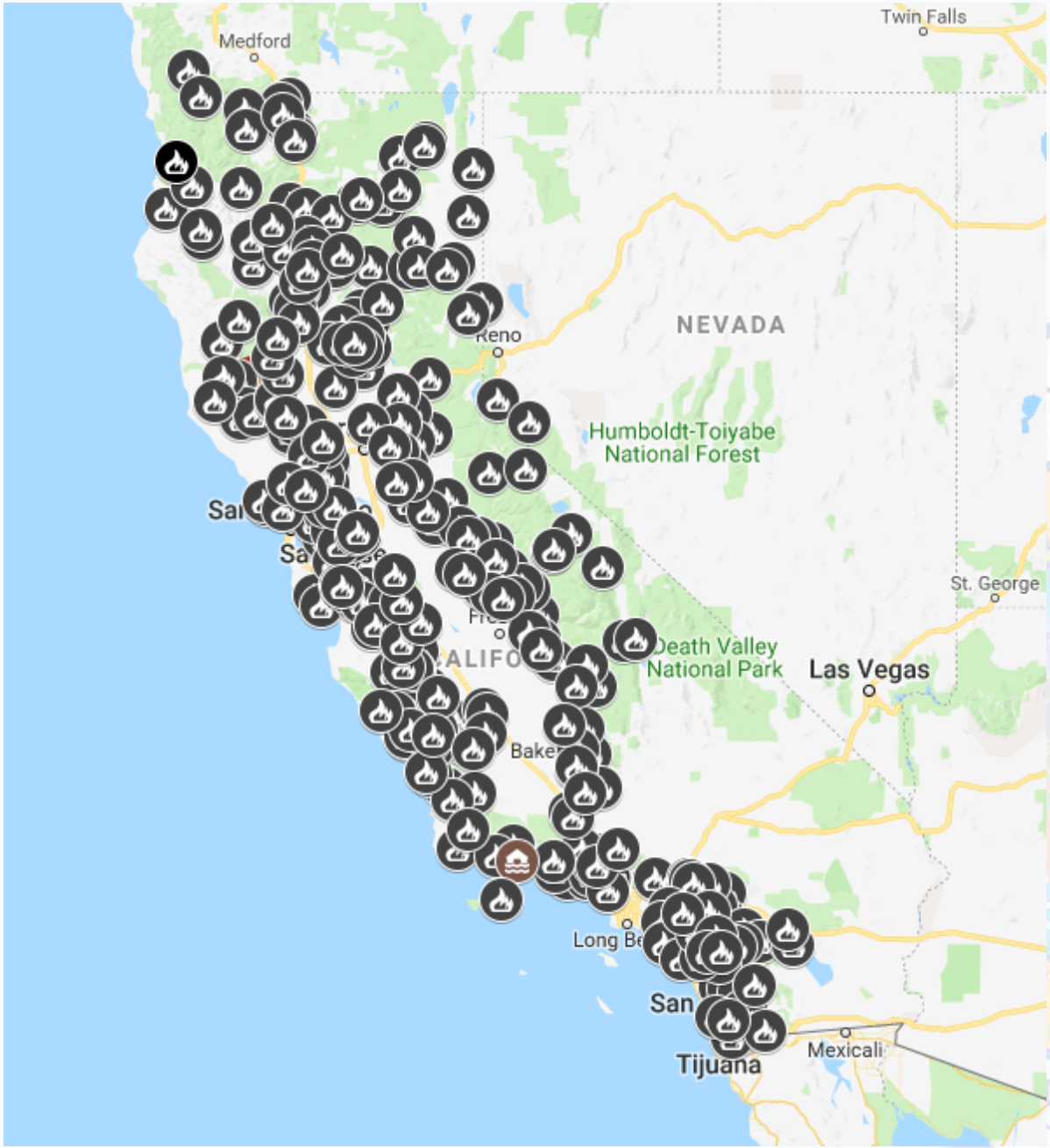
**Budget and Finance Committee Meeting**

**Prepared by:**

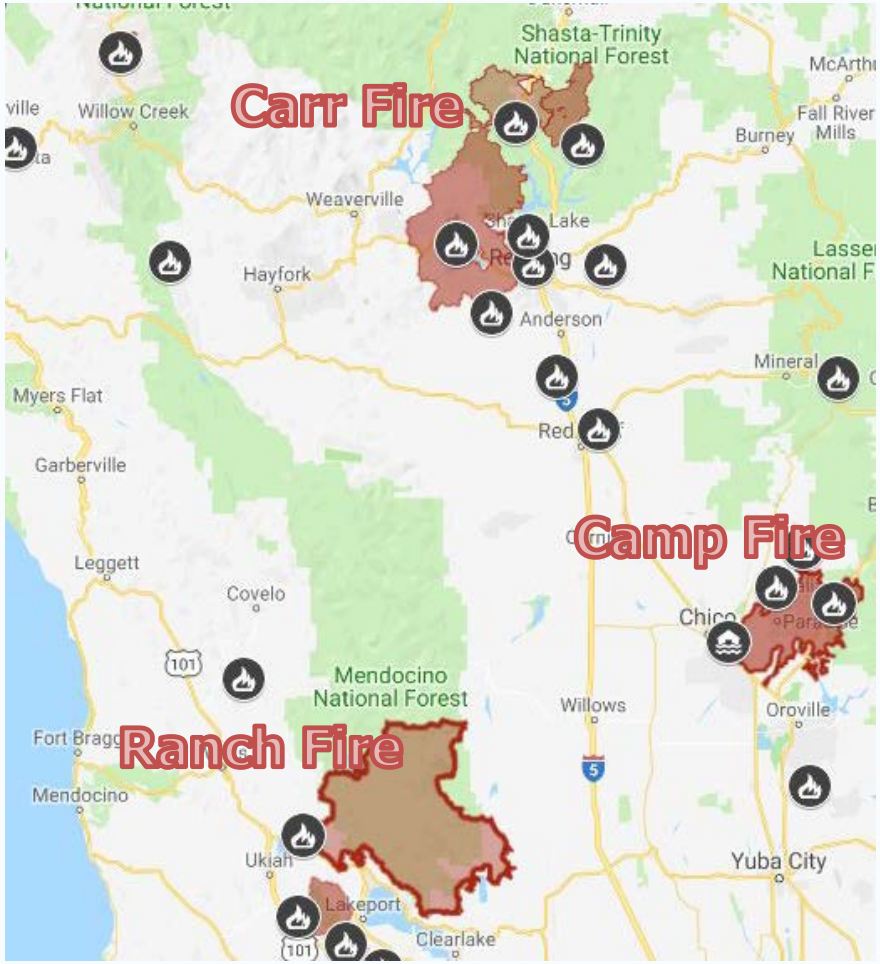
**OCFA Finance Division**

**March 13, 2019**

# California Fires 2018



# California Fires 2018



## NUMBER OF FIRES AND ACRES:

| Interval | Fires | Acres |
|---|---|---|
| January 1, 2018 through December 30, 2018 | 6,284 | 876,147 |
| January 1, 2017 through December 30, 2017 | 7,117 | 505,956 |
| 5 year average (same interval) | 5,756 | 233,483 |
| 2018 Combined YTD (CALFIRE & US Forest Service) | 7,571 | 1,671,203 |

# FY 2017/18 Backfill/Overtime Categories

| Categories of Backfill/Overtime | FY 2017/18 | % of Total |
|---|---|---|
| Non-Discretionary Categories: | | |
| Open Positions | $21,679,370 | 39.6% |
| Vacation, Sick, Workers Comp, Other Leave | $18,932,996 | 34.6% |
| Emergency * | $7,677,438 | 14.0% |
| FLSA Rate Adjustment | $2,175,432 | 4.0% |
| Other Non-Discretionary | $322,667 | 0.6% |
| **Total Non-Discretionary** | **$50,787,903** | **92.8%** |
| **Total Training** | $2,400,322 | 4.4% |
| **Total Discretionary** | $1,550,538 | 2.8% |
| **Fiscal Year Totals** | $54,738,763 | 100.0% |

* Emergency overtime is generally 95-100% reimbursable

# FY 2017/18 Regular vs. Overtime Analysis

## Firefighter Example

| Top Step Hourly Rate Regular Full-Time | Hourly Regular Rate | Hourly OT Rate | $ Diff. | % Diff. |
|---|---|---|---|---|
| **Salaries:** | | | | |
| Base Hourly Rate | $31.55 | $47.33 | | |
| Other Pays (Holiday, Educ. Inc., EMT, FLSA) | $9.04 | $0.11 | | |
| Total Salaries | $40.59 | $47.44 | | |
| **Benefits:** | | | | |
| Retirement | $19.00 | | | |
| Workers' Compensation | $2.70 | $2.70 | | |
| Health Insurance | $7.83 | | | |
| Medicare | $0.56 | $0.84 | | |
| Total Benefits | $30.09 | $3.54 | | |
| **Total Hourly Salaries & Benefits** | **$70.69** | **$50.98** | **$19.71** | **27.88%** |

It is over 27% more cost-effective to use overtime for filling vacant Firefighter positions compared to hiring a regular full-time employee

# Regular vs. Overtime Analysis

## 2017/18 Firefighter Unit Estimated Cost Savings

| | Actual Overtime Hours Worked | FTE Equivalent | Estimated * FTE Cost | Estimated * Overtime Cost | Estimated * Cost Saving by Utilizing Overtime/Backfill |
|---|---|---|---|---|---|
| **Fire Captain** | 303,902 | 104.4 | $27,224,254 | $20,286,449 | $6,937,805 |
| **Engineer** | 262,878 | 90.3 | $20,512,409 | $14,995,063 | $5,517,346 |
| **Firefighter** | 351,514 | 120.7 | $24,847,098 | $17,919,431 | $6,927,667 |
| | | 315.3 | $72,583,761 | $53,200,943 | **$19,382,818** |

The estimated $19.4 million savings is a direct result of utilizing overtime/backfill rather than full-time employees at a savings of 25-28%

* *Utilizes estimated hourly rates for top step within a classification.*

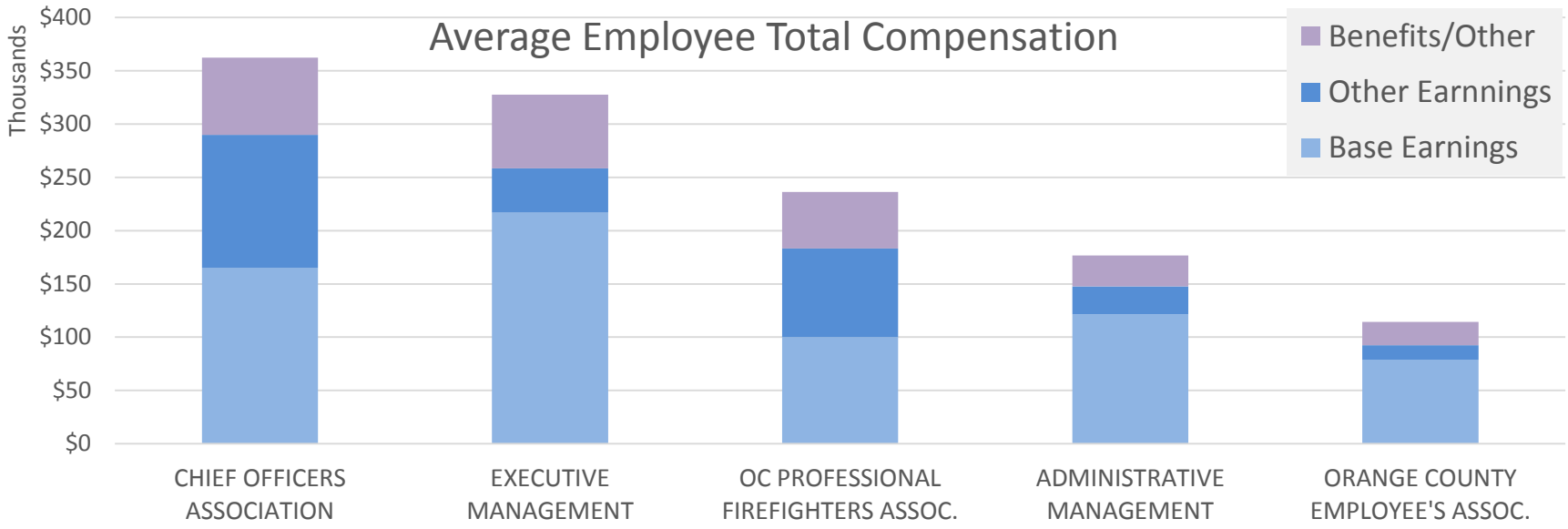
# Firefighter Earnings Analysis

| Chart Range | No. of Employees |
|---|---|
| <$70K | 7 |
| $70-$80K | 13 |
| $80-$90K | 24 |
| $90-$100K | 25 |
| $100-$110K | 15 |
| $110-$120K | 31 |
| $120-$130K | 28 |
| $130-$140K | 30 |
| $140-$150K | 60 |
| $150-$160K | 64 |
| $160-$170K | 76 |
| $170-$180K | 75 |
| $180-$190K | 73 |
| $190-$200K | 62 |
| $200-$210K | 80 |
| $210-$220K | 58 |
| $220-$230K | 50 |
| $230-$240K | 34 |
| $240-$250K | 35 |
| $250-$260K | 28 |
| $260-$270K | 20 |
| $270-$280K | 14 |
| $280-$290K | 7 |
| $290-$300K | 5 |
| $300-$310K | 6 |
| $310-$320K | 4 |
| $320-$330K | 2 |
| $330-$340K | 1 |
| $340-$350K | - |
| $350-$360K | - |
| $360-$370K | 1 |
| $370-$380K | 1 |
| $380-$390K | - |
| $390-$400K | 1 |
| >$400K | 1 |
| Total | 931 |

| | |
|---|---|
| AVERAGE | $183,096 |
| MEDIAN | $182,599 |

# CY 2018 Total Employee Compensation

| | BASE EARNINGS | | | TOTAL EARNINGS | | | TOTAL COMPENSATION | | |
|---|---|---|---|---|---|---|---|---|---|
| Bargaining Group | Average Base Earnings | Regularly Scheduled Hours | Average Hourly Rate | Average Total Earnings | Average Hours Worked | Average Hourly Rate | Average Total Compen-sation | Average Hours Worked | Average Hourly Rate |
| CHIEF OFFICERS ASSOCIATION | $165,245 | 2,912 | $56.75 | $289,759 | 3,474 | $83.40 | $362,422 | 3,474 | $104.32 |
| EXECUTIVE MANAGEMENT | $216,852 | 2,080 | $104.26 | $258,333 | 2,315 | $111.57 | $327,630 | 2,315 | $141.50 |
| OC PROFESSIONAL FIREFIGHTERS ASSOCIATION | $100,135 | 2,912 | $34.39 | $183,096 | 3,841 | $47.67 | $236,296 | 3,841 | $61.53 |
| ADMINISTRATIVE MANAGEMENT | $121,480 | 2,080 | $58.40 | $147,729 | 2,232 | $66.19 | $176,593 | 2,232 | $79.12 |
| ORANGE COUNTY EMPLOYEE'S ASSOC. | $78,414 | 2,080 | $37.70 | $92,368 | 2,198 | $42.03 | $114,193 | 2,198 | $51.96 |



# Calendar Year 2018 Top 10 Firefighter Unit Total Compensation & FTE Cost Savings

| | Title/Assignment | Total Earnings | Total Compensation | Base Hours | Other Hours | Total Hours | Average Hours Per Week | Average Hourly Rate | FTE | Cost Savings |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Fire Captain/PM** | $457,257 | $524,057 | 2,912 | 4,243 | 7,155 | 138 | $73.25 | 2.46 | $96,393 |
| 2 | **Fire Captain** | $396,980 | $461,056 | 2,912 | 3,560 | 6,472 | 124 | $71.24 | 2.22 | $80,887 |
| 3 | **Fire Captain/PM** | $376,292 | $443,095 | 2,912 | 3,039 | 5,951 | 114 | $74.46 | 2.04 | $69,043 |
| 4 | **Fire Captain/PM** | $368,328 | $436,933 | 2,912 | 2,990 | 5,902 | 113 | $74.04 | 2.03 | $67,920 |
| 5 | **Fire Captain** | $337,581 | $406,426 | 2,912 | 2,447 | 5,359 | 103 | $75.84 | 1.84 | $55,588 |
| 6 | **Fire Captain** | $329,277 | $393,308 | 2,912 | 2,796 | 5,708 | 110 | $68.90 | 1.96 | $63,529 |
| 7 | **Fire Captain/PM** | $325,100 | $391,905 | 2,912 | 2,307 | 5,219 | 100 | $75.09 | 1.79 | $52,419 |
| 8 | **Fire Captain/PM** | $317,468 | $385,878 | 2,912 | 2,270 | 5,182 | 100 | $74.46 | 1.78 | $51,577 |
| 9 | **Fire Captain/PM** | $317,426 | $385,164 | 2,912 | 2,208 | 5,120 | 98 | $75.22 | 1.76 | $50,174 |
| 10 | **Fire Captain/PM** | $316,630 | $383,403 | 2,912 | 2,340 | 5,252 | 101 | $73.00 | 1.80 | $53,157 |

# Calendar Year 2018 Top 10 Employee Pensionable vs. Non- Pensionable Compensation

| | Title/Assignment | Base Hours | Other Hours | Total Hours | Compensation Pensionable | Compensation Non-Pensionable | Employer Paid Pension (Non-Pensionable) | Employer Paid Health (Non-Pensionable) | Total Compensation |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **Fire Captain/PM** | 2,912 | 4,243 | 7,155 | $164,674 | $292,583 | $43,905 | $22,895 | $524,057 |
| 2 | **Chief Officer** | 2,528 | 2,078 | 4,606 | $185,673 | $225,716 | $53,758 | $23,868 | $489,015 |
| 3 | **Chief Officer** | 2,080 | 1,444 | 3,524 | $201,098 | $194,130 | $55,705 | $23,887 | $474,820 |
| 4 | **Fire Captain** | 2,912 | 3,560 | 6,472 | $142,594 | $254,386 | $41,181 | $22,895 | $461,056 |
| 5 | **Chief Officer** | 2,912 | 2,016 | 4,928 | $182,871 | $197,765 | $53,613 | $21,485 | $455,734 |
| 6 | **Chief Officer** | 2,912 | 2,414 | 5,326 | $166,623 | $212,637 | $48,867 | $24,242 | $452,369 |
| 7 | **Fire Captain/PM** | 2,912 | 3,039 | 5,951 | $161,413 | $214,879 | $43,908 | $22,895 | $443,095 |
| 8 | **Chief Officer** | 2,112 | 1,027 | 3,139 | $201,131 | $158,307 | $56,127 | $24,730 | $440,295 |
| 9 | **Fire Captain/PM** | 2,912 | 2,990 | 5,902 | $158,547 | $209,781 | $45,710 | $22,895 | $436,933 |
| 10 | **Chief Officer** | 2,880 | 1,752 | 4,632 | $179,639 | $172,749 | $52,047 | $21,026 | $425,461 |

# Calendar Year 2018 Top 10 Employees Hours by Overtime/Backfill Cause Code

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(1) Reimbursable

(2) Other includes: Special Activity, Other Discretionary, Other Non-Discretionary, Administrative

# Summary

- Approximately 93% of the backfill/overtime cost are non-discretionary (80 % - constant staffing) and emergency activity (13% - reimbursable)

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  2 Fire Captain Academies

  FY 2019/20

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  2 Fire Apparatus Engineer Academies

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- Monthly reports are provided to management to show backfill/overtime expenditures by section and cause so that managers can monitor, and if required, adjust activities as needed in their respective areas

# Recommended Action

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors:

1. Direct staff to continue pursuing reductions in overtime by filling permanent vacancies as quickly as possible after the positions become vacant.
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FIRE
ORANGE COUNTY
CALIFORNIA
AUTHORITY

Orange County Fire Authority

# AGENDA STAFF REPORT

**Budget and Finance Committee Meeting** | **Agenda Item No. 4B**
**March 13, 2019** | **Discussion Calendar**

## Selection of Public Accounting Firm for Financial Audit and Related Services


### Contact(s) for Further Information

| | | |
|---|---|---|
| Robert Cortez, Assistant Chief<br>Business Services Department | robertcortez@ocfa.org | 714.573.6012 |
| Gina Cheung, Accounting Manager | ginacheung@ocfa.org | 714.573.6303 |



### Summary

This agenda item is submitted for approval to select Lance, Soll & Lunghard, LLP for financial audit and related services based on the results of the competitive Request for Proposals (RFP) process.


### Prior Board/Committee Action

Not Applicable.

### RECOMMENDED ACTION(S)

Review the proposed agenda item and take the following actions:

1. *Financial Statement Audit and Single Audit Services* – Based on the results of the Request for Proposals, approve the selection of Lance, Soll & Lunghard, LLP to provide annual financial statement audit and single audit services for a period of three years, with two optional one-year extensions, for a total price of $54,675 for one year, and an all-inclusive maximum price of $164,025 for three years or $278,355 for five years.
2. *Other Audit/Attest Services* – Based on the results of the Request for Proposals, approve the selection of Lance, Soll & Lunghard, LLP to provide other audit/attest services as needed for a period of three years, with two optional one-year extensions, for a total price of $11,160 for one year, and an all-inclusive maximum price of $33,480 for three years or $56,820 for five years.

### Impact to Cities/County

Not Applicable.

### Fiscal Impact

Not Applicable.

### Background

See attached expanded background.

### Attachment(s)

None.

**Background**

On January 9, 2019, the Budget and Finance Committee authorized staff to issue a Request for Proposals (RFP) for financial audit and related services. The RFP was issued on January 22, 2019, via OCFA's e-procurement system Planetbids. Written proposals were received by the February 13, 2019, deadline from nine firms, one of which was eliminated as it did not meet minimum qualifications (Main Hire Staffing & Outsourcing). Written proposals were evaluated for the following firms:

| Firms Responding to RFP | Proposal #1 Financial Statement and Single Audit Services | Proposal #2 Other Audit/Attest Services |
|---|---|---|
| Crowe LLP | ✓ | ✓ |
| Davis Farr LLP | ✓ | ✓ |
| Lance, Soll & Lunghard, LLP | ✓ | ✓ |
| Moss Adams LLP | ✓ | ✓ |
| Park & Associates, PLLC | ✓ | |
| Rogers, Anderson, Malody & Scott, LLP | ✓ | ✓ |
| The Pun Group, LLP | ✓ | ✓ |
| White Nelson Diehl Evans LLP | ✓ | |
| Total responsive firms | 8 | 6 |

***Review Process and Scoring Criteria***

A three-member committee reviewed and scored the written, technical proposals based on criteria identified in the RFP for method of approach, qualifications, and experience. Cost proposals were then reviewed to calculate an overall written score. The five top-ranked firms were invited to participate in oral interviews held February 20-21, 2019.

| Criteria | Description | Maximum Points |
|---|---|---|
| Method of Approach | How well the service meets the required specifications and objectives in the solicitation, including the quality and completeness of the proposal | 40 |
| Qualifications and Experience | The firm's history of performance and demonstrated ability in providing the service, in addition to the qualifications and experience of key personnel assigned to the project team and relevant experience of the firm | 35 |
| | Subtotal – technical proposal | 75 |
| Cost proposal | Total estimated contract cost | 25 |
| | Subtotal – written criteria | 100 |
| Oral Interview | Discussion of the firm's specific experience providing services similar to those described in the RFP, project approach, estimated work effort, available resources, and other pertinent items that distinguish the firm from others | 40 |
| | Total | 140 |

***Results of the Request for Proposals***

Based on the review process described above, the three top-ranked firms were (1) Lance, Soll & Lunghard, LLP (LSL); (2) Crowe LLP (Crowe); and (3) Davis Farr LLP (Davis Farr). The table below summarizes the price and estimated price per hour for these three firms. While cost is important, OCFA's objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives within a reasonable budget.

| | | Proposal #1 Financial Statement and Single Audit Services | | | Proposal #2 Other Audit/Attest Services | | | Combined | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Rank | Firm | All-Inclusive Price | Est. Hours | Est. Cost per Hour | Est. Price | Est. Hours | Est. Cost per Hour | Est. Price | Est. Hours | Est. Price per Hour |
| | | | | | | | | | | |
| Contract Year 1 Only | | | | | | | | | | |
| **1** | LSL | $54,675 | 490 | $112 | $11,160 | 100 | $112 | **$65,835** | **590** | **$112** |
| **2** | Crowe | $62,050 | 550 | $113 | $15,830 | 150 | $106 | **$77,880** | **700** | **$111** |
| **3** | Davis Farr | $54,600 | 500 | $109 | $10,420 | 94 | $111 | **$65,020** | **594** | **$109** |
| | | | | | | | | | | |
| Contract Years 1 – 5 Combined | | | | | | | | | | |
| **1** | LSL | $278,355 | 2,450 | $114 | $56,820 | 500 | $114 | **$335,175** | **2,950** | **$114** |
| **2** | Crowe | $310,250 | 2,750 | $113 | $79,150 | 750 | $106 | **$389,400** | **3,500** | **$111** |
| **3** | Davis Farr | $283,140 | 2,500 | $113 | $54,050 | 470 | $115 | **$337,190** | **2,970** | **$114** |

As a basis for comparison, OCFA's annual fees have averaged $68,182 for the last five years, as summarized in the table below by applicable proposal.

| | Proposal #1 | Proposal #2 | | | |
|---|---|---|---|---|---|
| | Financial Statement and Single Audit Services (Fiscal Year) | ALS/BLS Rates Review (Fiscal Year) | Firefighter Medical Trust Review (Calendar Year) | Subtotal | Total |
| Total fees paid | $287,270 | $19,439* | $34,203 | $53,642 | **$340,912** |
| Average per year | $57,454 | $4,860 | $6,841 | $10,728 | **$68,182** |

* Total ALS/BLS project fees included only four years of data (FY 2013/14 through FY 2016/17), since the project was not necessary for FY 2017/18 or FY 2018/19.

***Recommended Firm Selection***

The committee unanimously agreed to recommend the selection of LSL for both proposals. The recommendation is based on the following:

- LSL is a regional public accounting firm that has been serving the auditing needs of governmental entities throughout California for nearly 90 years. The firm employs approximately 110 people with offices in Brea, Santa Ana, and Sacramento. Governmental staff includes four partners, two senior managers, three managers, five supervisors, and ten seniors. LSL has sufficient experience and resources dedicated to its governmental practice to meet the audit and other attest services needs of OCFA.

- LSL has experience providing financial audit and single audit services to a variety of governmental entities, including both full-service cities and enterprise agencies such as water districts and airports. Recent or current clients located in Orange County include the City of Cypress, the City of Los Alamitos, and the City of San Clemente. The committee believes that a firm with experience auditing a well-balanced variety of governmental agencies will best meet the needs of the organization, since OCFA is a regional special district that serves both city and county member agencies.

- LSL served as OCFA's auditors from FY 2002/03 to FY 2006/07, and again from FY 2011/12 to FY 2015/16. During past engagements, LSL demonstrated its technical expertise, ability to engage with and provide appropriate guidance to OCFA staff, and commitment to providing a high-quality team to OCFA's audit engagements.

- The proposed LSL engagement team (Partner, Manager, Supervisor) includes experienced personnel who have been with the firm for four to fifteen years. OCFA's engagement team will include a Supervisor who has passed the CPA exam and has four years of governmental auditing experience. The committee values having an experienced supervisor to provide oversight of day-to-day fieldwork operations and staff interactions. In addition, the proposed Manager and Partner have experience on past OCFA engagements, so audit personnel are already familiar with OCFA's operations, its fire-related federal grant programs, and the scope of work for the additional agreed-upon procedures projects. All members of the engagement team participated in the oral interview portion of the selection process, demonstrating both their technical knowledge and communication skills.

- Mr. Richard Kikuchi has served as the lead Engagement Partner for past OCFA financial statement audits, single audits, and other attest services. Mr. Bryan Gruber has served OCFA in the past as the Engagement Partner for additional agreed-upon procedures projects relating to reviews of internal controls. Under the current proposal, Mr. Gruber will serve as the lead Engagement Partner for all audit and attest services, while Mr. Kikuchi will transition to a role as Quality Assurance Partner. Both partners are available to meet the needs of OCFA as they arise; however, Mr. Kikuchi's role will primarily be "behind the scenes" as a technical advisor and reviewer of the audited financial statements. During the oral interview, LSL emphasized that the role of Engagement Partner was changed to demonstrate the firm's commitment to showing its independence and fresh perspective for the upcoming audit years.

- The committee believes LSL has the experience needed to deal with the implementation of upcoming Governmental Accounting Standards Board pronouncements for fiduciary activities, leases, and other complex accounting issues. LSL will be available to work with OCFA staff on researching accounting and financial reporting issues at no extra charge. In addition, LSL hosts an annual accounting and auditing update training class and provides client-specific training upon request.

- LSL received high scores from the committee for both its technical and cost proposals. Based on the Government Finance Officers Association's recommended practice of finding an audit firm with the appropriate audit approach and ability to provide high quality service, the committee feels that LSL is the top choice for providing audit and other attest services to the OCFA.

The proposed dollar amounts of the professional service contract awards are within the amounts delegated to OCFA management per the Roles/Responsibilities/Authorities matrix. Upon the Budget and Finance Committee's approval of the selection of Lance, Soll & Lunghard, LLP, staff will work with legal counsel to finalize issuance a Professional Services Agreement.

Orange County Fire Authority

# AGENDA STAFF REPORT

**Budget and Finance Committee Meeting** | **Agenda Item No. 4C**
**March 13, 2019** | **Discussion Calendar**

## Contract Award for Accounts Payable Workflow Integrated Document Imaging Solution


**Contact(s) for Further Information**

| | | |
|---|---|---|
| Jim Ruane, Assistant Chief<br>Logistics Department | jimruane@ocfa.org | 714.573.6801 |
| Peter Moote, Management Analyst<br>Business Services Department | petermoote@ocfa.org | 714.573.6335 |



**Summary**

This agenda item is submitted for approval to award a contract to ECS Imaging, Inc. (ECS) to provide an Accounts Payable Workflow/Integrated Document Imaging Solution, and approve the appropriation of funds necessary for software, implementation, training, and support services.


**Prior Board/Committee Action**

Not Applicable.

**RECOMMENDED ACTION(S)**

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Director's meeting of March 28, 2019, with the Budget and Finance Committee's recommendation that the Board of Directors:

1. Approve a budget adjustment increasing expenditures in the FY 2018/19 General Fund (121) by $114,545 for software licensing, implementation, training, and support services costs.
2. Approve and authorize the Purchasing Manager to execute the proposed Professional Services Agreement with ECS Imaging, Inc. for software licensing, implementation, training, and support services in an amount not to exceed $114,545.
3. Authorize the Purchasing Manager to execute two optional one-year renewals for software licensing and services in an amount not to exceed $25,000 annually ($164,545 during the initial three-year contract period through 2022).

**Impact to Cities/County**

Not Applicable.

**Fiscal Impact**

An increase of expenditures in the FY 2018/19 General Fund, Information Technology Division, Systems Development and Support in the amount of $114,545. Future annual licensing and support costs of approximately $25,000 will begin in year two of the contract; costs will be included in future proposed budgets.

**Background**

Finance staff process an average of 600 to 700 invoices weekly, each requiring hard copy distribution for departmental review and approval, followed by manual invoice data entry by

accounts payable staff, and finally, manual filing. In addition, time consuming manual retrieval of file copies is often required for research and records requests. The application of technical solutions for automated invoice data capture, electronic routing, and electronic records storage provide the opportunity to improve the current process by greatly reducing the time and effort required between receipt of invoice and check printing/electronic payment.

In addition, the request for proposals sought a solution capable of supporting all modules of the OCFA's implementation of the Ellucian Banner enterprise software suite. While the initial focus of the project will be accounts payable process improvement, additional capabilities of the desired solution include direct electronic document retrieval of scanned records, application of OCFA's records retention policy, and security-controlled access for all modules, including purchasing, general accounting, payroll and human resources.

***Request for Proposal (RFP) Process***

On May 25, 2018, RFP RO2295 was issued to solicit competitive proposals for an Accounts Payable Workflow/Integrated Document Imaging Solution. A non-mandatory pre-proposal meeting was held on June 12, 2018, with one firm attending the meeting. Final proposals were due on July 10, 2018, and two proposals were received. The proposals were evaluated based on the criteria and point structure as defined in the RFP: method of approach (15), qualifications & experience (35), technical requirements (25), and proposed costs (25). Following the written proposal evaluation, the evaluation committee conducted interviews with the representatives from both ECS and NyQuest Consulting LLC. Upon completion of the proposal evaluation and interviews, ECS was the number one ranked firm in the RFP process. ECS provided software demonstrations at both OCFA and at a "live" client site. Because of the best and final offer, ECS provided a reduction of $5,225 in the first year of the contract.

The proposal from ECS Imaging, Inc. offers software applications with long standing and proven results from other public agencies. This firm has a strong customer base and is experienced with providing and supporting secure, reliable, electronic document management utilizing a workflow solution. Additional information on the evaluation scoring is provided in Attachment 1.

***Recommendation***

Staff is recommending approval of the budget adjustment in the amount of $114,545 for the Accounts Payable Automation project in the FY 2018/19 budget. Additionally, staff is recommending the award of the contract to ECS, the number one ranked firm in the RFP process and authorization to execute two additional one-year software licensing and support services in the amount of $25,000 annually (total contract amount for initial three years is $164,565).

**Attachment(s)**

1. Evaluation Scoring
2. Proposed Professional Services Agreement
   Exhibit A – ECS Imaging, Inc. Response to RFP (on file in the office of the Clerk)

**RO2295 – Accounts Payable Workflow/ ERP Integrated Document Imaging**
**Summary of Evaluation Scores and Pricing**

***Evaluation***

An evaluation team consisting of three staff members from Finance, one from Information Technology, and one from Human Resources evaluated the proposals received. The proposals were evaluated based on the criteria and point structure as defined in the RFP: method of approach (15), qualifications and experience (35), technical requirements (25) and proposed costs (25). Upon completion of the proposal evaluation, interviews, and additional product demonstations, it was determined that ECS Imaging, Inc. possessed a more comprehensive solution and thus emerged as the top ranked firm. Final evaluation scores are shown in Table 1 below:

**Table 1:**

| EVALUATION SCORE SUMMARY | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | ECS Imaging, Inc. | | | | | NyQuest Consulting LLC | | | | |
| **Cost Proposal Year 1** | **$109,305** | | | | | **$170,500** | | | | |
| Evaluators | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| A. Method of Approach (15) | 7.5 | 15 | 12 | 12.75 | 13.5 | 7.5 | 12 | 9 | 11.25 | 10.5 |
| B. Qualifications & Experience (35) | 24.5 | 29.75 | 17.5 | 17.5 | 28 | 24.5 | 29.75 | 24.5 | 19.25 | 26.25 |
| C. Technical Capabilities (25) | 17.5 | 22.5 | 20 | 12.5 | 21.25 | 17.5 | 25 | 20 | 15 | 20 |
| D. Proposed Costs (25) | 25.0 | 25.0 | 25.0 | 25.0 | 25.0 | 16.0 | 16.0 | 16.0 | 16.0 | 16.0 |
| Sum of Written Proposal Scores | 74.5 | 92.3 | 74.5 | 67.8 | 87.8 | 65.5 | 82.8 | 69.5 | 61.5 | 72.8 |
| E. Demonstrations (35) | 28 | 29.75 | 24.5 | 29.75 | 31.5 | 17.5 | 28 | 19.25 | 21 | 22.75 |
| F. Interview/Questions (15) | 12 | 12.75 | 12 | 12.75 | 12 | 9 | 12.75 | 11.25 | 13.5 | 10.5 |
| Total of both written & presentation | **114.50** | **134.75** | **111.00** | **110.25** | **131.25** | **92.00** | **123.50** | **100.00** | **96.00** | **106.00** |
| Ranking with Presentation | **1** | **1** | **1** | **1** | **1** | **2** | **2** | **2** | **2** | **2** |
| Sum of Ranking w/Interview | **5** | | | | | **10** | | | | |
| Overall Ranking | **1** | | | | | **2** | | | | |

***Pricing, Negotiations, & Results***

Based on the final rankings, staff continued negotiations with *ECS Imaging, Inc.*, the top ranked (lowest priced) firm. A Best and Final Offer (BAFO) request was sent to *ECS Imaging, Inc*. on January 24, 2019 and the response was received prior to the January 31, 2019 (due date).

As a result of the request for a BAFO, *ECS Imaging Inc.* offered a reduction of $5,000 from the original proposed price for services and an additional discount of $225 for 20 extra hours of services for template creation. The cost breakdown and appropriation requested is provided in Table 2.

**Table 2**

| **Description of Product/Service** | **Cost** |
|---|---|
| Software Licensing | $47,265.00 |
| Professional Services | $55,150.00 |
| Support Year 1 | $6,890.00 |
| **Total Base Cost - Year 1** | **$109,305.00** |
| Optional Professional Services | $4,500 |
| **Total Initial Cost – Year 1** | **$113,805.00** |
| BAFO Discount | ($5,225.00) |
| **Total Initial/Year 1** | **$108,580.00** |
| Contingency funds requested for additional services as needed (10% of Services) | $5,965.00 |
| **Total Appropriation Requested** | **$114,545.00** |
| Annual Licensing Costs (Years 2 and 3) | $20,160 |
| Additional funds requested for professional services as needed | $4,840 |
| **Total Annual Amount Requested (Years 2 and 3)** | **$25,000** |

**ORANGE COUNTY FIRE AUTHORITY**
**PROFESSIONAL SERVICES AGREEMENT**

THIS AGREEMENT FOR PROFESSIONAL SERVICES ("Agreement") is made and entered into this ___ day of March, 2019, by and between the Orange County Fire Authority, a public agency, hereinafter referred to as "OCFA", and ECS Imaging, Inc., a California Corporation, hereinafter referred to as "Firm". OCFA and Firm are sometimes individually referred to herein as a "Party" and collectively as the "Parties".

**RECITALS**[1]

WHEREAS, OCFA requires the services of a qualified firm to provide Accounts Payable Workflow/ ERP Integrated Document Imaging software and services as requested in RFP RO2295, hereinafter referred to as "Project"; and

WHEREAS, Firm has submitted to OCFA a proposal dated July 10, 2018, a copy of which is attached hereto as Exhibit "A" and is incorporated herein by this reference ("Proposal"); and

WHEREAS, based on its experience and reputation, Firm is qualified to provide the necessary services for the Project and desires to provide such services; and

WHEREAS, OCFA desires to retain the services of Firm for the Project.

NOW, THEREFORE, in consideration of the promises and mutual agreements contained herein, OCFA agrees to employ and does hereby employ Firm and Firm agrees to provide professional services as follows:

**AGREEMENT**

## 1. PROFESSIONAL SERVICES

### 1.1 Scope of Services

In compliance with all terms and conditions of this Agreement, Firm shall provide those services specified in Firm's Proposal attached hereto as Exhibit "A." The Scope of Services includes by reference and by addendum: (1) OCFA's Request for Proposal, RFP RO2295, dated May 25, 2018 ("RFP"), (2) Firm's Proposal, as modified by Firm's Best and Final Offer dated January 25, 2019, and (3) any amendments, addendums, change orders, or modifications mutually agreed upon by the parties hereto ("Services" or "Work"). Firm warrants that all Services shall be performed in a competent, professional and satisfactory manner in accordance with all standards prevalent in the same profession in the State of California. Firm represents and warrants that it and all employees, subconsultants and subcontractors providing any Services pursuant to this

agreement shall have a sufficient skill and experience to perform the Services. All Services shall be completed to the reasonable satisfaction of the OCFA. In the event of any inconsistency between the terms contained in the Firm's Proposal, OCFA's RFP and/or the terms set forth in the main body of this Agreement, the terms set forth in the main body of this Agreement and then the RFP shall govern, in that order.

### 1.2 Compliance with Law

All Services rendered hereunder shall be provided in accordance with all laws, ordinances, resolutions, statutes, rules, and regulations of OCFA and any federal, state or local governmental agency of competent jurisdiction.

### 1.3 Licenses and Permits

Firm shall obtain at its sole cost and expense such licenses, permits and approvals as may be required by law for the performance of the Services required by this Agreement.

### 1.4 Familiarity with Work

By executing this Agreement, Firm warrants that Firm (a) has thoroughly investigated and considered the Work to be performed, (b) has investigated the site of the Work and become fully acquainted with the conditions there existing, (c) has carefully considered how the Work should be performed, and (d) fully understands the facilities, difficulties and restrictions attending performance of the Work under this Agreement. Should the Firm discover any latent or unknown conditions materially differing from those inherent in the Work or as represented by OCFA, Firm shall immediately inform OCFA of such fact and shall not proceed with any Work except at Firm's risk until written instructions are received from the Contract Officer.

### 1.5 Care of Work

Firm shall adopt and follow reasonable procedures and methods during the term of the Agreement to prevent loss or damage to materials, papers or other components of the work, and shall be responsible for all such damage until acceptance of the work by OCFA, except such loss or damages as may be caused by OCFA's own negligence.

### 1.6 Additional Services

Firm shall perform services in addition to those specified in the Proposal when directed to do so in writing by the Contract Officer, provided that Firm shall not be required to perform any additional services without compensation. Any additional compensation not exceeding ten percent (10%) of the original Agreement sum must be approved in writing by the Contract Officer. Any greater increase must be approved in writing by the Purchasing Manager.

## 2. TIME FOR COMPLETION

The time for completion of the Services to be performed by Firm is an essential condition of this Agreement. Firm shall prosecute regularly and diligently the work of this Agreement according to the schedules set forth in Firm's proposal. Firm shall not be accountable for delays in the progress of its work caused by any condition beyond its control and without the fault or negligence of Firm. Delays shall not entitle Firm to any additional compensation regardless of the party responsible for the delay.

## 3. COMPENSATION OF FIRM

### 3.1 Compensation of Firm

For the Services rendered pursuant to this Agreement, Firm shall be compensated and reimbursed, in accordance with the Firm's Best and Final Offer dated January 25, 2019 set forth in Exhibit "A," in an amount not to exceed One Hundred Eight Thousand, Five Hundred Eighty Dollars ($108,580) for the Initial Term and Twenty Thousand, One Hundred Sixty Dollars ($20,160) annually for each following year for 2nd and 3rd year maintenance as outlined in the proposal attached as "Exhibit A."

### 3.2 Method of Payment

In any month in which Firm wishes to receive payment, Firm shall no later than the first working day of such month, submit to OCFA in the form approved by OCFA's Director of Finance, an invoice for Services rendered prior to the date of the invoice. OCFA shall pay Firm for all expenses stated thereon which are approved by OCFA consistent with this Agreement, within thirty (30) days of receipt of Firm's invoice.

### 3.3 Changes

In the event any change or changes in the work is requested by OCFA, the parties hereto shall execute an addendum to this Agreement, setting forth with particularity all terms of such addendum, including, but not limited to, any additional fees. Addenda may be entered into:

A. To provide for revisions or modifications to documents or other work product or work when documents or other work product or work is required by the enactment or revision of law subsequent to the preparation of any documents, other work product or work;

B. To provide for additional services not included in this Agreement or not customarily furnished in accordance with generally accepted practice in Firm's profession.

### 3.4 Appropriations

This Agreement is subject to and contingent upon funds being appropriated therefore by the OCFA Board of Directors for each fiscal year covered by the Agreement. If such appropriations are not made, this Agreement shall automatically terminate without penalty to OCFA.

## 4. PERFORMANCE SCHEDULE

### 4.1 Time of Essence

Time is of the essence in the performance of this Agreement.

### 4.2 Schedule of Performance

All Services rendered pursuant to this Agreement shall be performed within the time periods prescribed in Firm's Proposal, attached hereto as Exhibit "A". The extension of any time period specified in Exhibit "A" must be approved in writing by the Contract Officer.

### 4.3 Force Majeure

The time for performance of Services to be rendered pursuant to this Agreement may be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the Firm, including, but not restricted to, acts of God or of a public enemy, acts of the government, fires, earthquakes, floods, epidemic, quarantine restrictions, riots, strikes, freight embargoes, and unusually severe weather if the Firm shall within ten (10) days of the commencement of such condition notify the Contract Officer who shall thereupon ascertain the facts and the extent of any necessary delay, and extend the time for performing the Services for the period of the enforced delay when and if in the Contract Officer's judgment such delay is justified, and the Contract Officer's determination shall be final and conclusive upon the parties to this Agreement.

### 4.4 Term

Unless earlier terminated in accordance with Sections 8.5 or 8.6 of this Agreement, this Agreement shall commence upon the Effective Date, and shall continue in full force and effect for an initial one-year term ("Initial Term"). Thereafter, at the sole option of the OCFA, the Agreement may be extended for up to two additional one-year renewal terms. In no event, however, shall an increase in annual cost of Services exceed current prices plus three (3) percent per year or the percentage increase in the Consumer Price Index-Urban (CPI-U) for the immediately preceding 12-month period, whichever is lower.

## 5. COORDINATION OF WORK

### 5.1 Representative of Firm

The following principal of the Firm is hereby designated as being the principal and representative of Firm authorized to act in its behalf with respect to the work specified herein and make all decisions in connection therewith: Debbi Bodewin, Executive Vice President

It is expressly understood that the experience, knowledge, capability and reputation of the foregoing principal is a substantial inducement for OCFA to enter into this Agreement. Therefore, the foregoing principal shall be responsible during the term of this Agreement for directing all activities of Firm and devoting sufficient time to personally supervise the Services hereunder. The foregoing principal may not be changed by Firm without the express written approval of OCFA.

### 5.2 Contract Officer

The Contract Officer shall be designated in writing by OCFA. It shall be the Firm's responsibility to keep the Contract Officer fully informed of the progress of the performance of the Services and Firm shall refer any decisions that must be made by OCFA to the Contract Officer. Unless otherwise specified herein, any approval of OCFA required hereunder shall mean the approval of the Contract Officer.

### 5.3 Prohibition Against Subcontracting or Assignment

**5.3.1 No Subcontracting Without Prior Approval.** The experience, knowledge, capability and reputation of Firm, its principals and employees, and the Firm Representative were a substantial inducement for OCFA to enter into this Agreement. Therefore, Firm shall not contract with any other entity to perform in whole or in part the Services required hereunder without the express written approval of OCFA.

**5.3.2 Provisions in the Event Subcontractor(s) Are Authorized.** If Firm is authorized to subcontract any part of the Services as provided in Section 5.3.1, Firm shall be responsible to OCFA for the acts and omissions of its subcontractor(s) and subconsultant(s) in the same manner as it is for persons directly employed. For purposes of this Agreement, all persons engaged in the performance of Services will be considered employees of Firm. OCFA will deal directly with and will make all payments to Firm. Nothing contained in this Agreement shall create any contractual relationships between any subcontractor and OCFA. Firm shall ensure that all subcontractor insurance requirements set forth in Section 6 below (including its subsections) are complied with prior to commencement of Services by each subcontractor.

**5.3.2.1 Withholding Payment for Non-Authorized Subcontractors.** OCFA shall have the right to withhold payment from Firm

for Services performed by any subcontractor or subconsultant performing Services but not authorized in writing by OCFA, or regarding which the insurance or other requirements under this Agreement have not been satisfied.

**5.3.3 Assignments**. Neither this Agreement nor any interest herein may be assigned, transferred, conveyed, hypothecated, or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of OCFA. Transfers restricted hereunder shall include the transfer to any person or group of persons acting in concert of more than twenty five percent (25%) of the present ownership and/or control of Firm, taking all transfers into account on a cumulative basis. In the event of any such unapproved transfer, including any bankruptcy proceeding, this Agreement shall be void. No approved transfer shall release Firm or any surety of Firm from any liability hereunder without the express written consent of OCFA.

**5.4 Independent Contractor**

**5.4.1** The legal relationship between the Parties is that of an independent contractor, and nothing herein shall be deemed to make Contractor, or any of its personnel, an OCFA employee. During the performance of this Agreement, Firm and its officers, employees, and agents shall act in an independent capacity and shall not act as OCFA officers or employees. Firm will determine the means, methods and details of performing the Services subject to the requirements of this Agreement. The personnel performing the Services under this Agreement on behalf of Firm shall at all times be under Firm's exclusive direction and control. Neither OCFA nor any of its officials, officers, employees, agents or volunteers shall have control over the conduct of Firm or any of its officers, employees, or agents, except as set forth in this Agreement. Firm, its officers, employees or agents, shall not maintain a permanent office or fixed business location at OCFA's offices. OCFA shall have no voice in the selection, discharge, supervision, or control of Firm's officers, employees, representatives or agents or in fixing their number, compensation, or hours of service. Firm shall pay all wages, salaries, and other amounts due its employees in connection with the performance of Services under this Agreement and shall be responsible for all reports and obligations respecting them, including but not limited to social security income tax withholding, unemployment compensation, workers' compensation, and other similar matters. OCFA shall not in any way or for any purpose be deemed to be a partner of Firm in its business or otherwise a joint venturer or a member of any joint enterprise with Firm.

**5.4.2** Firm shall not incur or have the power to incur any debt, obligation, or liability against OCFA, or bind OCFA in any manner.

**5.4.3** No OCFA benefits shall be available to Firm, its officers, employees, or agents, in connection with the performance of any Work or Services under this Agreement. Except for professional fees paid to Firm as provided for in this Agreement, OCFA shall not pay salaries, wages, or other compensation to Firm for the performance of any Work or Services under this Agreement. OCFA shall not be liable for

compensation or indemnification to Firm, its officers, employees, or agents, for injury or sickness arising out of performing any Work or Services hereunder. If for any reason any court or governmental agency determines that the OCFA has financial obligations, other than pursuant to Section 2 herein, of any nature relating to salary, taxes, or benefits of Firm's officers, employees, representatives, agents, or subconsultants or subcontractors, Firm shall defend, indemnify, and hold harmless OCFA from and against all such financial obligations.

### 5.6 Employee Retirement System Eligibility Indemnification

**5.6.1** In the event that Firm or any employee, agent, or subcontractor of Firm providing any Work or Services under this Agreement claims or is determined by a court of competent jurisdiction to be eligible for enrollment in an employee retirement system as an employee of the OCFA, Firm shall indemnify, defend, and hold harmless OCFA against: (1) all such claim(s) and determination(s); (2) for the payment of any employee and/or employer contributions for employee retirement system benefits on behalf of Firm or its employees, agents or subcontractors; and (3) the payment of any penalties and interest on such contributions which would otherwise be the responsibility of the OCFA.

**5.6.2** Notwithstanding any other agency, state or federal policy, rule, regulation, law or ordinance to the contrary, Contractor and any of its employees, agents, and subcontractors providing any Work or Services under this Agreement shall not qualify for or become entitled to, and hereby agree to waive any claims to, any compensation, benefit, or any incident of employment by OCFA, including but not limited to eligibility to enroll in PERS as an employee of OCFA and entitlement to any contribution to be paid by OCFA for employer contribution and/or employee contributions for PERS benefits.

## 6. INSURANCE AND INDEMNIFICATION

**6.1 Compliance with Insurance Requirements**. Firm shall obtain, maintain, and keep in full force and effect during the term of this Agreement, at its sole cost and expense, and in a form and content satisfactory to OCFA, all insurance required under this section. Firm shall not commence any Services under this Agreement unless and until it has provided evidence satisfactory to OCFA that it has secured all insurance required under this section. If Firm's existing insurance policies do not meet the insurance requirements set forth herein, Firm agrees to amend, supplement or endorse the policies to meet all requirements herein.

**6.2 Types of Insurance Required**. Without limiting the indemnity provisions set forth in this Agreement, Firm shall obtain and maintain in full force and effect during the term of this Agreement, including any extension thereof, the following policies of insurance:

**6.2.1 Professional Liability/Errors and Omissions Insurance ("PLI").** Firm shall obtain and maintain PLI insurance applicable to each licensed profession practiced by Firm. Firm shall maintain PLI insurance with per-claim and aggregate limits no lower than one million dollars ($1,000,000.00) each occurrence and two million dollars ($2,000,000.00) aggregate. Covered professional services shall specifically include all Services to be performed under the Agreement and the policy shall be endorsed to delete any exclusions that may exclude coverage for claims within the minimum PLI Limits for the Services to be performed under this Agreement.

**6.2.1.1** The PLI policy shall be endorsed to delete any Contractual Liability Exclusion. The PLI shall include contractual liability coverage applicable to this Agreement. The policy must "pay on behalf of" the insured, and include a provision establishing the insurer's duty to defend the insured.

**6.2.1.2** If the PLI policy of insurance is written on a "claims-made" basis, the policy shall be continued in full force and effect at all times during the term of this Agreement, and for a period of three (3) years from the date of the completion of all Services provided hereunder (the "PLI Coverage Period"). If any PLI policy is replaced, cancelled, non-renewed, discontinued, or otherwise terminated, or if the limits of a PLI policy are reduced or the available coverage depleted below the required minimum coverage amounts for any reason during the PLI Coverage Period, Firm shall immediately obtain replacement PLI coverage meeting the requirements of this Section 6.2.1. Such replacement coverage shall satisfy all requirements herein, and shall include coverage for the prior acts or omissions of Firm during the time period during which any Services were performed. The coverage shall be evidenced by either a new policy evidencing no gap in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier or other insurance arrangements providing for complete coverage, either of which shall be subject to the written approval by the OCFA.

**6.2.1.3** If the PLI policy is written on an "occurrence" basis, the policy shall be continued in full force and effect during the term of this Agreement, or until completion of the Services provided for in this Agreement, whichever is later. In the event of termination of the PLI policy during this period, new coverage shall immediately be obtained, and written evidence of the policy shall be immediately provided to OCFA, to ensure PLI coverage during the entire course of performing the Services.

**6.2.1.4** Firm shall not perform any Services at any time during which required types or amounts of PLI insurance are not in effect, and OCFA shall have no obligation to pay Firm for Services performed while required PLI insurance is not in effect.

**6.2.2 Commercial General Liability Insurance.** Firm shall obtain and maintain, in full force and effect throughout the term of this Agreement, Insurance Services Office (ISO) Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than one million dollars ($1,000,000.00) per

occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit. CGL insurance shall be provided on an occurrence-based coverage form; a "claims made" CGL policy is not acceptable. Firm shall maintain CGL insurance with per-claim, aggregate and products and operations completed limits no lower than the minimum CGL coverage limits set forth above. Defense costs shall be paid in addition to the limits. The policy shall contain no endorsements or provisions limiting coverage for any of the following: (1) contractual liability; (2) cross liability exclusion for claims or suits by one insured against another; or (3) any other exclusion contrary to this Agreement.

**6.2.3 Automobile Liability Insurance**. Firm shall obtain and maintain, in full force and effect throughout the term of this Agreement, a policy of Automobile liability insurance written on a per occurrence basis with limits of at least one million dollars ($1,000,000.00) combined limit for each occurrence covering bodily injury, disease and property damage. Defense costs shall be paid in addition to the policy limits. The policy shall specifically include coverage for owned, non-owned, leased, and hired automobiles, and be endorsed to eliminate any exclusion applicable to any of them.

**6.2.4 Workers' Compensation Insurance**. Firm shall obtain and maintain, in full force and effect throughout the term of this Agreement, a policy of Workers' Compensation Insurance in at least the minimum statutory amounts, and in compliance with all other statutory requirements applicable in the State of California. Firm hereby waives on its own behalf, and shall obtain an endorsement from its workers' compensation insurer waiving on the insurance company's behalf, all rights of subrogation against the OCFA, its board members, officials, officers, employees, agents and volunteers.

**6.2.4.1** If subconsultants or subcontractors are used, Firm shall require each of its subconsultants and subcontractors, if any, to waive all rights of subrogation, and to obtain endorsements from the subconsultants'/subcontractors' workers' compensation insurers waiving all rights of subrogation, against the OCFA, its board members, officials, officers, employees, agents and volunteers.

**6.2.4.2** Firm and each of its subconsultants and subcontractors shall also maintain, in full force and effect throughout the term of this Agreement, Employer's Liability Insurance with limits of at least one million dollars ($1,000,000.00) per injury or illness.

**6.3 Acceptability of Insurers**. Each insurance policy required by this section shall be issued by a licensed company authorized to transact business by the Department of Insurance for the State of California with a current rating of A-:VII or better (if an admitted carrier), or a current rating of A:X or better (if offered by a non-admitted insurer listed on the State of California List of Approved Surplus Line Insurers (LASLI)), by the latest edition of A.M. Best's Key Rating Guide, except that the OCFA will accept workers' compensation insurance from the State Compensation Fund. In the event the

OCFA determines that the Services to be performed under this Agreement creates an increased or decreased risk of loss to the OCFA, the Firm agrees that the minimum limits of the insurance policies may be changed accordingly upon receipt of written notice from the OCFA.

**6.3.1** Firm shall immediately replace any insurer whose A.M. Best rating drops below the levels specified herein with an insurer that meets the minimum requirements herein.

**6.4 Specific Insurance Provisions and Endorsements**. Required insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the OCFA for written approval. Required insurance policies shall contain the following provisions, or Firm shall provide endorsements on forms approved by the OCFA to add the following provisions to the insurance policies:

**6.4.1 CGL and Auto Liability Endorsements**. The policy or policies of insurance required by this Agreement for CGL and Automobile Liability Insurance shall be endorsed as follows:

**6.4.1.1 Additional Insured**: The OCFA, its board members, officials, officers, employees, agents and volunteers, shall be additional insureds; and

**6.4.1.1.1 Additional Insured Endorsements**: Additional insured endorsements shall not (1) be restricted to "ongoing operations", (2) exclude "contractual liability", (3) restrict coverage to "sole" liability of Firm, (4) contain any other exclusions contrary to the Agreement; or (5) contain special limitations on the scope of protection afforded to additional insureds.

**6.4.1.2 Primary, Non-Contributing**. Each CGL and Auto Liability insurance policy shall be endorsed to be primary and any other insurance, deductible, or self-insurance maintained by the OCFA, its board members, officials, officers, employees, agents or volunteers, shall not contribute with the primary insurance.

**6.4.2 Notice of Cancellation**: Each policy of any type shall be endorsed to provide that coverage shall not be suspended, voided, cancelled, or modified, or reduced in coverage or in limits, except after thirty (30) days prior written notice has been provided to the OCFA. Notwithstanding the foregoing, if coverage is to be suspended, voided, or cancelled because of Firm's failure to pay the insurance premium, the notice provided by the insurer to OCFA shall be by not less than ten (10) days prior written notice. (A statement that notice will be provided "in accordance with the policy terms" or words to that effect is inadequate to meet the requirements of this Section).

**6.4.2.1 Pre-Payment of Policy Premium.** If for any reason an insurer declines to issue an endorsement certifying that it will notify OCFA in accordance with section 6.4.2, Firm shall either obtain insurance from another insurer who will provide the required notice endorsement or shall provide evidence satisfactory to OCFA that the entire policy premium for the full term of that policy has been pre-paid such that the risk of non-payment of premiums during the term of the policy has been eliminated.

**6.4.3 ACORD Forms Will Not Be Accepted in Lieu of Endorsements.** By executing this Agreement, Firm certifies that it has – prior to execution of this Agreement - confirmed that its insurance company will issue each of the endorsements required by this Agreement. Firm also certifies that it understands that "ACORD" Certificate of Liability Insurance forms will not be accepted in lieu of required endorsements.

**6.5 Deductibles and Self-Insured Retentions.** Any deductible or self-insured retention must be approved in writing by the OCFA in advance. The decision whether to approve or withhold approval of a deductible or self-insured retention shall be made by the OCFA in the OCFA's sole and absolute discretion. (Firm may request pre-approval from OCFA of a deductible or self-insured retention prior to submitting Firm's Proposal).

**6.6 Waiver of Subrogation.** All policies of Commercial General Liability and Automobile Liability Insurance shall contain or be endorsed to waive subrogation against the OCFA, its officials, officers, employees, agents and volunteers, or shall specifically allow Firm or others providing insurance evidence in compliance with the requirements set forth in this section to waive their right to recovery prior to a loss. Firm hereby agrees to waive its own right of subrogation against the OCFA, its officials, officers, employees, agents and volunteers.

**6.6.1 Waivers of Subrogation: Subconsultants and Subcontractors.** If OCFA approves the use of subconsultants or subcontractors for the performance of any portion of the Services, then Firm shall obtain from each subconsultant and subcontractor, and make available to OCFA upon request, written express waivers by each subconsultant and subcontractor of the right of subrogation against the OCFA, its officials, officers, employees, agents and volunteers, and policy endorsements of each of its subconsultants' and subcontractors' insurance policies waiving any rights of subrogation against the OCFA, its officials, officers, employees, agents and volunteers insurer. All such waivers and endorsements shall be obtained prior to commencement of any Services by each subconsultant or subcontractor.

**6.7 Evidence of Coverage.** Concurrently with the execution of the Agreement, Firm shall deliver certificates of insurance together with original endorsements affecting each of the insurance policies required to be maintained by Firm by this Section 5. Firm shall promptly furnish, at OCFA's request, copies of actual policies

including all declaration pages, endorsements, exclusions and any other policy documents OCFA requires to verify coverage.

**6.7.1** Required insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the OCFA for written approval.

**6.7.2 Authorized Signatures**. The certificates of insurance and original endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf.

**6.7.3 Renewal/Replacement Policies**. At least fifteen (15) days prior to the expiration of any policy required by this Agreement, evidence of insurance showing that such insurance coverage has been renewed or extended shall be filed with the OCFA. If such coverage is cancelled or reduced and not replaced immediately so as to avoid a lapse in the required coverage, Firm shall, within ten (10) days after receipt of written notice of such cancellation or reduction of coverage, file with the OCFA evidence of insurance showing that the required insurance has been reinstated or has been provided through another insurance company or companies meeting all requirements of this Agreement.

**6.8 Requirements Not Limiting**. Requirement of specific coverage or minimum limits contained in this section are not intended as a limitation on coverage, limits, or other requirements, or a waiver of any coverage normally provided by any insurance. The insurance obligations under this Agreement shall be: (1) all the insurance coverage and/or limits carried by or available to Firm; or (2) the minimum insurance coverage requirements and/or limits shown in this Agreement; whichever is greater. Any insurance proceeds in excess of or broader than the minimum required coverage and/or minimum required limits, which are applicable to a given loss, shall be available to the OCFA. No representation is made that the minimum insurance requirements of this Agreement are sufficient to cover the obligations of Firm under this Agreement. Nothing in this section shall be construed as limiting in any way the indemnification provision contained in this Agreement, or the extent to which Firm may be held responsible for losses of any type or amount.

**6.9 Enforcement of Agreement (Non-Estoppel)**. Firm acknowledges and agrees that actual or alleged failure on the part of the OCFA to inform Firm of any non-compliance with any of the insurance requirements set forth in this Agreement imposes no additional obligation on the OCFA nor does it waive any rights hereunder.

**6.10 Insurance for Subconsultants**. If OCFA approves the use of subconsultants or subcontractors for the performance of any portion of the Services, then Firm shall be responsible for causing each approved subconsultant and subcontractor to procure and maintain insurance in the same types and amounts required for Firm, and in full compliance with the insurance requirements set forth in this Agreement, except as otherwise authorized in writing by the Contract Manager.

**6.10.1 Delivery of Evidence of Subcontractor Insurance**. Upon request of OCFA, Firm shall deliver to OCFA all certificates of insurance and endorsements required from subcontractors and subconsultants. (Note: Firm's duty to obtain all required insurance for subcontractors and subconsultants required under this Agreement applies whether or not OCFA requests delivery of evidence of such coverage.)

**6.11 Other Insurance Requirements**. The following terms and conditions shall apply to the insurance policies required of Firm and its subconsultants and subcontractors, if any, pursuant to this Agreement:

**6.11.1** Firm shall provide immediate written notice to OCFA if (1) any of the insurance policies required herein are terminated, cancelled, suspended, or non-renewed (2) the limits of any of the insurance coverages required herein are reduced; (3) any required insurance coverage is reduced below the required minimum limits through claims or otherwise, or (4) the deductible or self-insured retention is increased.

**6.11.2** All insurance coverage and limits required under this Agreement are intended to apply to each insured, including additional insureds, against whom a claim is made or suit is brought to the full extent of the policies. Nothing contained in this Agreement or any other agreement relating to the OCFA or its operations shall limit the application of such insurance coverage.

**6.11.3** None of the insurance coverages required herein will be in compliance with the requirements of this section if they include any limiting endorsement which substantially impairs the coverages set forth herein (e.g., elimination of contractual liability or reduction of discovery period), unless the endorsement has first been submitted to the OCFA and approved in writing.

**6.11.4** Certificates of insurance will not be accepted in lieu of required endorsements, and submittal of certificates without required endorsements may delay the Project. It is Firm's obligation to ensure timely compliance with all insurance submittal requirements as provided herein and Firm agrees to reimburse OCFA for any losses resulting from its failure, or its subconsultants' or subcontractors' failure, to timely comply with the requirements of this Agreement.

**6.11.5** Firm agrees to ensure that subconsultants and subcontractors, if any, and any other parties involved with the Project who are brought onto or involved in the Project by Firm, provide the same minimum insurance coverage required of Firm. Firm agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this section. Firm agrees that upon request, all agreements with, and evidence of insurance from, subconsultants and subcontractors and others engaged in performing any Services will be submitted to the OCFA for review.

**6.11.6** Firm agrees to provide immediate written notice to OCFA of any claim, demand or loss arising out of the Services performed under this Agreement and for any other claim, demand or loss which may reduce the insurance available to an amount less than required by this Agreement.

### 6.12 Indemnification.

To the fullest extent permitted by law, Firm shall defend (at Firm's sole cost and expense with legal counsel reasonably acceptable to OCFA), indemnify and hold the OCFA, its board members, officials, officers, employees, agents and volunteers, free and harmless from any and all claims, demands, orders, causes of action, costs, expenses, liabilities, losses, penalties, judgments, arbitration awards, settlements, damages or injuries of any kind, in law or in equity, including but not limited to property or persons, including wrongful death, (collectively "Claims") in any manner arising out of, pertaining to, related to, or incident to any alleged acts, errors or omissions, or willful misconduct of Firm, its officers, directors, employees, subconsultants, subcontractors, agents or invitees in connection with performance under this Agreement, or in any manner arising out of, pertaining to, related to, or incident to an alleged breach of this Agreement, including without limitation the payment of all consequential damages, expert witness fees and attorneys' fees and other related costs and expenses.

Notwithstanding the foregoing, and only to the extent that the Services performed by Firm are subject to California Civil Code Section 2782.8, the above indemnity shall be limited, to the extent required by Civil Code Section 2782.8, to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Firm.

Under no circumstances shall the insurance requirements and limits set forth in this Agreement be construed to limit Firm's indemnification obligation or other liability hereunder. Notwithstanding the foregoing, such obligation to defend, hold harmless and indemnify the OCFA, its board members officials, officers, employees, agents and volunteers, shall not apply to the extent that such Claims are caused by the sole negligence or willful misconduct of that indemnified party.

## 7. RECORDS AND REPORTS

### 7.1 Reports

Firm shall periodically prepare and submit to the Contract Officer such reports concerning the performance of the Services required by this Agreement as the Contract Officer shall require.

### 7.2 Records

Firm shall keep such books and records as shall be necessary to properly perform the Services required by this Agreement and enable the Contract Officer to

evaluate the performance of such Services. Except as provided in Section 7.5, the Contract Officer shall have full and free access to such books and records at all reasonable times, including the right to inspect, copy, audit and make records and transcripts from such records.

### 7.3 Ownership of Documents

Except as provided in Section 7.5, all drawings, specifications, reports, records, documents and other materials prepared by Firm in the performance of this Agreement shall be the property of OCFA and shall be delivered to OCFA upon request of the Contract Officer or upon the termination of this Agreement, and Firm shall have no claim for further employment or additional compensation as a result of the exercise by OCFA of its full rights or ownership of the documents and materials hereunder. Firm may retain copies of such documents for its own use. Firm shall have an unrestricted right to use the concepts embodied therein.

### 7.4 Release of Documents

All drawings, specifications, reports, records, documents and other materials prepared by Firm in the performance of Services under this Agreement shall not be released publicly without the prior written approval of the Contract Officer.

### 7.5 Confidential Materials

Notwithstanding anything to the contrary in this Agreement, the Firm shall be the sole owner of Firm's work papers and of any other documents, data or information which are required to be maintained confidential from OCFA by one or more rules of professional conduct governing the Firm's profession(s) (collectively, the "Confidential Materials"). Neither the OCFA nor the Contract Officer shall have access to the Confidential Materials except as may otherwise be required by order issued by a court of competent jurisdiction.

## 8. ENFORCEMENT OF AGREEMENT

### 8.1 California Law

This Agreement shall be construed and interpreted both as to validity and to performance of the parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Orange, State of California, or any other appropriate court in such county, and Firm covenants and agrees to submit to the personal jurisdiction of such court in the event of such action.

### 8.2 Waiver

No delay or omission in the exercise of any right or remedy of a non-defaulting party on any default shall impair such right or remedy or be construed as a waiver. No consent or approval of OCFA shall be deemed to waiver or render unnecessary OCFA's consent to or approval of any subsequent act of Firm. Any waiver by either party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

**8.3 Rights and Remedies are Cumulative**

Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.

**8.4 Legal Action**

In addition to any other rights or remedies, either party may take legal action, in law or in equity, to cure, correct or remedy any default, to recover damages for any default, to compel specific performance of this Agreement, to obtain injunctive relief, a declaratory judgment, or any other remedy consistent with the purposes of this Agreement.

**8.5 Termination Prior to Expiration of Term**

OCFA reserves the right to terminate this Agreement at any time, with or without cause, upon thirty (30) days written notice to Firm, except that where termination is due to the fault of the Firm and constitutes an immediate danger to health, safety and general welfare, the period of notice shall be such shorter time as may be appropriate. Upon receipt of the notice of termination, Firm shall immediately cease all Services hereunder except such as may be specifically approved by the Contract Officer. Firm shall be entitled to compensation for all Services rendered prior to receipt of the notice of termination and for any Services authorized by the Contract Officer thereafter.

Firm may terminate this Agreement, with or without cause, upon thirty (30) days written notice to OCFA.

**8.6 Termination for Default of Firm**

If termination is due to the failure of the Firm to fulfill its obligations under this Agreement, OCFA may take over the work and prosecute the same to completion by contract or otherwise, and the Firm shall be liable to the extent that the total cost for completion of the Services required hereunder exceeds the compensation herein stipulated, provided that OCFA shall use reasonable efforts to mitigate damages, and OCFA may withhold any payments to the Firm for the purpose of set-off or partial payment of the amounts owed to OCFA.

### 8.7 Attorneys' Fees

If either party commences an action against the other party arising out of or in connection with this Agreement or its subject matter, the prevailing party shall be entitled to recover reasonable attorneys' fees and costs of suit from the losing party.

## 9. OCFA OFFICERS AND EMPLOYEES; NON-DISCRIMINATION

### 9.1 Non-Liability of OCFA Officers and Employees

No officer or employee of OCFA shall be personally liable to the Firm, or any successor-in-interest, in the event of any default or breach by OCFA or for any amount which may become due to the Firm or its successor, or for breach of any obligation of the terms of this Agreement.

### 9.2 Covenant Against Discrimination

Firm covenants that, by and for itself, its heirs, executors, assigns, and all persons claiming under or through them, that there shall be no discrimination or segregation in the performance of or in connection with this Agreement regarding any person or group of persons on account of race, color, creed, religion, sex, marital status, national origin, or ancestry. Firm shall take affirmative action to insure that applicants and employees are treated without regard to their race, color, creed, religion, sex, marital status, national origin, or ancestry.

## 10. MISCELLANEOUS PROVISIONS

### 10.1 Confidentiality

Information obtained by Firm in the performance of this Agreement shall be treated as strictly confidential and shall not be used by Firm for any purpose other than the performance of this Agreement without the written consent of OCFA.

### 10.2 Notice

Any notice, demand, request, consent, approval, or communication either party desires or is required to give to the other party or any other person shall be in writing and either served personally or sent by pre-paid, first-class mail to the address set forth below. Either party may change its address by notifying the other party of the change of address in writing. Notice shall be deemed communicated forty-eight (48) hours from the time of mailing if mailed as provided in this Section.

Orange County Fire Authority
Attention: Debbie Casper
1 Fire Authority Road
Irvine, CA 92602

**WITH COPY TO:**
David E. Kendig, General Counsel
Woodruff, Spradlin & Smart
555 Anton Blvd. Suite 1200

Costa Mesa, CA 92626

To Firm:

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

**10.2 Integrated Agreement**

This Agreement contains all of the agreements of the parties and cannot be amended or modified except by written agreement.

**10.3 Amendment**

This Agreement may be amended at any time by the mutual consent of the parties by an instrument in writing.

**10.4 Severability**

In the event that any one or more of the phrases, sentences, clauses, paragraphs, or sections contained in this Agreement shall be declared invalid or unenforceable by valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining phrases, sentences, clauses, paragraphs, or sections of this Agreement, which shall be interpreted to carry out the intent of the parties hereunder.

**10.5 Corporate Authority**

The persons executing this Agreement on behalf of the parties hereto warrant that they are duly authorized to execute this Agreement on behalf of said parties and that by so executing this Agreement the parties hereto are formally bound to the provisions of this Agreement.

**[Signatures on Following Page]**

IN WITNESS WHEREOF, the parties have executed this Agreement as of the dates stated below.

**"OCFA"**

**ORANGE COUNTY FIRE AUTHORITY**

Date:_____ By:_____

Debbie Casper, C.P.M., CPPB
Purchasing & Materials Manager

**APPROVED AS TO FORM:**

By:_____
DAVID E. KENDIG
GENERAL COUNSEL

Date: 2/26/19

**ATTEST:**

_____
Sherry A.F. Wentz
Clerk of the Board

**"FIRM"**

**ECS IMAGING, INC.**

Date: 2-1-19 By:_____
Debbi Bodewin
Executive Vice President

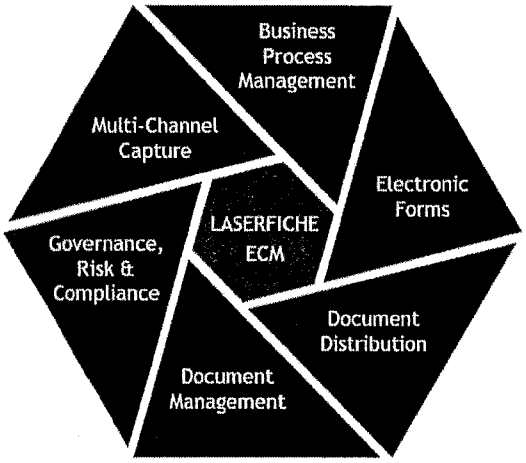
Date:_____ By:_____
James Pappas
Chief Executive Officer

# EXHIBIT "A"

REQUEST FOR PROPOSAL

# Accounts Payable Workflow/ ERP Integrated Document Imaging Solution

RFP Number: RO2295




Submitted to:

## ORANGE COUNTY FIRE AUTHORITY

**July 10, 2018**

ECS Imaging, Inc.
Your World Class Laserfiche Provider


**Proposal Contact**
**Andrew Albers**
**Account Manager**
**(951) 202-2184**
**andrew@ecsimaging.com**


**Delivering Paperless Solutions Since 1990**

*Laserfiche Support*

*Document Scanning*

*Records Management*

*Project Management*

*Data Migration*

*Integration*

**Largest Provider of Laserfiche in Western United States**

**ORIGINAL**


Corporate Headquarters
Southern California
5905 Brockton Ave., Suite C
Riverside, CA 92506
Phone (951) 787-8768
Fax (951) 787-0831
Toll Free (877) 790-1600

Northern California
5052 Forni Drive, Suite A
Concord, CA 94520

Arizona
10781 E. Salsabila
Tucson, AZ 85747
Phone: (520) 599-8124

Colorado
403 16th Street, Suite 301
Denver, CO 80202
Phone: (720) 598-9176

**www.ecsimaging.com**
**sales@ecsimaging.com**


Laserfiche®
*Authorized Reseller*

Orange County Fire Authority
1 Fire Authority Road, Bldg. C
Irvine, CA 92602
ATTN: Rothchild Ong

Dear Rothchild,

ECS Imaging is the largest provider of Laserfiche Document Management solutions in the western United States. With over 25 years of experience, more than 400 public and private sector customers, and the largest technology staff, ECS is the best qualified partner to implement and support your Laserfiche system. We are committed to providing Orange County Fire Authority unparalleled service and support of your Laserfiche system now and well into the future.

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

The system will be implemented by a team of professionals who have been providing and supporting Laserfiche systems to fire authorities for over 20 years. ECS maintains the largest and most experienced engineering, project management, and support staff to serve you. All 14 ECS technicians are Laserfiche certified and have completed over 200 Laserfiche Certifications collectively, along with many network and database certifications. We have experienced business analysts to assist with designing, consulting and implementing automated processes. With over 100 years of collective implementation experience, our subject matter experts can provide you with an invaluable resource that is hard to match in the document management industry.

Unique with ECS Imaging Support, we offer free Quarterly User Groups, free Annual Conferences, and a monthly E-newsletter to all our clients. In providing this, we offer a unique advantage that gives our clients additional training opportunities, a forum for sharing ideas and knowledge within the Laserfiche Community, and updates on the latest features and functionality of Laserfiche at no additional cost.

We believe in going the extra mile and doing the right thing for our customers. This is validated by the volume of satisfied ECS customers and our high customer retention rate year over year (99.7%). ECS will be your document management partner not only during project implementation but well into the future as we continue to provide exceptional technical support for your Laserfiche system.

Thank you.

Sincerely,

Debbi Bodewin

Debbi Bodewin, Executive Vice President
(951) 787-8768 x 109
debbi@ecsimaging.com
ECS Imaging, Inc.

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# Executive Summary

The Orange County Fire Authority (OCFA) has requested proposals for the purchase of an Accounts Payable Workflow/ERP Integrated Document Imaging Solution. The OCFA seeks a workflow enhancement solution for the Authority's existing finance/accounting system accounts payable module. We are proposing our turn-key solution with the award winning **Laserfiche Document Management System and Psigen PSIcapture** to address these concerns.

The Laserfiche Avante system combined with Psigen's PSIcapture we are proposing will provide the OCFA with all of the functionality outlined in the RFP while delivering a solid foundation for future growth. In this proposal you will find a comprehensive out of the box solution that is specifically designed to alleviate the workflow challenges the OCFA faces today and into the future. The Laserfiche suite of applications offers the very latest technology for document imaging, workflow, web-browser and mobile interfaces, records retention, integration, and security while providing high-performance, availability, and ease of use to its users and administrators.

PSIcapture is a robust, feature rich software with hundreds of features utilized in over 35,000 installations over the last 20 years including at Microsoft. It provides an easy to use interface for configuration, usability, user security and tools needed for a comprehensive solution. PSIcaputre scanning software offers concurrent licenses and works with 53 Enterprise Content Management systems out of the box as the front end capture tool with direct release. We have provided the best methods to release the extracted and captured data for usage with OCFA's Banner APM system.

The following is included in the proposed Laserfiche Avante/Psigen PSIcapture solution:

- Laserfiche Avante for MS SQL Server
- 20 Laserfiche Named Full User licenses
- Laserfiche Weblink Starter Portal (10 concurrent read-only user licenses)
- Laserfiche Web Access including Laserfiche Mobile and integration with Microsoft SharePoint
- Laserfiche Workflow
- Web Administration Console
- Laserfiche Snapshot
- Digital Signatures
- Laserfiche E-mail and integration with Microsoft Office
- Laserfiche Connector
- Laserfiche Import Agent
- PSIcapture Enterprise – Table Extraction Level 3 Bundle
- PSIcapture Enterprise – Table Extraction Level 0 Bundle
- PSIcapture TEST License – Table Extraction Bundle plus ICR

The system will be installed for the Director of Administrative Services by a team of professionals who have been providing and supporting Laserfiche systems to government for more than 20 years. This experience and working with many Special Districts throughout California has given us the ability to understand and know exactly what needs to be accomplished for the project to be considered a success.

As the #1 provider of Laserfiche solutions in the Western United States, ECS maintains the largest and most experienced engineering, training, and project management staff. Over the years the ECS team of professionals has performed numerous data and document conversion services acquiring extensive experience migrating content from various environments and formats to Laserfiche. Furthermore, ECS Imaging has performed many application integration projects with various clients. ECS Imaging has been California's largest provider of Laserfiche enterprise content management solutions since 1995. ECS Imaging Inc.'s long history of successful installations and "Client-centric" approach to building comprehensive solutions is underscored by our extensive list of supported accounts.

# Work Plan

Orange County Fire Authority (OCFA) is seeking a workflow solution with integrated document imaging capabilities for the existing finance/accounting system Accounts Payable Module (APM) that will allow OCFA the ability to capture information from scanned invoices to be used as a data source for uploading to the APM while applying metadata to each invoice image necessary for retrieving images through the APM user interface.

**APM Data Population**
With Laserfiche Import Agent, documents can be scanned to a specified network location/folder, Import Agent will monitor the folder(s) and pull documents into Laserfiche where the appropriate metadata can be extracted and stored along with the document for improved searching capabilities. Laserfiche Workflow can then push the appropriate data into the Banner APM populating the appropriate data fields in the Banner database.

Laserfiche provides many configurable options allowing any authorized user the ability to control the completion and approval status of imported APM records. Workflow provides routing capabilities that can be configured to provide the concise routing needed for approval of APM records.

As mentioned previously, Laserfiche can push data to a third party application or external database housed in an Oracle instance such that only the required database need be open.

Laserfiche document templates provide a means in which to store metadata along with the document for easy search and retrieval.

Database look-up and validation capabilities allows users to review, verify, and edit the captured invoice data prior to pushing the data to the APM table.

Multi-page invoices can be scanned or imported into the system where they will be assigned a single APM internal document code. This can prevent duplicate importing of invoice data.

**Invoice Image Retrieval**
Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as Banner and Enterprise Resource Planning (ERP) systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded buttons. Laserfiche Connector lets you:

- Search the Laserfiche repository based on fields from third-party applications such as Banner and ERP systems. Both basic and advanced searching are supported. If only one result is found, the document will automatically open in the Laserfiche Client, Laserfiche Web Access or Laserfiche WebLink.
- Assign templates and field values to search results. The fields can be populated with data directly gathered from a third-party application.
- Launch Laserfiche Scanning and automatically populate metadata for the scanned documents with information from a third-party application.

- Import documents into the Laserfiche Client or Web Access and assign those paths, names, templates, and field values, all based on information in a third-party application.
- Get information from one application and insert (write) that information into another application.
- Connect two applications by allowing one of them to start the other (including the ability to pass parameters between them).
- Open a website directly from a third-party application.
- Choose whether any of the above actions are activated from a keyboard shortcut, a button embedded in the application's title bar, or both.

Laserfiche provides the ability to assign security rights to Windows users and/or groups through integration with Active Directory. To make security rights management most efficient, it is recommended that security profiles be created at the group level and all groups be tied to Windows groups through Active Directory. This strategy will automatically provide appropriate access to new users who are added to the domain and will remove access from users as soon as their network login is deactivated.

Laserfiche security can be divided into Feature Rights, Access Rights, Privileges and Tags. Feature rights make up the actions a user can take as part of their global security profiles, while Access Rights allow those actions to be fine-tuned based on the type of object to which rights are assigned. Access Rights control user access to folder structures, documents, document annotations, volumes and metadata. Permissions provide the ability to distribute administrative functions without providing system-administrator level access. For example, the network administrator can be given the ability to create user accounts and assign access rights, but not be able to open any documents in the system. Security tags are a way of dynamically assigning security to documents. Tags are user definable and represent the sensitivity level of the documents to which they are assigned. The access level of users is determined by the tags to which they have been granted access. For example, if a document has been assigned a "Subpoenaed Record" tag, a user without access to the "Subpoenaed Record" tag cannot view the document even if they have rights to the location where the document is stored.

Laserfiche security has undergone rigorous testing and has been proven in the field. Laserfiche is trusted to protect the records of the most security-conscious organizations in the world, including all five branches of the military, the US Treasury Department, the CIA and the FBI. We are confident that the comprehensive security options provided by Laserfiche will meet the specific needs of the Authority.

*Superior Security Features*

- Assign access directly to Windows groups, defining rights by user, group or both.
- Specify depth of access in the file tree—for example, to a general folder, but not to its subfolders.
- Secure repository content by folder or volume and restrict access to metadata or annotations.
- Define and restrict access to records with security tags.
- Audit all interactions with the document repository or specify events to be recorded per group or user.

- Require users to submit reasons for printing, e-mailing and exporting documents, as well as enforce the application of watermarks to authenticate printed documents, with comprehensive Audit Trail functionality.
- Randomly generate passwords for newly created accounts or lockout user accounts from login after a specified number of failed attempts or a period of inactivity.

Laserfiche Workflow can be configured to provide retention schedule management which can include automated email alerts to notify users or groups of users when documents are approaching their retention period or purge date.

Laserfiche Workflow can be configured to trigger a number of actions, including automatically emailing records managers that documents are ready to be purged, or automatically routing that document or a shortcut to a review queue for records managers. Laserfiche Workflow can also be configured to remove records upon satisfying all conditions however it is recommended that a records manager review all records to be purged and then triggering the purge, rather than purging automatically.

**Document Imaging Solution and Compatibility with Additional Banner Modules**
Laserfiche stores all information in one repository providing the organization with easy and centralized access to all content. Architecturally, Laserfiche stores all content, i.e. images, documents, videos, etc., to a specific storage location located on the server or on the network. The data is not stored directly in the database, limiting the size of the database and allowing the system to scale while maintaining robust performance. The metadata information is stored in the database, allowing content to be quickly queried and located.

Laserfiche can integrate with any application that is ODBC compliant. We have extensive experience in providing integration services with existing business applications. Additionally, the Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as CRM and ERP systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons.

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

Licensing, training, and on-going support costs are included in the cost proposal.

## Project Management

As a project based firm, ECS Imaging, Inc. understands that our reputation is based on the impression we leave with our clients at the end of each project engagement. We place a great deal of emphasis on our project plan and the implementation methodology behind that plan. We have found this emphasis to be beneficial in ensuring that all of your expectations are met and exceeded throughout the implementation process.

At ECS, we have extensive experience implementing turn-key Laserfiche records management, document management, and business process automation solutions for hundreds of clients. Our experience implementing systems in similar environments provides us with significant insights into the best practices for your project. We intend to provide professional customized recommendations and solutions to the organization from kick-off to go-live to ensure a successful project implementation.

## Roles and Responsibilities

| Role | Responsibilities |
|---|---|
| **Client Executive Sponsor** | ▪ Has final authority and responsibility for the project<br>▪ Reviews and approves changes to project requirements and project scope<br>▪ Allocates resources towards the completion of project tasks<br>▪ Approves final deliverables |
| **Client Project Manager** | ▪ Reports to and receives direction from Client Executive Sponsor<br>▪ Participates in and approves of project plan requirements, scope, and deliverables<br>▪ Manages, reviews, and prioritizes the client side project tasks with objective to stay on time and on budget<br>▪ Provide status and progress reviews to project team and Client Executive Sponsor<br>▪ Manages client side resources (project team members)<br>▪ Monitor and control project schedule, budget, and quality<br>▪ Reviews and approves deliverables<br>▪ Signs off project milestones |
| **Client Department Managers** | ▪ Identifies the department requirements to Client Project Manager<br>▪ Manages the completion of department specific project tasks<br>▪ Supervises department specific resources<br>▪ Reviews and approves department deliverables |
| **Client Information Technology Manager** | ▪ Validates feasibility of hardware requirements<br>▪ Acquires and manages configuration of server and client hardware<br>▪ Supervises IT specific resources<br>▪ Reviews and approves IT deliverables |
| **Client Trainers** | ▪ Responsible for client hosted training<br>▪ Serves as the client's subject matter expert<br>▪ Long-term power-users or super-users of system information and on-going training for new and existing staff |
| **ECS Executive Sponsor** | ▪ Has final authority and responsibility for the project<br>▪ Reviews and approves changes to project requirements and project scope<br>▪ Provides additional resources for scope changes<br>▪ Approves final deliverables |

| | |
|---|---|
| **ECS Account Manager** | ▪ Make recommendations for business process improvements<br>▪ Finalize contract negotiations and commitment of ECS Imaging, Inc. to project<br>▪ Monitor Project Manager accountabilities<br>▪ Monitor Technical Manager accountabilities<br>▪ Maintain active relationship with Client's Project Sponsor |
| **ECS Project Manager** | ▪ Provide progress updates<br>▪ Provide structured implementation methodology<br>▪ Communicate required process changes to implement solution<br>▪ Prepare and coordinate solution deployment<br>▪ Coordinate the availability of staff to meet requirements of project plan<br>▪ Communicate and confirm scheduled times with the client and ECS staff<br>▪ Make recommendations for business process improvements<br>▪ Responsible for delegating configuration and setup per requirements and analysis (engineers and analysts to be determined based on project requirements)<br>▪ Drive systems testing; resolve nonconformance's<br>▪ Participate in User Acceptance Testing; resolve nonconformance's<br>▪ Coordinate development of custom documentation to be provided to client |
| **ECS Business Analyst** | ▪ Make recommendations for business process improvements<br>▪ Analyze current methods and map to desired outcome<br>▪ Identify gaps between desired outcome and standard software capabilities |
| **ECS Trainer** | ▪ Provide training to Client Trainers and other staff<br>▪ Develop training documentation |
| **ECS System Engineer** | ▪ Configuration and setup of system<br>▪ Installation and Configuration<br>▪ Onsite and Remote Technical Support<br>▪ Onsite Training<br>▪ Development Tasks (when needed) |

## Scope of Services

### Scope Definition

Creating a workflow, scanning, and storage solution between Banner and Laserfiche.

### Phase 1 – Initial Project Implementation

**Initial Needs Assessment – 1 Day**

- Interview with the Accounting department to determine current use of existing document storage, paper records, and existing document driven business processes
- Develop high-level documentation and specific recommendations to leverage Laserfiche to improve operations
- Meet with other departments to identify high level goals for future project phases

**Initial Project Planning – 1 Day**

- Creation of Project Plan based on high-level needs analysis, establishment of performance metrics, stakeholder dialogues, timeline development, detailed tasks creation, and communication plan development

**Software Installation – 2 Days**

- Installation of all Laserfiche & Psigen Software and Licensing

**Basic System Configuration for Psigen and Laserfiche – 4 Days**

- Assign User licenses, establish security permissions/access rights, etc. (2-Days)
- Build existing index templates, folder trees, filing rules, etc. (2-Days)

**Invoice Capture Configuration – 2 Days**

- Identify the 4 highest priority invoices to automate capture and indexing with Psigen
- Consult and identify the primary requirements
- Translate requirements into Laserfiche implementation tasks
- Build and configure ingestion automation
- Training of scanning personnel to continue work on their own
- Includes validation and testing

**Laserfiche Connector – Integration Configuration – 1 Day**

- Configure Laserfiche Connector to integrate with Banner Software to allow search functionality of documents in Laserfiche from the Banner client interface.
- Invoice ID / Workflow Script

**General Laserfiche Training – 1 Day**

- Train approximately 10 end-users on basic Laserfiche functionality (scanning, indexing, searching, etc.)

**Laserfiche Administrator Training – 2 Days**

- Provide Laserfiche Admin Training for System Administrators
    - Training will cover administrative tasks such as: assigning licenses, establishing security permissions, creating index templates, setting filing rules, configuring workflows, and running reports

**On-going Project Management – 3 Days**

- Ongoing project management including project status meetings, scope verification, risk management, change control, schedule control, and documentation

**Project Contingency – 1 Day**

- Additional project time to account for unforeseen tasks or time necessary to complete in scope requirements
    - NOTE: Will not be billed if not used

**Total Estimated Professional Services Time = 18 Days**

## Optional Professional Services

Ongoing AP Invoice Ingestion Automation and Rollout of AP Workflow Automation for Accounting

**Invoice Capture Configuration – 2 ½ Days for up to 5 invoices (20 Hour Increments per OCFA)**

- Identify 5 invoices at a time to automate capture and indexing with Psigen
- Consult and identify the primary requirements
- Translate requirements into Laserfiche implementation tasks
- Build and configure ingestion automation
- Training of scanning personnel to continue work on their own
- Includes validation and testing

**Accounts Payable Workflow Configuration – 5 Days**

- Consult and identify the primary requirements
- Translate requirements into Laserfiche implementation tasks
- Build and configure AP solution specific to OCFA requirements (per business process)
- Training of personnel to use new AP process in Laserfiche
- Includes validating and testing

## Phase 2 – Rollout of Additional Departments

Services TBD based on future Needs Assessment Reviews

## Project Plan

After the specific scope of work is defined, we will determine the timeline for the project. We are flexible in regards to the start time of the project; including consulting, installation, configuration, and training of all users. The project timeline is flexible and we will work with your team to determine the right time and pace for the project. Below is an outline of the services that we will provide to ensure a successful implementation of the system. The following is a high-level project plan with milestones and benchmarks:

1. **Kickoff meeting:** In the initial meeting, we will review the project plan, define project rolls, discuss and review project scope, review hardware requirements, set expectations of project milestones, and determine ongoing communication.
2. **Software Installation:** Upon confirmation of order approval, the software can be installed within two to four weeks, dependent on availability of any requisite hardware. Installation will be a joint effort between the organization's technical staff and ECS. Detailed hardware recommendations for server side components will be provided to the organization. Additionally, we assist with initial client/scanner workstation installations and provide instructions for unattended deployment to any remaining workstations.
3. **Administrative Training:** ECS will train the organization's technical staff on the system's architecture, databases, backend applications, and interfaces with other systems. Training will also cover how to monitor and manage the security, users, and user rights. This training is designed for the organization's system administrator and will focus on how to setup the system, folder trees, file structures, templates.
4. **Psigen Training:** ECS will train the organization's technical staff on configuring automated workflow processes utilizing the Psigen & Laserfiche Workflow module for the Workflow administrators.
5. **Business Process Consultation and Configuration:** These meetings will be held to develop an understanding of the organization's current business processes and to plan an implementation strategy for Psigen / Laserfiche.
6. **Business Process Solution Implementation:** The implementation of the newly defined configuration of software such as folder tree, templates, filing and workflow rules.
7. **Banner Integration Implementation:** The implementation of the integration configuration with the existing Banner software to enable the ability to search Laserfiche directly from the Banner client interface.
8. **Solution Review and Validation Meeting:** This meeting is to review the new solution with the organization to ensure the configuration has been completed per the requirements. Changes to the solution are made at this time. Multiple iterations may occur to achieve the final desired solution.
9. **Testing:** Testing is performed of the final desired solution to ensure that all aspects of the solution are working as intended. ECS will demonstrate no system software failures, security settings are verified, and system is validated by the organization to be fully operational and to meet their needs as proposed.

10. **End User Training (Train-The-Trainer or Classroom Styles):** User training on how to use the software and to understand the business process. Training will cover how to use all of the different software components (Workflow, Forms, etc.).
11. **Resolve any issues (Prior to go live date):** After end user training is completed, end users may identify some small adjustments in the business process solution. These items will be addressed prior to the Go Live date.
12. **Go Live.** An on-site engineer will be available on the Go Live date.

# Firm's Detailed Information

## Appendix A – Offeror's Information

| | |
|---|---|
| Firm's Legal Name:<br>**ECS Imaging, Inc.** | |
| Firm Parent or Ownership:<br>**Private** | |
| Address:<br>**5905 Brockton Ave., Suite C, Riverside, CA 92506** | |
| Firm Telephone No.<br>**(951) 787-8768** | Firm Fax No.<br>**(951) 787-0831** |
| Firm's Tax I.D. Number:<br>**33-0928085** | Incorporated:<br>YES ___X___ No _____ |
| Legal Form of Company: (partnership, corporation, joint venture:<br>**California Corporation** | |
| Length of time your firm has been in business:<br>**28 years** | Length of time at current location:<br>**5 years** |
| Number of employees and Number of Current Clients<br>**ECS employs over 50 full-time staff and supports over 400 public and private sector customers.** | |

**Management person responsible for direct contact with the Orange County Fire Authority and service required for this Request for Proposal (RFP).**

| | |
|---|---|
| Name:<br>**Debbi Bodewin** | Title:<br>**Executive Vice President** |
| Telephone No.:<br>**(951) 787-8768 x 109** | E-mail:<br>**debbi@ecsimaging.com** |

**Person responsible for the day-to-day servicing of the account:**

| | |
|---|---|
| Name:<br>**Andrew Albers** | Title:<br>**Account Manager** |
| Telephone No.:<br>**(951) 202-2184** | E-mail:<br>**andrew@ecsimaging.com** |

ECS Imaging has been in business for 28 years and has maintained the same Executive Management since its inception. With a strong leadership team delivering a consistent vision, ECS is able to provide our customers with the highest quality service possible. ECS became a Laserfiche Value Added Reseller (VAR) in 1995 and has achieved top performance recognition consistently every year since. The company continues to expand with implementations across the US (18 states) and Canada from our offices in Riverside, Concord, Tucson, and Denver.

ECS Imaging is a Gold Certified Laserfiche provider and has continuously been ranked as the top value added reseller in the Western United States for 23 consecutive years, achieving the status of 3rd largest Laserfiche provider in the world in 2017. Our efforts are focused on helping organizations become more efficient by eliminating paper-based business processes. We specialize in providing government and commercial organizations innovative turn-key document management solutions with the award winning **Laserfiche Enterprise Content Management Systems**.

**ECS has over 28 years of industry experience and 23 years with Laserfiche.**

ECS Imaging is a full service document management solutions provider and currently employs over 50 full time staff providing the following range of services:

- Project Management
- Laserfiche Software Installation
- Systems Integration
- Cloud Migration Services
- Business Process Automation and Consulting Services
- Data Conversion Services
- On-going Support of Software and Hardware
- Remote and On-Site Training and Support
- Out-of-the-box Integrations with 3rd Party Applications
    - PlanetPress
    - GeoDocs
    - CMA Email Management
    - Docusign Digital Signatures
    - Psigen Advanced Capture Solutions
    - MS Office and SharePoint
- Custom Integrations with 3rd Party Applications
- Custom Documentation
- Scanning Services (including Large Maps, Microfilm, Microfiche conversion)
- Complimentary Quarterly User Group Workshops with Training
- Two Annual Complimentary Client Conferences with Training (15 consecutive years)

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

**Experience and Capabilities**

With the largest technology staff of any Laserfiche VAR in the Western US, we have the expertise, experience, and proficiency to successfully install and support any size Laserfiche system for any type of business. We have installed systems for individual departments, multiple departments, multiple locations, and enterprise-wide. We have extensive experience installing and supporting systems for local government, County and State government, Education (K-12 and Higher), Special Districts, Federal, Tribal, non-profits, and commercial organizations. Additionally, ECS is able to provide a personal touch with a dedicated implementation and project management team assigned to your project.

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

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

- Document Processing (Renaming, Auto-Filing, OCR Processing, Moving, and More)
- Employee On-Boarding
- Review and Approval Routing
- Database Lookups (Prepopulate Index Fields and Data Validation)
- E-Mail Notifications

**Laserfiche Forms** is a web-based tool allowing you to replace paper forms with easy-to-design web forms that can be embedded on intranets and public websites. ECS has broad experience in building and implementing Forms and Forms processes including but not limited to:

- Public Records Request Form
  - City of Azusa: https://publicdocs.ci.azusa.ca.us/Forms/pra)
  - San Bernardino County Transit Authority: https://sanbag-lfapp.sanbag.ca.gov/Forms/PublicRecordsRequest
- Time-Off Requests Form
- Travel and Expense Requests Form
- Contract Submittal Form
- Job Application Form
- Personnel Action Form

- Universal Funding Request Form, and many more

**System Integration**

Laserfiche provides the ability to easily send and pull data information from itself to other business applications in the organization. The ECS team of professionals has executed numerous successful integrations between Laserfiche and 3rd party applications, including but not limited to:

- **Financial Systems**: Tyler-InCode Technologies, Munis Financial, JD Edwards, Eden Financial, Oracle Financial, Springbook, QSS, Peoplesoft Financials, SAP
- **ERP Systems**: Peoplesoft, Datatel, Microsoft Navision, Linux-Based Green-screen
- **Permit Systems**: Sungard Permits, H.T.E., Accela, Eden, Tyler-Energov
- **GIS Systems**: ESRI, AutoDesk, Geo Docs
- **Law and Justice**: ISD Court Case Management, HITS (Hawaii Island Tracking System), ECS Custom Upload to District Attorney, Mugshot and Sixpack Applications, Criminal Justice Information Systems (CJIS)
- **Other Applications**: CMA Email Archiving Integration, PlanetPress Transactional Documents Integration, Psigen, DocuSign, Ratchet X, Microsoft SharePoint, Amazon Cloud

**Data Conversion / Migration**

ECS has performed many data migrations and has the tools and expertise to ensure a smooth transition. We will design a data migration strategy that maximizes the speed of your migration while balancing your need to eliminate downtime for your existing applications. The following provides a list of data conversions performed by ECS Imaging:

- Questys
- FileNet
- LibertyNet
- AX/OTG/Legato
- Sire
- OnBase
- ImageNow
- DISC Image
- Image X
- Papervision
- Alchemy
- Microsoft Access
- OpenText
- Minolta
- Sytech
- Content Verse
- DAZEL
- ImageFlow MuniMetrix
- Excalibur
- Exigen – Visiflow
- Fortis/File Magic
- Alfresco
- Stellant
- ATPAC
- DocStar
- HP Trim
- Excalibur on VAX

**Tech Experience and Certifications**

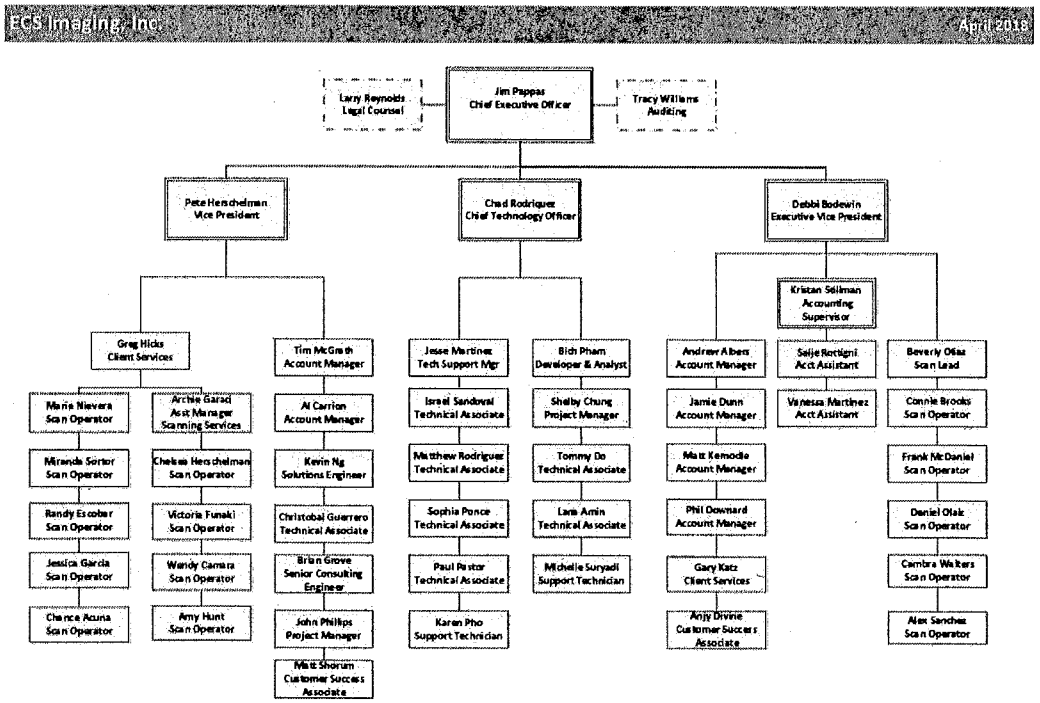
**Certifications:**

- MBA
- PMP
- Comptia A+
- Comptia Network+
- Kofax Capture Certification
- MCSA (Pending)
- MCSD (Pending)

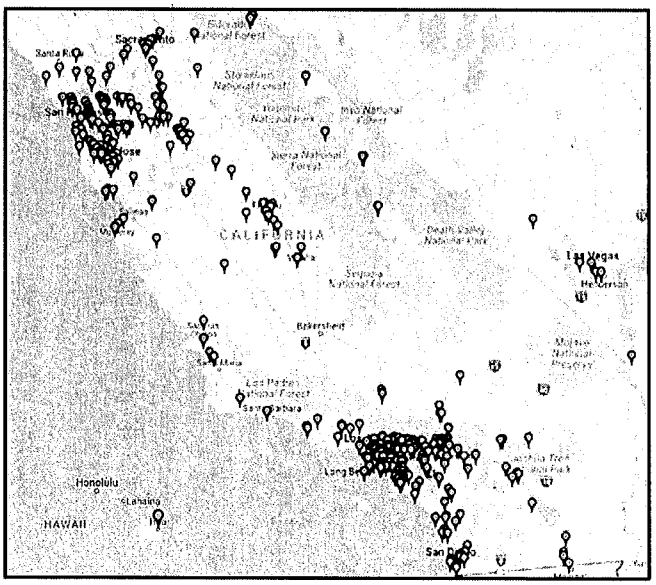
**Programming Languages:**

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

## Organizational Chart




## ECS Customer Locations




***Over 400 Public and Private Sector Customers***

# Ability to Meet System Requirements

## Laserfiche Software and Hardware Specifications

We always recommend going with the newest software environments. Typically, this will result in better performance and a more future proof environment as updates will continue to be available into the near future.

| **Operating System**<br>*Supported Operating Systems (x86):*<br>Windows 7 SP1 and above<br>Server 2008 R and above | **Database Management System**<br>*Supported Database Management Systems (x86):*<br>MSSQL 2008 v10 SP1 & SP2 and above<br>Oracle 10g re (Version 10.1.0.2 and above |
|---|---|
| **Supported Web Browsers**<br>Google Chrome 6+<br>Mozilla Firefox 4+<br>Internet Explorer 10, 11<br>Microsoft Edge<br>Safari 4+ | **Supported Mobile Devices**<br>Apple iOS 8<br>Android 4.0.3+<br>Windows 10 |

## PSIcapture Software and Hardware Specifications

**Software Requirements**

| Component | Requirement |
|---|---|
| Desktop Operating System | Windows 7 - Windows 10 (x86/x64) |
| Server Operating System | Windows Server 2008 - Windows Server 2016 |
| Framework | Microsoft .NET Framework Version 4.6 or Later |

**Hardware Requirements**

| Component | Minimum Requirement | Recommended |
|---|---|---|
| Processor | 2.0 GHz multi-core CPU | 2.0 GHz multi-core Server Class CPU |
| RAM | 2GB Available RAM | 8GB or more |
| HDD | 4.5GB | 4.5GB Solid State Drive or RAID 0/10 Volume |
| Video | 1024x768 or Greater | |

# Relevant Experience

**Lakeside Fire Protection**

With a staff of 56, Lakeside FPD operates four fire stations and manages a fleet of fire apparatus, ambulances, and other fire prevention tools while responding to over 8,000 calls per year. Fire crews and staff also spend hundreds of hours training, maintaining, practicing, teaching, and assisting in numerous other venues and non-emergency duties. These activities have generated an excessive amount of paperwork that has been accumulating in filing rooms and an off-site storage location. With documents spread across many locations Lakeside FPD needed a solution that would provide an easy way for them to search for archived information as well as accurately and efficiently dispose of records they no longer needed.

The solution came when Lakeside staff attended an ECS Imaging User Group where they were introduced to Laserfiche and had the opportunity to talk to other Laserfiche users. They were convinced that Laserfiche would be the solution they were looking for. In January 2014, ECS installed a Laserfiche Avante system and in 2016 installed Forms and Forms Portal which allows for submission of fillable web-based eforms, and Weblink Starter Public Portal providing Read-only access to Laserfiche via a web browser.

To manage the retention schedule of so many records, Lakeside FPD asked ECS to develope a workflow that automatically assigns a retention period to a document when it is scanned in. Another workflow monitors the retention information of each document and when a document reaches its retention date it is automatically moved to a pending deletion folder. A list of pending documents is then sent to the Director for approval to purge those documents from the system.

Since implementing Laserfiche, Lakeside FPD has seen significant savings. Due to the efforts of the District's Office Technician, who took the time to scan in old records while disposing of the hard copies, the District has completely eliminated the need for off-site document storage. Because of this project, she has gone through and shredded a lot of old records that were well past retention that they did not need to keep or scan. They had about 140 boxes at the off-site storage, plus 2 file rooms that were wall to wall filing cabinets.

As of July 2015, almost 60 boxes of files have been scanned into Laserfiche (along with day forward documents since implementing the system), while the rest of the boxes await approval to be shredded because they are already well past their retention dates. Since converting their paper documents into digital files the District has been able to reclaim use of the two filing rooms and sell over 15 filing cabinets. They have also seen a huge reduction in staff time spent searching for, retrieving, and managing records.

Lakeside FPD is still in the process of implementing their current plans with Laserfiche, which include expanding usage of the system company-wide, incorporating the use of eForms, and using Laserfiche for all working documents. The approach they have taken is to work out as much as possible before implementing it.

**Victor Valley Transit Authority**

When VVTA initially installed Laserfiche Avante, it was used to provide an archive location for all paper documents. They had just moved into a new facility that was built as a "40 year" project and the file room was already filled. They needed to maximize the use of their limited filing space and reduce the cost of ink and paper. Ultimately, they had a hard time finding archived files because many times parts of the file were in different locations or someone had checked out a file and not returned it. Additionally, file access was limited and locating needed files by a large portion of the staff was difficult.

The goal was to scan in and file over 500,000 pages of documents with the help of a temporary administrative staff per-son working full time for one year. Once this project was complete, VVTA began to look at other ways in which to bene-fit from Laserfiche.

While attending an ECS User Conference, VVTA staff was introduced to Laserfiche Workflow and how it can be used to automate specific business processes. The Accounts Payable process was cumbersome and required the A/P clerk to run around trying to get approvals. The process also involved moving large amounts of source documents around to several locations and then eventually filing them, and sometimes they were misfiled. ECS Imaging helped the VVTA team develop and deploy an Accounts Payable Workflow that eliminated processing errors and shortened the time it took to obtain all required approvals.

Using Workflow, they are now able to process all A/P through Laserfiche. This saves them a considerable amount of time not having to manually route documents for approval (and then go find them again). Documents are also automatically filed at the end of the process so the problem of misfiling and missing files have been eliminated.

After that positive experience, VVTA turned their attention to the Purchasing Department and decided to automate their Purchase Order process. After development and deployment, the Purchase Order processing time was reduced by 75%". Purchasing agents were ecstatic about how easy it was to route purchase requests for approval while actually having an electronic file to email to vendors simplified and shortened the order processing time.

Using Workflow, their Purchase order process is much better controlled. Documents are now routed electronically saving a lot of time getting approvals. Also, the routing is correct so necessary steps are not missed. Finally, the P.O. is electronically filed and sent to the vendor which has eliminated two manual steps. Overall, it's quicker and more efficient than before.

During the development of the Purchase Order workflow, VVTA got the idea to automate employee leave requests. ECS informed VVTA that this can easily be done using Laserfiche Forms. The IT Manager had attended the Laserfiche Institute where he was introduced to Laserfiche Forms and thought it would be a powerful tool for his organization. With ECS's assistance they were able to deploy Laserfiche Forms for employee leave requests in just one day.

Using Forms, employees can now quickly and easily submit their time-off requests. The hassle of trying to find their supervisor and following up on where the request is in the process has been eliminated.

# Proposal Questionnaire - Appendix C

**1. Provide your firm's background and project summary, include how many years you have been providing enhancements to the Ellucian/Banner Finance application, and what your firm's core business and competencies are.**
ECS Imaging has been in business for 28 years and has maintained the same Executive Management since its inception. With a strong leadership team delivering a consistent vision, ECS is able to provide our customers with the highest quality service possible. ECS became a Laserfiche Value Added Reseller (VAR) in 1995 and has achieved top performance recognition consistently every year since. The company continues to expand with implementations across the US (18 states) and Canada from our offices in Riverside, Concord, Tucson, and Denver.

ECS Imaging is a Gold Certified Laserfiche provider and has continuously been ranked as the top value added reseller in the Western United States for 23 consecutive years, achieving the status of 3rd largest Laserfiche provider in the world in 2017. Our efforts are focused on helping organizations become more efficient by eliminating paper-based business processes. We specialize in providing government and commercial organizations innovative turn-key document management solutions with the award winning Laserfiche Enterprise Content Management Systems.

Laserfiche can integrate with any application that is ODBC compliant. We have extensive experience in providing integration services with existing business applications. Additionally, the Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as financial systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons.

ECS Imaging is a full-service document management solutions provider specializing in the deployment, configuration, integration, and support of Laserfiche Enterprise Content Management solutions.

**2. What is your company's approximate annual sales revenue?**
$5,000,000 annually.

**3. Please describe the overall project management processes, methodologies and approach.**
To enable a controlled, effective and timely implementation we would recommend a phased approach. We have used this technique successfully in many previous implementations. The following section outlines the ECS methodology for implementation and is based on PMBOK guidelines published by the Project Management Institute.

*Step I: Requirements Analysis - Gather and Confirm All Requirements for a Successful Implementation*
Performing a thorough requirements analysis is a critical first step to successfully completing a project on time and within budget. The requirements analysis involves a re-examination of the documents that will be captured, the processes that will be automated and the way people will use and interact with the documents once they have been digitized. During the requirements analysis, important design factors such as security, access and retention requirements will be examined and documented.

*Step 2: Planning - Define the Formal Work Plan, Checkpoints and Milestones for the Project*
The formal work plan will serve as the master schedule by which progress is measured. The work plan will include all project-related tasks, as well as all required resources. The published work plan will also be used to track all project-related activities and generate scheduled and ad hoc progress reports. A mutually-accepted work plan will be developed before work on the project will begin.

*Step 3: Design - Design Every Aspect of the System in a Design Specification Document*
Design is usually the first milestone of the project plan and is always documented in detail. System specifications will be developed to meet the needs outlined in the requirements analysis. These specifications will be submitted for approval before the build process begins. Design includes identifying and developing folder structure, index values/metadata, approval processes, and retention and security.

Step 4: Build - Build the Application According to the Design Specification
The system should be built according to the approved specifications. Any changes that need to be made should be made to the specification and agreed upon before they are implemented.

*Step 5: Test - Test the Application for Functionality, Performance and Design, According to the Specification*
Before the solution is rolled out, comprehensive testing should be done. It's important to identify issues through testing so that productivity is not hindered once the system goes live.

*Step 6: Revise - Revise the Application per Testing Results and Conform to Design Specification*
Based on test results, there may be functional or performance issues that require modifications to hardware or software components to address. System modifications should require the approval of an appended specification before they are made.

*Step 7: Rollout - Launch the Application, Supported with Communication, Training and Service*
The system should be rolled out based on a defined plan. All rollout activities, such as pilot testing, change management activities and training should be coordinated to ensure a smooth transition to the new system.

**4. What is the process by which your company determines that software updates or enhancements should be developed and/or implemented?**
Software enhancements, or updates, can be downloaded from the Laserfiche Support Site. ECS can assist in helping you update your system in order to take advantage of the latest features and improvements. We notify our customers through our monthly eNewsletter when updates are available. Your Account Manager can also provide notification.

When the organization requests a software customization that requires a programmatic change to the source code of Laserfiche, a software change request (SCR) is submitted from the organization to ECS Imaging, Inc. ECS reviews the software change request as well as the use case behind the request and submits the request for Laserfiche development to prioritize. A software change request that is considered critical (issue or bug that can be replicated and impacts multiple users) will be prioritized. Depending on the severity of the software change request, a patch could be deployed in a matter of

days. However, functionality enhancements are more likely to be rolled into packaged software updates that include other prioritized enhancements.

**5. What is the size of the project team that OCFA can expect to work with and what are the roles, responsibilities and experience of the staff who will be filling the roles you identified?**
OCFA can expect to work with a dedicated Account Manager who will oversee the entire project, be on-site for project kick-off and provide recommendations and industry best practices. Our CTO will oversee the technical details of the project, while our Project Manager will provide project scope and timeline, additional staff may be involved in installation and configuration of the software. We have the largest technical and support staff of any Laserfiche VAR in the western United States to provide additional support as needed.

**6. What is the size of your staff dedicated to your Banner /document imaging integration software/ development and where are they located?**
We have a dedicated developer on staff to provide integration requirements for the Laserfiche integration with Banner who is located in our Riverside office.

**7. What is the total number of employees employed by your company?**
ECS employs over 50 staff at two physical locations in California, Riverside and Concord. All of the work will be provided from our Riverside Corporate Headquarters.

**8. What types of support do you offer and what are your helpdesk hours? What is your policy for afterhours support?**
With the *Laserfiche Support Assurance Plan (LSAP)* you will receive unlimited phone support within 24 hours and free copies of Software Version Updates including all the latest hot fixes, updates and patches to keep your system running at peak efficiency. This also includes 24/7 access to the Laserfiche Support site with additional information to help optimize your Laserfiche System.

*ECS Priority Support* is an optional support plan to the Laserfiche Support Assurance Plan that guarantees unlimited phone support with a 2 hour response time. Our priority support plan includes a Toll Free number with unlimited priority phone support and a 2 hour response time. Additional support avenues include a dedicated support email account (support@ecsimaging.com), and Website with download/upload capabilities. We also offer Remote Assistance/Terminal Services support. Priority Support can be purchased in 10 hour blocks of time. Please see "Module & Pricing Reference Sheet" for a breakdown of Priority Support Plan Costs.

We offer hours of support from 7:30 AM to 5:00 PM PST, Monday through Friday, excluding holidays. All support will be provided through ECS Imaging, Inc. directly. Included in this proposal are hours available for remedial support, additional consulting requirements, or for version upgrades/releases of the software.

**9. Is your company currently involved in any litigation concerning any of your software, including but not limited to the software, or the implementation of the software?**
ECS is not involved in any litigation.

**10. How do you measure the success of the installation, integration, and migrations your firm has been responsible for?**
ECS commits to be our Client's caring partner. We believe that the main ingredient of success for any partnership is a Caring attitude.

ECS commits to do our best to achieve and provide quality service. We continue to build, strengthen and improve our service infrastructure and train support staff to ensure that we can bring the best possible service to our Clients.

ECS commits to provide quality support services by the "Team" approach. ECS's services are extended by the presence of internal on-site support by the Client's technical staff. The extent of Client involvement is dependent upon the Support plan selected by the client.

We have worded with many special districts in very similar situations and understand exactly what needs to be done for the progress to be considered a success by all of the stakeholders. We have included this knowledge into our project planning as well as our costing of the solution to ensure we are able to exceed you expectations throughout the project.

**11. Provide a current list of clients licensed to use your company's proposed solution that includes the entity name, primary contact, telephone, e-mail, and website address. Please include any government agency clients if applicable.**
ECS Imaging currently supports over 400 public and private sector customers in over 16 states. A complete list of customers can be provided upon request. Please see references section for reference contact details.

**12. How is training documentation for your system distributed?**
Support and Help documentation, white papers, trainings, videos, are all available on the Laserfiche Support Site. This content is continually updated as the product matures. Step-by-step documentation has been included for certain processes that would greatly benefit from it, but this documentation often also includes steps outside of Laserfiche and therefore is typically maintained by each respective department, with ECS contributing as needed.

**13. Provide a list of training resources (user and technical) and a synopsis of each:**
In addition to the training provided by ECS as part of the project implementation, the following training resources are also available:

*Self-Guided Online Training (Laserfiche Support Site)*
Laserfiche offers a Certified Professional Program (CPP) with online courses designed to provide users with step-by-step training on setting up, using and optimizing Laserfiche software. These self-guided online training courses are available on the Laserfiche Support site. The first course (ECM 101) is available at no cost and is recommended for anyone new to Laserfiche. Additional courses are offered at a cost of $100 per course and provide detailed information to help users maximize the value of their Laserfiche investment. Certification includes a self-paced online exam, if users do not pass the exam on the first attempt, they can take it a second time at no additional cost.

*Online Training Center (Laserfiche Training Development Plan)*
The Training Center is a resource for on-demand Laserfiche training with more than 300 training videos available. The videos are designed for every skill level from basic users to advanced system administrators. The Training Center provides a cost effective way in which to administer training for the entire organization and to track the training progress of each Laserfiche user. With an annual subscription, members will have unlimited, 24/7 access to the full suite of training videos which includes categories such as Laserfiche Administration, Laserfiche Client, Laserfiche Web Access, Tips & Tricks, etc.

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

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

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

**14. Will documented installation procedures be provided? Explain how and in what form they will be provided.**
Well-documented installation procedures are available on the Laserfiche Support site. As part of the project, ECS will provide the services to install and configure the software.

**15. Can the OCFA copy any written user documentation and make it available to its end users via the Web? Does the OCFA receive a copy of the documentation that can be altered by the OCFA as conditions change?**
Yes. One of the benefits of Laserfiche is how easy it is to install, and how quickly users are able to learn and use the system. Context sensitive help files are written in an easy to use, easy to understand language and are available online. Additionally, the Laserfiche support site offers a variety of resources to help you use your Laserfiche products more effectively including best practices and tips for using the products, troubleshooting information and hotfixes, technical papers on a variety of topics, product

demonstration and how-to videos, and a Code Library and other resources for developers. The Support Site is updated regularly.

**16. Please identify the average time for implementation of the entire project. Include a proposed timeline and work plan. Provide your estimated time for completion of this project. The Project Schedule should be realistic and the architecture and implementation can be broken into different phases with different target dates.**
Please see Project Management section (page 9) for project details. We have estimated the project to be completed in 18 days.

**17. What level of client skills are typically required to implement the software? What technical skills are required? What programming languages or tools are used?**
The majority of Laserfiche systems are installed within a matter of days including training. To enable a controlled, effective and timely implementation we would recommend a phased approach. We have used this technique successfully in many previous implementations. Necessary resources from the Authority and ECS would be further determined during project discovery and needs analysis meetings.

The implementation process for the system is very straight forward. We will have some initial meetings to ensure we understand all of your needs correctly. This will be followed by a project plan that will outline what we intend to do as part of Phase I. We will then complete the project plan, including all testing and training to ensure everyone is satisfied. Lastly, we will recap what has been done and help you highlight the accomplishment to all stakeholders.

**18. Please identify how your company handles change procedures, i.e., changes to the scope of any requested custom reports or custom functionality requested by the OCFA.**
ECS regularly provides system enhancements to our clients. Enhancement request can be done during the contract, these can be handled by purchasing professional services either by the hour, by the the day, or by project depending on the details and requirements of the project. Change requests that affect the proposed project plan and are outside the initial scope may incur additional costs.

Prior to any changes to the system there will be multiple phone calls and the involvement of the Authority's IT staff before any updates to the system. All potential issues and risks will be discussed and appropriate risk mitigation steps will be put in place to minimize any potential downtime. The Laserfiche Support Site has detailed change logs of all resolved issues with each patch or update and these can be accessed by the Authority or provided by ECS as reference. In summary, we work with you on your timeline, before making any changes.

**19. Please detail the overall architecture of your proposed solution, i.e., client/server, web-based, hybrid.**
Laserfiche offers three types of architecture: On premise perpetual licensing, subscription licensing (software-as-a-service), and Cloud.

Laserfiche Document Management Software is a suite of applications designed with the same look and feel throughout. It is easy to install, easy to learn, and easy to use. It provides complete control over

what type of information is stored, where it is stored, how long it is kept, and who can view that information. Granular security provides multiple levels of protection against unauthorized access to information. Users can benefit from a multitude of powerful search methodologies, including full-text, metadata, annotation or folder/file tree search.

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

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

**20. Please attach a sample service level agreement that outlines the types and levels of support that will be offered at implementation and beyond, and the costs of such services.**

*ECS Priority Support*

ECS Imaging, Inc. will support in the following manner:

- Telephone Support: ECS will respond within two hours by telephone, when company contacts ECS.
- On-site Remedial Support: This support includes ___hours on site to update account with new enhancements, enhancements having to do with Laserfiche, any future enhancements, assistance in future planning of Laserfiche products, consulting, project management and additional training. When working through a problem via phone and the resolution requires additional effort, ECS will schedule to be on-site within the next day.
- Hardware Support: Warranty administration and installation of warranty repaired items purchased through ECS.
- Software Support: Installation of Laserfiche Software updates and modifications. Additional training on new features as required. Software by other manufacturers will be the Clients responsibility. The manufacturers provide phone support usually for an additional charge.
- Additional On-site Support: Available at $225 per hour when extraordinary situations occur. An example might be system corruption for unknown reasons or system tampering at client site. Network support, Novell or NT is always a chargeable item.

Support also includes utilization of ECS' Certified Network Engineers at above rate.

- Consulting Support: When ECS is on site, we will audit the system and determine system/application modifications for consistency.
- Travel and Lodging are included.

**21. The OCFA would prefer that the selected vendor administer and provide all warranty and service level related activities with regard to the software. If third party software is incorporated into the software, the OCFA would expect the selected vendor to handle all warranty and service-level**

**activities with regard to such software. (It is not a disqualifier if your company does not handle third party-related issues, however, it is important that the OCFA know this in advance). If third party software is implemented into or required by the software, please indicate whether they are covered in the warranty and service level agreements you provide for the software. If they are not covered under your company's warranty or service levels, please describe what you anticipate the annual cost of warranties and service levels would be for those software?**
ECS will provide support for all software included in the proposal.

**22. Please list all of the programming languages that make up the software.**
The SDK (Software Development Kit) allows your organization to more effectively put content to use by integrating Laserfiche with third party applications. Custom solutions can be created using any language with COM support, which means Web sites, scripts, Windows applications, or anything else compatible with COM libraries, including all .NET languages, can easily communicate with the Laserfiche Server.

**23. Does the software require Java, Silverlight or ActiveX plug-in's?**
Laserfiche does not require Java, Flash, Silverlight, or ActiveX plugins.

**24. Please list the types of directory services that are supported for authentication. (i.e. Active Directory, LDAP versions 2, 3)**
Laserfiche provides support for Windows or LDAP authentication: allowing a user to log in to a Laserfiche repository based on Windows or LDAP credentials. Windows Active Directory users can log in by selecting the Use Windows Authentication option.

**25. Please identify if the software has the ability to support SSL.**
Laserfiche supports Secure Socket Layer encryption. Secure Socket Layer (SSL) and Transport Layer Security (TLS) are cryptographic protocols used to encrypt and secure communications. If you have the appropriate X.509 certificates for use with SSL/TLS, you can configure Laserfiche to take advantage of SSL or TLS. This will provide extra security for information sent between the Laserfiche Server and Client.

**26. If the solution is browser-based, what major browser and versions are supported?**
Laserfiche provides full support for the following browsers: Internet Explorer 8+, Mozilla Firefox 4+, Google Chrome 6+, and Safari 4+, and can be accessed through a smart phone or mobile device such as iPhone, iPad, Blackberry, and Android devices.

**27. The following criteria represent ideal platforms for OCFA's technical environment. Where feasible, please describe how these would be accomplished for the proposed solution:**

- **Minimize OCFA's server footprint, and ensure that the solution is extensible by utilizing its virtualized server farm and existing SAN.**
- **Be implemented as a fully web-based solution that does not require any client installation of software in order to reduce compatibility issues with other legacy line of business applications and to reduce the support overhead of software upgrades.**
- **Leverage OCFA's existing SharePoint 2013 Enterprise infrastructure.**

Laserfiche Document Management Software is a suite of applications designed with the same look and feel throughout. It is easy to install, easy to learn, and easy to use. It provides complete control over

what type of information is stored, where it is stored, how long it is kept, and who can view that information. Granular security provides multiple levels of protection against unauthorized access to information. Users can benefit from a multitude of powerful search methodologies, including full-text, metadata, annotation or folder/file tree search.

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

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

The Laserfiche suite of applications are accessible via a web-browser. With Web Access, staff can search, retrieve, and work on documents within the Laserfiche repository through their web browser (intranet or internet). Web Access also includes the ability to scan, index, annotate and migrate documents via browser access. With Web Access full security is maintained protecting your documents at all times.

With the Laserfiche and SharePoint Integration components included with Laserfiche Web Access, documents can be easily accessed from Microsoft® SharePoint®. List any part of your Laserfiche repository on a SharePoint page. Scan directly to a Laserfiche folder, right from your SharePoint site. Retrieve Laserfiche documents or folders using the SharePoint search box. Even when you're working from a SharePoint site, your valuable Laserfiche repository content is right in front of you.

There are four components to the integration:

1. Laserfiche Web Part for SharePoint
2. Laserfiche Records Center Service
3. SharePoint Search Handler for Laserfiche
4. Laserfiche Workflow Activities for SharePoint

We have also provided optional services and cost to convert the documents stored in SharePoint to Laserfiche.

**28. Please provide the extent to which your solution performs electronic document storage, image to database record linking and image retrieval via integration with non-customized Ellucian/ Banner user interfaces (IE Native Banner, Employee Self Service, and Finance Self Service) for the General Accounting, Purchasing, and Human Resource modules will be taken into consideration in evaluating the solution deemed most advantageous to OCFA. In your response, please explain if and how this can be accomplished by the proposed solution, and include any licensing, implementation, training, and ongoing support costs in the Value-Added section of the proposal pricing (Appendix D).**
We are proposing Laserfiche Avante as the Document Management solution.

**29. Provide information regarding whether the proposed solution accomplishes electronic document storage, image to database record linking and image retrieval via the Banner user interfaces using a document management solution other than "Ellucian BDM", please include alternate pricing for licensing, implementation, and ongoing maintenance for a solution based on Ellucian BDM, if this is an available optional solution offered by Proposer.**

Laserfiche stores all information in one repository providing the organization with easy and centralized access to all content. Architecturally, Laserfiche stores all content, i.e. images, documents, videos, etc., to a specific storage location located on the server or on the network. The data is not stored directly in the database, limiting the size of the database and allowing the system to scale while maintaining robust performance. The metadata information is stored in the database, allowing content to be quickly queried and located.

Laserfiche can integrate with any application that is ODBC compliant. We have extensive experience in providing integration services with existing business applications. Additionally, the Laserfiche Connector provides a streamlined experience for integrating Laserfiche with line of business applications such as CRM and ERP systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons.

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

Licensing, training, and on-going support costs are included in the cost proposal.

# List of References

| | |
|---|---|
| Customer Agency Name | Chino Valley Independent Fire District |
| Contact Individual & Title | Chris Roberts, Sr. IT Support Analyst |
| E-mail / Telephone number | croberts@chofire.org / (909) 902-5280 |
| Date of Project & Description of services provided including contract amount | Support since 2011, cleaned up repository, services to upgrade to Rio, scanning services. Current LSAP $10,813 |
| Customer Agency Name | Victor Valley Transit Authority |
| Contact Individual & Title | Steven Riggs, Financial Controller/ Acctg Manager |
| E-mail / Telephone number | sriggs@vvta.org / (760) 948-4021 x 117 |
| Date of Project & Description of services provided including contract amount | Installed and configured Laserfiche Avante in 2012, services to upgraded system in 2013, designed AP Workflow, added users and Forms, current LSAP $5,769 |
| Customer Agency Name | City of Aliso Viejo |
| Contact Individual & Title | Mitzi Ortiz, City Clerk |
| E-mail / Telephone number | Mortiz@cityofalisoviejo.com / (949) 425-2506 |
| Date of Project & Description of services provided including contract amount | Installed and configured in 2002, services to upgrade system, scanning services, current LSAP $5,339 |
| Customer Agency Name | Rio Hondo College |
| Contact Individual & Title | Mary Becerril, Registrar |
| E-mail / Telephone number | mbecerril@riohondo.edu / (562) 463-7627 |
| Date of Project & Description of services provided including contract amount | Support since 2004, services to upgrade, converted old data on CDs to Laserfiche, setup Quick Fields to pull metadata from Banner, current LSAP $8,824 |
| Customer Agency Name | Santa Ana College |
| Contact Individual & Title | Chris Truong, Registrar |
| E-mail / Telephone number | Truong_Chris@sac.edu / (714) 564-6042 |
| Date of Project & Description of services provided including contract amount | Support since 2002, services to upgrade system, added users and Quick Fields modules, Access system data conversion, current LSAP $11,463 |

# Project Team

**Andrew Albers, Account Manager**
Laserfiche Certified Professional
14 Years of Industry Experience

**Qualifications & Certifications**

- B.A. International Studies – *University of California, Irvine*
- Specializes: Business solution development & project management
- 14-years experience as Account/Sales Manager
- 10-years experience as an Account Manager within the technology field
- Certifications: Entire Laserfiche Product Suite

**Career Highlights & Accomplishments**

- Internationally-traveled, bilingual in English & Czech
- Direct-hire from Laserfiche Corporate

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**Chad Rodriguez, Chief Technology Officer**
Laserfiche Certified Professional
17 Years of Industry Experience

**Laserfiche Experience:**

- Infrastructure Design and Consultation
- Enterprise Wide Project Management and Implementation
- Third Party Integration
- Data Conversions
- Data Import and Indexing Automation
- Workflow Automation
- Business Process Automation

**Education & Certifications:**

- BS in Computer Science & Engineering – University of La Verne
- MBA in Technology, Management & Leadership – University of La Verne
- All Laserfiche Certifications

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**Shelby Chung, Project Management**
Laserfiche Certified Professional
8 Years of Industry Experience

**Laserfiche Experience:**

- Project Management and Implementation
- Quick Fields Automation
- Workflow
- Forms Creation
- Business Process Automation

**Education & Certifications:**

- UC Riverside
  - BA – Economics,
  - BS – Business Administration, Information Systems Concentration

- Records Management Configuration
- Third Party Integration
- Project Management Professional Certification

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**Bich Pham, Senior Developer and Analyst**
Laserfiche Certified Professional
8 Years of Industry Experience

**Laserfiche Experience:**

- Data Conversion
- Custom LF SDK Integration
- Web Customization
- Laserfiche Workflow/Forms scripting
- Database structure and design
- SQL Reports

**Education & Certifications:**

- B.S. Computer Science – University of California, Riverside
- All Laserfiche Certifications

# Partnership Strength and Value-Added Benefits

In addition to having the largest technical staff of any Laserfiche VAR in the western United States, we are dedicated to providing the highest quality services possible to our customers. As your document management partner, ECS will be with you every step of the way. Our User training and Customer Conferences provide additional training to help your organization utilize the software to the highest potential.

We have many industry partners including scanner and storage hardware, third party software such as Psigen (Advanced capture solution), DocuSign (Digital Signatures, and E-Mail Manager (E-Mail Management and Archive) Applications to provide our customers with a one stop shop.

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

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

# Schedule / Work Plan

## Sample Work Plan

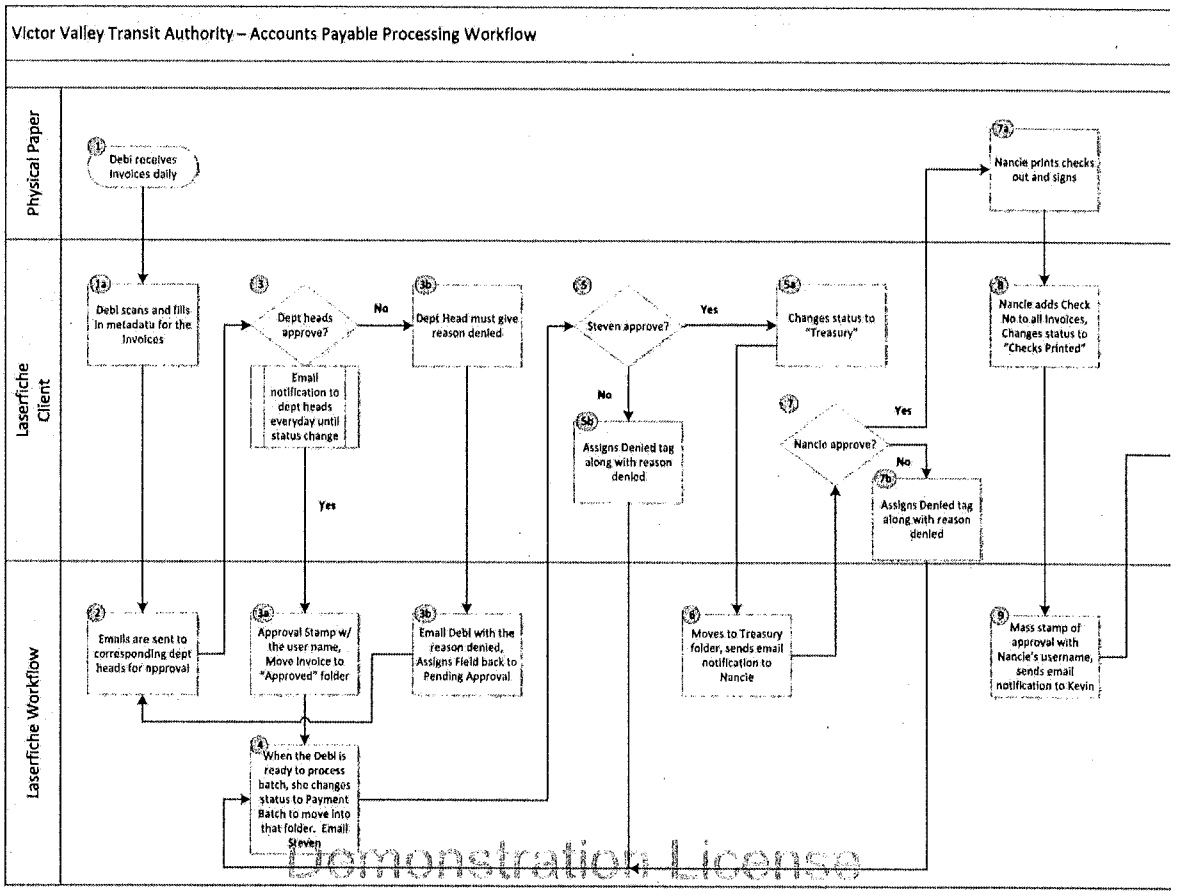
| Task Name | Work | Duration | Start | Finish |
|---|---|---|---|---|
| **OCFA Implementation Example - Laserfiche Implementation Project** | **208 hrs** | **270 days** | **Tue 5/1/18** | **Mon 5/13/19** |
| **General Initiation and Planning** | **40 hrs** | **30 days** | **Tue 5/1/18** | **Mon 6/11/18** |
| **MS1 - Project Initiation** | **16 hrs** | **30 days** | **Tue 5/1/18** | **Mon 6/11/18** |
| *(Total professional services)* | 16 hrs | 30 days | Tue 5/1/18 | Mon 6/11/18 |
| Project kick off meeting (Introduction of all teams, responsibilities, and general timeline) | 0 hrs | 30 days | Tue 5/1/18 | Mon 6/11/18 |
| Gather initial information and project planning | 0 hrs | 30 days | Tue 5/1/18 | Mon 6/11/18 |
| Provide hardware recommendations based on LF software requirements | 0 hrs | 30 days | Tue 5/1/18 | Mon 6/11/18 |
| **MS2 - Needs Assessment Analysis** | **24 hrs** | **20 days** | **Tue 5/8/18** | **Mon 6/4/18** |
| *(Total professional services)* | 24 hrs | 20 days | Tue 5/8/18 | Mon 6/4/18 |
| Onsite Needs Assessment Meetings | 0 hrs | 20 days | Tue 5/8/18 | Mon 6/4/18 |
| **Implementation** | **128 hrs** | **100 days** | **Tue 5/1/18** | **Mon 9/17/18** |
| **Software Installation and Overview Training** | **24 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| **MS3 - Laserfiche Software Purchased** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Order Software and Verify Licensing | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **MS4 - Laserfiche Software Installation and Configuration Services** | **24 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| *(Total professional services)* | 24 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Laserfiche Rio Directory Server Configuration** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| **Install Directory Server** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Install and Activate Directory Server | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Setup Licensing Database | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |

| | | | | |
|---|---|---|---|---|
| Save master license to defined location | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Configure Directory Server** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Configure Active Directory Connection | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Add AD Subscriptions | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Add Windows Users/Groups/Devices to LM | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Register App Instance & Generate license for LF Server | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Save license to defined location | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Register App Instance & Generate license for Web Access | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Register App Instance & Generate license for QF | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Deploy Licenses** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Verify products work with licenses | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Laserfiche Server Installation with Records Management** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| **Install LF Server 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Validate connection / volume locations | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Create new Search Catalog | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Audit Trail 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Configure Audit Reports | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Web Client 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Configure WA Administration | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Configure Authenication in IIS | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install WebLink Public Portal 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Configure WebLink Administration | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Configure Authenication in IIS | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Forms 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |

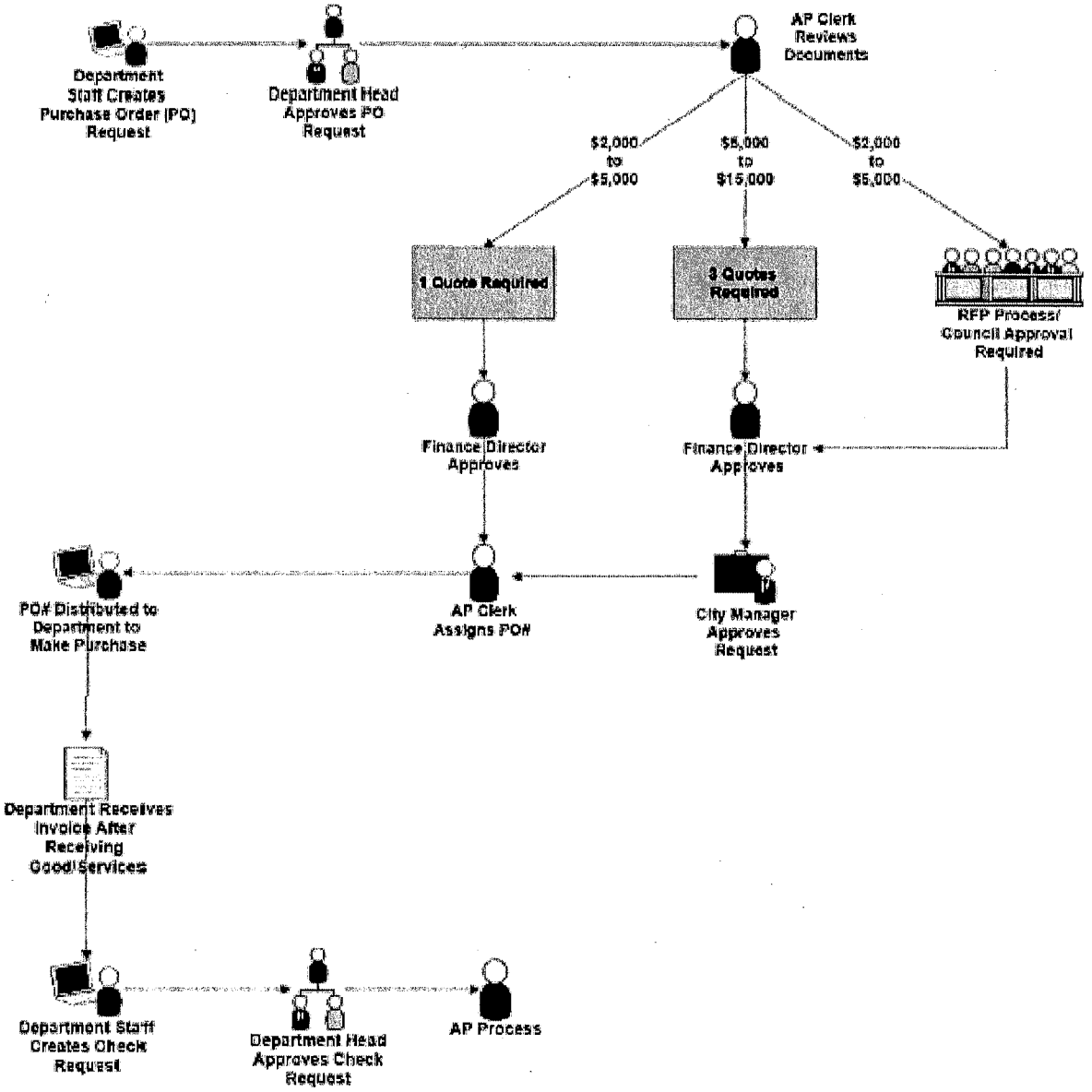
| | | | | |
|---|---|---|---|---|
| Configure Forms Administration | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Workflow 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Validate prerequisites are installed | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Import Agent 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Validate prerequisites are installed | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Client and Scan Workstations 10.x** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Validate prerequisites are installed | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| Confirm all workstations can connect to LF10 server | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **Install Connector** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Validate prerequisites are installed | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **General Overview Training** | **0 hrs** | **5 days** | **Tue 6/19/18** | **Mon 6/25/18** |
| Overview Laserfiche Training for All Departments | 0 hrs | 5 days | Tue 6/19/18 | Mon 6/25/18 |
| **MS5 - Basic System Configuration** | **32 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| *(Total professional services)* | 32 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Documentation** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| High Level Business Process Documentation from Needs Assessment | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Repository Design Consultation and Configuration** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| **Validate Requirements from Preliminary Needs Assessment** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| Confirm repository requirements (Folder structure, naming convention, template design, licensing distribution and security, storage volumes) | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Consultation - Repository Design Recommendations** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| Consult on Laserfiche configuration based on business requirements | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| Confirm repository requirements (Folder structure, naming convention, template design, licensing | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Records Management preliminary setup** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |

| | | | | |
|---|---|---|---|---|
| Records Management consultation services | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| Setup of Retention Schedule, Location, Cutoff instruction, and Cycle definition | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Configuration - Repository Design Implementation** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| Configure Laserfiche based on business requirements | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| Review and confirm approval of repository design | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **Laserfiche Training** | **0 hrs** | **20 days** | **Tue 7/3/18** | **Mon 7/30/18** |
| Training on Repository Structure Developed | 0 hrs | 20 days | Tue 7/3/18 | Mon 7/30/18 |
| **MS6 - Quick Fields(Capture) and Connector Integration Configuration** | **40 hrs** | **30 days** | **Tue 8/7/18** | **Mon 9/17/18** |
| *(Total professional services)* | 40 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| **Validate Requirements from Preliminary Needs Assessment** | **0 hrs** | **30 days** | **Tue 8/7/18** | **Mon 9/17/18** |
| **Document Existing Business Process** | **0 hrs** | **30 days** | **Tue 8/7/18** | **Mon 9/17/18** |
| Identify the high level business process | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| Identify the primary problems | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| Confirm business requirements | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| **Consultation - Quick Fields (Capture) and Integration Recommendations** | **0 hrs** | **30 days** | **Tue 8/7/18** | **Mon 9/17/18** |
| **Develop Recommendations** | **0 hrs** | **30 days** | **Tue 8/7/18** | **Mon 9/17/18** |
| Translate business process into LF Workflow and integration requirements | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| Identify potential solution to primary problems | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |
| Design high level solutions to replicate key existing business processes | 0 hrs | 30 days | Tue 8/7/18 | Mon 9/17/18 |

## Sample Workflows



# City Of Huntington Park
# Procurement Process



# ECS Support and Maintenance

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

- Unlimited telephone support through your authorized reseller
- Free copies of Software Version Updates, (updates are released an estimated 1-4 times per year).
- All the latest hotfixes, updates and patches to keep your system running at peak efficiency.
- 24/7 access to the Laserfiche Support Site and Laserfiche Answers where users will find detailed technical information to help optimize the Laserfiche system.
- Comprehensive training opportunities are available to all staff including quarterly Regional Training opportunities and the annual Laserfiche Institute Conference
- 100% of the purchase price of your current Laserfiche software can be credited to any new product purchase.

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

## What You Get With ECS Priority Support

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

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

We offer hours of support from **7:30 AM to 5:00 PM PST, Monday through Friday**, excluding holidays. All support will be provided through ECS Imaging, Inc. directly. Priority Support hours are available for remedial support, additional consulting and training needs, or for version upgrades/releases of the software.

Priority Support also provides access to free training opportunities including our quarterly user groups and our complimentary Annual Conferences in both Northern and Southern California.

## ECS Direct Support / Extended Support Hours

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

## Psigen Support

ECS Imaging will provide First Level Support: assistance in answering software installation, configuration, or usage questions; initial error information gathering, error isolation and identification, creating a reproducible test environment for reported errors, and providing standard fixes or workarounds to known problems, in particular those issues related to security, permissions, file sharing and networking configuration at the install location.

PSIGEN Technical Support provides Second Level support to Customers. This includes but is not limited to, providing further assistance with the tasks described in the previous paragraph. This may include configuration changes, a product usage or environmental workaround or require the Customer to install an Update, Service Pack, or upgrade to the latest Product Release. If required, Second Level support includes contacting PSIGEN Engineering for diagnostic assistance and scheduling the development and release of any Updates required to address the reported issue. In all cases, PSIGEN Support will remain the secondary point of contact regarding updates to the Case.

## Online Resources

**PSIGEN Website** – www.psigen.com – The PSIGEN website is a great place to start when searching for information. It contains the latest updates about our product lines - Overviews, Licensing, Case studies, Videos, etc. It also defines which vertical markets our solutions address best, Our Hardware and Software Partners, Support Contacts, Company Overview and our Blog.
**Technical Support Wiki** – help.psigen.com – Our Technical support wiki contains many items of interest to both pre and post technical support personnel. Contained within the site are the following:

- Knowledge Base
- Release Notes
- Quick Start Guides
- Holiday Schedule
- How-To Articles
- Troubleshooting Articles

## Support Options/Offerings

***Updates and Upgrades*** – All offerings include regularly scheduled Product Releases which include defect fixes and functional upgrades.

**Web-based Services**

***Knowledge Base*** – Customers are entitled to 24x7 access to PSIGEN knowledge bases. PSIGEN Technical Support personnel regularly update information resources with the latest validated information on Case solutions, frequently asked questions, and tips and techniques.

***Web-based Support Tool*** – Online Case submission and tracking system allowing eligible contacts to create, update, and review their existing Cases.

***Product Updates*** – Download access to the latest Fix Pack and Service Pack releases.

***PSIGEN Standard Support (Annual Fee)*** – First Tier support is always provided by ECS Imaging. When an issue cannot be resolve using the tools and resources described in Web-based Services, ECS will contact the PSIGEN Technical Support team on the Customer's behalf during PSIGEN Support Hours.

## Life Cycle Policy

PSIGEN will provide product updates as necessary to deliver new functional enhancements and correct discovered defects for so long as the product is actively listed in the PSIGEN product catalog. Removal of a product from the product catalog is at the sole discretion of PSIGEN, but in all cases of product discontinuation PSIGEN Resellers and direct Customers will be provided a minimum of six months advance notice that the product is scheduled for removal. Notice will be provided via one or more of the following: direct email, email newsletters, and updates to PSIGEN web sites; including the Partner Portal and this knowledge base.

PSIGEN is committed to supporting the most current Major Release and the previous Major Release of all products currently listed in the PSIGEN product catalog. When a new Major Release enters General Availability (GA), the previous most current Major Release is no longer available for sale to new customers and is then considered to be the previous Major Release. PSIGEN will continue to support the supplanted previous Major Release for six months, to include releasing Service Packs and Updates. At the expiration of the legacy support period, no additional Service Packs or Updates will be released for the legacy Product Release. If a case logged against a legacy product release is determined, at PSIGEN's sole discretion, to require a new update to correct the issue the Customer will be required to upgrade to the latest Product Release. Should the Customer choose not to upgrade they will lose any further rights granted by this policy document with respect to the Case in question, until such time that the required upgrade is performed.

For all PSIGEN products, when a Major Release Product enters its End of Support period according to the Life Cycle policy, support to facilitate migration to a current Major Release will remain available indefinitely.

# ECS Training

In most cases, training is provided onsite by ECS trainers using the installed system. These training sessions can be scheduled for individuals or groups according to their role. Training sessions are developed and tailored specifically for our customers. The duration of training is typically between 1 – 2 days. Below is an overview of the courses we offer:

**On-Site End-User Training**

This hands-on or group training is for users who have never used Laserfiche before. Some of the topics covered in this training are:

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

One session will be comprised of scanning, batch scanning, advanced scanning, importing and indexing. It is recommended that only a few at a time be in this session, as this session includes hands-on training for each person. It's important that each Scan operator actually scan in real documents and get familiar with the process. This hands-on or group training is for user who will be scanning documents into Laserfiche using Laserfiche Scanning. Topics discussed in the training are indexing, short-cut keys, batch processing techniques, and cleanup tools.

The second session will be for retrieval and viewing only users. It is recommended that there are no more than 10 individuals per session. This will address the various retrieval methods, viewing options, printing, emailing and customizing tool bar options. This session includes detailed instruction on the various methods for searching within Laserfiche including Quick Search and the Customize Search option for more advanced search criteria. This session also covers search results and what information is returned, how to open and view documents, and how to utilize the information returned.

**On-Site Administrator Training**

System administrators should be encouraged to participate in as much of the implementation process as possible so they understand how the hardware and software components are configured and work together.

System Administrator Training begins with a comprehensive overview of the Laserfiche System. This includes each component reviewed in detail. Integration and installation issues are also addressed. The

role of the trainer is to provide the participants a thorough understanding of the Laserfiche system so that they can develop, integrate, and manage the system at their organization.

As a Training Outline, they will be learning: Template Creation and modification, folder design concepts, Laserfiche security setup and administration, database backup, other miscellaneous tips and tricks for the Laserfiche System Administrator, volume management, other Laserfiche products/plug-ins, most common Laserfiche problems and how to resolve them. Some of these functions may be taught also to the Department Manager.

**On-Site Power-User Training**

**Laserfiche Workflow Admin Training -** This hands-on training is for users who will be designing workflows within the Laserfiche System. This class is not exclusive to IT, but users should be technically savvy and familiar with IF/THEN logic. Some of the topics covered in this training are: Parallel and Conditional Routing, E-mail Notifications, Reminders / Deadlines, and Repeat/Looping related to business processes.

**Laserfiche Forms Training -** This hands-on training focuses on the design and configuration of electronic fillable forms. Power-users will be provided instruction on the functions of Forms submitters, approvals, assigned tasks, reports, performance monitoring, and forms as part of workflow configurations.

**Laserfiche Quick Fields Training -** This hands-on training is for users who will be creating Quick Fields Sessions. Typically, this training is for IT or Power Users of Laserfiche and includes automating Quick Fields Sessions, data capture, extraction and validation, image enhancement, and customizing the handling, processing, and information capture for specific document types. Class material is dependent on the Quick Fields modules purchased.

**Laserfiche Audit Trail Training -** This hands-on or group training is for user who will be generating or viewing Audit Reports on the Laserfiche Repository. Laserfiche Audit Trail is typically used to investigate the viewing, retrieval, or export of a document from the Laserfiche Repository. This class is typically limited to Administrators and Power Users with comprehensive access to the Laserfiche Repository.

**Laserfiche Records Management Training -** This is hands-on training covers basic records management concepts for records managers and for general staff. This session provides training on the lifecycle of Records from creation to final disposition and includes setting up retention schedules, managing record series and record folders, determining cutoff instructions and disposition, and compliance requirements.

**Integration Training SDK / LF Connector -** Training for IT applies to integration with specified line of business applications.

**Online Help Resources**

As part of your Laserfiche Software Assurance Plan, all licensed users of the system will have 24/7 access to the Laserfiche Support site where you will find additional online training opportunities. The

Laserfiche Support Site offers a variety of resources to help you use your Laserfiche products more effectively including best practices and tips for using the products, troubleshooting information and hotfixes, technical papers on a variety of topics, product demonstration and how-to videos located on the Laserfiche YouTube site, and a Code Library and other resources for developers. The Support Site is updated regularly.

**Complimentary ECS User Training**

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

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

**Optional Online Training Opportunities**

**Self-Guided Online Training**
Laserfiche offers a Certified Professional Program (CPP) with online courses designed to provide users with step-by-step training on setting up, using and optimizing Laserfiche software. These self-guided online training courses are available on the Laserfiche Support site. The first course (ECM 101) is available at no cost and is recommended for anyone new to Laserfiche. Additional courses are offered at a cost of $100 per course and provide detailed information to help users maximize the value of their Laserfiche investment. Certification includes a self-paced online exam, if users do not pass the exam on the first attempt, they can take it a second time at no additional cost.

| Getting Started | Content and Process Management | System Administration |
|---|---|---|
| ▪ ECM 101 (no cost)<br>▪ La Gestion de Contenido Empresarial (ECM) 101 (Spanish)<br>▪ Getting Started with Laserfiche | ▪ Capture<br>▪ Creating Quick Fields Sessions<br>▪ Using Laserfiche Forms<br>▪ Designing Laserfiche Forms<br>▪ Building Laserfiche Workflows | ▪ System Administration I<br>▪ System Administration II<br>▪ System Administration III<br>▪ Records Management Edition I |

**Online Training Center**
The Training Center is a resource for on-demand Laserfiche training with more than 300 training videos available. The videos are designed for every skill level from basic users to advanced system administrators. The Training Center provides a cost effective way in which to administer training for the entire organization and to track the training progress of each Laserfiche user. With an annual subscription, members will have unlimited, 24/7 access to the full suite of training videos which includes

categories such as Laserfiche Administration, Laserfiche Client, Laserfiche Web Access, Tips & Tricks, etc. Training Center licensing is based on total number of Laserfiche user and retrieval licenses. Please see Optional Pricing section for cost details.

**Training Center Pricing**

| Gate | Licenses | Cost |
|---|---|---|
| 1 | 1 – 4 users | $495 |
| 2 | 5 – 9 users | $925 |
| 3 | 10 – 24 users | $1,620 |
| 4 | 25 – 49 users | $2,840 |
| 5 | 50 – 99 users | $3,920 |
| 6 | 100 – 199 users | $5,180 |
| 7 | 200 – 499 users | $6,995 |
| 8 | 500 + | Request Quote |

## Psigen Training

The initial 3-day technical training for admins consists of the following classroom style, instructor- led classes delivered at the end user's primary business location. They are taught together initially for continuity and resource utilization for up to 10 people in the class. These classes can be ordered anytime, either together or separate, after the initial execution, for a simple refresh, or to educate new employees. The goal of the 3 day onsite training is to empower your technical team with the knowledge to configure and customize PSIcapture going forward.

**Three Day PSIcapture Administrator Training:**

1. *Day 1 – Basic Labs*
    a. Separation
    b. Indexing
    c. Migration
2. *Day 2 – Advanced Labs*
    a. Regular Expressions Overview
    b. Advanced Separation
    c. Advanced Indexing
    d. Advanced Migration
    e. Miscellaneous Features
    f. Components of Classification
        i. Record Types
        ii. Zone Profiles
3. *Day 3 – Classification Labs*

a. Table Extraction
b. ACE (Accelerated Classification Engine)

**Day 1 – Basic Labs**

A quick introduction to commonly used Industry Terms and Three Letter Acronyms (TLAs.) A summary of PSIGEN and their Product offerings with optional add-ons. The Licensing model of PSIcapture is covered to explain how our concurrent model works with an image pool. Discuss the questions that should be asked when planning a project, laying out a capture network, and ways that you can utilize the PSIcapture tools to maximize your workflow automation. An outline to the product Installation covering when a full install is required, when an update can occur, and what you need to know to determine if you need to install the License Server or use a product key. A brief introduction to Security letting you know what features are available that will allow you to lock down. Explanation of how to Backup PSIcapture Capture Profiles and layout a plan that would protect you for a complete disaster recovery which will protect all your settings, configurations, and databases that PSIcapture uses. Defining the roles of PSIGEN Support, reseller's support and your internal support and when to contact sales instead of support. After the introduction, you will begin your hands on lab work which will take you through the Configuration tool used to build Capture Profiles in the PSIcapture product.

**Separation**
Focusing on an important first step of the capture process, discuss the many ways in which documents can be separated as they are imported by PSIcapture. This overview will focus on the Separation module and teach the thought process of determining where one document ends and the next begins.

**Indexing**
The next step in the PSIcapture process is extraction of desired metadata via Indexing. You will explore different methods of data extraction, including manual indexing options such as OAI (Point and Click) and On-Demand, automated Zonal extraction methods such as OCR, ICR, OMR, Smart Zones, and advanced methods that include Database Lookups and Barcode recognition.

**Migration**
Learn the options available for migrating document images and metadata to one of 60+ external applications. This will include formatting folder and file names, using an index field to trigger a migration, and running multiple migrations within one configuration.

**Day 2 – Advanced Labs**

**Regular Expression Overview**
In this introduction to Regular Expressions (RegEx's) you will start with an overview of the very basics, no experience needed with writing regular expressions. We will cover where in PSIcapture you are able to use regexes and why you would want to leverage them.

**Advanced Separation**
You will leverage the use of Regular Expressions to build separation profiles. You will determine if the separation can split based on a fixed values or if you can find a value on the 1st page of our document that changes where you need to separate.

**Advanced Indexing**
The Advanced Indexing section will focus on the features related to extracting metadata from zones using regular expressions. You will learn how to utilize Smart Zones to identify an anchor point on a page and attach multiple child zones to locate and extract the same piece of information in different locations on different documents.

**Advanced Migration**
An in-depth look at the options that can be configured with PSIcapture migrations. You will look at controlling the data output of the documents and extracted metadata to predetermined storage locations.

**Miscellaneous Features**
Introduction to several common features that can be used in any setup. These will include building configurations from templates, setting up automatic processing, and formatting data for consistent output. Configure the system to require a value be present for metadata field and, if not present, cause an exception that must be corrected.

**Components of Classification**

**Record Types**
Introduction of components used in the Classification module. Classification allows for several different document types to be processed within one configuration. Establish our record type lists, configure index fields that are either shared or unique per record type, and create zone profiles for the individual record types.

**Zone Profiles**
You will learn how to configure individual zone profiles for each unique type of document. This can be as simple as relocating the same zones or having completely different fields and zones per document.

**Day 3 – Classification Labs**

Classification creates the ability to identify, sort, and compile dissimilar documents based on rules. You will configure Classification rules for first and last pages of a document, discuss validation options related to page count, and look at exceptions processing for unidentifiable items. You will also learn additional indexing options that are available for table extraction and multiple return Smart Zones. The Accelerated Classification Engine (ACE) will allow for notification of unidentifiable documents, allow the user to add Classification rule, and add indexing on-the-fly while processing documents. The Auto Zone creation feature will allow for automatic zone placement and metadata retrieval during Indexing. The

Auto Zone setup can be configured with a list of commonly used index fields provided by the system or configured individually with Regular Expressions.

**Table Extraction**
The Table Extraction module allows for automatic extraction of line item data by establishing column headers instead of looking in individual zones. With Table Extraction being built on the Classification module, you will learn how to enable table extraction in the Classification step and populate index fields with the extracted metadata.

**ACE (Advanced Classification Engine)**
The ACE training section will review the features of on-the-fly configuration, automatic index zone creation, and the ability to import Classification settings from an existing database.

# Offer / Cost Proposal

| Development & Implementation Cost | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing:** Designate method (per user, transaction volumes, etc.). If graduated method, provide scale:<br><br>Laserfiche Avante Document Management Solution:<br>▪ Laserfiche Avante Server<br>▪ 5 Primary Users for Accounts Payable Module<br>▪ 10 Primary Users for optional HR/Payroll Module<br>▪ 5 Primary Users for optional Finance Module<br>▪ 300 General User licenses (10 concurrent retrieval users licenses)<br>▪ Laserfiche Connector (20 users)<br>▪ Laserfiche Import Agent<br><br>Psigen Advanced Capture Solution:<br>▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (**Up to 200K images per year**), Quad Core OCR - 12 Month Term<br>▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term<br>▪ TEST License - Table Extraction Bundle plus ICR - **Limited to 12,000 images/year** - 12 Month Term | <br><br><br>**$ 5,000.00**<br>**$ 600.00**<br>**$ 600.00**<br>**$ 600.00**<br>**$ 15,000.00**<br>**$ 25.00**<br>**$ 1,495.00**<br><br><br>**$ 4,920.00**<br><br>**$ 6,600.00**<br><br>**$ 1,750.00** | <br><br><br>**$ 5,000.00**<br>**$ 3,000.00**<br>**$ 6,000.00**<br>**$ 3,000.00**<br>**$ 15,000.00**<br>**$ 500.00**<br>**$ 1,495.00**<br><br><br>**$ 4,920.00**<br><br>**$ 6,600.00**<br><br>**$ 1,750.00** |
| | **Hours** | **Total Cost** |
| **Phase I – Project Planning**: Initial meetings with OCFA Staff to define the design and delivery requirements. Produce final approved project plan and timeline. | **48 Hours (6 days)** | **$ 10,800.00** |
| **Phase II – Design/Implementation**: Provide professional services for installation, setup, and configuration.<br><br>Psigen-Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment | **72 Hours (9 days)**<br><br>**24 Hours (3 Days)** | **$ 16,200.00**<br><br>**$ 9,750.00** |
| **Phase III – Testing/Training:** Provide training and supply training materials and/or expertise to be delivered to users (Provide details) Please see Training section for details<br><br>PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (Includes T&E ) - 3 days onsite | **24 Hours (3 days)**<br><br>**24 Hours (3 Days)** | **$ 5,400.00**<br><br>**$ 9,000.00** |
| **Other (Please describe) –** Travel Expenses | | **$ 4,000.00** |
| **Option 1:** Solution utilizing Ellucian Banner Document | | N/A |

| | | |
|---|---|---|
| Management | | |
| **Option 2:** Vendor specific invoice image-to-data template creation (average cost per template). | **20 Hours for up to 5 invoices** | **$ 4,500.00** |
| **Value Added Option 1:** (List each optional item and price) | | N/A |
| **Value Added Option 2:** (List each optional item and price) | | N/A |

| **Annual Cost** | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing and Support:** Designate method (per user, transaction volumes, etc.). If graduated method, provide scale. List available support level options and costs. Support costs included in 1st year and subsequent years: | | |
| ▪ Laserfiche Avante Server | **$ 1,000.00** | **$ 1,000.00** |
| ▪ (5) Primary Users for Accounts Payable Module | **$ 120.00** | **$ 600.00** |
| ▪ (10) Primary Users for optional HR/Payroll Module | **$ 120.00** | **$ 1,200.00** |
| ▪ (5) Primary Users for optional Finance Module | **$ 120.00** | **$ 600.00** |
| ▪ General User licenses (Public Portal-10 concurrent) | **$ 3,000.00** | **$ 3,000.00** |
| ▪ Laserfiche Connector - 20 Users | **$ 5.00** | **$ 100.00** |
| ▪ Laserfiche Import Agent | **$ 390.00** | **$ 390.00** |
| Support/Licensing Costs for year 2 and on: | | |
| ▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term | **$ 4,920.00** | **$ 4,920.00** |
| ▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | **$ 6,600.00** | **$6,600.00** |
| ▪ TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term | **$ 1,750.00** | **$ 1,750.00** |
| **Overall Base Cost (Without Value Added Options)** | | **$ 109,305.00** |
| **Includes Option 2** | | **$ 113,805.00** |
| **Overall Total Cost (With Value Added Options)** | | **$** |

**Provide details of what is included in the total cost listed above. Travel and incidentals should be included in the total cost.**

**Laserfiche Solution:**

- Laserfiche Avante Server for MS SQL with Workflow
- 20 Laserfiche Named Full User w/ Web Access, Snapshot, and Email
- Laserfiche Connector

- Laserfiche Starter Public Portal (10 retrieval user licenses)
- Laserfiche Import Agent
- Annual Laserfiche Support for all modules
- 6 days for ECS Project Management
- 9 days for ECS Install, Configuration, Consulting, & Project Management, and Testing
- 3 days for ECS Training

**Psigen Advanced Capture Solution:**

- PSIcapture Enterprise - Table Extraction Level 3 Bundle (**Up to 200K images per year**), Quad Core OCR - 12 Month Term
- PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term
- TEST License - Table Extraction Bundle plus ICR - **Limited to 12,000 images/year** - 12 Month Term
- Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment
- PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days
- Travel expenses

**Please provide the 2nd and 3rd year maintenance fees and describe how annual cost will be determined within subsequent years beyond what has been provided above. In addition, please provide an explanation of how the cost will be calculated and if the annual cost will be based off of the number of users or will be based off of a different set of criteria.**

Year 2: Laserfiche - $6,890.00, Psigen - $13,270.00, Total - $20,160.00
Year 3: Laserfiche - $6,890.00, Psigen - $13,270.00, Total - $20,160.00

NOTE: ECS Imaging will act as the billing agent for both systems.

**Any additional information you would like OCFA to consider.**

**Estimated time to complete project:**
18 Total Days – Not consecutive days

**Term of Offer**: It is understood and agreed that this offer may not be withdrawn for a period of one hundred eighty days (180) from the Proposal Submittal Deadline, and at no time in case of successful Offeror.

# ECS Cost Proposal

## Laserfiche Avante Solution

ECS Imaging, Inc.
5905 Brockton Ave, Suite C
Riverside CA, 92506
Phone: 951-787-8768
Fax: 951-787-0831
www.ecsimaging.com

### Software

**Avante Includes Workflow and Forms Essentials**

| SKU | Description | Unit Price | Quantity | Line Total |
|---|---|---|---|---|
| MSE30 | Laserfiche Avante Server for MS SQL with Workflow | $ 5,000.00 | 1 | $ 5,000.00 |
| MNF16 | Laserfiche Named Full User w/Web Access, Snapshot, and Email | $ 600.00 | 20 | $ 12,000.00 |
| MCNC16 | Laserfiche Connector | $ 25.00 | 20 | $ 500.00 |
| MPP1 | Laserfiche Starter Public Portal (10 retrieval user licenses) | $ 15,000.00 | 1 | $ 15,000.00 |
| MCA01 | Laserfiche Import Agent | $ 1,495.00 | 1 | $ 1,495.00 |
| | | | **Software Subtotal** | **$ 33,995.00** |

### Annual Maintenance and Licensing

| SKU | Description | Unit Price | Quantity | Line Total |
|---|---|---|---|---|
| MSE30B | Laserfiche Avante Server for MS SQL with Workflow LSAP | $ 1,000.00 | 1 | $ 1,000.00 |
| MNF16B | Laserfiche Named Full User w/Web Access, Snapshot, & Email LSAP | $ 120.00 | 20 | $ 2,400.00 |
| MTKCON16B | Laserfiche Connector LSAP | $ 5.00 | 20 | $ 100.00 |
| MPP1B | Laserfiche Starter Public Portal (10 retrieval user licenses) LSAP | $ 3,000.00 | 1 | $ 3,000.00 |
| MCA01B | Laserfiche Import Agent LSAP | $ 390.00 | 1 | $ 390.00 |
| | | | **Annual Maintenance Subtotal** | **$ 6,890.00** |

### Professional Services

| SKU | Description | Rate | Quantity | Line Total |
|---|---|---|---|---|
| ECSPM | ECS Project Management | $ 1,800.00 | 6.00 | $ 10,800.00 |
| ECSCI | ECS Install, Configuration, Consulting, & Project Management | $ 1,800.00 | 9.00 | $ 16,200.00 |
| ECST | ECS Training Services | $ 1,800.00 | 3.00 | $ 5,400.00 |
| | | | **Professional Services Subtotal** | **$ 32,400.00** |

| | | | | |
|---|---|---|---|---|
| | | | **Subtotal** | $ 73,285.00 |
| **Tax Rate** | Software Only (Download Only) | 0.000% | **Tax** | $ - |
| | Software is only available via download and is not subject to CA sales tax | | **Shipping** | $ - |
| | | | **Total** | **$ 73,285.00** |

**Psigen Advance Capture Solution**

| Psigen Software Description | Cost |
|---|---|
| PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term | $ 4,920.00 |
| PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | $ 6,600.00 |
| TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term | $ 1,750.00 |
| Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment | $ 9,750.00 |
| PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days | $ 9,000.00 |
| Travel expenses | $ 4,000.00 |
| **TOTAL** | **$36,020.00** |

# W-9 Form

Form **W-9**
(Rev. August 2013)
Department of the Treasury
Internal Revenue Service

## Request for Taxpayer Identification Number and Certification

**Give Form to the requester. Do not send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
**ECS Imaging, Inc.**

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
☐ Individual/sole proprietor ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

Exemptions (see instructions):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)

Address (number, street, and apt. or suite no.)
**5905 Brockton Ave., Suite C**

Requester's name and address (optional)

City, state, and ZIP code
**Riverside, CA 92506**

List account number(s) here (optional)

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number: ___ - ___ - ____

Employer identification number: **3 3 - 0 9 2 8 0 8 9**

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here** Signature of U.S. person ▶ [signature] Date ▶ October 12,2017

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at *www.irs.gov/w9*. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

## Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

Cat. No. 10231X Form **W-9** (Rev. 8-2013)

# Appendix E – Certification of Proposal

In responding to RFP RO2295 for AP Workflow/ERP Integrated Document Imaging Solution, the undersigned Offeror(s) agrees to provide services for OCFA per the specifications. Offeror further agrees to the terms and conditions specified herein the following terms and conditions that are a part of this proposal and any resulting contract. **If there are any exceptions they must be stated in an attachment included with the offer.**

A. The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to legally bind the Offeror to the Contract. Signature below verifies that the Offeror has read, understands, and agrees to the conditions contained herein and on all of the attachments and agenda.
B. The submission of the offer did not involve collusion or other anti-competitive practices.
C. The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer. The Offeror has submitted the Party, Participant and Agent Disclosure Form if applicable.
D. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
E. The Offeror complies fully with the Federal Debarment Certification regarding debarment suspension, ineligibility and voluntary exclusion.

**Independent Price Determination**: I certify that this offer is made without prior understanding, arrangement, agreement, or connection with any corporation, firm or person submitting an offer for the same services, and is in all respects fair and without collusion or fraud. I certify that I have not entered into any arrangement or agreement with any Orange County Fire Authority public officer. I understand collusive bidding is a violation of State and Federal law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of this offer and certify that I am authorized to sign this agreement for the Offeror.

**TO THE ORANGE COUNTY FIRE AUTHORITY:**
The Undersigned hereby offers and shall furnish the services in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as fully set forth herein. The representations herein are made under penalty of perjury.

**ECS Imaging, Inc.**
Name of Firm

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

| **Riverside** | **CA** | **92506** |
|---|---|---|
| City | State | Zip |

Debbi Bodewin

Signature of Person Authorized to Sign

**July 10, 2018**
Date

**Debbi Bodewin**
Printed Name

**Executive Vice President**
Title

# Party Participation and Agent Disclosure Forms

ECS Imaging has made no Campaign Contributions

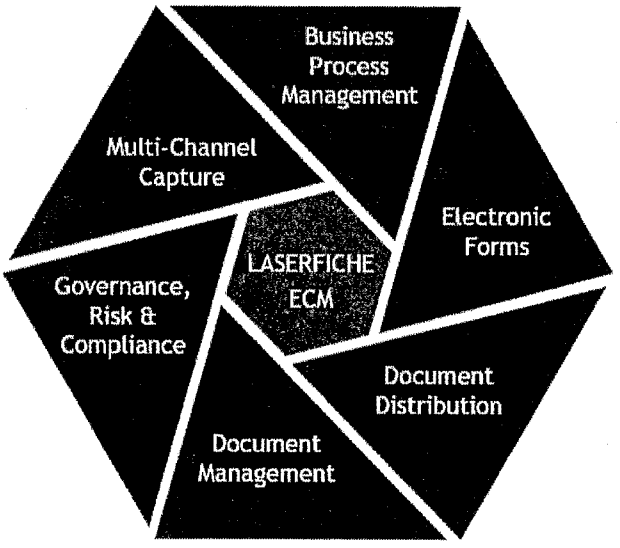
# Laserfiche Product Descriptions

**Laserfiche Avante:**
Laserfiche Avante utilizes Named User Licensing that follows a slightly more al-la-cart approach than other Laserfiche licensing models. For implementation of 1 to 100 users Avante can be great choice. The following features are standard with the Laserfiche Avante System installation:

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

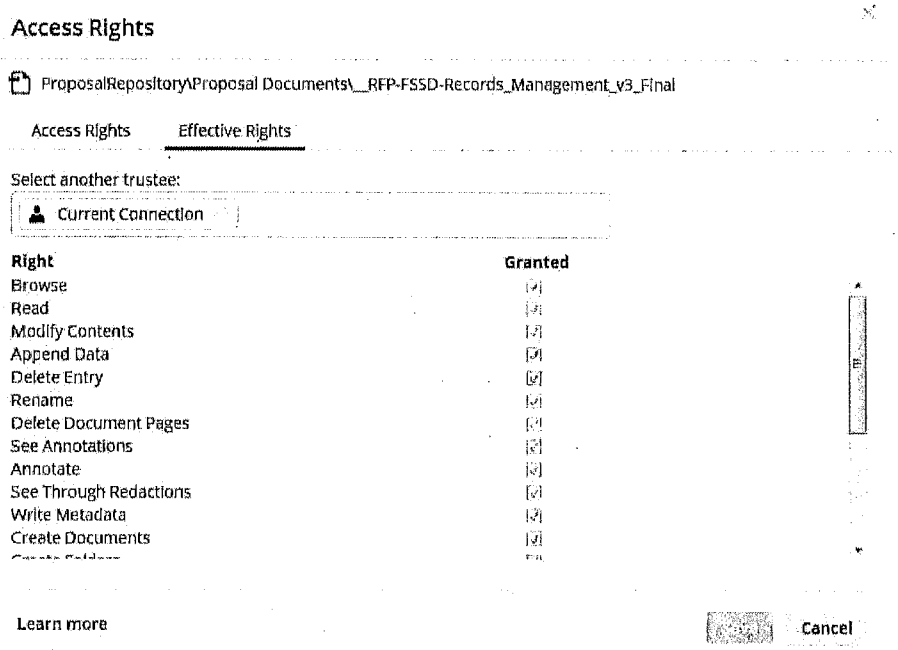
Laserfiche Server is an extremely efficient and robust application that creates a very small network footprint yet can scale to support thousands of users, multiple databases, and an abundance of information. The base server is a security gateway to the suite of Laserfiche products.

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



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

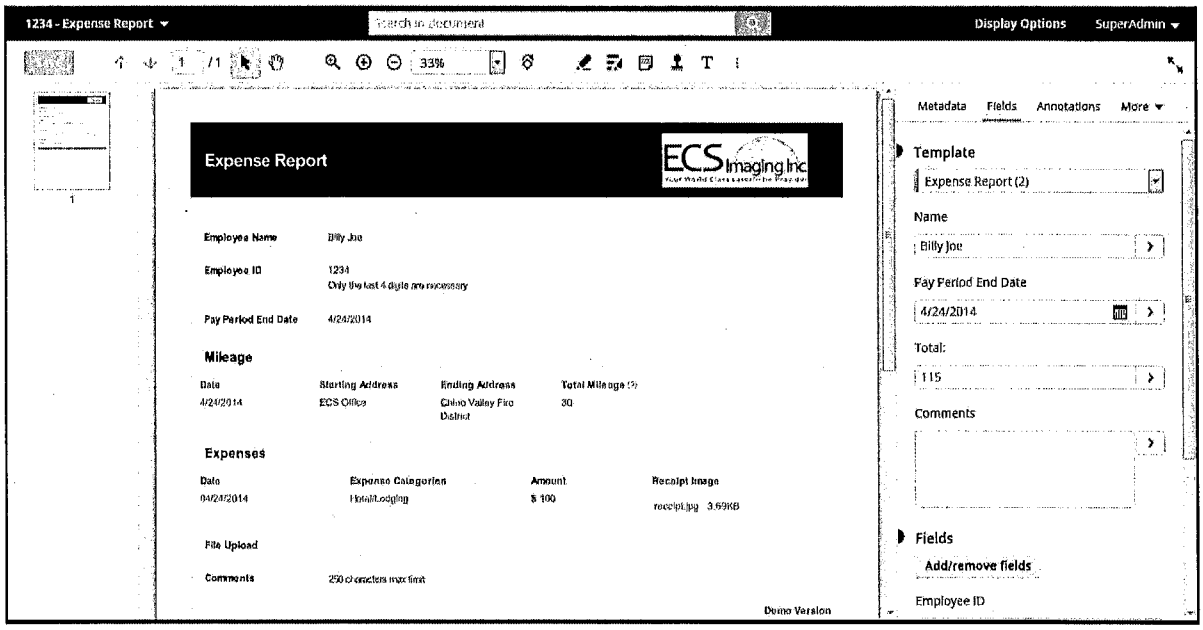
Laserfiche security can be divided into Feature Rights, Access Rights, Permissions and Tags. **Feature rights** make up the actions a user can take as part of their global security profiles, while **Access Rights** allow those actions to be fine-tuned based on the type of object to which rights are assigned.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




***Access Rights - Showing Effective Rights Tab***

Encryption can be enabled for content in transit and at rest. Content in transit can be encrypted by leveraging Secure Socket Layer (SSL) and Transport Layer Security (TLS), which are cryptographic protocols used to encrypt and secure communications. Additionally, you can encrypt files in Laserfiche at rest, using Laserfiche's built in (AES-128, AES-192, or AES-256) volume encryption option.

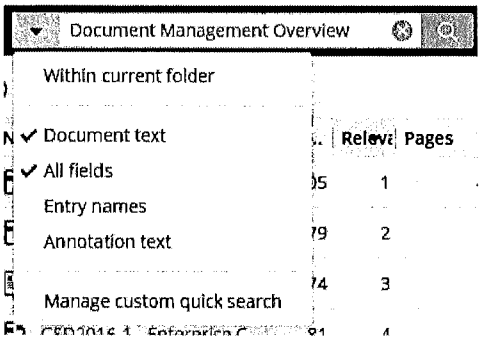
**Document Viewer** - Laserfiche has an easy to use document viewer that allows for flexible, user-configurable display of index fields, document properties, predefined tasks, page thumbnails, document notes, and toolbars. The viewer also allows for single-page viewing with multiple options for zooming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



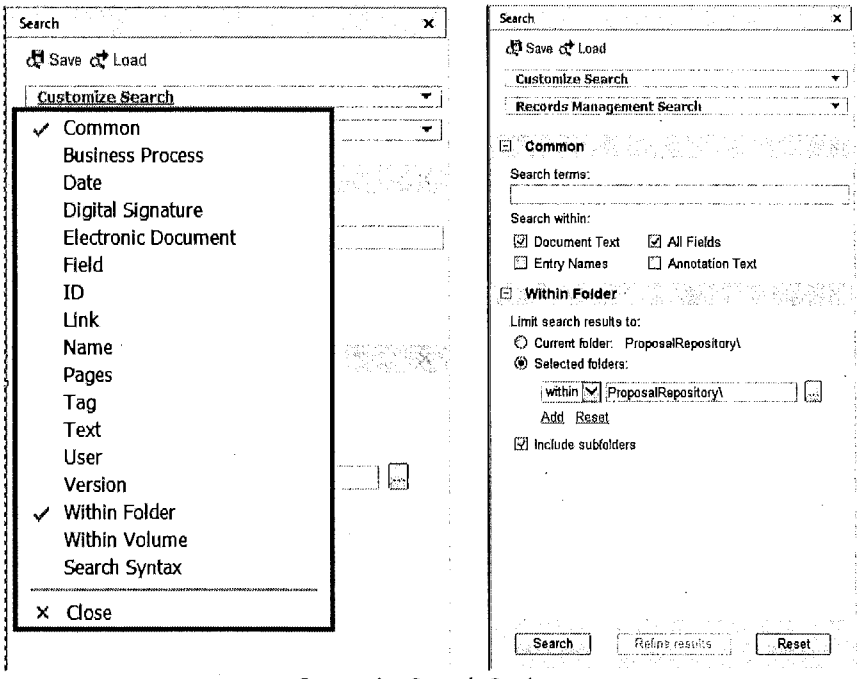

***Web Access – Document Viewer Showing Thumbnails, Image, and Document Template Panes***

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

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

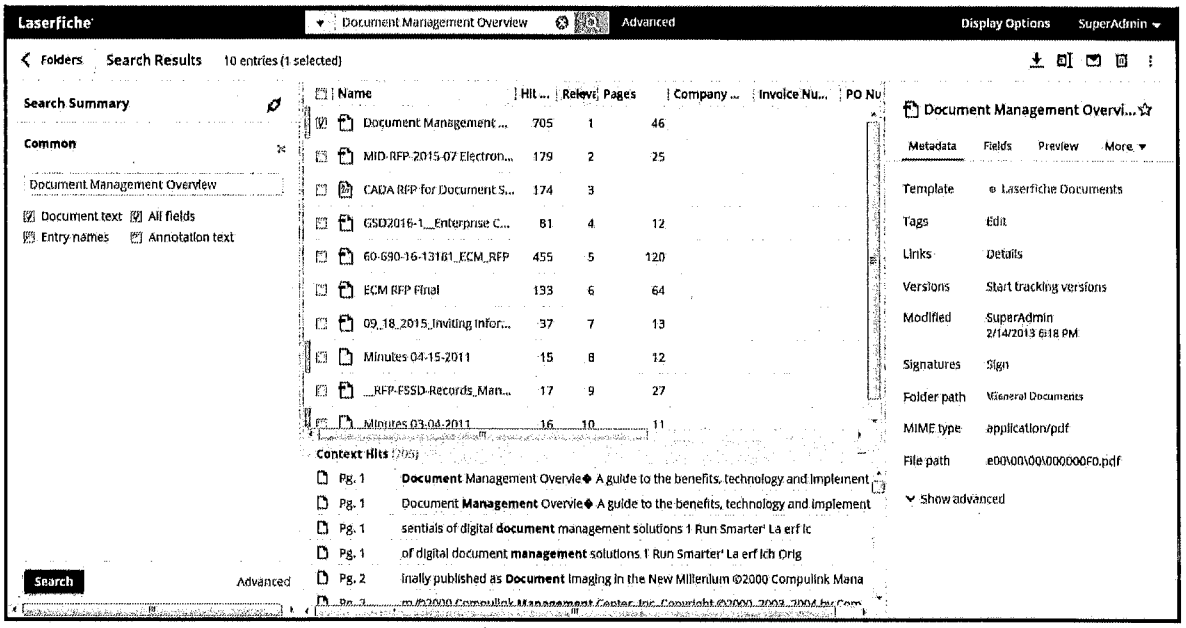



**Advanced search** syntax gives you more flexibility when specifying the type of search to be performed. Although it is possible to perform most searches without using advanced search syntax, it is useful because it can be used to perform combination and Boolean searches. Advanced search syntax can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




***Customize Search Options***

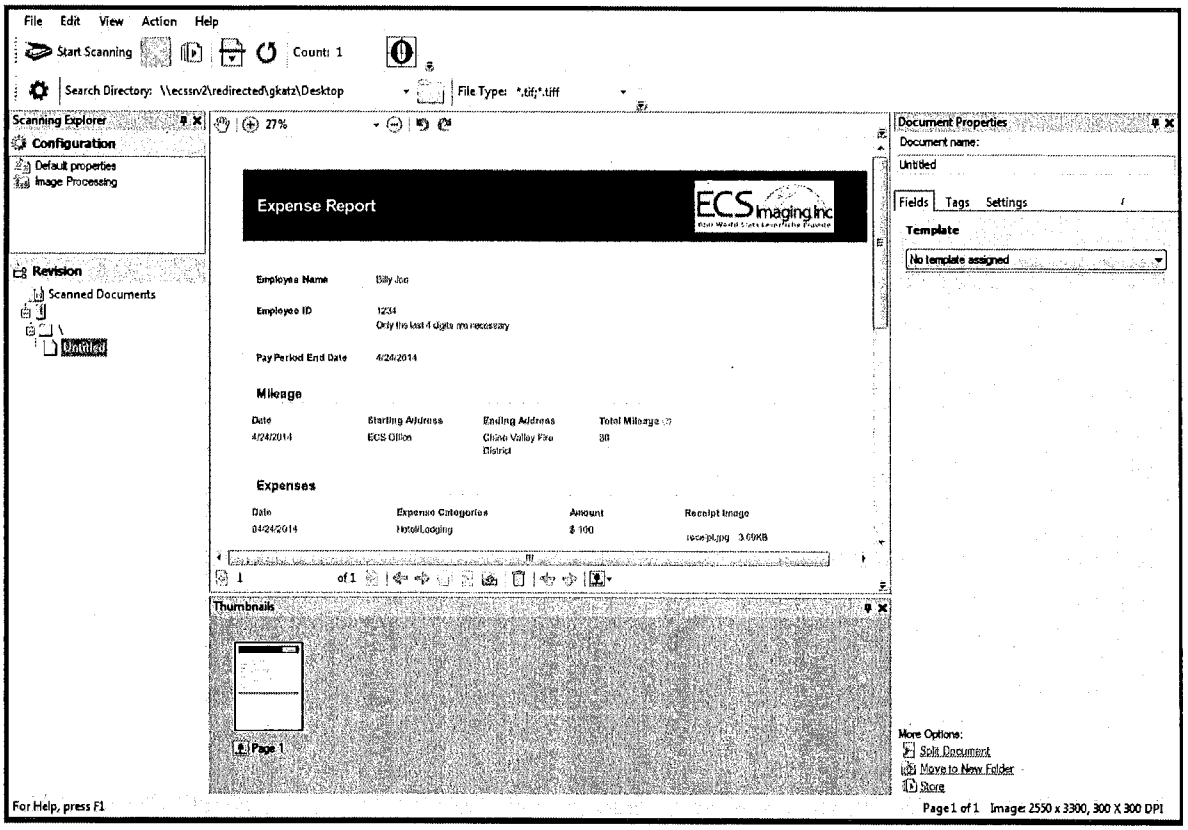
**Search Results** - When you have performed a search, the results of your search will be displayed in the Contents Pane. If your search was a full-text search, or an annotation text search, the **Context Hits** pane will appear in the bottom half of the Contents Pane. A context hit is a selection of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




***Search Results with Context Hits***

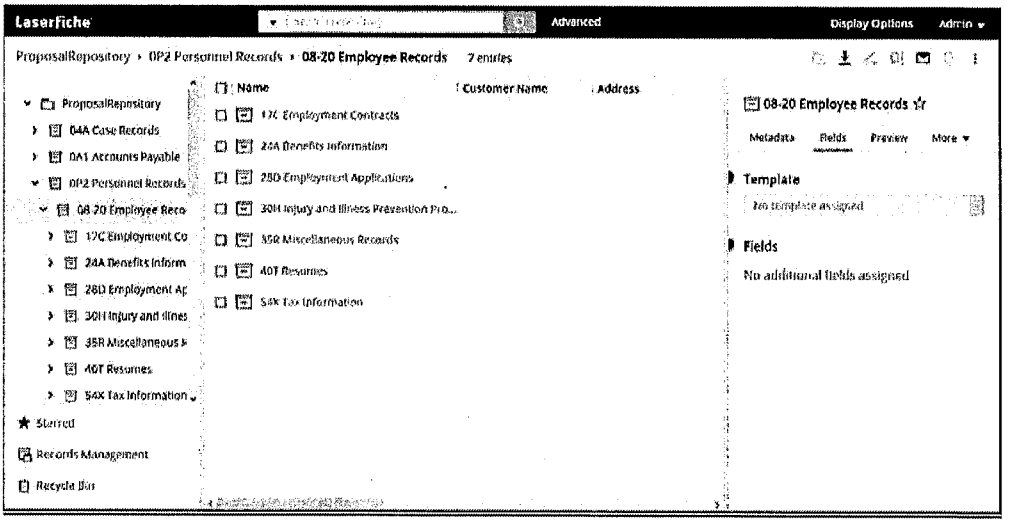
**Scanning Interface** - Laserfiche has a built in scanning interface to both the Desktop Client and Web Client. Scanning may be done on your local network directly to the server or scan remotely with the Web Client directly to Laserfiche from outside facilities. You may scan pages as either a document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

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

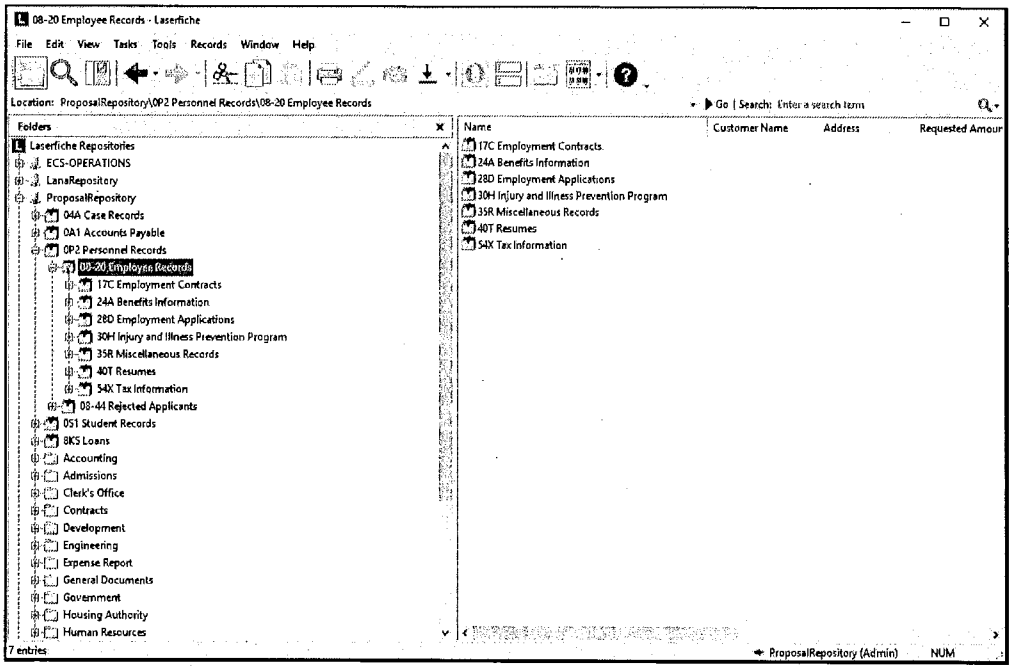



***Document Scanning Interface***

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



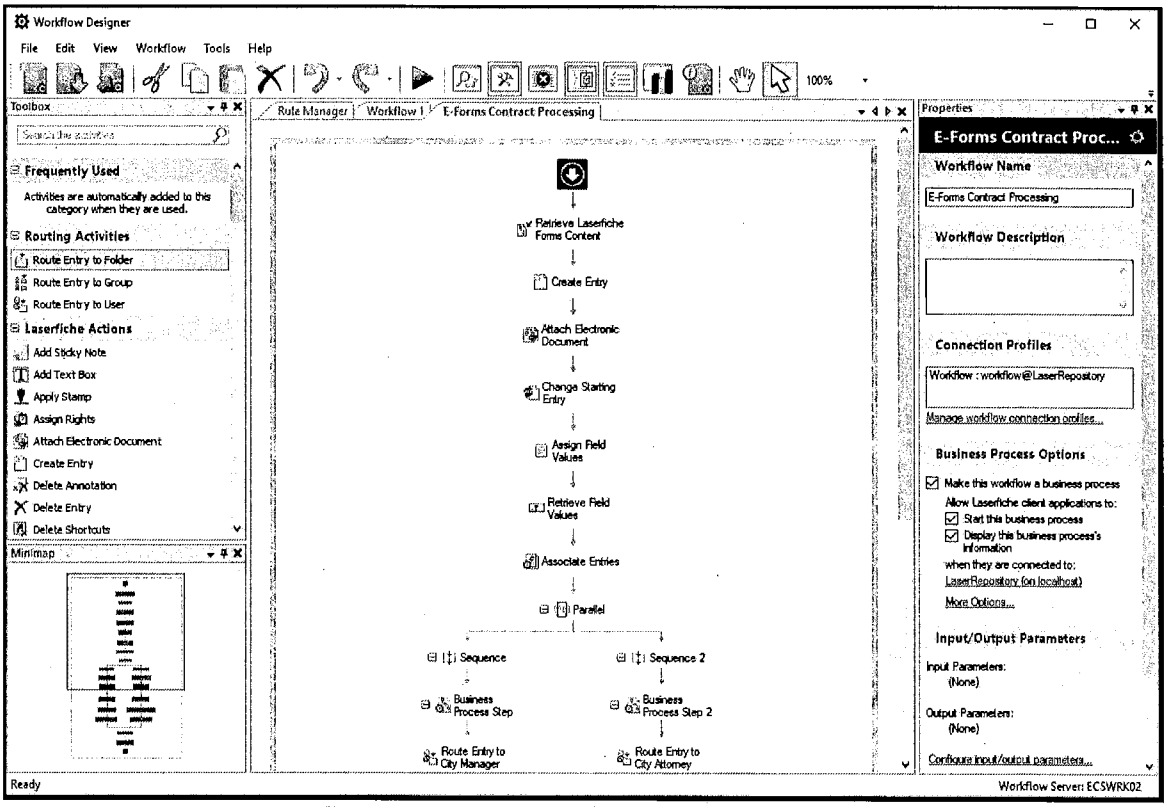

***Laserfiche Web Client***




***Laserfiche Windows Client***

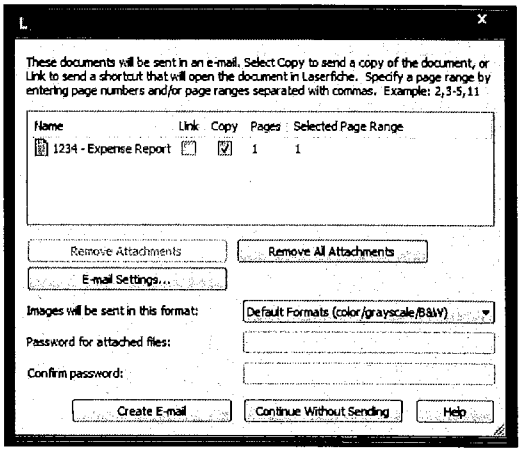
**Laserfiche Workflow -** Workflow is a powerful business process automation tool that improves productivity, provides rule-based routing, email notifications, activity monitoring and built-in reporting. It allows you to create repeatable processes that are built in the Workflow Designer to interact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

- More than 150 built-in activities help you create workflows quickly.
- Pre-built process templates for common process such as contract management, new hire onboarding, accounts payable, expense reports, public records requests, and more (process templates require minimal configuration).
- Route documents for review and approval, and when new content is created.
- Review and approve submitted forms from a tablet, smartphone, web browser, or email.
- Automatically send email notifications when content is created, edited, or deleted.
- Rename and file documents in the correct folder automatically on import.
- Display documents and required actions at various stages of a process.
- Improve performance by monitoring and analyzing how long each process takes to run and which steps took the longest to complete.
- Track where documents are in the process and who is working on them.
- View a full history of all business process steps related to a document.
- Update and modify Word documents, extract information from Forms and launch a Laserfiche Forms process from a workflow.
- Integrate with other business applications to run processes such as updating metadata from information stored in an external database.



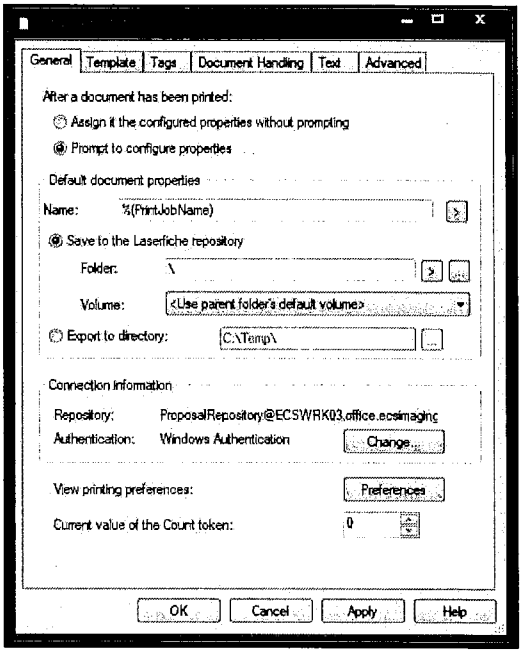

*Laserfiche Workflow Designer (E-Forms Contract Processing)*

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




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

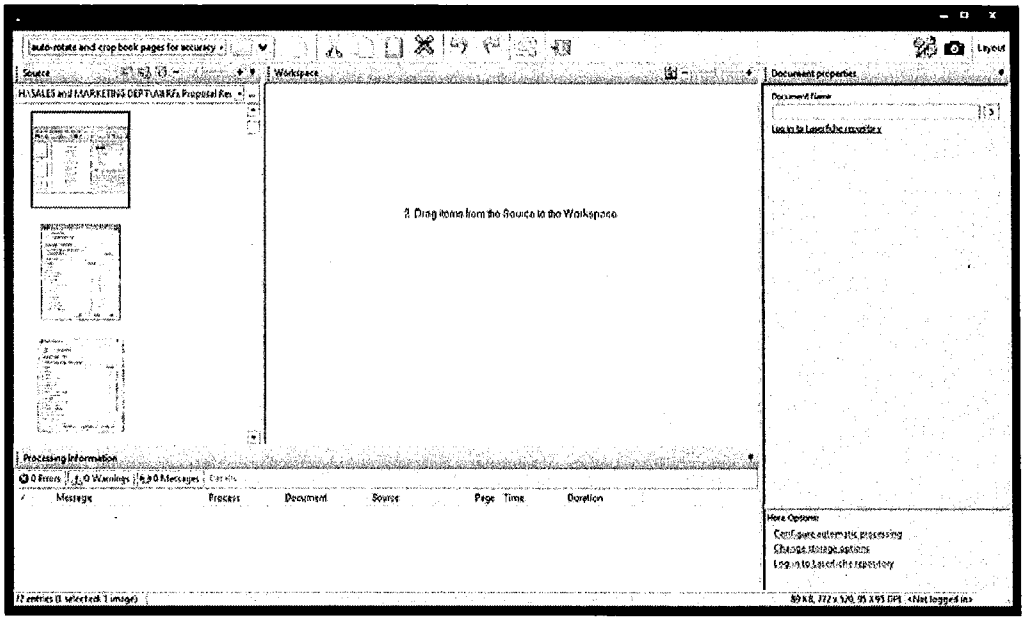
**Laserfiche Snapshot** - Converts electronic documents into TIFF images and imports them into your digital repository.




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

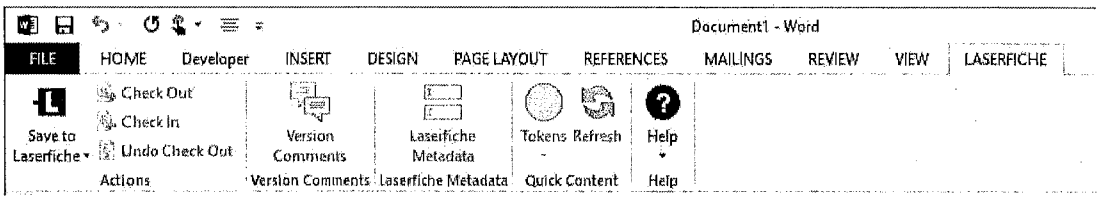
**Laserfiche PhotoDocs** - Laserfiche PhotoDocs is a tool that enables you to use a digital camera to capture printed text documents and transform them into a digital, searchable format in Laserfiche. You can use PhotoDocs in situations where a scanner might be unavailable or difficult to use, such as:

- Capturing documents when you are away from your office and do not have access to a scanner
- Capturing documents that might not fit into a standard scanner or cannot be removed from their location for scanning, such as book pages or posters.




***Laserfiche PhotoDocs Interface***

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

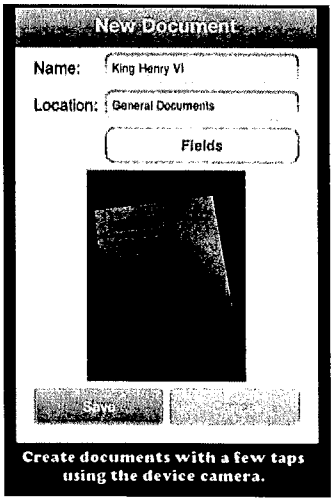



***Save Files Directly to Laserfiche in Office Applications***

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

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

- Browse for documents in a folder structure.
- Search the entire repository or a specific folder.
- Create, copy, move, rename, sign, download, print, and delete documents.
- Modify document fields.
- View annotations.
- Submit and approve forms.
- Start and view business processes.



Create documents with a few taps using the device camera.

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

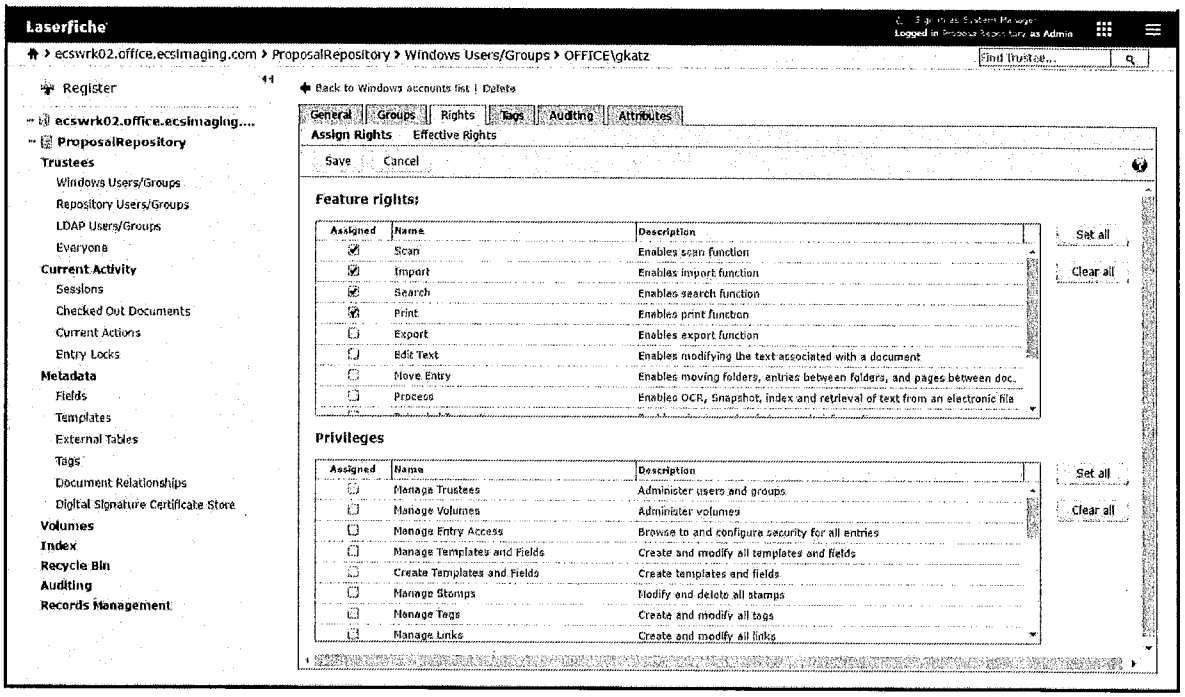
- Build Forms and business processes
- View an operational dashboard to quickly and easily view information on a process
- View reports on process instances, tasks, and process data
- Organize and route tasks to other users
- Direct approval through email

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

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

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

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




**Laserfiche Starter Public Portal** - Laserfiche WebLink is a user-friendly public portal site for providing read-only Internet access to documents. It can be configured to show searches and links that quickly guide users to what they are looking for. It also can display a visual style that matches your existing Web site. You can access the information you need from anywhere in your office or even from a remote location. It serves as an intermediary between a Web server and a Laserfiche server and incorporates robust security measures, giving you complete control over access permissions, distribution, and user logins.

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

Laserfiche Connector allows you to:

- Searching the Laserfiche repository based on fields from third-party applications such as CRM and ERP systems. Both basic and advanced searching is supported. If only one result is found, the document will automatically open in the Laserfiche Client, Laserfiche Web Access or Laserfiche WebLink.
- Launching Laserfiche Scanning and automatically populating metadata for the scanned documents with information from a third-party application.
- Connecting two applications by allowing one of them to start the other (including the ability to pass parameters between them).
- Choosing whether any of the above actions are activated from a keyboard shortcut, a button embedded in the application's title bar, or both.

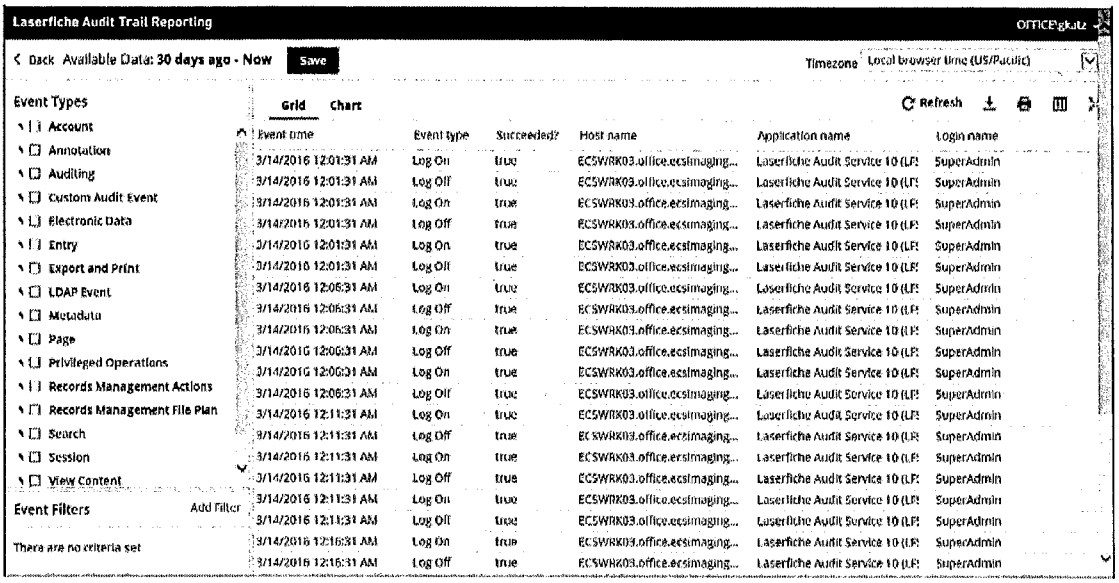
**Laserfiche Import Agent** - Import Agent can automatically retrieve files stored in a Windows folder and import them into a Laserfiche repository allowing numerous image capture devices (multi-function copier/scanners, network fax server, etc.) to work with Laserfiche. Automatically assign user-defined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

## Optional Laserfiche Software Modules

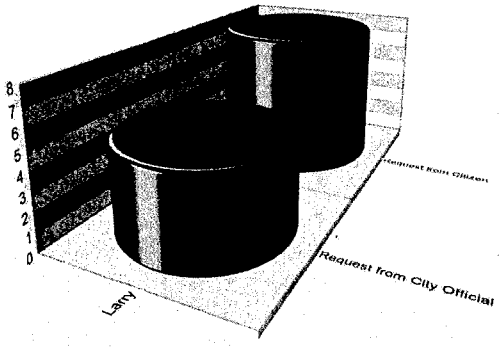
**Laserfiche Advanced Audit Trail** - Audit Trail enables you to track activities performed in a Laserfiche repository. The tracked information is stored in log files that Audit Trail uses to generate reports. Combined with other aspects of the Laserfiche system, auditing not only helps to show compliance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

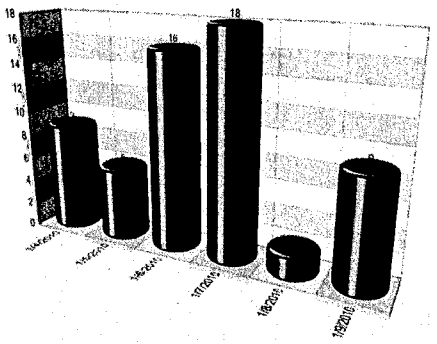
Laserfiche offers three modules that monitor varying events in the Laserfiche repository: Starter Edition, Standard Edition, and Advanced Edition. The Advanced Edition is included with your Laserfiche Rio system. Laserfiche Advanced Audit Trail tracks the following events:

- Login and logout.
- Creating, editing, printing or deleting documents.
- Creating, editing or deleting templates, fields and annotations.
- Adding security tags.
- Exporting documents, volumes or briefcases.
- Sending document to the Recycle Bin.
- Granting or revoking login rights for Windows accounts.
- Adding or removing users from Laserfiche groups.
- Modifications to access rights.
- Modifications to repository-wide settings.
- The creation, modification or deletion of users and groups.
- Password changes.
- Track all searches users perform
- Require users to enter reasons for performing specific actions
- Automatically add watermarks to printed or exported documents.

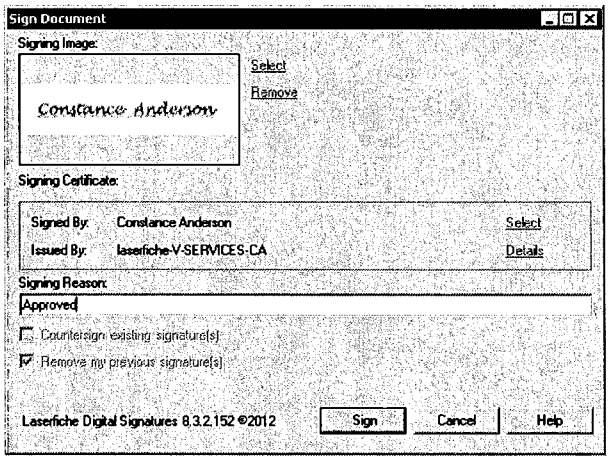



**Laserfiche Audit Trail Reporting** is a Web application that enables you to view, filter, and export audit data stored in binary log files. You can create reports to analyze audit data, view the information as a chart, filter it to include only the information relevant to you, and export the data for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



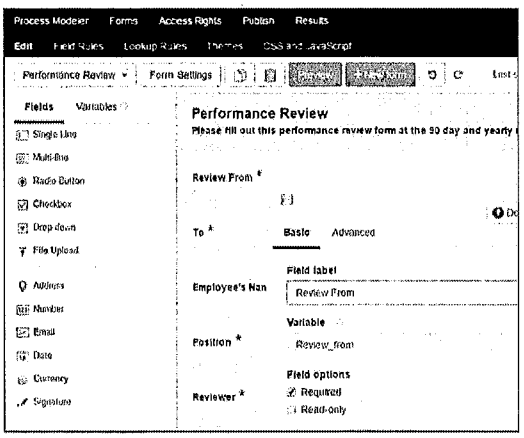



<u>Laserfiche Digital Signatures</u> - Digital Signatures gives users the ability to automatically sign and validate documents as they are created, reviewed and archived without leaving the Laserfiche environment. Digital signatures are a form of electronic signatures that act like a digital notary to your electronic assets, allowing you to verify the condition of your documents for the duration of their lifecycle.

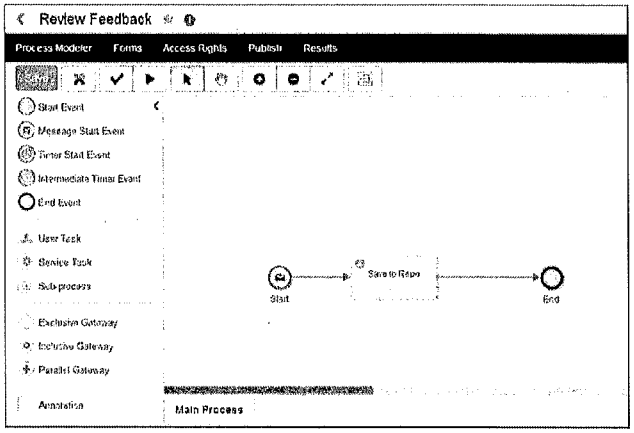



**Laserfiche Forms Professional** - Build web forms in minutes. Laserfiche Forms allows you to easily and quickly create electronic fillable forms with simple drag and drop that can be published on intranets or public websites with no coding or scripting required. Capture information and process it quickly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

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



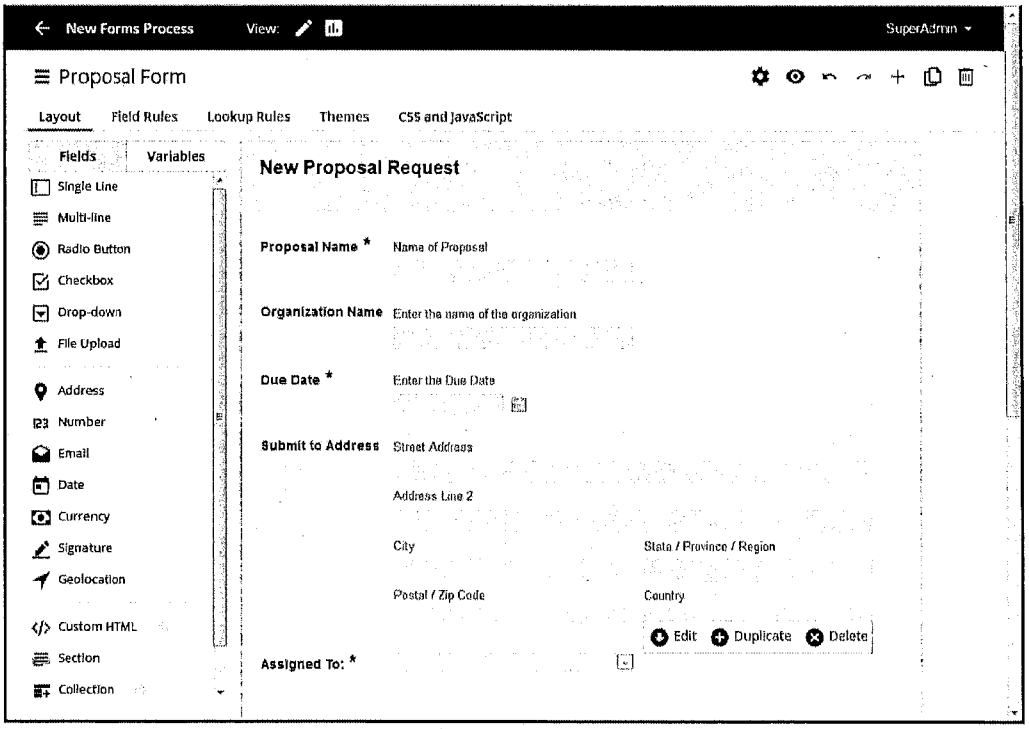

*Forms Designer*




*Process Modeler*

- Choose from a wide variety of fields, checkboxes, drop-down, database lookups, and geo-tag locations to collect the exact information in the precise format needed.
- Hide or display fields based on selections made in other fields.
- Include required fields so forms will not be submitted with incomplete information.

- Customize the layout of your form with editable fonts, colors, backgrounds, and uploaded images.
- Automatically pull data from primary applications to prepopulate fields such as name, address, and phone number reducing the need to rekey or manually validate information.
- Maintain a record of the submitted information by saving the form to your repository as a TIFF or PDF.
- Automate form routing for processes such as review and approval with the Forms business process modeler.
- Easily approve or deny forms via simple email reply.
- Ensure tasks are completed by organizing and prioritizing user tasks with customized task categorizing.
- Use Timer Event functions that launch processes on a set schedule or after a specific period of time, and reroute a workflow when a deadline has passed.
- Create reports showing the current status and progress of each process.
- Implement secure features such as Digital Signature boxes, Captchas and Payment Gateways.




***Laserfiche Forms Designer***

*Users that can access Forms*:

- **Full named users**: provides full access to all functionality within Forms.
- **Authenticated participant (submitter) users**: limited functionality users can submit forms, start processes, and complete user tasks, users login with the email address assigned to the license.

- **Community users**: function as Authenticated participant license, but requires Laserfiche Directory Server authentication.
- **Public users**: public users do not need to sign in to Forms or have a Laserfiche account. Anybody can submit a form. Requires Laserfiche Forms Portal

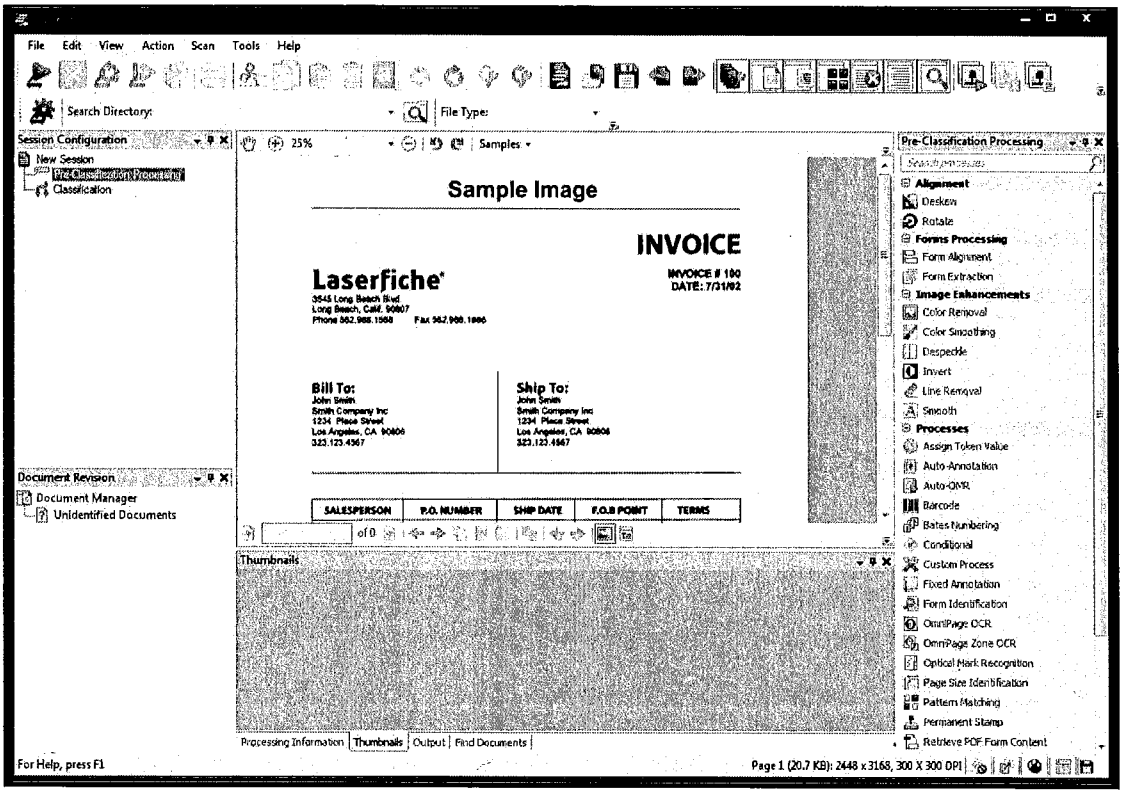
**Laserfiche Forms Portal** - Extends the functionality of your Laserfiche Forms application to publicly available forms that can be completed and submitted online anonymously, meaning users do not need to login in order to complete and submit a form.

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

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

Quick Fields options include:

- **Bar Code** – reads a variety of industry standard bar codes horizontally and vertically.
- **Zone OCR** – automatically extracts text from specific form areas for rapid data capture and index field population.
- **Real-Time Lookup** – populates template fields and validates metadata by retrieving data stored in client databases and other applications.
- **Pattern Matching** – uses regular expressions to separate extracted data, such as zip codes, from larger blocks of text captured by Zone OCR and verifies that is correctly formatted.
- **Check Scanning** – captures images of checks with supported Digital Check Corporation (DCC) scanners.
- **Form Identification** – automatically recognizes the form or document based on its overall structure, even in the absence of barcodes, form data or other distinguishing information.
- **Form Registration** – automatically repositions the document to match a master form, correcting for scanning errors and improving data extraction.
- **Form Extractor** – removes form outlines, isolating data for more accurate capture.
- **Optical Mark Recognition (OMR)** – detects marks on surveys, tests and ballots. OMR can determine whether check boxes have been filled in.
- **Document Classification** – eliminates the need for sorting prior to forms processing by recognizing multiple types of forms in a single session.




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

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

Records Management Highlights:

- DoD 5012.2 compliant
- Enforce enterprise-wide records policies, regardless of your records' format, location or content, and without additional staff training.
- Create records from documents already under management.
- Search for records according to status or location.
- Automate life cycle management from document creation to final disposition.
- Run reports detailing where records are in their life cycle and which records are eligible for transfer, accession or destruction.
- Log all system activity, providing an audit trail that can be used to prove adherence to you records management plan and compliance with regulations.

- Ensure the future accessibility of your archived records with storage in non-proprietary TIFF file format.
- Safeguard records with comprehensive access controls.
- Promote compliance with Sarbanes-Oxley, HIPPA, USA PATRIOT ACT, SEC, FINRA and other regulations.
- Simply business continuity planning by centralizing your organization's information.
- Reduce litigation risks associated with expired and outdated records.
- Respond to e-discovery order quickly and confidently.
- Instantly provide large numbers of records to auditors, without trips to the records room or off-site storage facilities.

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

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

**Laserfiche Plus** - Laserfiche Plus is a publishing tool that allows for a selection of documents, their metadata, and folder structure to be published in an independent package onto a CD or DVD. Laserfiche Plus is fully equipped with a powerful search engine that allows you to search and retrieve documents. The Plus CDs/DVDs can be used for disaster recovery measures by providing access to critical documents at all times, even if your network is off-line.

# Psigen Overview

**About PSIGEN**

For more than 20 years, PSIGEN has forged ahead as the innovative leader in advanced capture applications, helping organizations convert content into managed digital assets and providing robust solutions for even the most complex document capture needs. Built on the premise "Perfecting Simple Imaging," PSIGEN has formed into a rapidly growing technical leader, with partnerships throughout the Document Management, MFP, and Value-Added Reseller spheres.

With more than 35,000 installs over the past 20 years in business, PSIGEN is a major player in the document capture space. The software is used by many successful organizations, including Microsoft, the State of Louisiana, Shell and Denver International Airport.

PSIGEN's products are designed to provide the utmost flexibility and scalability. They have the versatility to integrate with virtually any type of scanner, fax or server, and can migrate documents in multiple formats, to more than 53 different Enterprise Content Management (ECM) systems.

**PSIcapture Overview**

PSIcapture is PSIGEN's flagship product, a robust document capture, and data extraction application. PSIcapture was developed as a single capture platform to meet all the needs of an organization, including document scanning and import, forms processing, data capture, OCR/ ICR data extraction and the ability to migrate the information into a document repository.

Organizations use an array of scanning devices and document management applications to meet their needs, which are subject to change over time. PSIcapture is unique in its ability to integrate with virtually any scanning device and publish documents and information to more than 53 ECM systems. No matter the size and scope of an organization, whether it has ten employees in one office or 500 scattered across several locations, PSIcapture can make document processes easy and efficient.

**PSIGEN Solution Components**

A PSIGEN solution is comprised of several components, each contributing important functions that allow the workflow to run seamlessly from import time to migration. The following are a highlight of the major solution components.

**Capture**

Document capture is the first step in any workflow. It provides integration with direct-connect scanners, multifunction printers (MFPs) and network-based image folders. Capture can be used interactively, or it can be automated by using the auto-import feature, which allows automatic import from hot folders, SharePoint Document Libraries, RightFax Servers or FTP/SFTP servers.

**Quality Assurance (QA)**
Once documents are imported, QA allows the user to review the pages to verify image quality. Unsatisfactory pages can be replaced, missing pages inserted, and pages requiring rotating or cropping can be changed to suit the user's needs. Image processing also allows pages to be manipulated to improve poor quality images.

**Optical Character Recognition (OCR)/Optical Mark Recognition (OMR)**
OCR provides a robust feature set that allows the conversion of images to a number of standard formats, such as PDF, PDF/A, HTML 4, XML, TXT. Other features of OCR include multiple page recognition, Zone OCR—which provides the ability to split files based on key terms—PDF field population and more. OMR provides the ability to intelligently read check boxes or bubble sheets and convert the results into meaningful data. OMR can be used for anything from test grading to determining results of polls and surveys.

**Intelligent Character Recognition (ICR)**
ICR converts hand-printed text on forms into index field data. The indexed data can then be routed to the document management system as metadata, making the form searchable by the information that was originally hand-printed data.

**Advanced Data Extraction (ADE)**
ADE is an advanced data extraction and parsing engine that can intelligently apply scripting or pattern-matching logic to metadata, which provides greater accuracy to OCR, ICR, manual data entry and auto-populated fields. ADE virtually eliminates the need for hand-keying information, increases accuracy and reduces the time required for the metadata capture process.

**Classification and the Accelerated Classification Engine (ACE)**
PSIcapture's document classification feature set allows intelligent classification of forms and documents through the use of the OCR and ADE modules. Through our forms processing engine, you can auto-extract complex data structures and information from disparate documents.

The Accelerated Classification Engine is cutting-edge technology that allows users to build Classification rules in the middle of a workflow. Instead of configuring rules for Classification before running the workflow, ACE automatically classifies never-before-seen documents. All the end-user has to do is verify that the automatic Classification is correct. Taking it a step further, ACE can access existing sets of indexed information, such as a database, find their location on the document and extract the data you are looking. With ACE, users can quickly validate the Classification and Data Extraction that has been intelligently identified, reducing a process that once took hours to under a minute.

**Table Extraction**
PSIcapture's Table Extraction provides a powerful line-item extraction technology to speed up the extraction of invoice data and allow AP personnel to quickly and easily verify and validate data. Table Extraction can span multiple pages and be configured to suit your business's unique structure and needs. Table Extraction works hand in hand with Classification, so when invoices get processed through the Classification step, the vendor is identified and the line-item data is automatically extracted.

Classification will also determine whether or not the invoice contains a table, so Table Extraction will only be used on applicable documents.

The invoices and data will then be moved into the Quality Assurance step, where your AP personnel can verify the data collected then send it on to the migration step, publishing it to whatever repository or accounting program your business uses. Table extraction is also useful in processing other documents classifications such as Purchase Orders, Transcripts, and Explanations of Benefits.

**Migration**

Once your documents have been fully processed, the final step in the workflow is Migration, which provides connectivity to your ECM system. PSIGEN supports migration, sometimes referred to as publication, to more than 53 ECM systems, allowing for the seamless transfer of your documents and indexed data into your repository.

PSIcapture has the ability to migrate documents and data into virtually any document management system. However, PSIcapture does not typically migrate directly to the Line of Business applications commonly used by accounting departments, such as Microsoft Dynamics, SalesForce, SAP, Oracle Financials and QuickBooks. PSIcapture does not lack the ability to migrate captured information to your system, it simply means that you will have to export your data in order to migrate it in the event that the third-party software does not provide the option for a direct migration.

Below we have outlined three options for migrating your data into your third-party system. These options should only have a minor impact on the PSIGEN configuration, but there may be costs incurred from your software system provider.

**Option 1: Staging Database**

If the target third-party system uses a relational database such as Microsoft SQL, Oracle or IBM DB2, PSIcapture configuration can allow the data to be written to a staging database—essentially another instance of SQL or Oracle. From there, the system's administrators can create a Stored Procedure to import the data under their schedule and control. This will limit the risk of corrupting the production databases for PSIcapture and the third party system, while providing the system administrator with governance of the data import.

**Option 2: Text File**

PSIcapture can also publish a text file containing tabular data in the form of a text file into a specified directory. The text file can be configured to export with multiple variances such as defining the text delimiter, file delimiter, text qualifier and the output file extension (such as CSV.) If the third-party system has an import process, it can initiate the data import from this type of file. Alternatively, if the third party system has an executable (.exe) file, PSIcapture can initiate the process upon completing the text file creation.

**Option 3: XML File**

Similar to Option 2, PSIcapture has the ability to create an XML output file into a specified directory. If the third party system has an import process, it can initiate the data import from this type of file. If the system has an executable (.exe) file, PSIcapture can initiate the process upon completing the XML file creation. PSIcapture can leverage an XSLT file when producing an XML file. Three example XML format options are on the following pages.

PSIcapture Scan Station Licensing

PSIcapture licenses are concurrent and based on annual volume. The Enterprise annual volume concurrent licenses are shown below:

- 24,000 images per year
- 60,000 images per year
- 120,000 images per year
- 480,000 images per year
- 1,200,000 images per year
- Unlimited images per year
- 12,000 images per year test license (non-production, limit one per end user company)

Each of these is a single concurrent license, and the yearly volumes can be combined in any way. If you want to scan 360,000 images per year, you can buy three 120,000 licenses, which will give you three concurrent licenses and a shared image pool of 360,000 images per year. If you require additional users but not additional annual volumes, you can add a zero-count license to a limited environment, or an unlimited workstation to an unlimited environment.

There are several optional capture station additions, depending on how you need to extract information: Advanced Data Extraction Module (ADE), Intelligent Character Recognition (ICR/ hand printing recognition), Classification and Table Extraction. PSIGEN has created different order bundles that include the modules required for a specific level of processing.

If you are planning on using the auto-import option within PSIcapture, we strongly suggest you add one license to the required number of concurrent users. If you need 3 users, plus auto-import, we recommend you purchase 4 users, as the auto-import process will consume a license. We also have an option to add to the above additional image counts, called non-recurring volume counts. Volume counts are a reserve bank of images you can purchase to do a large volume project, or to ensure that you can continue to scan if you exceed your yearly allocation. They are also nice for project based businesses, because you can buy an entry level yearly volume license and purchase volume based on what you need to process. Volume count licenses are ordered for the specific bundle that is chosen.

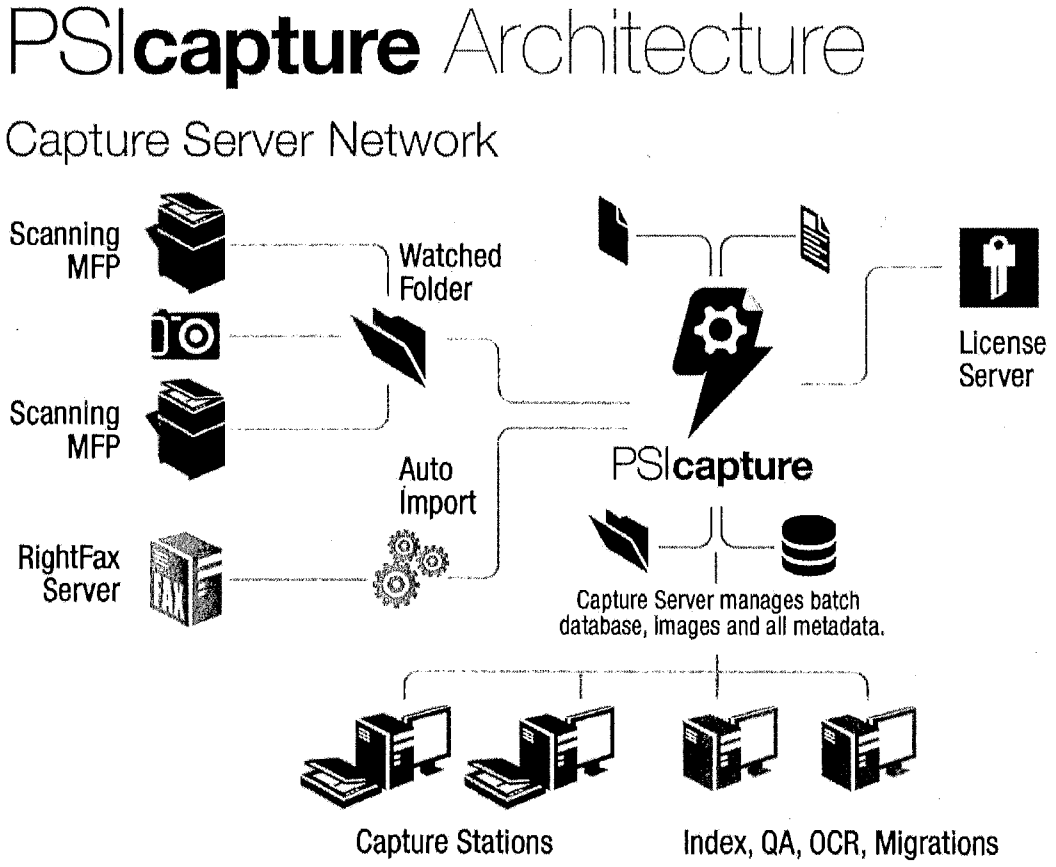
**PSIcapture Unlimited Workstation**

PSIcapture workstations are offered to provide the ability to process scanned documents through all workflow steps, with the exception of capture. They function just like a regular scan station license, and you can add all 3 module types to the license, depending on requirements.

**PSIcapture Scan Only Workstation**

The Scan Only license is only permitted in unlimited environments, such as mailroom, facility management or Service Bureau operations. The license is typically used where a dedicated license would be operating high-speed scanners or auto-import of images while creating new batches. This license does not include OCR or ICR engines (nor can it be added) so separation rules cannot include the OCR, ICR or ADE options.

Below is an overview of a typical PSIcapture network:




PSIcapture Licensing Modules

**OCR/OMR/PDF Module**

The PSIcapture OCR Module provides the ability to do a full-text conversion of the entire scanned document, or recognize defined zones. Below is a full feature list for the module:

**Full text Optical Character Recognition (OCR) Features:**

- Create searchable PDFs within a Document Repository

- OCR output formats include PDF & Text
- Scan paper files for conversion, or import digital images from folders (folders can be monitored)
- Convert PDF, TIFF, BMP, JPG, PNG and GIF to searchable files
- Broad range of language support
- Performance tuning options to choose between recognition speed and accuracy
- PDF creation engine allows for PDF or PDF/A with hidden text, text PDF and image PDF
- PDF fields can be populated with index field information

**Zone Optical Character Recognition (OCR) Features:**

- Zone OCR Separation - ability to split files based on key terms
- Create Zone OCR processing templates based on document types to gather data from capture images
- Specify zone types and filters
- Perform image processing prior to OCR to ensure the best accuracy

**Optical Mark Recognition (OMR) Features:**

- Read check boxes on forms
- Create Scanning Routing Sheets
- Process surveys

**Multi-Core OCR options**

PSIcapture has the ability to leverage high-powered computers by utilizing multiple core processors. The base OCR module will consume a single CPU; we now have the ability to utilize dual- or quad-core processors to increase processing power.

The speed of the OCR processing will increase by approximately 1.5x by going from a single to a dual-core license and by approximately 3x when upgrading from a single- to a quad-core license. Please note, performance will vary based on your computer configuration such as disk speed, RAM, operating system and processor. Additional impacts can be made by the configuration of your PSIcapture system; for example, processing images across a network can slow the progression.

**External Connectors**

PSIcapture will allow you to utilize the equipment and other software you currently own, which will assist in leveraging your investments. This includes fax server software and intelligent devices such as network scanners and Multi-Function Printers (MFPs.)

External Connector features:

- Simple interface to capture documents while saving user's time
- Batch scanning of like documents, such as invoices — without the need to scan one document at a time
- Distributed scanners and copiers are already in nearly every company and in most departments

**ICR Module**

The PSIcapture ICR Module provides the ability to extract hand-printed data from scanned documents, on-demand (rubber band) ICR or zone recognition.

**Zone Intelligent Character Recognition (ICR) Features:**

- Zone ICR Separation — ability to split files based on key terms
- Create Zone ICR processing templates based on document types to gather data from captured images
- Specify zone types and filters
- Perform image processing prior to ICR to ensure the best accuracy

**Advanced Data Extraction (ADE)**

The Advanced Data Extraction module can be used throughout PSIcapture and PSIfusion to simplify many processes. During separation, ADE can be used to specify text or pattern matching to automate document separation. During the indexing step, ADE can take any captured text—captured via OCR, ICR, OMR, Barcode, Database Return, Classification Form ID name, or default values—and parse the data for the required information. ADE can also be used to configure conditional migrations, where the user specifies a condition that needs to be met for the migration to occur and ADE uses regular expression matching to determine the migration.

**Advanced Data Extraction (ADE) Features:**

- Examine, analyze and search OCR Text to identify key expressions or terms
- Full Microsoft .NET regular expression support for character matching
- Apply filtering expressions to OCR zone (s)
- Provides for proximity analysis, where expressions before or after terms can be read.

**Forms and Document Classification**

PSIcapture's Classification Module provides intelligent classification of forms and documents. By parsing the document for a particular word or phrase, the software is able to determine what type of document is being processed. Within the Classification Module is a powerful automation feature, the Accelerated Classification Engine (ACE), which allows users to create new Classification forms within the capture profile in the middle of a batch, without having to interrupt the workflow. ACE can also connect to the user's database to preconfigure Classification forms and rules using already existing data.

**Table Extraction Module**

PSIcapture's Table Extraction Module (requires classification module) allows for extraction from columns of data by identifying the header of the column (such as quantity or unit price on an invoice). This can be used to extract information for multiple record indexing and publishing data into an Enterprise Resource Planning (ERP) solution.

**Extended File Format (EFF) Module**

The Extended File Format (EFF) module enables PSIcapture to import and process all types of digital files, allowing users to assign index data based on file name, folder structure or use any of the PSIcapture default value settings. The powerful C# scripting engine within PSIcapture can be utilized to

perform advanced processing of business logic. PSIcapture can use ADE to extract data if importing Microsoft XML based office files (.docx / .xlsx / .pptx.)

**Migrations**

The Migration module provides connections to Document Management and Enterprise Content Management Systems through either load files or direct connectivity to allow PSIcapture to publish information into these third party systems.

**Migration Features:**

- Control file naming and folder naming with index fields
- Permanently redact documents based on zones or matched text patterns, dual publish to multiple repositories (example - original image in a secure environment, redacted to a public environment)
- Perform Bates Stamping on output
- Apply image processing profiles on output
- Read document repository configuration to automatically map field types and names (where applicable)
- Conditional Migration based on scripted logic (requires ADE)

**Retrieval**

When a client is looking for a simple search and retrieve option and doesn't require the advanced features of a robust document management system, the Retrieval option may be a fit. By storing your images as a TIFF file and compiling index values (meta–data) into a Windows® database (Access® or SQL) you can search the index fields to retrieve your images.

**Other features include:**

- Search indexed metadata values with Boolean Logic
- E-Mail documents
- Concurrent user access (separate from the concurrent users of PSIcapture)
- Print images (which could include faxing if you have a fax server or software)
- Annotate images including text

# Laserfiche Price List

| Core System Components | | |
|---|---|---|
| **Product Description** | **Software** | **LSAP** |
| **Servers** | | |
| Laserfiche Avante Server for SQL Express with Workflow | $1,500 | $300 |
| Laserfiche Avante Server for MS SQL with Workflow | $5,000 | $1,000 |
| Laserfiche Avante Server for Oracle with Workflow | $10,000 | $2,000 |
| Laserfiche Avante Records Management Edition Server for MS SQL with Workflow | $11,000 | $2,200 |
| Laserfiche Avante Records Management Edition Server for Oracle with Workflow | $16,000 | $3,200 |
| Laserfiche Records Management Edition | $6,000 | $1,200 |
| Laserfiche Avante Additional Repository for SQL Express | $1,000 | $200 |
| Laserfiche Avante Additional Repository for MS SQL | $1,000 | $200 |
| Laserfiche Avante Additional Repository for Oracle | $2,000 | $400 |
| **User Licenses** | | |
| Laserfiche Named Full User with Web Access, Mobile, Snapshot and Email | $600 | $120 |
| Laserfiche Forms Authenticated Participants (1-49 users) | $200 | $40 |
| Laserfiche Forms Authenticated Participants (50-199 users) | $140 | $28 |
| Laserfiche Forms Authenticated Participants (200-499 users) | $99 | $20 |
| Laserfiche Forms Authenticated Participants (500-999 users) | $70 | $14 |
| Laserfiche Forms Authenticated Participants (1,000-1,999 users) | $56 | $11 |
| Laserfiche Forms Authenticated Participants (2,000-2,999 users) | $38 | $8 |
| Laserfiche Forms Authenticated Participants (3,000-4,999 users) | $32 | $6 |
| Laserfiche Forms Authenticated Participants (5,000+ users) | $26 | $5 |
| **Additional System Components** | | |
| *These applications are licensed for the entire system and must be purchased for each Named User.* | | |
| **Auditing Tools** | | |
| Laserfiche Starter Audit Trail | $50 | $10 |
| Laserfiche Standard Audit Trail | $75 | $15 |
| Laserfiche Advanced Audit Trail with Watermark | $100 | $20 |
| **Digital Signatures** | | |
| Laserfiche Digital Signatures | $25 | $5 |
| **Integration Tools** | | |
| Laserfiche Connector | $25 | $5 |
| **Forms Tools** | | |
| Laserfiche Forms - *Allows form creation and submission and the ability to participate in routing for all licensed users.* | $50 | $10 |

**Desktop-Based Applications**

*These applications are licensed per desktop; you will need one copy of the software for each computer on which it will be installed.*

**Image Capture Tools**

| | | |
|---|---|---|
| Laserfiche Import Agent | $1,495 | $390 |
| Laserfiche Quick Fields | $595 | $120 |
| Laserfiche Quick Fields Agent | $9,995 | $2,000 |
| Laserfiche Quick Fields Scripting Kit | $595 | $120 |
| Laserfiche Auto Stamp/Redaction/Bates Num. | $495 | $100 |
| Laserfiche Document Classification | $4,995 | $1,000 |
| Laserfiche Forms Alignment | $2,495 | $500 |
| Laserfiche Optical Mark Recognition | $2,495 | $500 |
| Laserfiche Forms Identification | $2,495 | $500 |
| Laserfiche Forms Extractor | $2,495 | $500 |
| Laserfiche Forms Combo - *Includes Zone OCR and Validation, Document Classification, OMR, Forms Alignment, Form Extractor, Forms Identification.* | $9,995 | $2,000 |
| Laserfiche Zone OCR and Validation Package | $2,795 | $560 |
| Laserfiche Barcode and Validation Package | $1,695 | $340 |
| Laserfiche Real Time Look Up and Validation Package | $595 | $120 |
| Laserfiche ScanConnect | $165 | $33 |
| Laserfiche ScanConnect 5 Pack | $660 | $132 |
| Laserfiche ScanConnect 10 Pack | $915 | $183 |

**Digital Archiving and Publishing Tools**

| | | |
|---|---|---|
| Laserfiche Plus Plug-in | $3,795 | $1,950 |

**Server-Based Products**

*These applications are installed on a server and are available to some or all users, client-side. You must buy one copy of the software for each server on which you wish to install it.*

**Web Portals and Distribution Tools**

| | | |
|---|---|---|
| Laserfiche Starter Public Portal | $15,000 | $3,000 |
| Laserfiche Standard Public Portal | $25,000 | $5,000 |
| Laserfiche Midsized Public Portal | $35,000 | $7,000 |
| Laserfiche Unlimited Public Portal - *Unlimited retrieval connections per processor* | $45,000 | $9,000 |
| Laserfiche Unlimited Public Portal for dual processor machine | $50,000 | $10,000 |
| Laserfiche Web Distribution Portal | $7,995 | $1,600 |

**Image Capture Tools**

| | | |
|---|---|---|
| Laserfiche Forms Portal Add-on - *Allows form submission from unlicensed (public) users.* | $7,995 | $1,600 |

**Integration Tools**

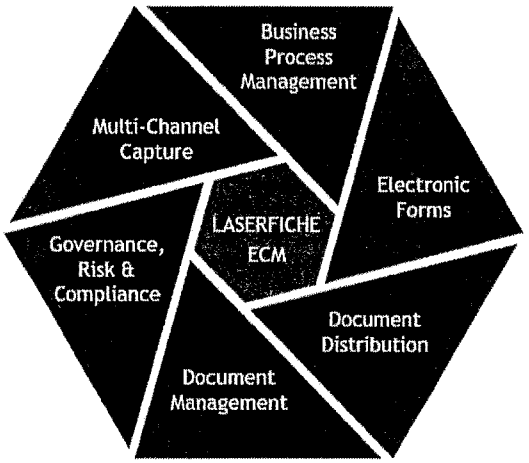
| | | |
|---|---|---|
| Laserfiche SDK | $2,500 | $750 |
| Laserfiche Integration Express for HTE | $2,495 | $500 |

REQUEST FOR PROPOSAL

# Accounts Payable Workflow/ ERP Integrated Document Imaging Solution

RFP Number: RO2295

Cost Proposal




Submitted to:

## ORANGE COUNTY FIRE AUTHORITY

**July 10, 2018**

ECS Imaging, Inc.
Your World Class Laserfiche Provider


**Proposal Contact**
**Andrew Albers**
**Account Manager**
**(951) 202-2184**
**andrew@ecsimaging.com**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*Laserfiche Support*

*Document Scanning*

*Records Management*

*Project Management*

*Data Migration*

*Integration*

**Largest Provider of Laserfiche in Western United States**

**ORIGINAL**


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5905 Brockton Ave., Suite C
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Fax (951) 787-0831
Toll Free (877) 790-1600

Northern California
5052 Forni Drive, Suite A
Concord, CA 94520

Arizona
10781 E. Salsabila
Tucson, AZ 85747
Phone: (520) 599-8124

Colorado
403 16th Street, Suite 301
Denver, CO 80202
Phone: (720) 598-9176

**www.ecsimaging.com**
**sales@ecsimaging.com**


Laserfiche®
*Authorized Reseller*

| Development & Implementation Cost | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing:** Designate method (per user, transaction volumes, etc.). If graduated method, provide scale: | | |
| Laserfiche Avante Document Management Solution: | | |
| ▪ Laserfiche Avante Server | **$ 5,000.00** | **$ 5,000.00** |
| ▪ 5 Primary Users for Accounts Payable Module | **$ 600.00** | **$ 3,000.00** |
| ▪ 10 Primary Users for optional HR/Payroll Module | **$ 600.00** | **$ 6,000.00** |
| ▪ 5 Primary Users for optional Finance Module | **$ 600.00** | **$ 3,000.00** |
| ▪ 300 General User licenses (10 concurrent retrieval users licenses) | **$ 15,000.00** | **$ 15,000.00** |
| ▪ Laserfiche Connector (20 users) | **$ 25.00** | **$ 500.00** |
| ▪ Laserfiche Import Agent | **$ 1,495.00** | **$ 1,495.00** |
| Psigen Advanced Capture Solution: | | |
| ▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (**Up to 200K images per year**), Quad Core OCR - 12 Month Term | **$ 4,920.00** | **$ 4,920.00** |
| ▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | **$ 6,600.00** | **$ 6,600.00** |
| ▪ TEST License - Table Extraction Bundle plus ICR - **Limited to 12,000 images/year** - 12 Month Term | **$ 1,750.00** | **$ 1,750.00** |
| | **Hours** | **Total Cost** |
| **Phase I – Project Planning**: Initial meetings with OCFA Staff to define the design and delivery requirements. Produce final approved project plan and timeline. | **48 Hours (6 days)** | **$ 10,800.00** |
| **Phase II – Design/Implementation**: Provide professional services for installation, setup, and configuration. | **72 Hours (9 days)** | **$ 16,200.00** |
| Psigen-Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment | **24 Hours (3 Days)** | **$ 9,750.00** |
| **Phase III – Testing/Training:** Provide training and supply training materials and/or expertise to be delivered to users (Provide details) Please see Training section for details | **24 Hours (3 days)** | **$ 5,400.00** |
| PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days | **8 Hours (1 Day)** | **$ 9,000.00** |
| **Other (Please describe)** – Travel Expenses | | **$ 4,000.00** |
| **Option 1:** Solution utilizing Ellucian Banner Document Management | | N/A |

| | | |
|---|---|---|
| **Option 2:** Vendor specific invoice image-to-data template creation (average cost per template). | **20 Hours for up to 5 invoices** | **$ 4,500.00** |
| **Value Added Option 1:** (List each optional item and price) | | N/A |
| **Value Added Option 2:** (List each optional item and price) | | N/A |

| **Annual Cost** | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing and Support:** Designate method (per user, transaction volumes, etc.). If graduated method, provide scale. List available support level options and costs. Support costs included in 1st year and subsequent years: | | |
| ▪ Laserfiche Avante Server | **$ 1,000.00** | **$ 1,000.00** |
| ▪ (5) Primary Users for Accounts Payable Module | **$ 120.00** | **$ 600.00** |
| ▪ (10) Primary Users for optional HR/Payroll Module | **$ 120.00** | **$ 1,200.00** |
| ▪ (5) Primary Users for optional Finance Module | **$ 120.00** | **$ 600.00** |
| ▪ General User licenses (Public Portal-10 concurrent) | **$ 3,000.00** | **$ 3,000.00** |
| ▪ Laserfiche Connector - 20 Users | **$ 5.00** | **$ 100.00** |
| ▪ Laserfiche Import Agent | **$ 390.00** | **$ 390.00** |
| Support/Licensing Costs for year 2 and on: | | |
| ▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term | **$ 4,920.00** | **$ 4,920.00** |
| ▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | **$ 6,600.00** | **$6,600.00** |
| ▪ TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term | **$ 1,750.00** | **$ 1,750.00** |
| **Overall Base Cost (Without Value Added Options)** | | **$ 109,305.00** |
| **Includes Option 2** | | **$ 113,805.00** |
| **Overall Total Cost (With Value Added Options)** | | **$** |

**Provide details of what is included in the total cost listed above. Travel and incidentals should be included in the total cost.**

**Laserfiche Solution:**

- Laserfiche Avante Server for MS SQL with Workflow
- Laserfiche Named Full User w/ Web Access, Snapshot, and Email
- Laserfiche Connector
- Laserfiche Starter Public Portal (10 retrieval user licenses)

- Laserfiche Import Agent
- Annual Laserfiche Support for all modules
- 6 days for ECS Project Management
- 9 days for ECS Install, Configuration, Consulting, Project Management, and Testing
- 3 days for ECS Training

**Psigen Advanced Capture Solution:**

- PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term
- PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term
- TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term
- Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment
- PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days
- Travel expenses

**Please provide the 2nd and 3rd year maintenance fees and describe how annual cost will be determined within subsequent years beyond what has been provided above. In addition, please provide an explanation of how the cost will be calculated and if the annual cost will be based off of the number of users or will be based off of a different set of criteria.**

Year 2: Laserfiche - $6,890.00, Psigen - $13,270.00, Total - $20,160.00
Year 3: Laserfiche - $6,890.00, Psigen - $13,270.00, Total - $20,160.00

**Any additional information you would like OCFA to consider.**

**Estimated time to complete project:**
18 Total Days – Not consecutive days

**Term of Offer**: It is understood and agreed that this offer may not be withdrawn for a period of one hundred eighty days (180) from the Proposal Submittal Deadline, and at no time in case of successful Offeror.

## Laserfiche Avante Solution

ECS Imaging, Inc.
Your World Class Laserfiche Provider

ECS Imaging, Inc.
5905 Brockton Ave, Suite C
Riverside CA, 92506

Phone: 951-787-8768
Fax: 951-787-0831
www.ecsimaging.com

### Software

**Avante includes Workflow and Forms Essentials**

| SKU | Description | Unit Price | Quantity | Line Total |
|---|---|---|---|---|
| MSE30 | Laserfiche Avante Server for MS SQL with Workflow | $ 5,000.00 | 1 | $ 5,000.00 |
| MNF16 | Laserfiche Named Full User w/Web Access, Snapshot, and Email | $ 600.00 | 20 | $ 12,000.00 |
| MCNC16 | Laserfiche Connector | $ 25.00 | 20 | $ 500.00 |
| MPP1 | Laserfiche Starter Public Portal (10 retrieval user licenses) | $ 15,000.00 | 1 | $ 15,000.00 |
| MCA01 | Laserfiche Import Agent | $ 1,495.00 | 1 | $ 1,495.00 |
| | | | **Software Subtotal** | **$ 33,995.00** |

### Annual Maintenance and Licensing

| SKU | Description | Unit Price | Quantity | Line Total |
|---|---|---|---|---|
| MSE30B | Laserfiche Avante Server for MS SQL with Workflow LSAP | $ 1,000.00 | 1 | $ 1,000.00 |
| MNF16B | Laserfiche Named Full User w/Web Access, Snapshot, & Email LSAP | $ 120.00 | 20 | $ 2,400.00 |
| MTKCON16B | Laserfiche Connector LSAP | $ 5.00 | 20 | $ 100.00 |
| MPP1B | Laserfiche Starter Public Portal (10 retrieval user licenses) LSAP | $ 3,000.00 | 1 | $ 3,000.00 |
| MCA01B | Laserfiche Import Agent LSAP | $ 390.00 | 1 | $ 390.00 |
| | | | **Annual Maintenance Subtotal** | **$ 6,890.00** |

### Professional Services

| SKU | Description | Rate | Quantity | Line Total |
|---|---|---|---|---|
| ECSPM | ECS Project Management | $ 1,800.00 | 6.00 | $ 10,800.00 |
| ECSCI | ECS Install, Configuration, Consulting, & Project Management | $ 1,800.00 | 9.00 | $ 16,200.00 |
| ECST | ECS Training Services | $ 1,800.00 | 3.00 | $ 5,400.00 |
| | | | **Professional Services Subtotal** | **$ 32,400.00** |

| | | | |
|---|---|---|---|
| | | **Subtotal** | $ 73,285.00 |
| **Tax Rate** Software Only (Download Only) | 0.000% | **Tax** | $ - |
| Software is only available via download and is not subject to CA sales tax | | **Shipping** | $ - |
| | | **Total** | **$ 73,285.00** |

**Psigen Advance Capture Solution**

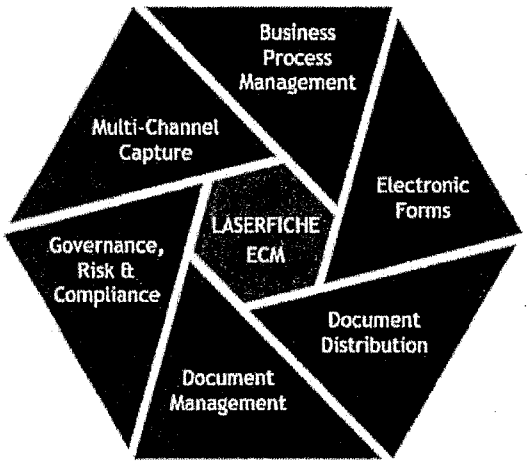
| Psigen Software Description | Cost |
|---|---|
| PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term | $ 4,920.00 |
| PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | $ 6,600.00 |
| Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment | $ 9,750.00 |
| TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term | $ 1,750.00 |
| PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days | $ 9,000.00 |
| Travel expenses | $ 4,000.00 |
| **TOTAL** | **$36,020.00** |

REQUEST FOR PROPOSAL

# Accounts Payable Workflow/ ERP Integrated Document Imaging Solution

RFP Number: RO2295

BAFO Attachment




Submitted to:

## ORANGE COUNTY FIRE AUTHORITY

**January 28, 2019**


ECS Imaging, Inc.
Your World Class Laserfiche Provider

**Proposal Contact**
**Andrew Albers**
**Account Manager**
**(951) 202-2184**
**andrew@ecsimaging.com**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5052 Forni Drive, Suite A
Concord, CA 94520

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Denver, CO 80202
Phone: (720) 598-9176

**www.ecsimaging.com**
**sales@ecsimaging.com**


**Laserfiche®**
*Authorized Reseller*

| Development & Implementation Cost | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing**: Designate method (per user, transaction volumes, etc.). If graduated method, provide scale:<br><br>Laserfiche Avante Document Management Solution:<br>▪ Laserfiche Avante Server<br>▪ 5 Primary Users for Accounts Payable Module<br>▪ 10 Primary Users for optional HR/Payroll Module<br>▪ 5 Primary Users for optional Finance Module<br>▪ 300 General User licenses (10 concurrent retrieval users licenses)<br>▪ Laserfiche Connector (20 users)<br>▪ Laserfiche Import Agent<br><br>Psigen Advanced Capture Solution:<br>▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (**Up to 200K images per year**), Quad Core OCR - 12 Month Term<br>▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term<br>▪ TEST License - Table Extraction Bundle plus ICR - **Limited to 12,000 images/year** - 12 Month Term | <br><br><br>**$ 5,000.00**<br>**$ 600.00**<br>**$ 600.00**<br>**$ 600.00**<br>**$ 15,000.00**<br>**$ 25.00**<br>**$ 1,495.00**<br><br><br>**$ 4,920.00**<br><br>**$ 6,600.00**<br><br>**$ 1,750.00** | <br><br><br>**$ 5,000.00**<br>**$ 3,000.00**<br>**$ 6,000.00**<br>**$ 3,000.00**<br>**$ 15,000.00**<br>**$ 500.00**<br>**$ 1,495.00**<br><br><br>**$ 4,920.00**<br><br>**$ 6,600.00**<br><br>**$ 1,750.00** |
| | **Hours** | **Total Cost** |
| **Phase I – Project Planning**: Initial meetings with OCFA Staff to define the design and delivery requirements. Produce final approved project plan and timeline. | **48 Hours (6 days)** | **$ 10,800.00** |
| **Phase II – Design/Implementation**: Provide professional services for installation, setup, and configuration.<br><br>Psigen-Professional Services (per 8 hour day, 1/2 day minimum) - to be used for configuration and/or deployment | **72 Hours (9 days)**<br><br>**24 Hours (3 Days)** | **$ 16,200.00**<br><br>**$ 9,750.00** |
| **Phase III – Testing/Training:** Provide training and supply training materials and/or expertise to be delivered to users (Provide details) Please see Training section for details<br><br>PSIcapture & PSIfusion Onsite Technical Training Class - 8 hour day (T&E additional) - 3 days | **24 Hours (3 days)**<br><br>**8 Hours (1 Day)** | **$ 5,400.00**<br><br>**$ 9,000.00** |
| **Other (Please describe)** – Travel Expenses | | **$ 4,000.00** |
| **Option 1:** Solution utilizing Ellucian Banner Document Management | | N/A |
| **Option 2:** Vendor specific invoice image-to-data template creation (average cost per template). | **20 Hours for up to 5 invoices** | **$ 4,500.00** |

| | | |
|---|---|---|
| **Value Added Option 1:** (List each optional item and price) | | N/A |
| **Value Added Option 2:** (List each optional item and price) | | N/A |

| Annual Cost | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Unit Cost** | **Total Cost** |
| **Licensing and Support:** Designate method (per user, transaction volumes, etc.). If graduated method, provide scale. List available support level options and costs. Support costs included in 1st year and subsequent years: | | |
| ▪ Laserfiche Avante Server | **$ 1,000.00** | **$ 1,000.00** |
| ▪ (5) Primary Users for Accounts Payable Module | **$ 120.00** | **$ 600.00** |
| ▪ (10) Primary Users for optional HR/Payroll Module | **$ 120.00** | **$ 1,200.00** |
| ▪ (5) Primary Users for optional Finance Module | **$ 120.00** | **$ 600.00** |
| ▪ General User licenses (Public Portal-10 concurrent) | **$ 3,000.00** | **$ 3,000.00** |
| ▪ Laserfiche Connector - 20 Users | **$ 5.00** | **$ 100.00** |
| ▪ Laserfiche Import Agent | **$ 390.00** | **$ 390.00** |
| Support/Licensing Costs for year 2 and on: | | |
| ▪ PSIcapture Enterprise - Table Extraction Level 3 Bundle (Up to 200K images per year), Quad Core OCR - 12 Month Term | **$ 4,920.00** | **$ 4,920.00** |
| ▪ PSIcapture Enterprise - Table Extraction Level 0 (ZERO VOLUME) Bundle including Quad Core OCR - 12 Month Term | **$ 6,600.00** | **$6,600.00** |
| ▪ TEST License - Table Extraction Bundle plus ICR - Limited to 12,000 images/year - 12 Month Term | **$ 1,750.00** | **$ 1,750.00** |
| **Overall Base Cost (Without Value Added Options)**<br>**Includes Option 2** | | **$ 109,305.00**<br>**$ 113,805.00** |
| BAFO for Overall Base Cost<br>BAFO with Option 2 | | $ 104,305.00<br>$ 108,580.00 |

**Laserfiche Pricing Schedule:**

Payment 1 – At software order, 100 percent of Laserfiche software and annual maintenance is due. This amount comes to $40,885. 50 percent of the professional services is also due. This amount comes to $16,200. Total for Laserfiche Milestone 1 is **$57,085**.

For the remainder of the professional services ($16,200 minus discount $5,000 = **$11,200**), we will invoice monthly as the project progresses with net 20 terms.

**Psigen Pricing Schedule:**

Payment 1 – At software order, 100 percent of Psigen software and annual maintenance is due. This amount comes to $13,270. 50 percent of the professional services is also due. This amount comes to $11,375. Total for Psigen Milestone 1 is **$24,645**.

The remainder of the Psigen professional services **($11,375)** will be due at project delivery, net 20 terms.

Option 2 - Invoice Capture Configuration up to 5 Invoices for **$4,275** will be due at delivery, net 20 terms.

## Scope of Services

### Phase 1 – Initial Project Implementation

**Initial Needs Assessment – 1 Day**

- Interview with the Accounting department to determine current use of existing document storage, paper records, and existing document driven business processes
- Develop high-level documentation and specific recommendations to leverage Laserfiche to improve operations
- Meet with other departments to identify high level goals for future project phases

**Initial Project Planning – 1 Day**

- Creation of Project Plan based on high-level needs analysis, establishment of performance metrics, stakeholder dialogues, timeline development, detailed tasks creation, and communication plan development

**Software Installation – 2 Days**

- Installation of all Laserfiche & Psigen Software and Licensing

**Basic System Configuration for Psigen and Laserfiche – 4 Days**

- Assign User licenses, establish security permissions/access rights, etc. (2-Days)
- Build existing index templates, folder trees, filing rules, etc. (2-Days)

**Laserfiche Connector – Integration Configuration – 1 Day**

- Configure Laserfiche Connector to integrate with Banner Software to allow search functionality of documents in Laserfiche from the Banner client interface.
- Invoice ID / Workflow Script

**Invoice Capture Configuration – 2 Days**

- Identify the 4 highest priority invoices to automate capture and indexing with Psigen
- Consult and identify the primary requirements
- Translate requirements into Laserfiche implementation tasks
- Build and configure ingestion automation
- Training of scanning personnel to continue work on their own
- Includes validation and testing

**General Laserfiche Training – 1 Day**

- Train approximately 10 end-users on basic Laserfiche functionality (scanning, indexing, searching, etc.)

**Laserfiche Administrator Training – 2 Days**

- Provide Laserfiche Admin Training for System Administrators
    - Training will cover administrative tasks such as: assigning licenses, establishing security permissions, creating index templates, setting filing rules, configuring workflows, and running reports

**On-going Project Management – 3 Days**

- Ongoing project management including project status meetings, scope verification, risk management, change control, schedule control, and documentation

**Project Contingency – 1 Day**

- Additional project time to account for unforeseen tasks or time necessary to complete in scope requirements
    - NOTE: Will not be billed if not used

**Total Estimated Professional Services Time = 18 Days**

**ECS/Laserfiche Professional Services Rate - $1,800/day**

**Psigen Professional Services Rate - $3,250/day**

**Option 2 - Invoice Capture Configuration – 2 ½ Days for up to 5 invoices (20 Hour Increments per OCFA)**

- Identify 5 invoices at a time to automate capture and indexing with Psigen
- Consult and identify the primary requirements
- Translate requirements into Laserfiche implementation tasks
- Build and configure ingestion automation
- Training of scanning personnel to continue work on their own
- Includes validation and testing

**Optional ECS Priority Support:**

Standard support available through ECS is unlimited phone support. This is what was included in the RFP response.

ECS Priority Support would include onsite and remote support. ECS Priority Support is sold in bundles of hours. We can offer 20 hours for $3,000. 30 hours for $4,150. 40 hours for $5,500. We would highly recommend at least the 20 hour package.

## BEST AND FINAL PRICING PAGE

Please complete the requested information below and submit via e-mail to: rothchildong@ocfa.org.

| Cost Proposal | | |
|---|---|---|
| **DESCRIPTION OF SERVICES** | **Original Amount** | **BAFO** |
| **Services in Accordance with Scope of Work, Specifications as Identified in Request for Proposals (RFP) RO2295 – AP WORKFLOW/ ERP INTEGRATED DOCUMENT IMAGING** | $109,305 | $104,30 |
| Vendor specific invoice image-to-data template creation. (20 Hours) | $4,500 | $ 4,275 |

1. Please provide clarification regarding additional commodities services as proposed. Provide an additional attachment if needed.
   PLEASE SEE ATTACHMENT
2. OCFA specified that Banner Integration is the priority for this contract in regard to scheduling and initial payment milestone. Please verify.
   YES. PLEASE SEE ATTACHMENT
3. Provide any additional information that you would like OCFA to consider.
   PLEASE SEE ATTACHMENT

**TO THE ORANGE COUNTY FIRE AUTHORITY:**
The Undersigned hereby amends the original proposal as indicated in this Best and Final Offer and shall provide online payment processing services with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein. The representations herein are made under penalty of perjury.

ECS Imaging Inc.
Name of Company

5905 Brockton Avenue Ste.C, Riverside, CA 92506
Address

Signature of Person Authorized to Sign

1-25-19
Date

DEBBI BODEWIN
Printed Name

EVP
Title