

1 SECOND AMENDMENT TO AGREEMENT NO. 31305

2 **31305**

3 THIS SECOND AMENDMENT is made and entered, in duplicate, as of  
4 December 21, 2011, for reference purposes only, pursuant to a minute order adopted by  
5 the City Council of the City of Long Beach at its meeting on December 20, 2011, by and  
6 between COMPULINK MANAGEMENT CENTER, INC. DBA LASERFICHE SOLUTIONS  
7 GROUP, a California corporation ("Contractor"), with a place of business located at 3545  
8 Long Beach Boulevard, #110, Long Beach, California 90807, and the CITY OF LONG  
9 BEACH ("City"), a municipal corporation.

10 WHEREAS, the City desires to purchase Electronic Document  
11 Management Solution software and services; and

12 WHEREAS, the Parties executed Agreement No. 31305 wherein Contractor  
13 agreed to provide City with Electronic Document Management Solution software; and

14 WHEREAS, the Parties executed the First Amendment to Agreement No.  
15 31305 by increasing the annual contingency by Two Hundred Thousand Dollars  
16 (\$200,000) for implementation and support services; and

17 WHEREAS, the Parties now desire to amend the amount of the Agreement;  
18 NOW, THEREFORE, in consideration of the terms and conditions  
19 contained in this Agreement, the parties agree as follows:

20 1. Section 1 of Agreement No. 31305 is hereby deleted in its entirety  
21 and amended as follows:

22 "1. The Santa Monica Agreement with Contractor is incorporated by this  
23 reference as if fully set forth, and the same terms and conditions contained in the Santa  
24 Monica Agreement shall be applicable here except as follows:

25 A. Wherever the Santa Monica Agreement refers to the City of  
26 Santa Monica, it shall be deemed to refer to the City of Long Beach;

27 B. Contractor shall sell, furnish and deliver to the City Electronic  
28 Document Management Solution software and services of substantially the same

1 type and kind purchased by the City of Santa Monica and on the same terms and  
2 conditions offered to the City of Santa Monica, except as modified by Exhibit "A"  
3 and Exhibit "B" attached to and incorporated in this Agreement, for an amount not  
4 to exceed Nine Hundred Sixty Thousand Seven Hundred Fifteen Dollars  
5 (\$960,715.00), including tax, which will be paid through September of 2017, for a  
6 period extending until the warranty on the Electronic Document Management  
7 Solution software expires. To the extent that the Santa Monica Agreement and  
8 this Agreement are inconsistent, the following priority shall govern: (1) this  
9 Agreement and (2) the Santa Monica Agreement.

10 C. Payment for the Electronic Document Management Solution  
11 purchased from Contractor by the City shall be made by the City on delivery to and  
12 acceptance of the Electronic Document Management Solution by the City and  
13 submittal of an invoice to the City. Payment is due thirty (30) days after the date of  
14 the invoice.

15 D. All warranties shall accrue to the City of Long Beach.

16 E. The parties may, by mutual agreement, amend this  
17 Agreement with the approval of the City's City Council."

18 2. Except as expressly amended herein, all of the terms and conditions  
19 in Agreement No. 31305 are ratified and confirmed and shall remain in full force and  
20 effect.

21 ///  
22 ///  
23 ///  
24 ///  
25 ///  
26 ///  
27 ///  
28 ///

1 IN WITNESS WHEREOF, the parties have caused this document to be duly  
2 executed with all formalities required by law as of the date first stated above.

3  
4 COMPULINK MANAGEMENT CENTER,  
5 INC. DBA LASERFICHE SOLUTIONS  
6 GROUP, a California corporation

7 12/27, 2011

8 By [Signature]  
9 Exec. Vice President  
10 Christopher Wacker  
11 Type or Print Name

12 12/27, 2011

13 By [Signature]  
14 Secretary  
15 Thomas Waymar  
16 Type or Print Name

17 "Contractor"

18 CITY OF LONG BEACH, a municipal  
19 corporation

20 12-28, 2011

21 By [Signature]  
22 City Manager

23 "City"

24 This Second Amendment to Agreement No. 31305 is approved as to form  
25 on December 28, 2011.

26 ROBERT E. SHANNON, City Attorney

27 By [Signature]  
28 Deputy

OFFICE OF THE CITY ATTORNEY  
ROBERT E. SHANNON, City Attorney  
333 West Ocean Boulevard, 11th Floor  
Long Beach, CA 90802-4664

Exhibit "B"

# Laserfiche<sup>®</sup>

Run Smarter<sup>®</sup>

## **Laserfiche RIO Upgrade Enterprise Content Management System**

Prepared for: City of Long Beach

Laserfiche Solutions Group  
November 17, 2011

This document outlines a proposed upgrade for the Laserfiche Rio Enterprise Content Management System by Compulink Management Center, Inc. dba Laserfiche Solutions Group (LSG) for the City of Long Beach. Any duplication or distribution to any other party is contrary to the terms under which this document is provided.

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# Laserfiche Rio for the City of Long Beach

## Overview

For two years, the City of Long Beach has relied upon the Laserfiche ECM management system to securely capture, store and manage business records and historical documents in many departments. During this time, the City has made significant improvements to the way in which they use the Laserfiche system by expanding the number and types of documents that they image and store, as well as the methods by which they capture, index, distribute, and manage those documents.

With the City's currently deployed version of Laserfiche reaching the point in which further development will be suspended (although it would continue to be supported) it is an important time for the city to consider upgrading to the Laserfiche DoD 5015.2 records management RIO platform as the city's deployed version of Laserfiche ECM is reaching its end of life. The features of the new RIO platform allow the implementation of the Laserfiche system throughout the City in a simplified licensing structure based on number of users. Under the Rio licensing agreement, all advanced features of the core Laserfiche system are available to all users without having to license them on a per-module basis.

The following is a breakdown of the features and benefits for an enterprise deployment.

- Provide virtually unlimited Public Access
- Enhance distribution with Rio's iPhone and iPad application
- Enterprise expansion to all city departments with the complete product suite functionality
- Governance risk management and eDiscovery capabilities baked into the core product
- Unique opportunity for value purchase
- Provide for unlimited deployment of Servers and Repositories for business continuity purposes
- Named users have workflow integrated so they may participate in transactional activities

## City-Wide Adoption of the Rio Licensing Platform

A benefit of the new Rio licensing platform is that new, scaled pricing structure has been introduced that brings the cost per user down as the total number of licenses increases. Coupled with the Laserfiche Software Assurance Program benefit of 100% credit toward platform upgrades, all departments in the City can benefit from these features for little additional cost than if any one department were to implement this system separately. A significant increase in the usability and functionality of the Laserfiche system will be realized by capitalizing on the investment that the City has made in its existing Laserfiche licenses.

The following is a breakdown of planned licenses and quantities for a citywide upgrade:

Description	Quantity
Laserfiche Server (Test, Development, QA, Disaster Recovery, etc...)	Unlimited
Laserfiche Repositories	Unlimited
Full User License including DoD 5015.2 Certified Records Management	200
Workflow Server	Unlimited
Web Access Server	Unlimited
Unlimited Access Public Portal Server (with unlimited Web Link)	2
Quick Fields Basic (Validation Package for Barcode and RTL)	2
Quick Fields Core (Validation Package for Barcode, RTL & Zone OCR)	14
Quick Fields Agent	1
IPhone & IPad Applications	Included



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As more and more information is being created and stored in electronic format, the requirements for managing the capture, distribution, and retention of that information increases.

The City of Long Beach is nationally recognized as a leader in its information management and technological accomplishments in implementing document & records management technologies and best practices. The initiative to continually improve upon current capabilities by investing in new technologies while leveraging existing investments continues to provide invaluable cost-saving benefits to the City. With the features available in the Laserfiche Rio platform and its licensing structure, the opportunity is here for the City to take advantage of this unique Laserfiche offering and implement its advanced technologies in a cost-effective manner.

The proposed enhancement to the City's information infrastructure will help to achieve its goals in the following ways:

- Enforce DoD 5015.2-certified records management in compliance with requirements
- Align IT investments with Long Beach's enterprise information strategy
- Merge departmental content with business processes
- Maximize efficiency, productivity and return on investment
- Ensure compliance for discovery and accountability





# City of Long Beach Rio Upgrade Implementation Plan

## Introduction

The City of Long Beach upgrade project plan encompasses three distinct phases. Phase 0 is dedicated to project planning and includes identifying key resources that will be assigned to the project, performing an initial requirements analysis to verify assumptions about the current state of the Laserfiche system, and to finalize the project plan that will guide the project.

Phase I involves performing a test deployment of the new Rio License Manager. The City Hall, Housing and PD Laserfiche repositories will be upgraded to Laserfiche 8.2. Laserfiche will also assist in moving the current City PD repository to a separate server. Existing integrations, such as the Gang Injunction integration in the PD repository will be tested against the new server version. Web Link will be upgraded to the Public Portal and tested. The License Manager will be configured to synchronize group membership with Active Directory and individual repositories will require a remapping of security rights from existing Laserfiche trustees to their corresponding Windows users.

Phase II will consist of a rolling schedule. As departments complete their testing from Phase I, those systems will be moved into production. This phase also includes verifying backups and restores for production systems and a period of "go-live" production support as users are moved to the Rio 8.2 system.

Please note that costing for the project involves the complete upgrade to Rio 8.2 for all City departments and databases. Based on experience, the expectation is for City of Long Beach IT staff to be involved in the initial set of database upgrades and to take over the project for future databases and departments.

## Assumptions

The following assumptions have been made to generate the corresponding services estimate for implementing the upgrade to Rio 8.2. Further clarification of the project scope may result in timeline changes and/or changes to the overall cost of the project.

### Assumptions

All servers and databases will be upgraded to 8.2.1

License Manager will be installed on the primary Laserfiche Server. Named user licenses will be allocated among the various Laserfiche server deployed.

A test environment will be created initially to test integrations before upgrading the production system. The City will provide the necessary software/hardware to support the test environment.

## Product Breakdown

Software modules and services, and have been listed to match the proposed solution. The software pricing includes the first year's renewable Laserfiche Software Assurance Plan (LSAP) and trade-in credit for purchased Laserfiche products and LSAP.

Product	Description	Qty	Price	Total
RIO	Rio System (LSAP: 175247A)	1	\$0.00	\$0.00
ENF02	RIO-User(200-499) DoD 5015.2 Certified	200	\$555.00	\$111,000.00
PPX2	RIO-Public Portal License-Dual CPU	2	\$48,000.00	\$96,000.00
QC4	LF Quick Field Basic	2	\$3,041.68	\$6,083.35
QC1	Quick Fields Core	14	\$6,083.34	\$85,166.70
QFA	Quick Fields Agent	1	\$12,166.60	\$12,166.60
IA	Import Agent	1	\$1,824.98	\$1,824.98
SC05	RIO-ScanConnect 5 Pack	1	\$802.63	\$802.63
SC10	RIO-ScanConnect 10 Pack	1	\$1,113.60	\$1,113.60
PLUS2	LF Plus-Publishing	1	\$5,533.28	\$5,533.28
TK	LF SDK	1	\$3,312.47	\$3,312.47
	<b>Subtotal</b>			<b>\$323,003.61</b>
TRADEIN	Product & LSAP TRADE-IN CREDIT	1		(\$273,392.31)
	<b>Rio Product &amp; 1st Year LSAP Total</b>			<b>\$49,611.30</b>
LBPD	<b>Long Beach Police Department</b>			<b>(\$48,000.00)</b>
	<b>TOTAL</b>			<b>\$1,611.30</b>

\*Forward looking pricing at 500 user level (Discount: \$47,400)

\*One Public Portal License - Dual CPU (Discount: \$24,000)

**Total Product Discount: \$71,400**

## Annual Laserfiche Software Licensing LSAP Maintenance

Product	Description	Qty	Price	Total
LSAP RENEW	LF Software Assurance Plan Renewal - RIO	1	\$58,140.65	\$58,140.65
	<b>Total</b>			<b>\$58,140.65</b>



## \$Trade-In Credit

The City of Long Beach is fully credited all previously purchased Laserfiche software including purchased LSAP for the next performance period.

Product	Description	Qty	Total
S30	LF Standard Server	-3	(\$13,470.80)
FX	LF Full User United	-100	(\$76,250.00)
RX	LF Retrieval User United	-100	(\$30,500.00)
WFA	LF Workflow Additional User	-100	(\$42,699.90)
97871	LF Advanced Audit Trail	-1	(\$8,126.61)
WA1	LF Web Access	-3	(\$10,657.45)
97830	Web Link	-2	(\$9,386.59)
QF-C3	Zone OCR-Validation Package	-14	(\$44,784.63)
QF-C4	Bar Code-Validation Package	-5	(\$10,299.93)
QF-C5	Real-Time Look Up-Validation Package	-10	(\$6,033.33)
97840	LF Plus Plug in	-1	(\$4,782.44)
97858	LF SDK	-1	(\$2,812.48)
PI	Import Agent	-1	(\$1,615.81)
QF	Quick Fields	-16	(\$10,363.33)
QF-1-10	ScanConnect 10 Pack and 5 Pack	-1	(\$1,608.99)
	<b>Subtotal</b>		<b>(\$273,392.30)</b>

## Total Payments and Credits

Product	Description	Total
CREDIT	Product & LSAP Trade-in	\$273,392.30
DISCOUNT	Forward Looking Pricing @ 500 User	\$47,400.00
CREDIT	LSAP Credit for Remaining Payments	\$73,600.00
	<b>Total</b>	<b>\$394,392.30</b>

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## Solution Cost Plan

Two remaining installment payments of \$72,500 have been rolled into the Solution Cost Plan.

The LSAP portion of the remaining payments of \$73,600 has been credited in this plan.

Description	Performance Period	Price
Rio Product Licensing & 1st Year LSAP	November 2011 - November 2012	\$1,611.30
Year 2 LSAP	November 2012 - November 2013	\$58,140.65
Year 3 LSAP	November 2013 - November 2014	\$58,140.65
Year 4 LSAP	November 2014 - November 2015	\$58,140.65
Year 5 LSAP	November 2015 - November 2016	\$58,140.65
Year 6 LSAP	November 2016 - November 2017	\$58,140.65
2 Remaining Payments		\$145,000.00
<b>Subtotal</b>		<b>\$437,314.55</b>
LSAP Credit		(\$73,600.00)
<b>Total Licensing and Support through 2017</b>		<b>\$363,714.55</b>

Total Licensing and Support through 2017 will be divided into five installment payments of **\$72,742.91**.

Description	Price
November 2012	\$72,742.91
November 2013	\$72,742.91
November 2014	\$72,742.91
November 2015	\$72,742.91
November 2016	\$72,742.91
Total	<b>\$363,714.55</b>

## Payments

Description	Total
Long Beach PD - Public Portal	\$48,000.00
Professional Services	\$30,000.00
Total	\$78,000.00

City of Long Beach will be able to obtain additional user licenses at the \$555 per user rate.

The User LSAP will remain at 18% of the license cost.

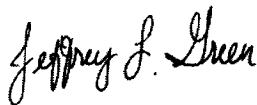
## Payment Schedule

The following presents the payment schedule for the proposed solution through 2017.

Description	Price
November 2011	\$78,000.00
November 2012	\$72,742.91
November 2013	\$72,742.91
November 2014	\$72,742.91
November 2015	\$72,742.91
November 2016	\$72,742.91

The Laserfiche Solutions Group is pleased at the opportunity to submit this proposal and we look forward to providing its efficiency, security, and cost-saving benefits to the City of Long Beach.

Sincerely,



Jeffrey L. Green  
Director  
Laserfiche Solutions Group  
Jeffrey.Green@laserfiche.com