



Proposal Response

Request for Proposal Number: 120277 03
REBID

Cloud-Based Vital Records Management System State of Nebraska Department of Health and Human Services Lincoln, NE

Due Date: December 5, 2025, 2:00 PM CT

Submitted to:

Bradley Murphy, Procurement Contracts Officer



State of Nebraska Department of Health and Human Services
Office of Procurement and Grants
301 Centennial Mall South, 5th Floor
Lincoln, NE 68509

Submitted by:

Global Solutions Group, Inc.



31681 Dequindre Road
Madison Heights, MI 48071
www.GlobalSolGroup.com



Offeror

Global Solutions Group, Inc.
31681 Dequindre Road
Madison Heights, MI 48071
www.GlobalSolGroup.com

UEI [REDACTED]
CAGE [REDACTED]
DUNS [REDACTED]
EIN [REDACTED]



US DoD Top-Secret Facility Clearance



CMMC C3PAO Candidate – ML3



Contracting Vehicles



Contract Number GS-35F-171AA
SINs: 493110RM; 511210; 518210DC; 518210ERM; 54151; 54151HACS;
54151S; 541611LIT; 541611O; 561439; 561990
Contract Number GS-02F-025GA
SIN: 561320SBSA



Contract Number 47QTCB21D0281
Categories: STARS3; STARS3 ET; STARS3 OCONUS



Contract Number 47QRCA25DSB10 OASIS+ SB
Contract Number 47QRCA25DW150 OASIS+ WOSB
Contract Number 47QRCA25DA324 OASIS+ 8(a)

Personnel authorized to negotiate with the Government and sign the proposal and subsequent award on Offeror's behalf:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Acknowledgement of Addenda, Questions and Answers, and other Modifications

GSG acknowledges addendum #1 received on November 14, 2025, addendum #2 received on November 14, 2025, and addendum #3 received on November 17, 2025.

Submit to:

Bradley Murphy, Procurement Contracts Officer



State of Nebraska Department of Health and Human Services
Office of Procurement and Grants
301 Centennial Mall South, 5th Floor
Lincoln, NE 68509

December 5, 2025

Bradley Murphy, Procurement Contracts Officer
 State of Nebraska Department of Health and Human Services
 Office of Procurement and Grants
 301 Centennial Mall South, 5th Floor
 Lincoln, NE 68509

Subject: Global Solutions Group’s response to **Request for Proposal Number: 120277 03 REBID** for **Cloud-Based Vital Records Management System**.

Dear Mr. Murphy,

Global Solutions Group, Inc. (GSG) hereby presents our response to Request for Proposal Number: 120277 03 REBID for Cloud-Based Vital Records Management System to State of Nebraska Department of Health and Human Services (“DHHS”).

GSG is a multifaceted technology company incorporated in the State of Michigan in 2003. We are headquartered in Madison Heights, MI. *We are an SBA 8(a) Certified Small Business, Certified Women Owned Small Business (WOSB), Certified Minority Business Enterprise (MBE), and Economically Disadvantaged Woman - Owned Small Business (EDWOSB).*



GSG is an *ISO/IEC 27001:2013 Information Security Management Systems, ISO 9001:2015 Quality Management System, and ISO 20000:2018 - Service Management System Certified* firm. Our team can consistently provide products and

services that meet customer and applicable statutory and regulatory requirements.

GSG understands that the State of Nebraska (“State”), Department of Health and Human Services (“DHHS”), is issuing this solicitation for a service contract for the purpose of selecting a qualified bidder to provide a cloud-based Vital Records Management System.

GSG is a Value-Added Reseller (VAR) of Laserfiche, and *we provide Laserfiche Licenses, Installation, Maintenance and Supports services to City, State, and Federal Government*. As a Certified VAR, GSG has the requisite capability to provide Laserfiche LSAP Upgrade and Maintenance and Supports services. We have access to the latest innovations in implementation, integration, and customization practices, and our team constantly takes advantage of the opportunities to update and enhance their skill sets and knowledge.



GSG has extensive experience working with local, state, and federal governments. We have the expertise, experience, and proficiency to successfully maintain and update any Laserfiche system for any type of agency or business. Our team has implemented Laserfiche systems for local, state, and federal government agencies, including individual departments, multiple departments, multiple locations, and enterprise wide. As a Certified Laserfiche VAR, all Electronic Content Management (ECM) Technicians are Laserfiche Gold or Platinum Certified. GSG provides all types of services for the Laserfiche product including:

- ✓ **Professional Services** Configuration, administrative support, and end-user/system administrator training with thorough project documentation.
- ✓ **Warranty and Support** 24/7 technical assistance, troubleshooting, and access to hotfixes, updates, and new releases.
- ✓ **Integration Expertise** Gold and Platinum-certified ECM technicians skilled in upgrading and maintaining Laserfiche systems for enterprises of all sizes.

Proven Experience in Georgia and Beyond

1. Experience with State and DHHS.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

GSG brings top-notch skills, experience, equipment, personnel, and supervision to bear and deliver precise, prompt, and the best value services. GSG will meet all service and personnel requirements as well as all terms and conditions included in the requirement document, with no exceptions. We agree with all terms, conditions, and provisions included in the solicitation document, and we further agree to furnish all items at the price indicated for each item. After reviewing the Invitation for RFP , GSG has determined that there are no known Conflicts of Interest.

Point of Contact Details

[REDACTED]

As Vice President of Global Solutions Group, Inc., I am fully authorized to negotiate and bind GSG during the period in which the DHHS is evaluating proposals. You may contact me at any time.

Regards,

[REDACTED]

Vice President

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1. Corporate Overview

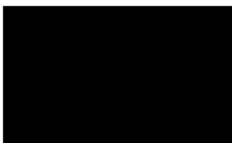

1.1. Bidder Identification and Information

Full Company Name or Corporate Name	Global Solutions Group, Inc.
Address	31681 Dequindre Road, Madison Heights, MI 48071 Direct: (248) 291-5440 Mobile: (313) 333-0188
Company's Headquarters	<ul style="list-style-type: none"> • Headquarters – Madison Heights, Michigan • Branch – Herndon, Virginia • Branch – Boston, Massachusetts
Entity Organization (Corporation, Partnership, Proprietorship)	Corporation
State of incorporated or otherwise organized to do business	Michigan
First organized Year to do a business	May 1, 2003
Whether the name and form of organization has changed since first organized.	We were Multi Solutions, Inc. from May 1, 2003, through March 9, 2012, when we formally adopted the name Global Solutions Group.

1.2. Financial Information

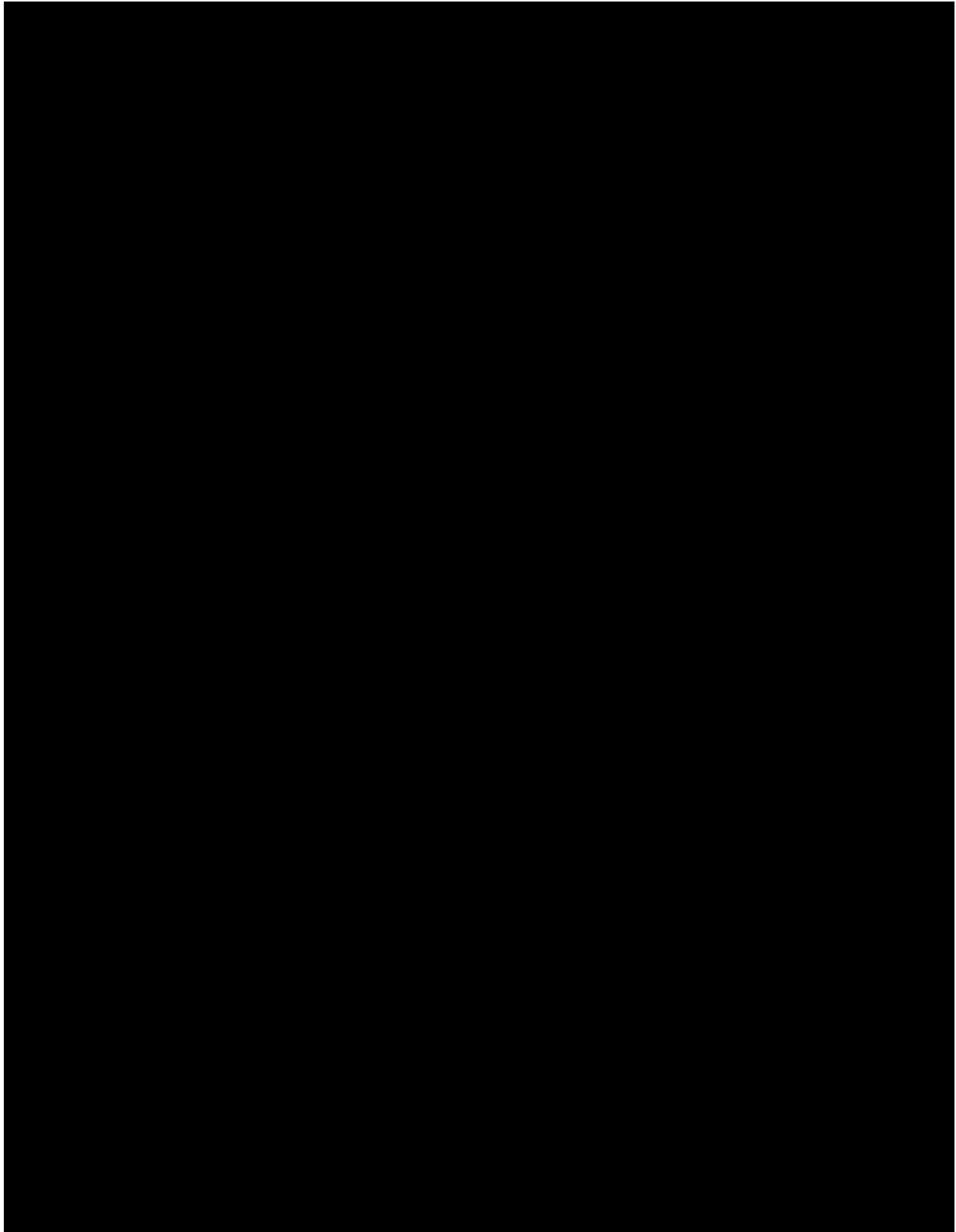
1.2.1 Financial Stability

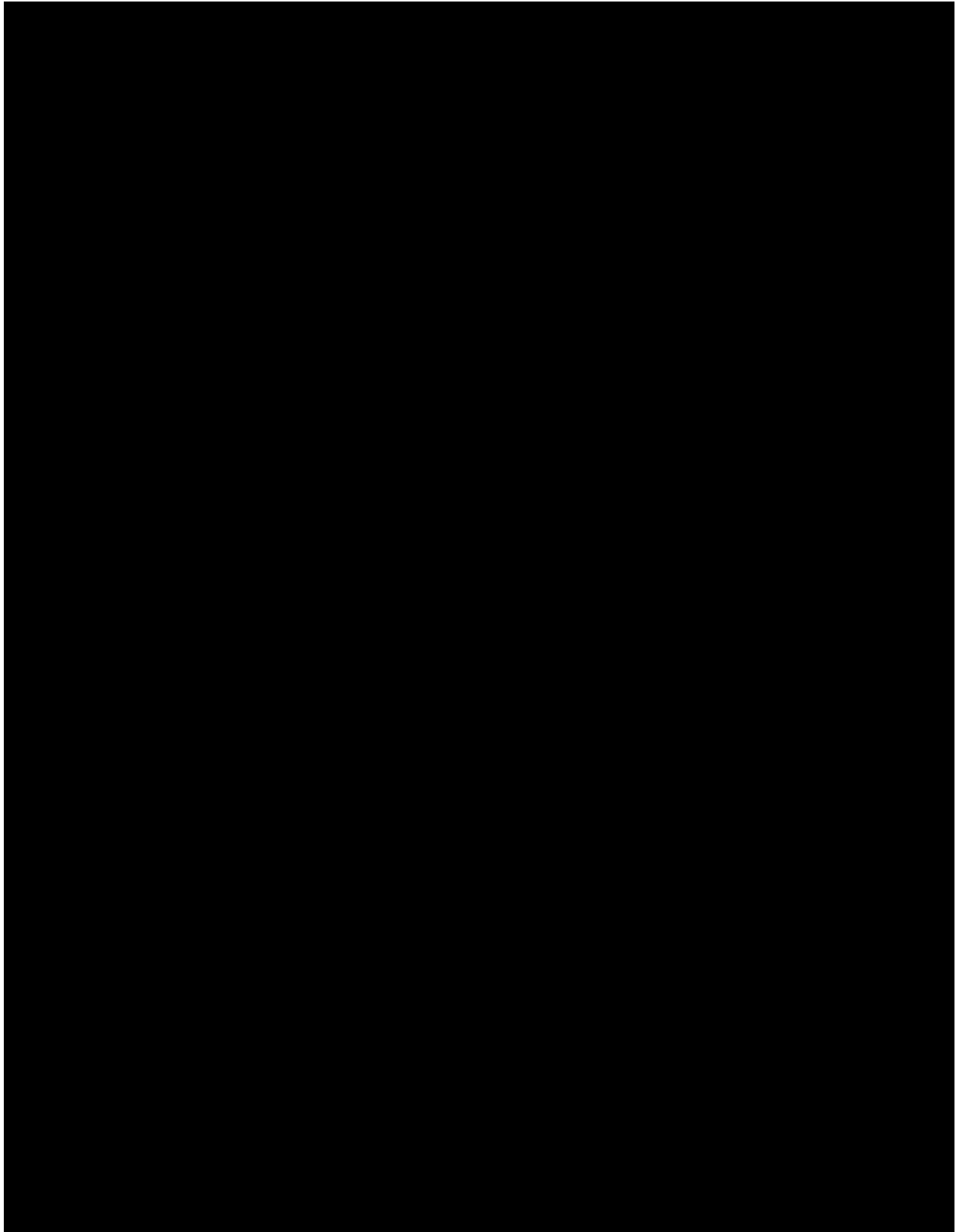
GSG is a well-established and capitalized firm accustomed to performing services with payment at a future date. Global Solutions will cover all contract phase-in costs, unexpected and/or emergency costs, and initial performance costs necessary to support the project until such time as progress payments are received.

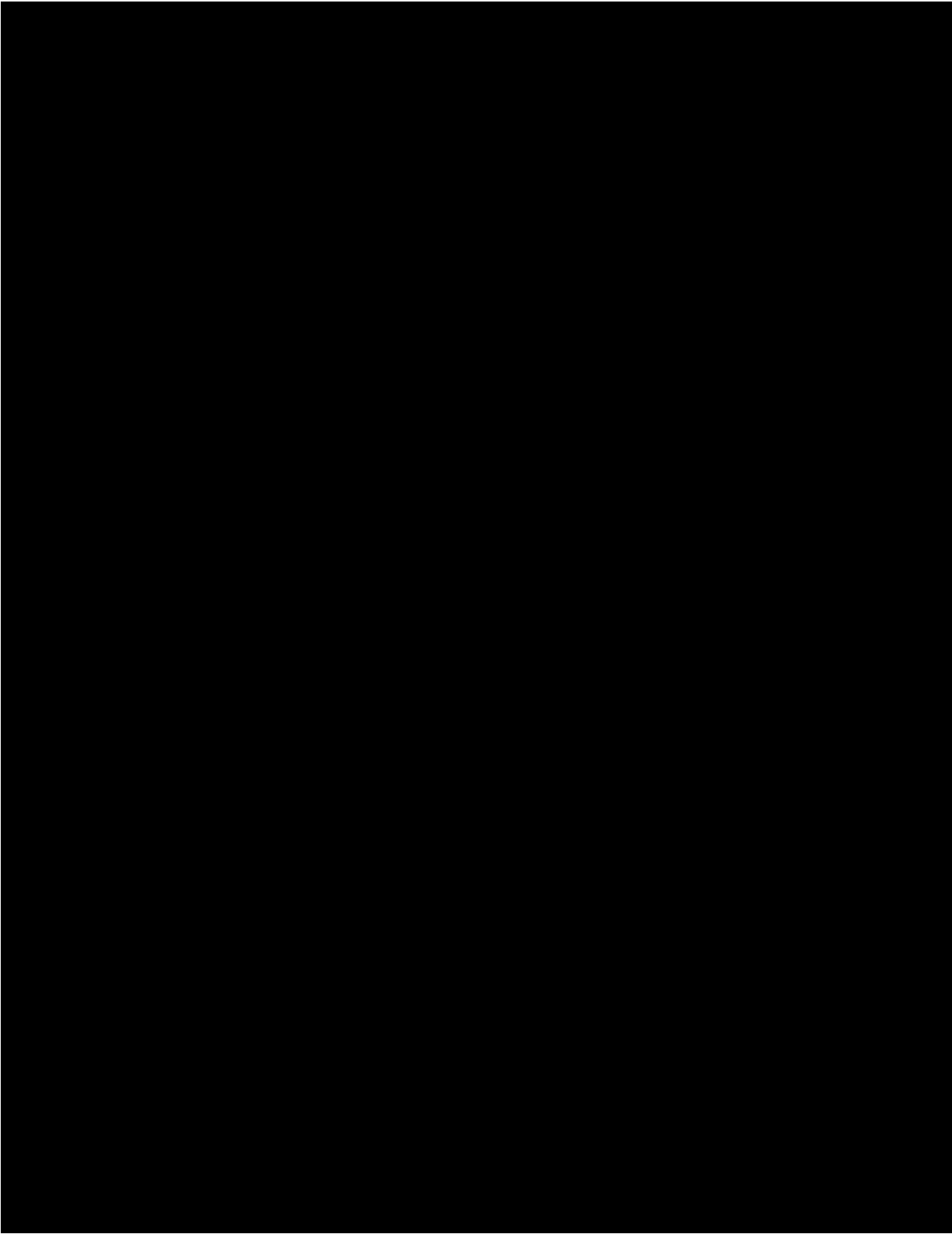
Revenue figures for the last four years are as follows: 	Bank Reference: Dionka Saddler 
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1.2.2 Financial Statements

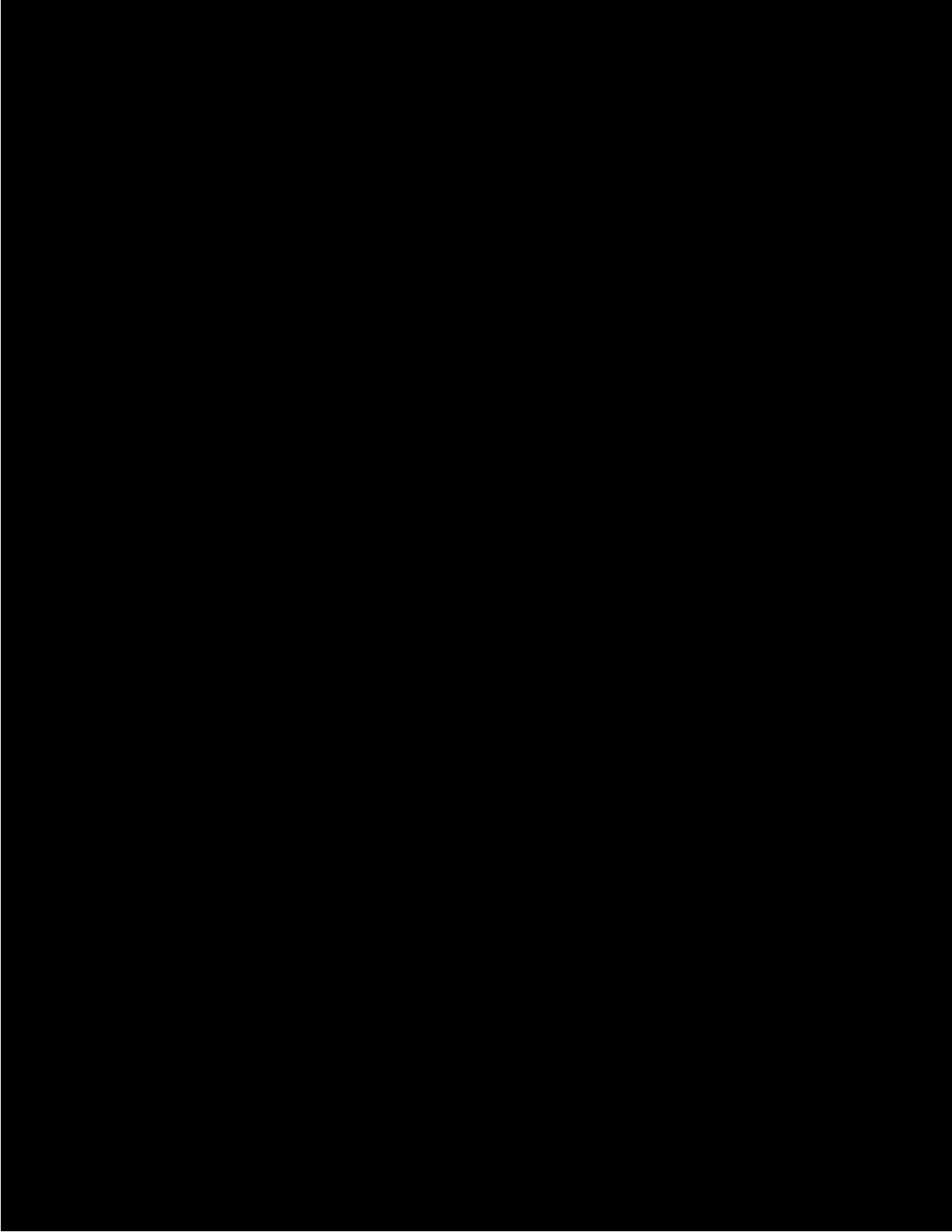
2024

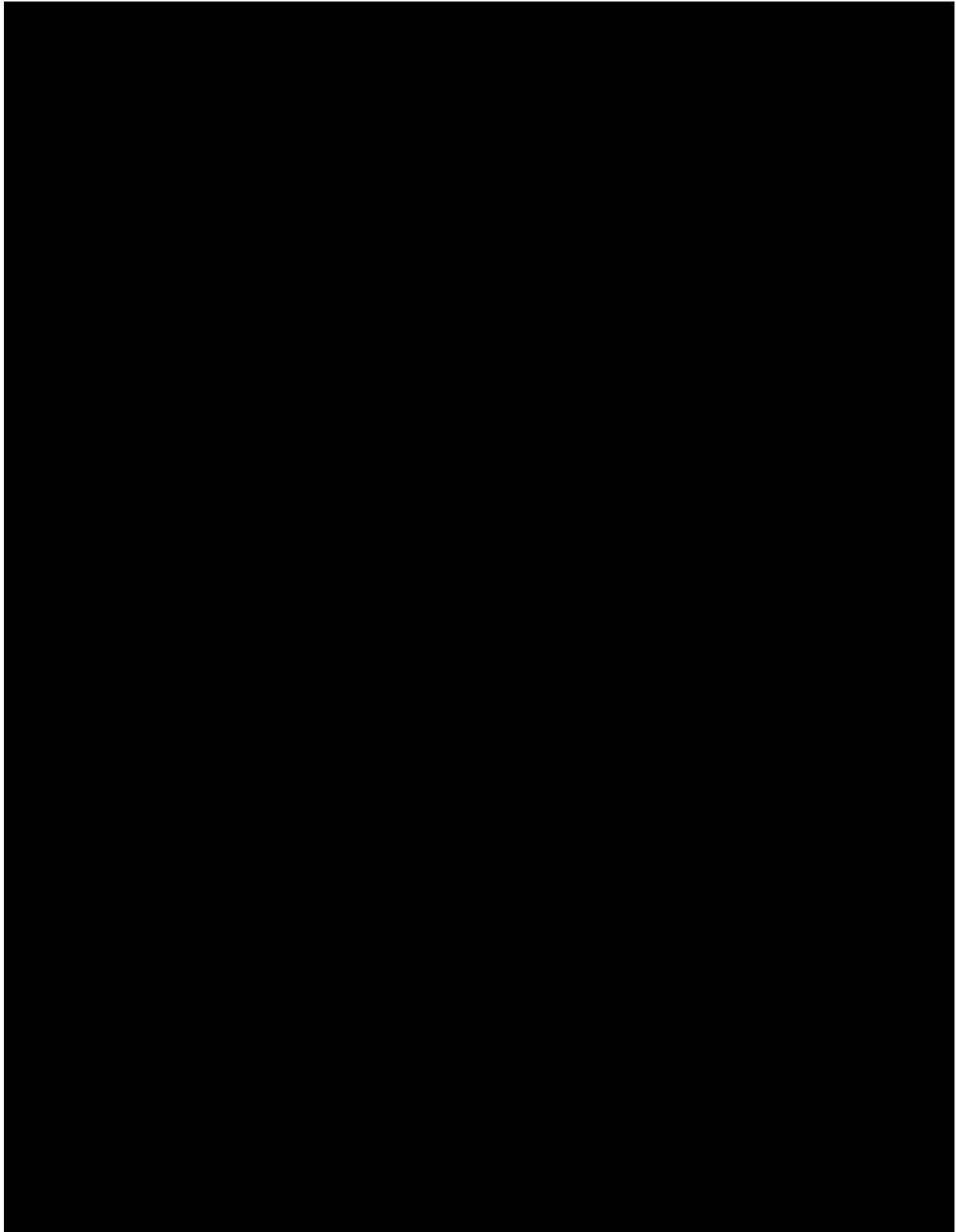


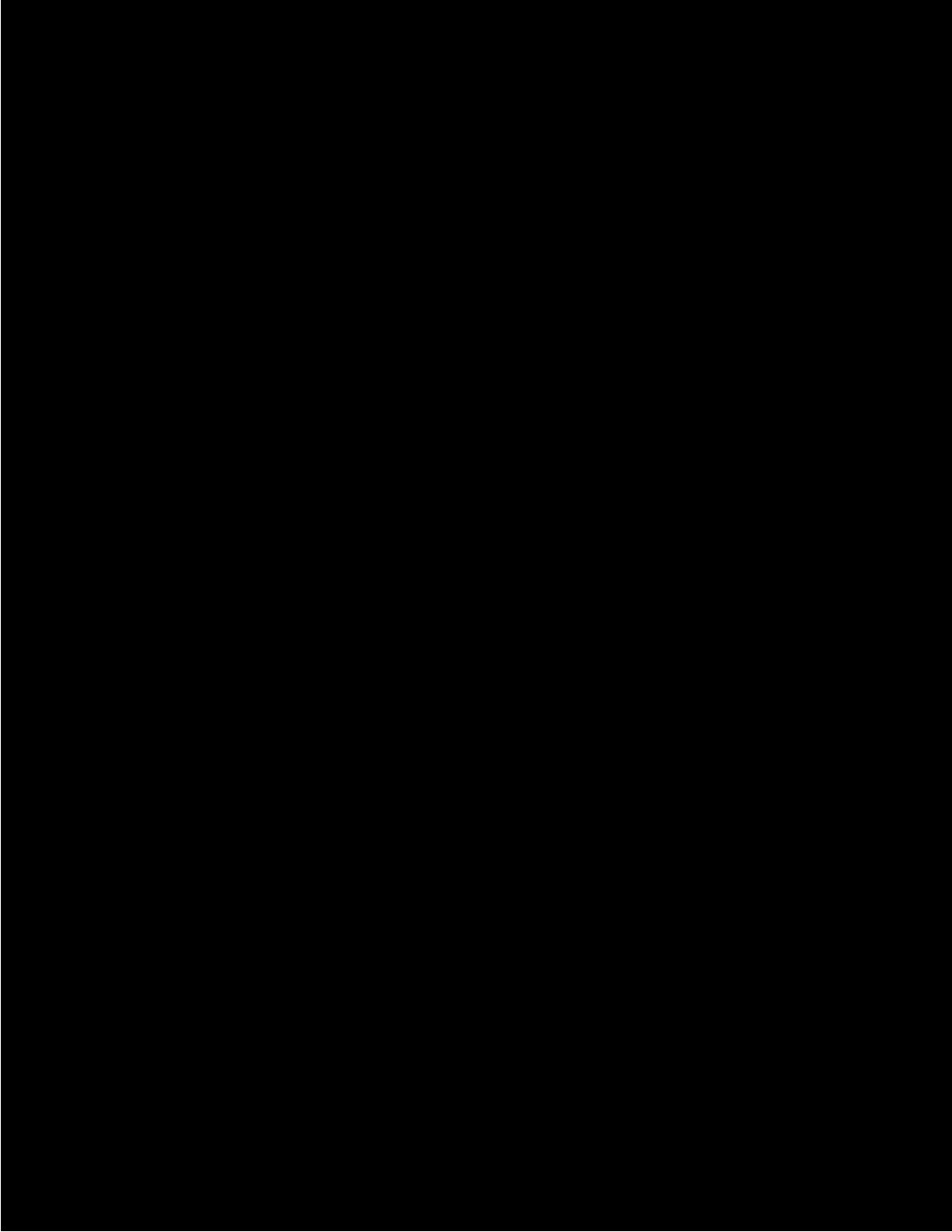




2023







1.3. Change of Ownership

We were Multi Solutions, Inc. from May 1, 2003, through March 9, 2012, when we formally adopted the name Global Solutions Group.

1.4. Office Location

Global Solutions Group, Inc.
 31681 Dequindre Road, Madison Heights, MI 48071

1.5. Relationships With the State

GSG has no party or dealings with the State in accordance with the question. GSG confirms that neither the organization, its predecessors, nor any Party named in this solicitation response has entered into or maintained any contracts with the State during the previous five (5) years. Therefore, no contract numbers or related references apply.

1.6. Bidder’s Employee Relations to State

GSG confirms that no Party named in this solicitation response is or has been employed by the State within the past twenty-four (24) months. Accordingly, no names, State agencies, job titles, or separation dates are applicable.

GSG declares that no employee of any agency of the State of Nebraska is employed by GSG nor serves as a subcontractor to GSG as of the solicitation response due date. Accordingly, no names, positions, job titles, agencies, or responsibility descriptions are applicable.

1.7. Contract Performance

GSG hereby declares that the organization has not experienced any contract termination for default within the past five (5) years. Accordingly, no details regarding default-related terminations—including other Party information or bidder positions—are applicable.

GSG further confirms that during the past five (5) years, the organization has not had any contracts terminated for convenience, non-performance, non-allocation of funds, or for any other reason. Therefore, no additional circumstances or contracting party information apply.

1.8. Summary of Bidder’s Corporate Experience

GSG has over twenty years has delivered several Laserfiche contracts where we managed the implementation, maintenance, and the support of Laserfiche Systems. Below we have provided a summary of successfully completed Laserfiche jobs that include government, city, state, and commercial projects.

<p>GSG Delivers with Experience</p>	<p style="text-align: center;">Our team is Experienced.</p> <ul style="list-style-type: none"> • 100% of our team have Laserfiche training and experience. • Over 55 Laserfiche contracts • Have worked together on multiple projects. • Every team member has at least one certification; most have two Laserfiche certifications. • Experience with Government, State, Local, Commercial. • Laserfiche Partner – Immediate access to technology.
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GSG has a solid and experienced team in place to lead this project. From our managers to the implementation team, all personnel have experience with the implementation and maintenance of Laserfiche products. Our team is led by a Gold Certified Laserfiche Professional, and all team

members have Laserfiche training and experience. We have ongoing contracts with several counties and municipal agencies for DMS and other IT projects, including Farmington. We are providing Laserfiche ECM/RMS services to several city, state, and federal governments.

1.8.1 GSG's Experience

➤ Reference #1: (City)

Reference #1: Laserfiche Document and Enterprise Content Management Software to the	Customer name	
	The time period of the project,	2016 - Ongoing
	The scheduled and actual completion dates,	Maintenance and Supports services are ongoing
<p>Bidders Responsibility: GSG was responsible for delivering all services associated with the City of project, with all work performed entirely by GSG personnel and no subcontractors or partner vendors involved. Our team handled the complete digitization process, including scanning, bulk image capture, Quick Fields configuration, auto-classification, image enhancement, and repository structuring. GSG managed the design and deployment of Laserfiche modules, development of forms, workflow configuration, advanced search functions, and all required reporting capabilities. We also provided complete project management, system administration guidance, data security configuration, and user training. GSG continues to manage all maintenance, upgrades, troubleshooting, and technical support under the multiyear contract, assuming full responsibility for system performance, updates, and client support activities.</p>		
<p>Project Description:</p> <p>GSG was the Prime Vendor for this project and handled all work directly with no subcontractors involved. All technical management, scanning, digitization, Laserfiche implementation, workflow configuration, support services, and training were performed entirely by GSG personnel. As the prime vendor, GSG was fully responsible for delivering every component of this project.</p> <p>Project Description: GSG provided Laserfiche Document and Enterprise Content Management Software to . We started to work with for Scanning Services. We digitized images and stored them in the Laserfiche software. We have implemented Laserfiche imaging capture in Quick Field Module. Using Quick Field, we helped to digitize documents in bulk, auto-classify them by using techniques like Barcode, Form Identification and applied image enhancement techniques like De-skew, de-speckle, etc. After that to manage all the documents and materials, we had suggested Enterprise Content Management Solution. We implanted Laserfiche's other modules and provided them new data entry Forms, Search and advance search facility, Workflow, all the required reports.</p> <p>The Laserfiche workflow module provided users in various City departments with the ability to create and manage workflows, track different stages of each process, and send specific email notifications related to creation, submission, and completion. Laserfiche also generated various</p>		

reports that admins and authorized users could export directly. The system provided the following benefits:

- Simplified creation of business processes
- Managed processes across multiple stages
- Automated notifications during creation, submission, and completion
- Tracked tickets by Created Date, Created By, Stage, Completed, Ongoing
- Supported report creation, document security, and compliance needs
- Supported multiple scanning and upload methods

Project Timeline and Budget: [REDACTED]

Maintenance and Support: GSG continues to provide multiyear technical support, including installation of patches and minor upgrades, access to an FTP site for updates, remote troubleshooting, user group meetings, webinars, user training, best-practice consulting, and major version upgrades including installation, migration, and training.

Training: GSG trained City personnel on workflow management and trained system administrators to configure permissions that protect privacy and personally identifiable information while granting appropriate access for job duties.

Whether the system is vendor hosted or web-based.:	The Laserfiche system implemented for the City of [REDACTED] is web-based and deployed within the City's environment, with ongoing technical support, configuration, and maintenance provided by GSG.
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➤ **Reference #2: State -** [REDACTED]

<p>Reference #2: [REDACTED] Document Management Services (2023)</p>	<p>Contact Person: Mary Boltwood, Technical Solutions</p> <table border="1"> <tr> <td data-bbox="519 1113 747 1291">Customer name</td> <td data-bbox="747 1113 1424 1291">[REDACTED]</td> </tr> <tr> <td data-bbox="519 1291 747 1396">The time period of the project</td> <td data-bbox="747 1291 1424 1396">[REDACTED]</td> </tr> <tr> <td data-bbox="519 1396 747 1530">The scheduled and actual completion dates</td> <td data-bbox="747 1396 1424 1530">[REDACTED]</td> </tr> </table>	Customer name	[REDACTED]	The time period of the project	[REDACTED]	The scheduled and actual completion dates	[REDACTED]
Customer name	[REDACTED]						
The time period of the project	[REDACTED]						
The scheduled and actual completion dates	[REDACTED]						

Bidders Responsibility: GSG is fully responsible for all services delivered as part of the [REDACTED], with no subcontractors or external partners engaged at any stage. All technical development, workflow automation, system enhancements, scanning support, configuration, and integration work is performed exclusively by GSG's certified and experienced team. GSG manages the planning and execution of hundreds of internal and public-facing Laserfiche forms and workflows, Quick Fields processing, and database-driven automation. Our team oversees all project management activities, licensing assessments, server environment expansion, repository configuration, compliance controls, system troubleshooting, and user training. GSG maintains complete ownership of deliverables, timeline management, support operations, and ongoing technical services required by the State.

Project Description:

GSG provides Laserfiche Document Management Services to the [REDACTED] under the State contract. For this project, all services are performed exclusively by GSG personnel, with no subcontractors, partner vendors, or third-party teams involved at any stage. GSG manages every component of the project—including technical development, system management, workflow automation, configuration, support, and training—directly with our in-house certified experts. Our team holds full responsibility for project execution, deliverables, timelines, quality, and technical outcomes.

As part of this engagement, GSG utilizes Laserfiche’s core content management capabilities along with Laserfiche Quick Fields for image processing, classification, and integration with external databases. GSG employs Laserfiche as a comprehensive integration and automation platform, supporting efficient document routing, secure processing, and streamlined digital transactions. We have developed and continue to maintain hundreds of internal and public-facing forms and workflows that support critical [REDACTED] operations, using a blend of native Laserfiche tools and custom-coded enhancements delivered entirely by GSG developers.

GSG thoroughly assessed [REDACTED] previous Laserfiche environment and expanded the solution to include additional licenses, servers, repositories, public web servers, internal web servers, and access controls for external users. Our Document Management Services improve productivity through advanced search functions, automated workflow routing and notifications, OCR-based indexing, desktop-based archive management, and rapid document distribution through web access.

GSG continues to deliver this project within the State’s required timelines, budget parameters, and compliance standards. All technical management, configuration, troubleshooting, and ongoing support activities are fully handled by GSG.

Whether the system is vendor hosted or web-based.:

The Laserfiche system deployed for [REDACTED] is web-based, operating within the State’s secured IT environment, with all ongoing support and management provided directly by GSG.

➤ **Reference #3:** [REDACTED]

<p>Reference #3: [REDACTED] Scanning and Hosting Records Management (2018)</p>	<p>Customer name</p>	[REDACTED]
	<p>The time period of the project</p>	[REDACTED]
	<p>The scheduled and actual completion dates</p>	[REDACTED]

Bidders Responsibility: GSG performed all work for this project entirely with our in-house personnel. No subcontractors, partner vendors, or external technical teams were involved in any phase of the engagement. GSG’s team managed every component of the project, including technical planning, server transition, Laserfiche Tier 3 support, system maintenance, troubleshooting, workflow and configuration support, and all communication with the [REDACTED]. All

project responsibilities, deliverables, timelines, and system operations were handled exclusively by GSG staff.

Project Description: GSG provides comprehensive Laserfiche Software Assurance Plan (LSAP) services and Tier 3 support for the [REDACTED]. Our team supports [REDACTED] in transitioning and managing three Laserfiche servers operating on the Windows Server 2008 SP2 platform, including the Application Server, Database Server, Workflow Server, and desktop clients.

GSG delivers high-level troubleshooting, identifies system-level issues, recommends corrective actions, and performs configuration updates, reinstallation, and reconfiguration of Laserfiche components. We support FISMA-related platform requirements and advise MED on security configuration changes aligned with Federal IT standards.

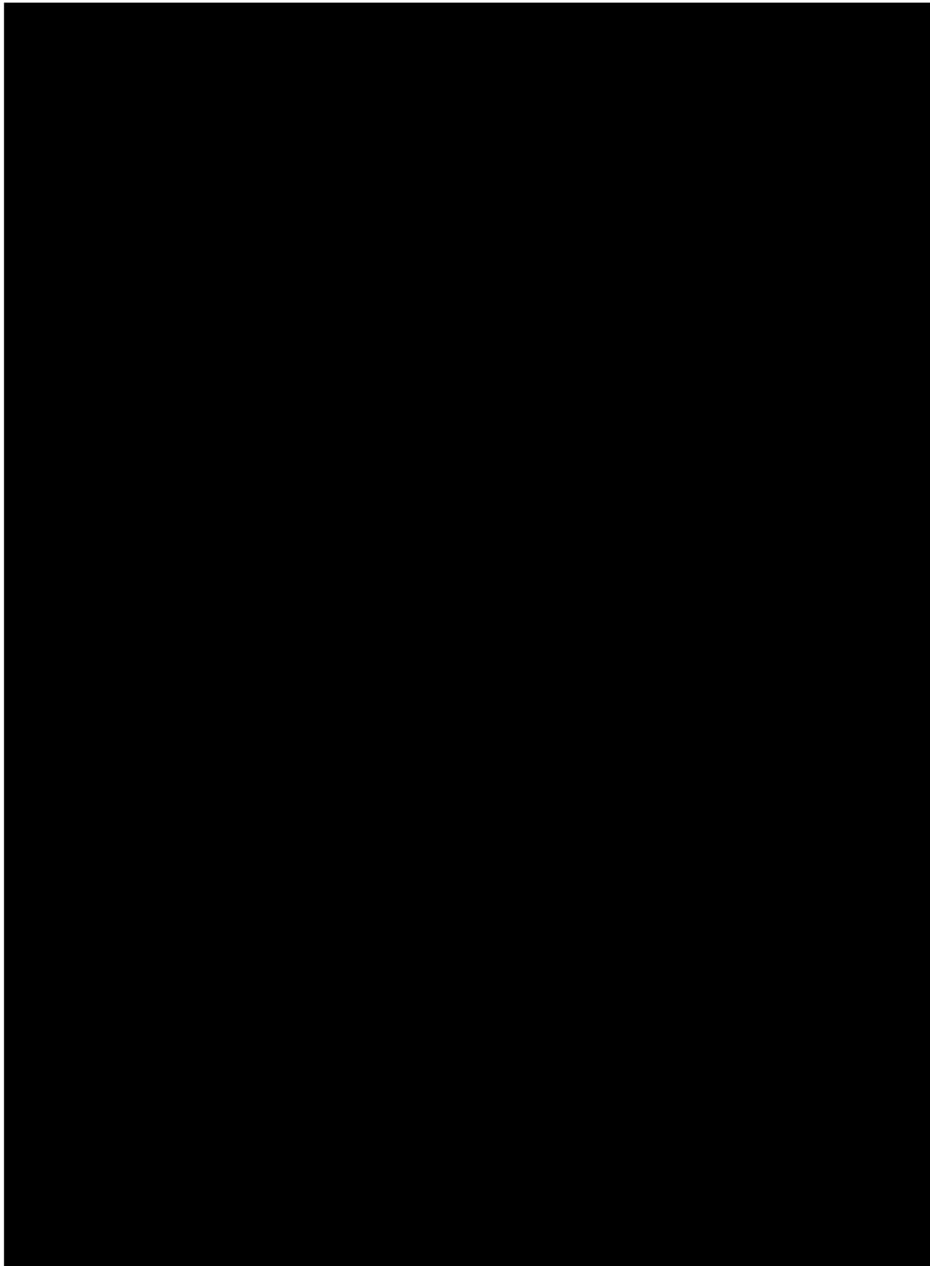
As part of LSAP, GSG manages access to vendor updates, version releases, and technical advisories from Laserfiche. We maintain a proactive and transparent maintenance plan that includes monitoring workflow logs, security logs, server logs, and performing SQL data integrity checks. Our team also inspects all Quick Fields sessions to verify that no backlogs, unprocessed batches, or pending digitization tasks remain.

All technical support, maintenance activities, server transition work, configuration assistance, and system oversight are performed directly by GSG's certified experts.

Whether the system is vendor hosted or web-based.:

The Laserfiche environment for MED is web-based, operating within the Department of State's secured internal IT infrastructure, with technical support and service execution provided by GSG.

Laserfiche Services Customer Feedback and Related Reference Letters



SUMMARY

Excellent

- Quality of work
- Delivery
- Communication
- Project Management

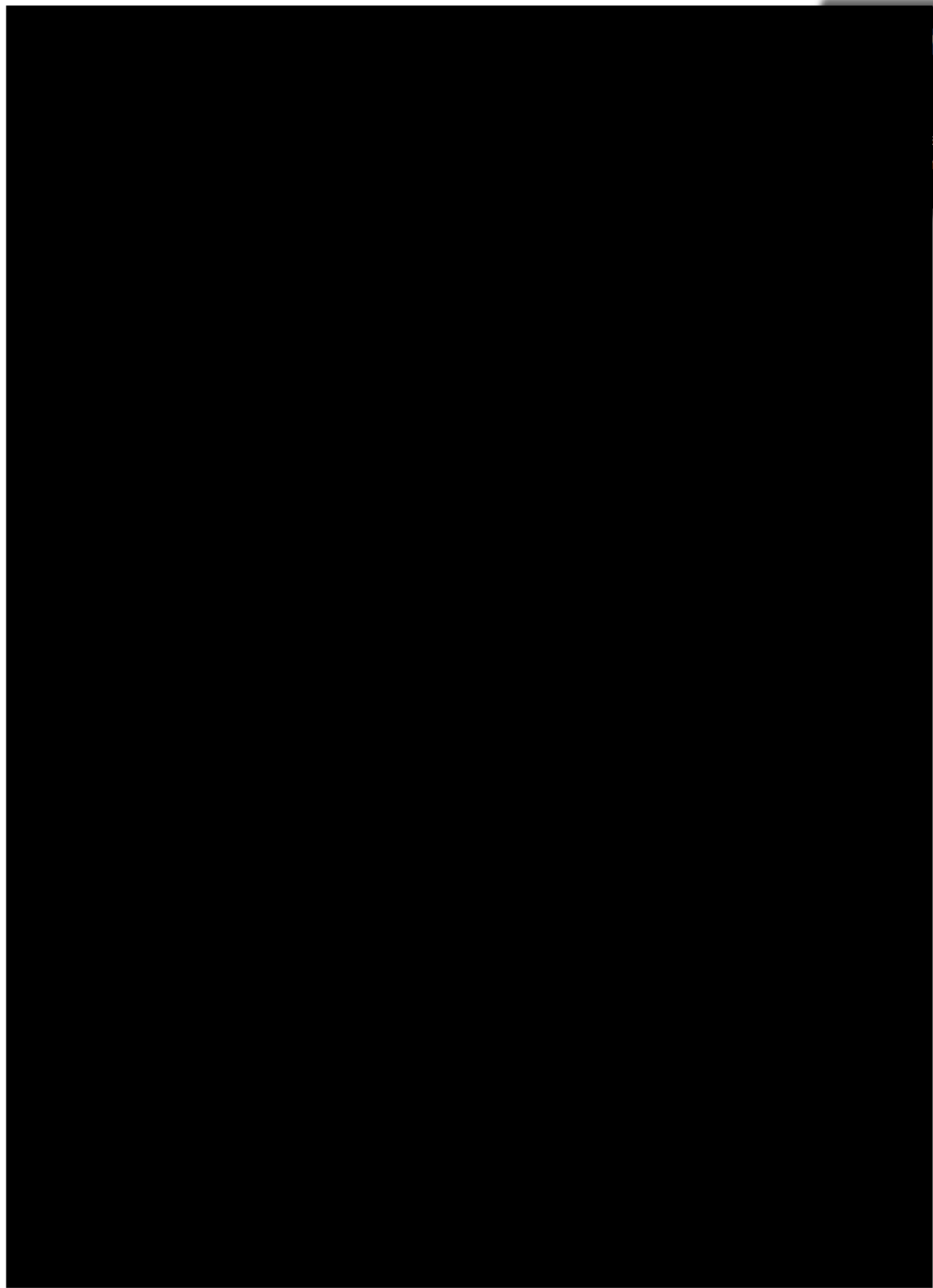
- Laserfiche Migration and Upgrade to Version 10.4

SUMMARY

cellent

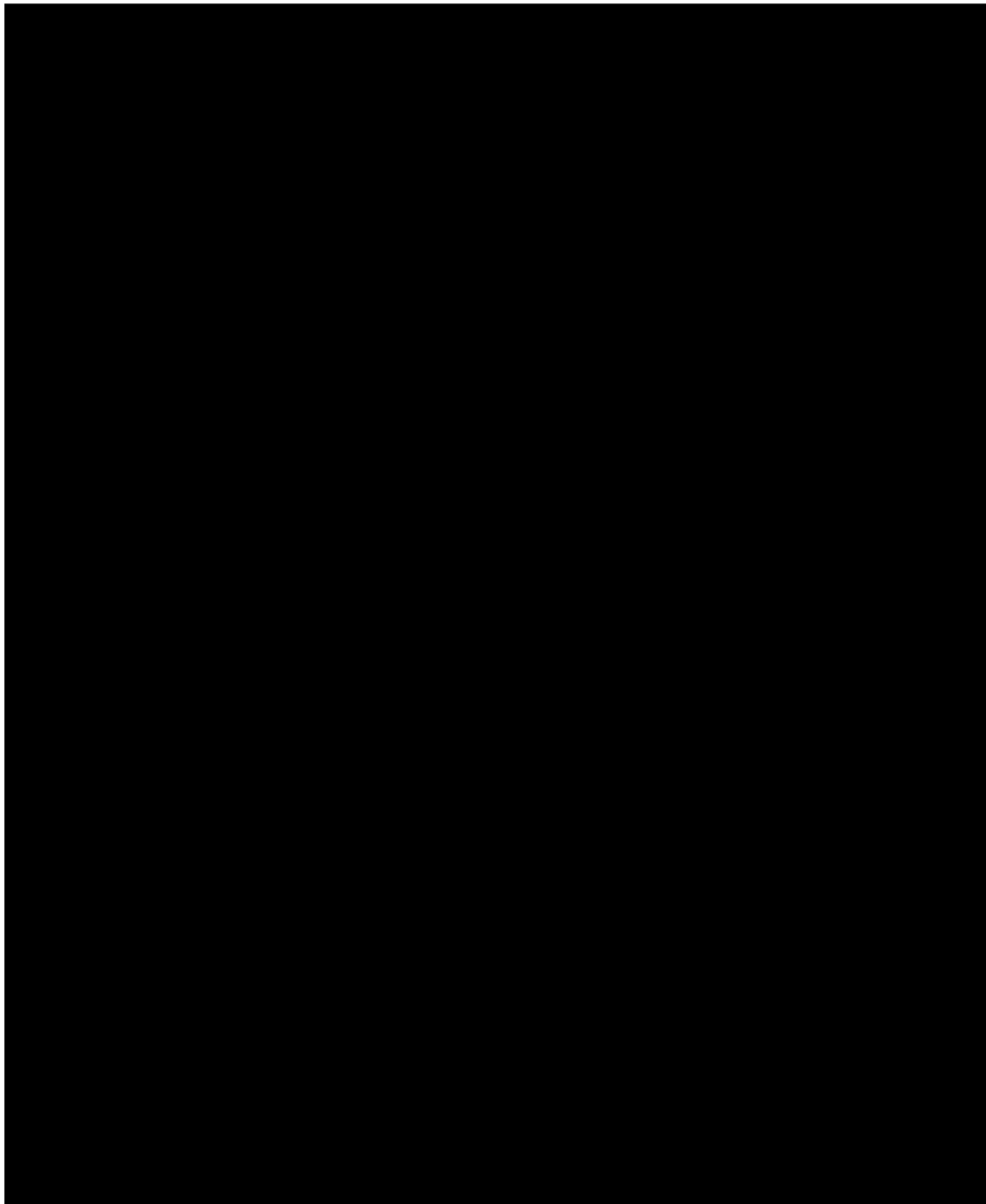
- Overall Satisfaction
- Quality of work
- Delivery
- Communication
- Project Management

Laserfiche Rio Enterprise Content Management System

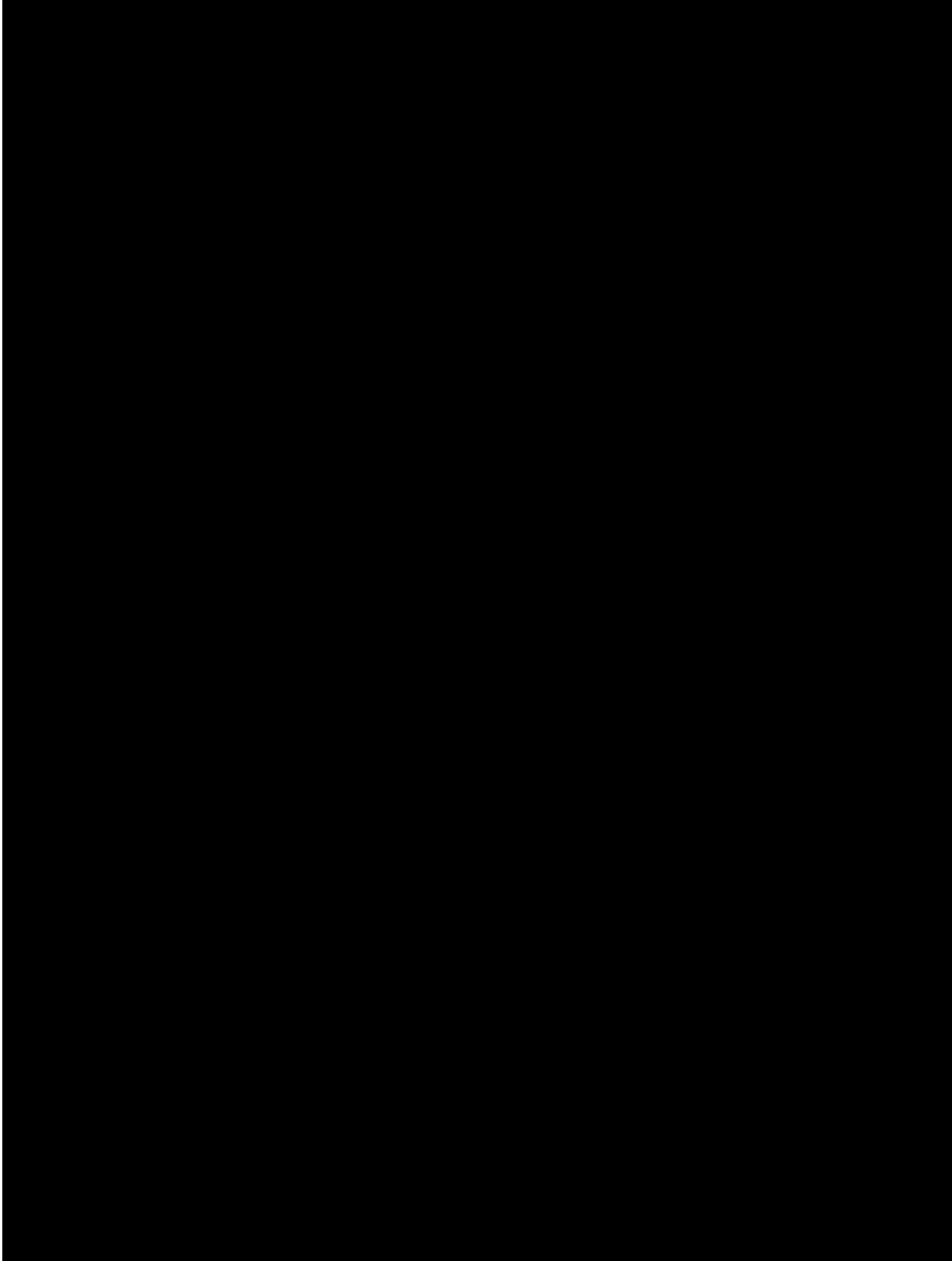


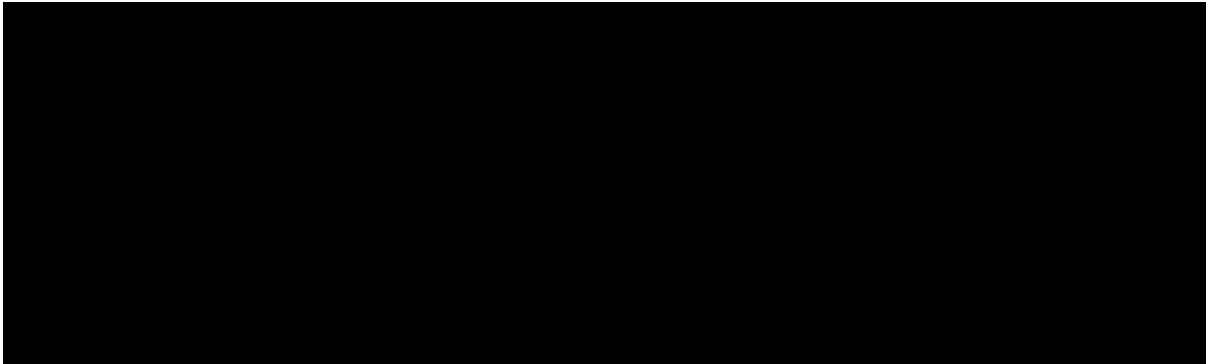
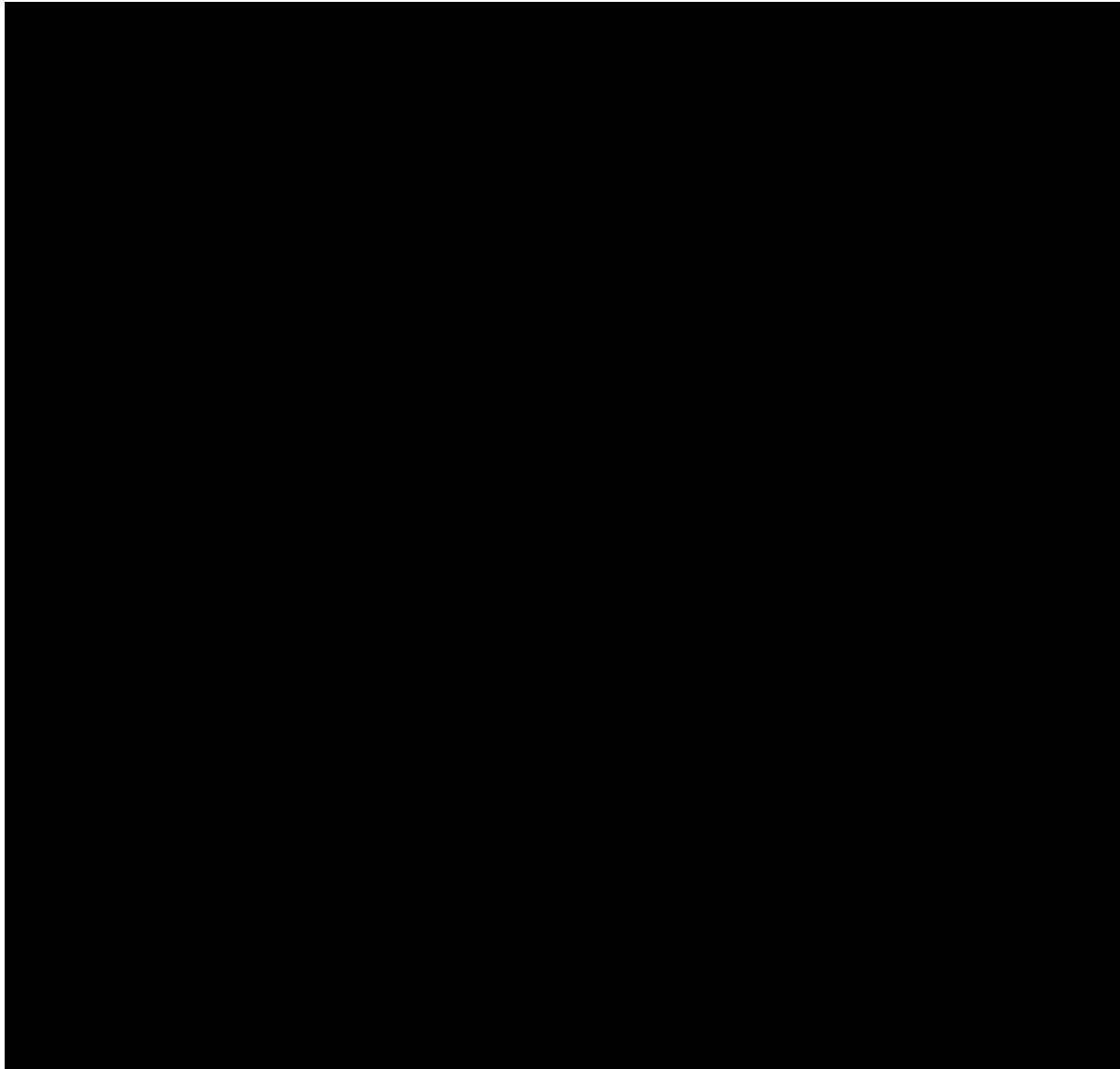
SUMMARY

Classified
of sensitive or
important data
recommend GSG



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nt





1.8.2 Subcontractor Experience

GSG confirms that **no subcontractors used** for any of the projects included in this proposal. All work — including scanning, digitization, indexing, Laserfiche configuration, workflow development, server management, technical support, training, and project management — was performed entirely by GSG’s in-house team.

Since no subcontractors were engaged, **all project experience provided in this section reflects GSG’s direct experience only**, and no separate subcontractor narratives are required.

GSG confirms that **no subcontractors were used** for any of the projects referenced in this proposal. All project responsibilities—including technical development, scanning, digitization, indexing, workflow configuration, system integration, maintenance, support, and project management—were performed entirely by GSG’s own personnel.

Because no subcontracted work was involved, there are **no subcontractor project descriptions, cost shares, responsibilities, or time periods** to report. All work, deliverables, timelines, and contractual obligations were handled solely by GSG as the primary service provider.

1.9. Summary of Bidder’s Proposed Personnel/Management Approach

1.9.1 Qualifications and Experience of the Key Personnel

Our technical staff are certified in Laserfiche Administration, Laserfiche Workflow, Laserfiche Forms, Integration, Capture Agent (Quick Fields), .Net, SQL DB, Oracle, SharePoint, etc., and work with several product vendors to provide support for custom solutions. GSG has a solid core in place to lead this project. From the Program Manager to technicians, all personnel have experience with the implementation and maintenance of Laserfiche products. Key personnel for this project are all Laserfiche certified professionals. Additionally, we have an extensive pool of skilled and experienced personnel to support our implementation efforts. Project supervision is based on PMI project management methodology in allocating work and assigning tasks. The project plan is reviewed with the client to assure all necessary resources are available, the project plan meets the timeframe, and all tasks have been identified and assigned. All personnel will be available upon award of contract.

Designation	Key Personal Name	Qualification	Years of Experience
Project Manager	[REDACTED]	BS, Information Technology	15+
Responsibility:	[REDACTED] manages Laserfiche projects and has a deep understanding of business process requirements and delivers large-scale, complex projects and programs that combine processes with technology to assist in application design, development, integration, testing, and deployment, and application technical architecture.		
Operations Lead/Manager/Help Desk Specialist	[REDACTED] Laserfiche Platinum Certified	MS, Computer Application Engineer BS, Engineer	17+
Responsibility:	[REDACTED] performs project design and development activities according to the client’s specifications. Works with the Project Manager in developing project plans, budgets, and schedules. Tracks project progress and develops status reports for management and provides assistance to other developers, performs peer reviews, and provides feedback for improvements, while developing cost-reduction initiatives while maintaining quality and productivity.		

Laserfiche Solution Engineer	[REDACTED]	BS, Computer Science	7+
Responsibility: [REDACTED] works closely with clients and stakeholders to understand their business requirements and design tailored solutions using Laserfiche software. Responsible for implementing and configuring the Laserfiche system according to the designed solution. Conducts thorough testing of the Laserfiche system to ensure its functionality and performance. Has extensive experience in identifying and resolving any issues or bugs that arise during the implementation phase.			
Business Analyst	[REDACTED]	Bachelor of Science - Computer Science	6+
Responsibility: [REDACTED] works closely with clients and stakeholders to gather and document their business requirements. Conducts interviews, workshops, and meetings to understand the client's needs, pain points, and desired outcomes, and based on the gathered requirements, will collaborate with Solution Engineers and other team members to design the optimal solution using the Laserfiche software. Acts as a liaison between different stakeholders, such as business users, IT teams, and management. Provides training and support to end-users on how to effectively use the Laserfiche solution, while offering ongoing support to address user inquiries or issues.			
Implementation Engineer	[REDACTED] Laserfiche Platinum Certified	Master of Science – Computer Science	6+
Responsibility: [REDACTED] provides solutions and planning strategies, while overseeing the configuration and customization of the Laserfiche system to meet the specific needs of the client. Provides leadership and guidance to the project team, as well as solution engineers, business analysts, and other team members. Engages and manages relationships with key stakeholders, such as clients, business users, IT teams, and senior management.			
Support Engineer	[REDACTED] Laserfiche Platinum Certified	BS, Communications	5+
Responsibility: [REDACTED] is responsible for providing technical support to Laserfiche users and clients. Interact with customers through various channels, such as phone, email, and online support tickets to understand and resolve their technical concerns. Responsible for replicating reported issues in a controlled environment to better understand and troubleshoot. Provides technical expertise to analyze system logs, error messages, and diagnostic information to identify problems accurately. Update to the latest Laserfiche product releases, enhancements, and features.			

1.9.2 Resumes of the Key Personnel

1.9.2.1 Project Manager - [REDACTED]

Education	BS, Information Technology							
Laserfiche Certifications	Gold	Specialist	Admin I	Admin II	Capture I	Capture II	BPM	Repos. Arch
	★	★	★	★	★	★	★	★


Certifications and Licenses	<ul style="list-style-type: none"> • Project Management Professional • MCSA: SQL 2016 Database Administration
Experience Summary	<ul style="list-style-type: none"> • Laserfiche Gold Certified Professional, PMP, and ITIL V3. • Over ten years leading successful implementing of Laserfiche Document Management software and services. • Project Management Professional (PMP) with considerable experience delivering large-scale, complex projects, and programs that combine processes with technology assist in application design, development, integration, testing, deployment, and application technical architecture. • Experienced and certified in Laserfiche Project Management principles, technologies, best practices, and trends, understands what is required to ensure full compliance with related laws and regulations (i.e., Section 508 compliance). • Experienced with integration of the Laserfiche client and workflows and has designed, implemented, and administered document imaging and workflow solutions using Laserfiche Workflow, Quick Fields, and Web link. • Currently, is working with the Department of Commerce on an ongoing DMS project.

	GSG	Time with Other Key Employees	Number of Projects Worked with Key Employees
Team Experience	Employment	Other Key Employees	Number of Projects Worked with Key Employees
	15 Years	13 Years	40+ Projects

Work History	
2021 - Ongoing	<div style="background-color: black; height: 15px; width: 100%;"></div> Laserfiche Document Management System <ul style="list-style-type: none"> • Monitored and controls the progress of the project and ensures that key milestones, actual performance against planned and scheduled performances. • Supported and provided guidance for issue identification and resolutions, cost estimating and time management.
2019 - Ongoing	<div style="background-color: black; height: 15px; width: 100%;"></div> Laserfiche Document Management and Retrieval System <ul style="list-style-type: none"> • Supported developing, implementing, and refining the server applications that lie at the heart of the Laserfiche product line—all while optimizing security, scalability, performance under load. • Developed project plan and provided the solutions ideas. • Maintained the projects progress and setting deadlines.
2019 - 2022	<div style="background-color: black; height: 15px; width: 100%;"></div> Electronic Document Management/Workflow Software <ul style="list-style-type: none"> • Worked with a contract manager and FWHS for requirement gathering. • Assigned task to technical lead and business analyst for requirement analyzing, guiding client and team.
2019 - 2020	<div style="background-color: black; height: 15px; width: 100%;"></div> , CMS Laserfiche Maintenance Support <ul style="list-style-type: none"> • Managed project plan for Laserfiche installation, maintenance, and support for DHHS-CMMS. • Provided guidance for all Laserfiche required modules and manage supports services staff.

2017 - Ongoing	<p>Law Firm Document Management System</p> <ul style="list-style-type: none"> • Provided a Laserfiche Document Management Application to the [REDACTED] that was customized to meet legal office requirements. • Managed Go-Live Implementation and Post Go-Live Operations Support.
2017 - Ongoing	<p>Laserfiche Upgrade and Support</p> <ul style="list-style-type: none"> • Managed upgrade of the [REDACTED] Laserfiche server and client from version 8.1 to 9.2. • Supported sixteen desktop clients with Laserfiche client applications (see TOC for application details) running on a Windows XP operating system. Upgrading the desktops with Windows 7 Professional operating system. • Created a Security model and implemented across the users of the repository for restricting the access of the users only to certain documents by using Laserfiche Administration Console. • Performed troubleshooting and rapid response when the Laserfiche system is malfunctioning. • Identified which component is problematic and recommended a course of action and alternatives, updating, or reconfiguring the Laserfiche server, client application, or components. • Performed security configuration changes on the operating system, database, and application servers as a part of the continuous security monitoring of these systems.
2017 - Ongoing	<p>Laserfiche Document Management System (LDMS) Support</p> <ul style="list-style-type: none"> • Managed support for Laserfiche Avante, Laserfiche Rio, Laserfiche SQL Server, Laserfiche Workflow, Laserfiche Quick Fields, Laserfiche Scanning, Laserfiche Weblink, Laserfiche Audit, Laserfiche Plus, Laserfiche Software Development Toolkit (SDK), and Laserfiche iPad. • Provided technical support for ongoing Federal Information Security Management Act (FISMA) and Third-Party Intrusion Detection security sweeps, corrections, and testing as appropriate and only in relation to Laserfiche. Serving as the primary Laserfiche technical support as point of contact.
2017 - Ongoing	<p>Laserfiche Document Management System</p> <ul style="list-style-type: none"> • Planned the project schedule and executed each phase, troubleshooting, and maintaining project. • Managed resources and team members, arranging meetings with team members and status reports, and tackling any current issues.
2015 - Ongoing	<p>Student Records Digitization and Document Management Implementation</p> <ul style="list-style-type: none"> • Provided Project Management support for the implementation of a Laserfiche system to automate management of student financial aid and academic records. • Gathered requirements from clients for their current workflow and design custom business processes and develop workflows using Laserfiche Workflow Designer 9.1. • Captured information from hard paper using regular expressions and attach the data in the SQL database by using Laserfiche Quick Fields 9.1.

1.9.2.2 Laserfiche SME - [REDACTED]

Education		M.C.A., B. E.							
Laserfiche Certification	Gold	Platinum	Specialist	Admin I	Admin II	Capture I	Capture II	BPM	Repos. Arch
	★	★	★	★	★	★	★	★	★
Certifications and Licenses	<ul style="list-style-type: none"> • Six Sigma – Green Belt • Certified Scrum Master and Scrum Fundamentals Certified • Certified Ethical Hacking Expert • ITIL 4 Foundation • Microsoft Certified Technology Specialist – MCTS • Project Management with MS Project plan • Advanced Cloud computation and Big Data, certificate • Machine Learning – Hands-On Python/R in Data Science, certificate • Web Centric Curriculum from NIIT certified 								
Experience Summary	<ul style="list-style-type: none"> • Worked as a lead in implementing complex solutions for various Government Clients. Expanded a vertical in Laserfiche, an Enterprise Content Management Software, and trained subordinates and worked for application integrations for Laserfiche, SharePoint, Office 365, and Accela. • Installed and configured multiple integrations of Laserfiche with various Lines of Business Applications (LOB) like GIS, Dynamics SL, Dynamics GP, SharePoint, Tyler Eden, BS&A Licensing and Permitting Software, and Accela. • Laserfiche, Enterprise Content Management Software – Quick Field, Workflow Designer, Forms, Import Agent, LF Client, Admin Console, and Workflow Admin. • Interfaces development for SharePoint and Laserfiche for application integration. • Developed and designed SharePoint applications. 								
	Team Experience	GSG Employment	Time with Other Key Employees	Number of Projects Worked with Key Employees					
		10 Years	10 Years	10 Projects					
Work History									
2021 - Ongoing	[REDACTED]	Laserfiche Document Management System							
		<ul style="list-style-type: none"> • Assisted other developers, performs peer reviews, and provides feedback for improvements. • Developed cost reduction initiatives while maintaining quality and productivity. • Guided other team members on the project to ensure the content is accurate. Resolves issues relevant to project deliverable(s) within their area of expertise. 							
2020 - 2021	[REDACTED]	Laserfiche Document Management System							
		<ul style="list-style-type: none"> • Helped to integrate with other systems and perform migration from existing system. 							

2019 - 2022	[REDACTED]	Electronic Document Management/Workflow Software
<ul style="list-style-type: none"> Worked with the project manager and [REDACTED] for implementing complex solutions and workflows. Integrated Laserfiche with Emphasys Elite (Housing Authority Software), and Office 365. 		
2019 - Ongoing	[REDACTED]	ECM Implementation
<ul style="list-style-type: none"> Assisted with implementation of Quick Fields Sessions, test solution, and prepared complex workflows. 		
2018 - Ongoing	[REDACTED]	Laserfiche Document Management System
<ul style="list-style-type: none"> Helped implement new workflow and forms. Integrated Laserfiche system to BS&A (Permitting System), ArcGIS, Inhouse built Planning System, and Office. 		
2017 - 2022	[REDACTED]	Law Firm Document Management System
<ul style="list-style-type: none"> Implemented Laserfiche Solutions and developed Forms, Reports and provided Training as per client's requirement within two separate departments. Worked with clients for Leg Track (Legislative Case Management for Legislative Division), Regulatory Tracking System for Regulatory Division and Interagency Regulatory Review records handling process. 		
2017 - Ongoing	[REDACTED]	Enterprise Content Management Services
<ul style="list-style-type: none"> Developed physical HR forms into electronic forms using Laserfiche Forms System. It includes multilevel reviews and approved workflow. Integrated with Tyler Eden (HR Management System), BS&A (Permitting System), and MS Office. 		
2017 - Ongoing	[REDACTED]	CMS Laserfiche Maintenance Support
<ul style="list-style-type: none"> Currently supports the processes and policies, supplies business rules and procedures, and communicates the contexts in which the rules, processes and polices are applied. Provides input for the design and construction of test cases and scenarios and may also validate executed test results. 		
2017 - Ongoing	[REDACTED]	Laserfiche Document Management System
<ul style="list-style-type: none"> Provided input into and executes user documentation and training material. Tested the product or service towards the end of the project/program (user acceptance testing), using and evaluating it for accuracy and usability, providing feedback to the project team. 		
2016 - Ongoing	[REDACTED]	Records Management Services
<ul style="list-style-type: none"> Provided major software updates/version releases which may include on-site installation, migration, and training. Provided, and remotely applied, minor patches/point releases on an as needed basis. Performed integration with Tyler Eden (HR Management System), BS&A (Permitting System), Office 365, and Court Management System. 		
2015 - 2018	[REDACTED]	Enterprise Content Management Services

- Implemented Laserfiche ECM Solution and developed Workflow, Forms, Reports and provided Training.
- Providing services for system configuration, user acceptance testing, and training for implementation of software to monitor and track quality variables.
- Implemented Quick Field for imaging capture solution and provided required Scanning and Record Management services.


2014 - Ongoing [REDACTED] **Student Records Management**

- Provided Project Management for the implementation of a Laserfiche system to automate management of student financial aid and academic records.
- Gathered requirements from the client for their current workflow and designs custom business processes and develops workflows using Laserfiche Workflow Designer 9.1.
- Captured information from hard paper using regular expressions and attaches the data in the SQL database by using Laserfiche Quick Fields 9.1.

1.9.2.3 Laserfiche Solution Engineer [REDACTED]

Education	BS, Computer Science- Rutgers University									
Laserfiche Certification	Gold	Platinum	Specialist	Admin I	Admin II	Capture I	Capture II	BPM	Repos. Arch	
	★	★	★	★	★	★	★	★	★	★
Certifications and Licenses	AWS Certified Cloud Practitioner									
Experience Summary	<ul style="list-style-type: none"> • Served as a Solution Engineer for several technology implementation projects, including the conversion into new systems. Manages and monitors Laserfiche workflows and troubleshoots any failures. Expert in managing document repositories Laserfiche's servers and SQL tables. Supports day-to-day maintenance for integrations with other applications of the team members. Implements document digitization projects to automate their manual process of managing and retrieving confidential records. • Utilizing SV2TTS deep learning framework for R&D. • Assisted in security governance and compliance for N [REDACTED]. • Worked with monitoring systems and tools like Splunk, CloudWatch, etc. • Created to deploy an Elastic Search cluster using Cloud Formation. • Enabled streams and created Lambda function on AWS to trigger changes made in DynamoDB. • Hands-on experience configuring Redshift, Elastic Search, and Dynamo DB with EC2 Instances. • Experienced in AWS Cloud IaaS platform with features EC2, VPC, ELB, Auto-Scaling, Security Groups, Route53, IAM, EBS, AMI, RDS, S3, SNS, SQS, CloudFormation, CloudFront, and Direct Connect. • Has experience with different bug-tracking tools like JIRA. • Experience with DevOps tools such as Git, Docker, Maven, SVN, and Virtual Box. 									

- As part of the continuous delivery Agile team, developed, tested, and deployed platform features. Develop ongoing test automation using a Python-based framework.
- Experienced in Branching, Tagging, and maintaining the versions across different SCM tools like GitHub, and Subversion (SVN) on Linux and Windows platforms.

	Team Experience	GSG Employment	Time with Other Key Employees	Number of Projects Worked with Key Employees
		5 Years	5 Years	8 Projects

Work History

2022 - Ongoing | ██████████
Laserfiche Document Management System

- Developer and implemented Intelligent search methods.
- Streamlined document distribution and improved accountability with automated workflow routing and notification.

2019 -2022 | ██████████
Electronic Document Management/Workflow Software

- Assisted other department engineers in creating practical demonstrations of proposed solutions and demonstrating them to other members of the team.
- Established framework necessary contributions from departments to facilitate their collaboration.
- Analyzed current technologies used within ██████████ and developed steps and processes for improvement.

2019 - Ongoing | ██████████
ECM Implementation

- Documented and monitored requirements needed to institute proposed updates in relation to customer experience.
- Worked alongside project management teams to successfully monitor the progress and implementation of initiatives.
- Accounted for project challenges or constraints and proactively seek to manage challenges.

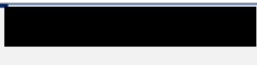
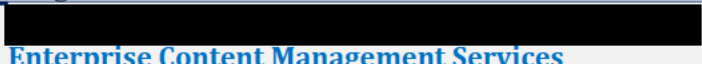

2017 - Ongoing | ██████████
CMS Laserfiche Maintenance Support

- Designed, implemented, deployed, and supported innovative enterprise content management and business process management solutions to digitally transform their operations.
- Installed, configured, maintained, and upgraded Laserfiche versions for customer.


2017 - Ongoing | ██████████
Laserfiche Document Management System

- Assisted in the development activities of the client requirements, such as electronic forms, workflows, and business processes as needed for the various functional units.
- Diagnosed, troubleshoot, and resolved system issues.

2017 - Ongoing | ██████████, **Enterprise Content Management Services**

	<ul style="list-style-type: none"> Worked closely with Information Technology professionals within Southfield to ensure the hardware is available for projects. Provided detailed specifications for proposed solutions, including the time and scope involved.
2016 - Ongoing	 Hills, MI, Records Management Services
	<ul style="list-style-type: none"> Worked on the design, implementation, deployment, and support of innovative Enterprise Content Management and Business Process Management solutions to digitally transform their operations. Collaborated with the team to refine in-application diagnostic activities such as error logging, reporting, and consolidate data across Cloud-based services.
2015 - 2018	 Enterprise Content Management Services
	<ul style="list-style-type: none"> Designed and installed customized software and hardware solutions for the customer. Tested the performance of the system and fixed bugs.
2014 - Ongoing	 Student Records Management
	<ul style="list-style-type: none"> Provided unique solutions to manage student records. Engaged in post-issue analysis to examine incident response performance, identify areas for service improvement, and monitor the progress of implementing recommendations.

1.9.2.4 Business Analyst – 


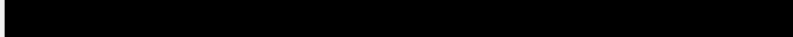







Education	Bachelor of Science - Computer Science		
Technical Skills	<ul style="list-style-type: none"> Programming Languages: Java JavaScript SQL C Python Web Technologies: HTML CSS React Bootstrap Node.js jQuery IDE: Power BI Tableau Visual Studio Eclipse Other: WordPress GitHub Microsoft Suite 		
Experience Summary	<ul style="list-style-type: none"> Expertly diagnose and resolve complex technical issues specific to Laserfiche software and integrations. Proactively monitor and optimize system performance to ensure seamless operation and user satisfaction. Customize Laserfiche workflows and forms to meet diverse client needs and enhance document management efficiencies. Evaluate and recommend hardware and software solutions aimed at improving Laserfiche system performance and scalability. Conduct in-depth system audits and analysis to identify opportunities for performance enhancement and process optimization. Provide expert-level support for database connectivity, performance tuning, and optimization within Laserfiche environments. 		
 Team Experience	GSG Employment 6 Years	Time with Other Key Employees 6 Years	Number of Projects Work with Key Employees 8+ Projects

Work History	
2021 - Ongoing	<p>[REDACTED] Laserfiche Document Management System</p> <ul style="list-style-type: none"> Assisting and guiding businesses in improving processes, products, services, and software through data analysis. Analyzing the project, designing, and implementing business rules that drive an organization and its operations.
2018 - Ongoing	<p>[REDACTED] Laserfiche E-Forms</p> <ul style="list-style-type: none"> Security configuration changes on the operating system, database, and application servers as part of the continuous security monitoring of these systems. Developing Laserfiche Forms and Migration using Workflow Modules. Converting the existing physical servers hosting the Laserfiche system to virtual machines utilizing VMWare's cloning tools. Provides additional technical support if Laserfiche issues are experienced after the VM conversion.
2017 - Ongoing	<p>[REDACTED] CMS Laserfiche Maintenance Support</p> <ul style="list-style-type: none"> Provided detailed business analysis, outlining problems, planning, and solutions for a project. Analyzed project, design, and implementation business rules that drive organization and operations.
2017 - Ongoing	<p>[REDACTED] Laserfiche Legal Document Management System</p> <ul style="list-style-type: none"> Analyzed the structure of the project requirement and identified problems within a project. Provided guidance on how to solve problems and improve business processes, reports, and workflows for [REDACTED]
2017 - Ongoing	<p>[REDACTED] Laserfiche Document Management System</p> <ul style="list-style-type: none"> Organized, specified, and modeled the requirements to ensure they are complete and unambiguous. Performing a Business Analyst role including basics of business analysis, analyzing data, workflow, user, or client' inputs, documents, etc.
2017 - Ongoing	<p>[REDACTED] Laserfiche E-Forms</p> <ul style="list-style-type: none"> Designing, documenting, putting into practice, and deploying where necessary, and managing Records Management best practice implementations. Configured the Content Repositories and Document Types and Object Links. Unit Testing with Process Owners and their sign off. Checking all Master Data migrated from client side. Documentation of Configuration and user manual. Configuring repository structure and business processes of [REDACTED] through Laserfiche ECM. Configuring Laserfiche Rio System, Configuring Metadata Fields and Templates, Configuring Users and Security, Configuring Business Processes.
2016 - 2020	<p>[REDACTED] Document Management System</p>

	<ul style="list-style-type: none"> Managed and separated all the documents using Laserfiche Quick Fields and saved them to Laserfiche Repository.
2016 - Ongoing	<p>██████████ Laserfiche E-Forms</p> <ul style="list-style-type: none"> Configuration of the Content Repositories and Document Types and linking to Object Links. Unit Testing with Process Owners and their sign off. Documentation of Configuration and user manual. Configures repository structure and business processes of City of ██████████ through Laserfiche ECM. Upgrades LF RIO from 10 to 10.4 for Production. Prepares LF RIO Development machine. Laserfiche forms for Payroll Change Notice, New Hire, and Termination. Laserfiche forms for Subpoena and PD Complaints.
2015 - Ongoing	<p>██████████ Document Management Software</p> <ul style="list-style-type: none"> Develops numerous on-line forms using Laserfiche Forms and Workflow Modules.

1.9.2.5 Implementation Engineer - ██████████

Education	Master of Science - Computer Science
Technical Skills	<ul style="list-style-type: none"> Software Development Methodologies: Data Analytics, DevOps, Agile Methodology Languages: C, C++, Bootstrap, MySQL, Python, HTML, PHP, JAVA Technologies: MS Word, MS Excel, Eclipse, NetBeans, Android Studio, MS Visual Studio Interpersonal: Leadership, Team Management, Project Scheduling, Strategic Planning
Experience Summary	<ul style="list-style-type: none"> Extensive experience designing and architecting Laserfiche systems to meet diverse organizational needs, including developing automated workflows and customizing solutions through scripting and configuration. Proven ability to integrate Laserfiche with various enterprise systems, providing seamless data exchange and system interoperability. Strong background in planning and executing data migrations from legacy systems, maintaining data integrity and compliance with security regulations. Expertise in configuring and managing Laserfiche security settings, implementing disaster recovery and backup plans, and conducting regular audits for best practices adherence. Skilled in providing comprehensive training and ongoing support to end-users and administrators, including developing custom forms, templates, and implementing electronic signature solutions. Adept at monitoring and optimizing system performance, performing performance tuning and scaling activities, and staying updated with the latest Laserfiche features and updates.

 Team Experience	GSG Employment	Time with Other Key Employees	Number of Projects Work with Key Employees
	6 Years	6 Years	6+ Projects
2021 - Ongoing	 Laserfiche Document Management System		
<ul style="list-style-type: none"> Design and architect the Laserfiche system to meet organizational needs. Implement and manage Laserfiche Records Management to provide compliance with records retention policies. Stay updated with the latest Laserfiche features and updates, and implement upgrades as necessary. 			
2019 -2022	 Electronic Document Management/Workflow Software (Laserfiche)		
<ul style="list-style-type: none"> Customize Laserfiche solutions through scripting and configuration. Develop and enforce policies and procedures for document management and workflow automation 			
2019 - Ongoing	 ECM Implementation (Laserfiche)		
<ul style="list-style-type: none"> Implement electronic signature solutions within Laserfiche for secure document signing of the Department Develop custom dashboards and reports using Laserfiche Analytics and Business Intelligence tools. 			
2018 - Ongoing	 Document Management Services (Laserfiche)		
<ul style="list-style-type: none"> Conduct user acceptance testing (UAT) to provide solutions meet business requirements. Provide strategic recommendations for leveraging Laserfiche capabilities to improve City's efficiency. 			
2017 - Ongoing	 Enterprise Content Management (Laserfiche)		
<ul style="list-style-type: none"> Configure security settings and provide compliance with data protection regulations, safeguarding sensitive information within the City's ECM system. Plan and execute data migration from legacy systems to Laserfiche, providing data integrity and minimal disruption to city operations. Manage the entire implementation project lifecycle, including defining project timelines, setting budgets, and coordinating resources to provide successful deployment. 			
2017 - Ongoing	 Laserfiche Document Management System		
<ul style="list-style-type: none"> Conduct thorough needs assessments and feasibility studies to tailor the Laserfiche solution according to the State requirements. Perform regular audits and assessments to provide the system adheres to best practices and standards. 			
2017 - Ongoing	 Laserfiche Document Management System		
<ul style="list-style-type: none"> Configure and manage Laserfiche Forms for efficient data collection and process automation, providing that forms are tailored to meet the specific requirements of DHHS-CMMS. Design and architect the Laserfiche Document Management System to align with the organizational needs and compliance standards. 			
2016 - Ongoing	 Laserfiche Document Management Services		


- Create custom forms and templates to enhance document capture and retrieval processes, providing that they meet the specific needs and workflows of the City.
- Develop and implement comprehensive disaster recovery and backup plans for the Laserfiche system to provide data integrity and availability.
- Design and manage automated workflows to streamline document management processes and improve operational efficiency.

2015 - 2018

ECM Services (Laserfiche)

- Develop and maintain integration scripts using Laserfiche SDKs and APIs to ensure seamless data exchange and system interoperability
- Maintain comprehensive documentation and generate detailed system usage reports to track performance and usage metrics.
- Monitor system performance continuously and optimize for reliability and efficiency, providing that the ECM services meet the operational demands of the [REDACTED]

1.9.2.6 Support Engineer - [REDACTED]

Education	MS, Communications								
Laserfiche Certification	Gold	Platinum	Specialist	Admin I	Admin II	Capture I	Capture II	BPM	Repos. Arch
	★	★	★	★	★	★	★	★	★
Certification and Licenses	Laserfiche Gold and Platinum Certified								
Experience Summary	<ul style="list-style-type: none"> • Supports clients for the products/services and recommends solutions. • Provides consultant services to guide individual departments in best practices in document management and preparation. • Supports escalating the problem to the right internal team and follows up with them regularly for updates on the progress. • Focuses on problem solving in the short term, responding to tickets, and answering phone calls. Responsible for inbound technical support issues, via telephone, email, and support ticketing system and all issues are documented and resolved ASAP. • Helps in supporting existing customers with troubleshooting on going issues and helps implement various solutions. • Provides access to FTP site where patches may be accessed remotely by remote troubleshooting and repair of errors. 								
	Team Experience	GSG Employment			Time with Other Key Employees		Number of Projects Worked with Key Employees		
		5 Years			5 Years		10 Projects		

Work History

2021 - Ongoing

Laserfiche Document Management System

- Responding to [REDACTED] inquiries.

	<ul style="list-style-type: none"> • Troubleshooting and solving challenges. • Assists management in creating computer troubleshooting and usage related training materials.
2019 - Ongoing	<p>Electronic Document Management System</p> <ul style="list-style-type: none"> • Configure various Quick Fields Sessions, test the solution, solve problems, and upgrade system. • Provided guidance to users for features of Laserfiche and functionalities. • Provides remote support and help desk support.
2019 - Ongoing	<p>Electronic Document Management/Workflow Software</p> <ul style="list-style-type: none"> • Providing guidance and help to users for specific features of Laserfiche. • Responding to users for their queries in accurate way via call, email, and remotely work with them.
2017 - Ongoing	<p>Laserfiche Enterprise Content Management System</p> <ul style="list-style-type: none"> • Implementing various electronic forms and reports to replace existing HR processes. • Providing training for management workflows, and trains system administrators to develop rights and permissions that protect privacy and personally identifiable information.
2016 - Ongoing	<p>ECM and DMS</p> <ul style="list-style-type: none"> • Gathering requirements and implementing forms to replace existing Personnel Change request process. • Providing training for management workflows, and trains system administrators to develop rights and permissions that protect privacy and personally identifiable information.

1.10. Subcontractors

GSG will not include any subcontractors for this project.

2 Technical Response

Part - I

2.1. Understanding of the Project Requirements

GSG understands that the State of Nebraska seeks to replace and modernize its Vital Records Management System with a more accurate, timely, and accessible solution. To meet this requirement, GSG proposes Laserfiche, which delivers modern, cloud-ready architecture with automated workflows, secure records management, and advanced search capabilities. Laserfiche enhances data accuracy through metadata-driven capture, validation rules, and automated quality checks; improves timeliness through workflow automation and real-time processing; and expands accessibility with web-based access, role-based permissions, and mobile support. We are a Value-Added Reseller of Laserfiche and provide end-to-end solutions to the State. We have a team of qualified and experienced team gold and platinum certified personnel to customize the solutions accordingly. Laserfiche compliance with State and Federal legal and regulatory requirements is maintained through Laserfiche's DoD-certified records management, audit trails, encryption, retention schedules, and security controls.

Laserfiche supports Vital Records operations through **Laserfiche Forms**, which external users such as hospitals, clinics, funeral directors, physicians, coroners, and county registrars use to submit birth, death, marriage, dissolution, fatal death, and ITOP event data through secure, role-based electronic forms with field validation. Submitted data is routed through **Laserfiche Workflow**, which automates review, approval, verification, and record creation for Vital Records staff. All completed events are stored in a controlled **Laserfiche Records Management Repository**, where staff can update and manage vital event data with audit trails and retention rules. Order management is handled through **workflow-driven order processing**, and authorized staff generate certified copies using **Laserfiche Templates, Document Generation, and secure print controls**, producing official certificates directly from the verified record.

Laserfiche supports these requirements through its configurable, no-code platform, which delivers ready-made modules—such as Laserfiche Forms, Workflow, Records Management, and Integration APIs—that can be customized without major software modification. Hardware and certificate printing needs are addressed through secure document templates, barcode/QR-enabled certificate generation, and controlled print permissions. Operational processes and Vital Records functions are automated using workflow-driven routing, validation, and approval. Integration with State and Federal systems is supported through REST APIs, webhooks, and secure data exchange, allowing bidirectional data sharing while maintaining audit trails, security controls, and compliance with all technical and functional specifications.

GSG will fully support the State's requirement to implement any system modifications needed due to newly enacted or updated Federal or State statutory or regulatory changes. As a Value-Added Reseller of Laserfiche, GSG provides configuration-based updates through **Laserfiche Forms, Workflow, Security controls, and Business Process rules**, allowing rapid adjustments without core software changes. GSG will provide up to **160 hours annually at no cost** to the State for these mandated updates, and any additional hours beyond this threshold will be billed at the rates specified in the Optional Services section. Our approach provides timely compliance updates while maintaining predictable costs and operational continuity.

2.2. Proposed Development Approach

Our project management and administration processes allow us to quickly evaluate tasks in PWS, identify solutions, and assign responsibilities for completion. Our process is standardized and repeatable, leveraging the industry's best practices tools and techniques such as Project

Management Institute’s (PMI) Project Management Body of Knowledge (PMBOK), Software Engineering Institute’s (SEI) Capability Maturity Model Integrated (CMMI), The Institute of Electrical and Electronics Engineers, Inc. (IEEE), and Information Technology Infrastructure Library (ITIL).

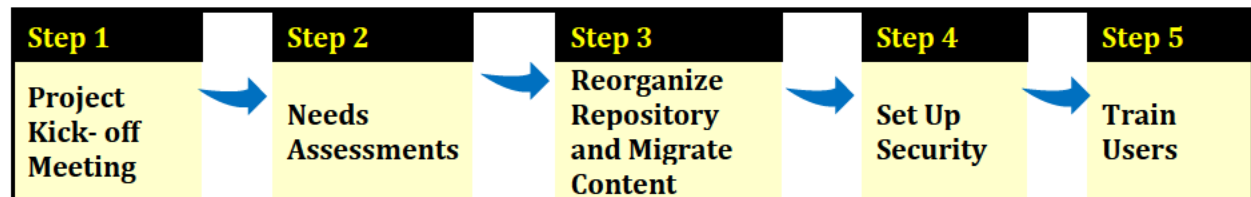
We typically implement a comprehensive Program Management Plan (PMP). Our plan will provide a baseline for everyday operations, including clear delineation of the processes and systems we will employ in providing services and program deliverables to the DHHS. Our development of the PMP aligns well with Project Management Methodology, in that, we begin formulating it during the earliest stages of a project and rely upon feedback from our customers to capture all elements and meet milestones and deadlines. The PMP is the primary responsibility of the Project Manager, who will create it in consultation with the Program Manager and the client, based on final requirements, the DHHS’s program updates, and other information gathered through meetings with the DHHS’s personnel and management.

Our team has successfully implemented RMS solutions for city, state, and federal agencies, as well as a variety of other commercial clients.

Customer Type	Customer Name
Local Government	MI: [Redacted] CA: [Redacted] FL: [Redacted] NJ: [Redacted] TN: [Redacted]
Federal	[Redacted]
State	[Redacted]
Education	MI Grand Rapids MI Comm. College TN Higher Education Commission
Utility	[Redacted]
Commercial	Universal Load Bank, Wixom, MI Detroit Transportation Corporation, Detroit, MI

Consistent results and first-class service are the factors that distinguish GSG from the competitors. Our team maximizes your results by walking you through each phase of the implementation process.

Here are the draft steps of how GSG will manage the project.



<p>Step 1: Project Kick-off Meeting</p>	<p>In this phase, Project Management establishes a sense of common goal and starts understanding everyone. Here, our team includes estimated start and completion date of the project, file location where project documentation would be kept, reasons for the projects and expected outcomes of the projects.</p>
<p>Step 2: Needs Assessments</p>	<p>The success of any implementation is related to the amount of effort and collaboration that goes into the planning of the project. A completed and agreed upon charter establishes the needs and provides a starting point for the next steps — most commonly a Needs Assessment. To help develop a needs assessment of the DHHS’s various departments, our team does the Analysis using worksheets where we cover Administration, Goals, Documents, Workflow, Process and Procedure, and IT Infrastructure related questions. We prepare the work order workflow and retention requirements.</p>
<p>Step 3: Reorganize Repository and Migrate Content</p>	<p>If the DHHS has an existing repository, our team will reorganize existing content. For Reorganizing Repositories, our team sets up comprehensive folder structure, develops a naming convention, designs templates, and configures appropriate security and automation. To migrate the content, our team first evaluates the current system and takes inventory of everything to be migrated and then finds out the solution for:</p> <ul style="list-style-type: none"> • How many documents will be required to be migrated? • What types of documents are those? • Are there any workflows that need to be rebuilt? • Is the metadata from your current system’s database easy to export? <p>After that, we determine what needs to be changed and create the new folder structure, document templates, and workflows. There are numerous ways that our team will migrate the content to your new RMS. The Laserfiche Quick Fields tool allows for batch processing of documents—including appending appropriate metadata and routing documents to the correct location in the new Laserfiche repository. Then our team tests the new system and trains the end users.</p>
<p>Step 4: Set Up Security</p>	<p>The next step is to set up Proper Security in Laserfiche. We will provide the DHHS with several types of security access, per your requirements.</p>
<p>Step 5: Train Users</p>	<p>GSG’s objective in providing Software Training for DHHS is to minimize any productivity losses associated with the software transition. Using this training, the DHHS’s users will get their jobs done at least as quickly and accurately. Our team will provide the timeframes to train users and accomplish objectives.</p> <p>In the crowded market of RMS providers, GSG sets itself apart by providing exceptional services with documented success and comprehensive, start-to-finish project management. Our project management philosophy centers on effective communication and collaboration – necessary tools for any project’s success. GSG’s Project Management model helps you cut costs, identify, and remove obstacles and empower end-users to perform at peak productivity.</p> <p>Our solution has a Systematic Software Assurance plan. When you subscribe to the plan, you receive the following benefits:</p> <ul style="list-style-type: none"> • Highly trained technical support professionals to assist you with any issues. • Free software updates for your current system. • Technical bulletins and newsletters. • 100% upgrade credit for your existing software (in the event of an upgrade).

- GSG also offers optional services to help you maximize your investment.
- 24-hour FTP and website access.



GSG's Records Management Services can be included with every support renewal and provide the client with a discounted hourly rate by purchasing an advanced block of services per year, based on the products purchased. Our Document Management Services can be used for the following professional services:

- Additional Training
- Additional System Set Up Consultation
- Remote Implementation of Software Updates
- Annual System Review and Analysis
- Remote Access Support
- Expiration and Additional Services

In addition to a technical support team that is available by phone, email, or the web, GSG assigns the DHHS, an Account Executive, and an internal Account Manager Team. GSG believes in an initiative-taking support methodology, and it is the Account Manager's role to ensure ongoing communication with the DHHS.

Reports

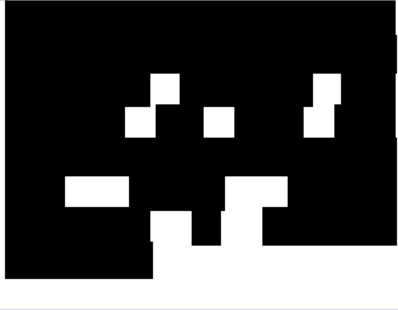
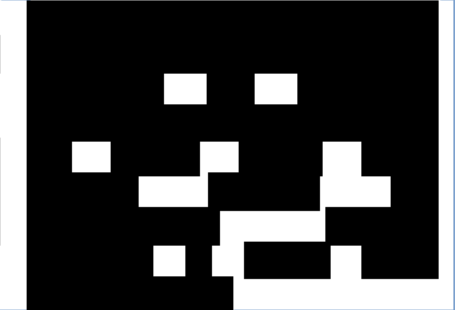
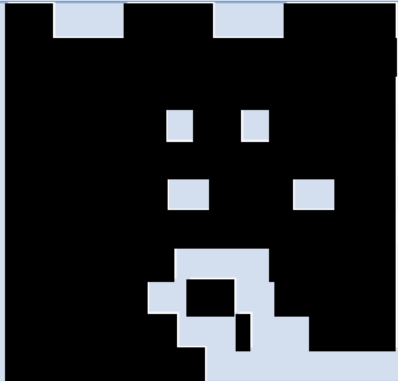


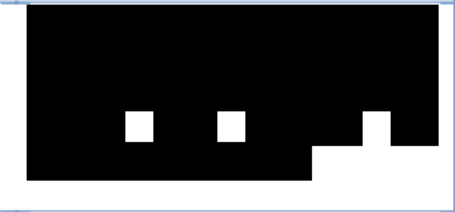
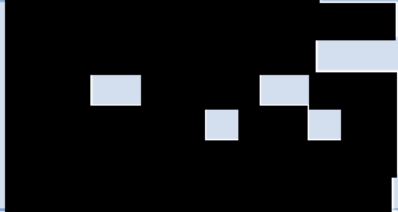
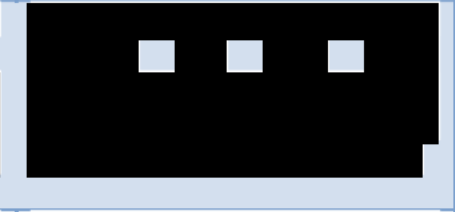


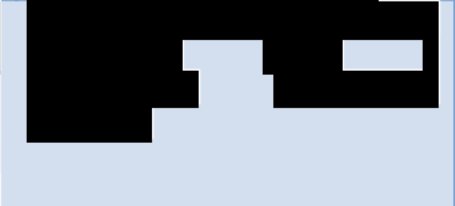
GSG focuses upon formal and informal communication between our Project Manager and the client.


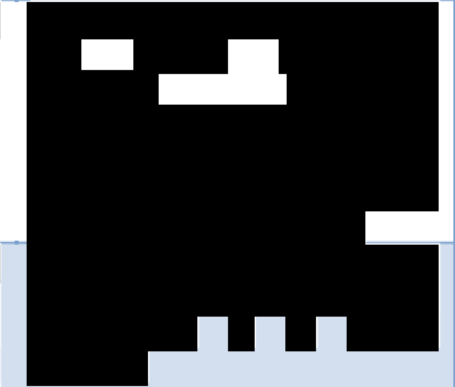
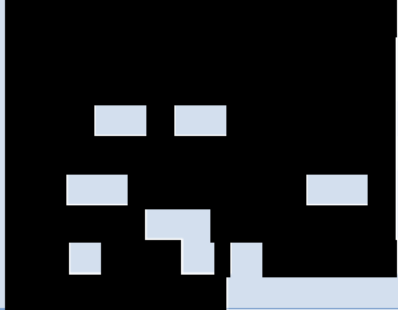
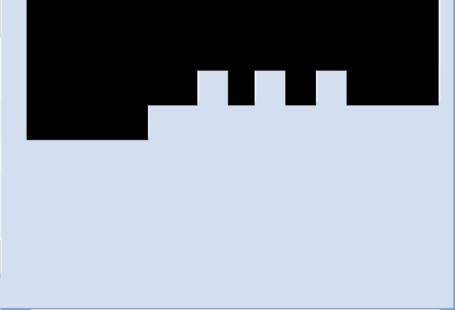
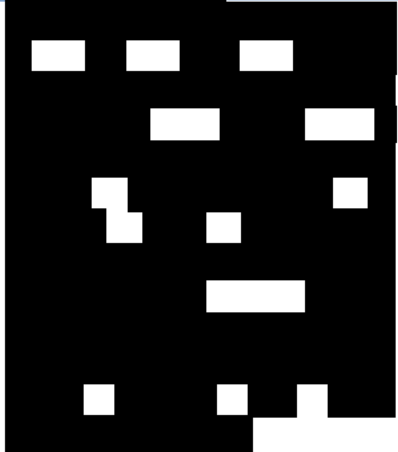
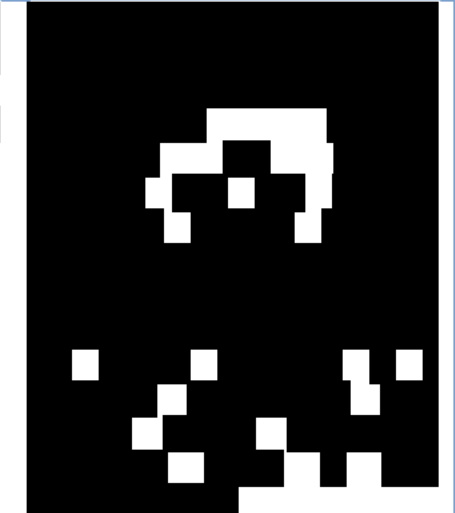
Quarterly System Reporting	Quarterly Reports
 <p>Regular customer communication (both scheduled and spontaneous) is a critical project management element in our management approach, since establishing an atmosphere of cooperation, coupled with communication structure, is crucial to resolving potential unanticipated challenges.</p>	 <p>Delivered to the client – Quarterly – these reports describe work performed and deliverables submitted in the previous month, any issues and recommended actions, and work planned for the next month.</p>

2.3. Technical Considerations

GSG has conducted a preliminary review of the technical environment, project scope, and operational requirements outlined in the RFP. Based on this assessment, we have identified the following technical considerations that may influence the implementation of the Vital Records Management System (VRMS). GSG provides these considerations proactively to ensure transparency and to help the State anticipate key areas requiring close coordination throughout the project lifecycle.

S. No	Specifications	Challenges	Our Solution
1	Data Migration and Data Quality Alignment	[Redacted]	[Redacted]

<p>2 Integrations With State and Federal Systems</p>		
<p>3 Performance and Scalability for High-Volume Processes</p>		
<p>4 Certificate Printing and Specialized Output Requirements</p>		
<p>5 Browser Compatibility and External Device Variability</p>		
<p>6 Security, Compliance, and U.S.-Based Hosting Requirements</p>		
<p>7 Workflow Configuration vs. Custom Development</p>		

<p>8 User Adoption, Training, and Controlled Access</p>		
<p>9 Maintenance Windows, Change Control, and Release Management</p>		
<p>10 Business Continuity and Disaster Recovery Alignment</p>		

2.4. Project Work Plan, Management, and Implementation

GSG’s high-level Project Management plan is an outline of a set of processes by which we will accomplish your goals. GSG will work with the State’s personnel to identify critical information at each of the following steps.

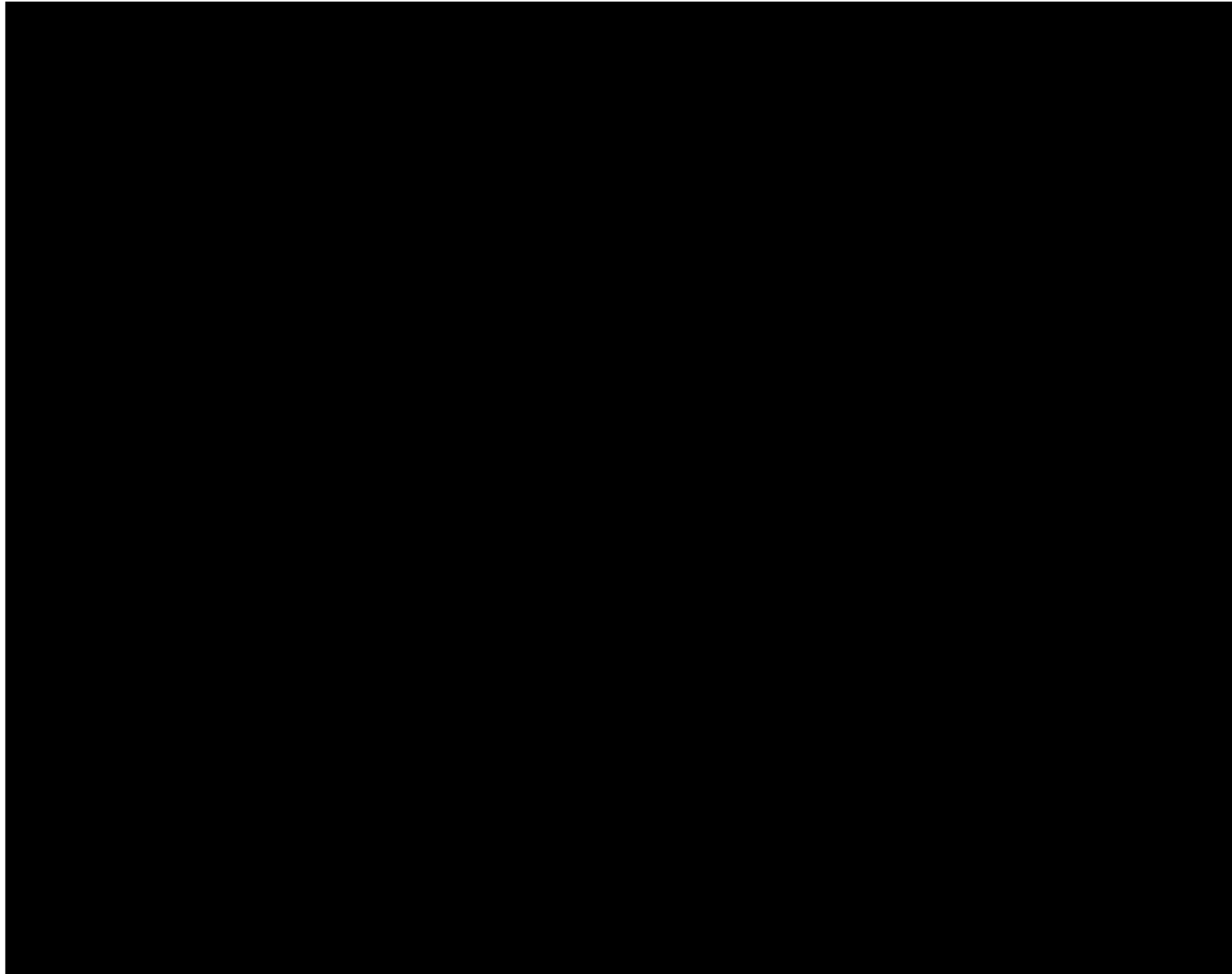
At the onset of every project, GSG provides a project schedule, which includes the project’s goals and objectives. Additionally, the plan will serve as an agreement between the applicable parties such as the project sponsor, steering committee, project manager, project team and/or other stakeholders associated with and/or affected by the project. Additionally, GSG’s project plan will include a schedule for all the deliverables.

We will develop and finalize a project plan after the kick-off meeting. As per your requirement, we have included here a sample project schedule and timeline. The kick-off meeting, installation, and implementation will approximate the following schedule:

Tentative Project Schedule

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------

Tentative Project TimeLine



2.5. Deliverable and Due Dates

Tentative due dates for project: February 2, 2026, to August 10, 2026.

Part II

2.6. Completed Attachment 1 - Functional Specifications

GSG acknowledges Completed Attachment1

2.7. Completed Attachment 2 - Technical Specifications

GSG acknowledges Completed Attachment2

3 Appendix

3.1. Contractual Agreement Form

CONTRACTUAL AGREEMENT FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Contractual Agreement Form, the bidder guarantees compliance with the provisions stated in this solicitation and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder is not owned by the Chinese Communist Party.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603, DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Vendors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA VENDOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Vendor. "Nebraska Vendor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation. All vendors who are not a Nebraska Vendor are considered Foreign Vendors under Neb. Rev Stat § 73-603 (c).

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. § 71-8611 and wish to have preference considered in the award of this contract.

THIS FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

COMPANY:	Global Solutions Group, Inc.
ADDRESS:	31681 Dequindre Road, Madison Heights, Michigan 48071
PHONE:	248-291-5440
EMAIL:	lisas@globalsolgroup.com
BIDDER NAME & TITLE:	Lisa Salvador, Vice President
SIGNATURE:	
DATE:	November 19, 2025

VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)	
NAME:	
TITLE:	
PHONE:	
EMAIL:	

3.2. Acknowledgment of Sections II through IV

3.2.1. Terms and Conditions

GSG acknowledges and agrees with all the Terms and Conditions given in the RFP with no exceptions.

3.2.2. Vendor Duties

GSG acknowledges and agrees with all the Terms and Conditions given in the RFP with no exceptions.

3.2.3. Payment

GSG acknowledges and agrees with all the Terms and Conditions given in the RFP with no exceptions.

3.3. License, User Agreement, Service Level Agreement, or Similar Documents

Sample of Contract Forms

Provided below is a GSG Sample Contract, a GSG Sample Service Level Agreement, and a Sample Laserfiche End-User License Agreement. These will all be modified as needed upon selection for award.

Sample Service Level Agreement for Records Digitization Services.

This Service Level Agreement (SLA) is fundamental to the provision of services rendered under the Performance Work Statement (PWS) and defines the parameters of service support between the Global Solutions Group Inc. and the State of Nebraska ("State") for services. This SLA is considered a jointly negotiated instrument that shall be used to document the ground rules for transition, phase-in and actual performance. It shall serve as a living document to be used for gauging performance and service level effectiveness. Once task orders are awarded the SLA will be updated to include information on Stakeholders, Mandatory Outcomes, and Minimum Requirements for each outcome, Minimum Services Standards, Key Performance Indicators (KPIs) with associated purpose and measurement per KPI and the Performance Measurement Scorecard.

The following is an example of our Service Level Agreement. Details are not binding. The actual Service Level Agreement will be developed between the parties upon award of the contract.

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Global Solutions Group, Inc.* and *State of Nebraska* for the provisioning of IT services required to support and sustain the *product or service*.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the State of Nebraska by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and State of Nebraska.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the State of Nebraska.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): *Global Solutions Group, Inc.* ("Provider")

IT Customer(s): State of Nebraska

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Program Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Program Manager: *Global Solutions Group, Inc.*

Review Period: Bi-Yearly (6 months)

Previous Review Date:

Next Review Date:

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement.

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

5.2. State of Nebraska Requirements

State of Nebraska responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of State of Nebraska representative(s) when resolving a service-related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to State of Nebraska for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Monday - Friday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer the call, however there will be a backup phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected; however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the State of Nebraska within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **medium** priority.
- Within 5 working days for issues classified as **Low** priority.
- Remote assistance will be provided in-line with the above timescale's dependent on the priority of the support request.

Laserfiche End User License Agreement

Laserfiche®

LASERFICHE END USER LICENSE AGREEMENT

THIS LASERFICHE® END USER LICENSE AGREEMENT ("AGREEMENT" OR "EULA") IS A LEGAL AGREEMENT THAT APPLIES TO LICENSEE'S USE OF THE ACCOMPANYING LASERFICHE SOFTWARE AND DOCUMENTATION. THE TERMS "LICENSEE", "LASERFICHE SOFTWARE" AND "DOCUMENTATION" ARE EACH DEFINED BELOW.

THIS AGREEMENT ALSO CONTAINS AN AGREEMENT TO ARBITRATE AND A CLASS ACTION WAIVER IN SECTION 17.8. BY DOWNLOADING, INSTALLING, OR USING THE LASERFICHE SOFTWARE OR ACCEPTING THIS EULA (WHETHER BY CHECKING ANY "ACCEPT" OR "AGREE" MECHANISM OR INDICATING ASSENT BY ANY OTHER ACCEPTANCE PROCESS MADE AVAILABLE BY LASERFICHE), (A) YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND LICENSEE TO THIS EULA, AND (B) YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS EULA, AND YOU AND LICENSEE AGREE THAT LICENSEE IS BOUND BY THE TERMS AND CONDITIONS OF THIS EULA.

IF LICENSEE DOES NOT AGREE TO THE TERMS AND CONDITIONS OF THIS EULA OR YOU DO NOT HAVE THE NECESSARY AUTHORITY TO ACCEPT THE TERMS AND CONDITIONS OF THIS EULA ON BEHALF OF LICENSEE, DO NOT DOWNLOAD OR USE THE LASERFICHE SOFTWARE OR DOCUMENTATION. PROMPTLY RETURN THE LASERFICHE SOFTWARE AND DOCUMENTATION TO THE PARTY FROM WHOM IT WAS OBTAINED. IF THE LASERFICHE SOFTWARE OR ANY DOCUMENTATION WAS DOWNLOADED, DESTROY ALL COPIES OF THE LASERFICHE SOFTWARE AND DOCUMENTATION. ANY DOWNLOAD OR USE OF THE LASERFICHE SOFTWARE OR DOCUMENTATION THAT DOES NOT COMPLY WITH THE TERMS AND CONDITIONS OF THIS EULA IS UNAUTHORIZED AND UNLAWFUL.

1. Definitions. The following definitions will apply to this Agreement:

"Affiliate" means, with respect to a party, any person or entity that directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with such party, where "control" means ownership of fifty percent (50%) or more of the outstanding voting securities (but only as long as such person or entity meets these requirements).

"Confidential Information" means all nonpublic information, whether disclosed by a party or its Affiliates or their respective employees or contractors, that is designated as confidential or that, given the nature of the information or circumstances surrounding its disclosure, reasonably should be understood to be confidential. Confidential Information also includes: (a) Laserfiche Software and Documentation; (b) Laserfiche's source code, non-public application programming interfaces, know-how, ideas, plans, designs, specifications, coding, programming, processes, production techniques, technology, methodology and trade secrets; (c) nonpublic information relating to a party or its Affiliates' technology, customers, business plans, promotional and marketing activities, finances and other business affairs; (d) third-party information that each party is obligated to keep confidential; and (e) the terms of any agreements, discussions or negotiations between the parties or their respective Affiliates regarding this Agreement or the Laserfiche Software. Confidential Information does not include any information that: (i) is or becomes publicly available without either a breach of this Agreement or a breach of an obligation of confidentiality by someone else; (ii) can be shown by documentation to have been known to Licensee at the time Licensee received it from us; (iii) is received from a third party that lawfully acquired and disclosed it without any obligation of confidentiality; or (iv) can be shown by documentation to have been independently developed by the receiving party without reference to the other party's Confidential Information.

"Documentation" means the getting started guides, user guides, user quick reference guides, and other technical and operations manuals and specifications published by Laserfiche for the Laserfiche Software.

"Effective Date" means the earliest to occur of the following dates: (a) the date that Licensee accepts this Agreement, (b) the date Laserfiche delivers the applicable license key to Licensee, or (c) the date that you download the Laserfiche Software.

"Evaluation Product" means Laserfiche Software furnished to Licensee for evaluation purposes or other limited, temporary use as authorized by us in accordance with Section 3, and that is not the subject matter of a separate written evaluation agreement executed by and between Laserfiche and Licensee.

"Intellectual Property Rights" means (a) all patents, utility models, copyrights, database rights and rights in trademarks, trade names, designs, knowhow, and invention disclosures (whether registered or unregistered); (b) applications, reissues, confirmations, renewals, extensions, divisions or continuations for any of these rights; (c) trade secrets; and (d) all other intellectual property rights and similar forms of worldwide protection.

"Laserfiche", "Licensor", "we", "our" or "us" means the Laserfiche entity that is contracting with Licensee, as set forth in Section 17.8.1.

"Laserfiche Product" means collectively the Laserfiche Software and Documentation.

"Laserfiche Product Components" means Laserfiche Self-Hosted Product Components and Laserfiche Cloud Product Components.

"Laserfiche Self-Hosted Product Component" means a Laserfiche Product Component that is proprietary to Laserfiche, and subject to Subscriber compliance with this Agreement, which may be installed and operated on servers owned or operated by or for Subscriber for use with Laserfiche Cloud.

"Laserfiche Site" means the website located at <http://www.laserfiche.com>, or any successor domain.

"Laserfiche Software", "Software" or "Self-Hosted Laserfiche Software" means: (a) the Laserfiche proprietary software specified on the Order Form for use on a Self-Hosted Basis, and (b) any and all modifications and enhancements to the software described in clause (a) hereof, including updates or upgrades, if any, provided by us for such software.

"Licensee" means the individual, company, or other legal entity that is licensing the Laserfiche Product under this EULA as specified on the Order.

"Order Form" or "Order" means an ordering form or an order confirmation, which specifies the products ordered directly from Laserfiche or indirectly through a Laserfiche authorized reseller or distributor by or on behalf of Licensee. Each Order that specifies Self-Hosted Laserfiche Software incorporates the terms and conditions of this Agreement solely with respect to such Self-Hosted

Laserfiche Software.

"Self-Hosted Basis" means use of software on servers owned or operated by or for Licensee.

"Third Party Content" means any documents, files, data, text, audio, video, images, forms, process definitions, workflows, configuration, applications, software code, or other content and information owned by a third party, excluding Third Party Products.

"Third Party Product" means any product or service offering that is proprietary to a third party.

"Usage Limit" shall have the meaning set forth in Section 6.

"Use" means Licensee's Users downloading, installing, copying, accessing or otherwise utilizing the Laserfiche Software on a Self-Hosted Basis for Licensee's own use, and not for further resale of the Laserfiche Software or any services (such as, but not limited to, service bureau services) based on the Laserfiche Software.

"User" means Licensee's employees, consultants, contractors and agents, and third parties with whom Licensee transacts business.

2. License

2.1 Grant of License. For good and valuable consideration, Licensor grants Licensee a limited, non-exclusive, non-transferable, non-sublicensable license to Use such Software, solely in executable code, in accordance with the Documentation, and Use a reasonable number of copies of the Documentation, in each case subject to the terms and conditions of this EULA and the Order Form (the "**License**"). The Laserfiche Product is owned by Laserfiche and is copyrighted and licensed, NOT SOLD. Licensee's rights in and to the Laserfiche Software are limited to those expressly granted under this EULA and no other licenses are granted whether by implication, estoppel or otherwise. Laserfiche reserves all rights, title and interest in and to the Laserfiche Software not expressly granted under this EULA.

2.2 License Scope. Laserfiche Software may include, without limitation: (a) "**Server Software**" that provides document management services to other programs; (b) "**Client Software**" that allows a computer or workstation to access or utilize the services functionality provided by the Server Software; (c) "**Stand-alone Software**" that operates on a single computer; (d) "**Demonstration Software**" that is provided only for demonstration, testing and feedback purposes; (e) "**Distributed Computing Cluster Software**" that allows distribution of processing work for certain Laserfiche application tasks onto other machines; and/or (f) "**Plug-in Software Modules**" that can be added to the previously mentioned types of software. Specific additional terms that accompany a software development kit or the Software designated for "**application service provider**" purposes will also apply to Licensee. Licensee's Use of the Laserfiche Product shall be subject to the Usage Limitations described in Section 6. In addition, Licensee agrees to the restrictions set forth in Section 5 below.

2.3 No Modification by Additional Terms. By placing an Order for Laserfiche Software either directly or indirectly (that is, through a Laserfiche authorized reseller or distributor), Licensee hereby acknowledges and agrees that the terms and conditions of this EULA shall govern

Licensee's Use of the Laserfiche Software. For the avoidance of doubt, the terms of Licensee's agreement, if any, with a Laserfiche authorized reseller or distributor, whether conflicting or not with this EULA, shall not be contractually binding on Laserfiche.

3. **Evaluation License.** Licensee's Use of any Evaluation Product is only permitted: (a) for the period limited by the license key or otherwise stated by us in writing ("**Evaluation Period**"), and (b) by Licensee's employees, contractors, and consultants for no purposes other than demonstration of the capabilities of the Software to prospective licensees or evaluation and testing of the Software for suitability. No Evaluation Product may be used in a production environment. An Evaluation Product is licensed "AS-IS" without support or warranty (including any warranty provided in Section 12) of any kind, expressed or implied. Laserfiche does not assume any liability arising from any use of the Evaluation Product. Licensee may not publish any results of benchmark tests run on the Evaluation Product without first obtaining written approval from us. Licensee's receipt of the Evaluation Product does not constitute a license to use (other than as permitted in this Section), sell, distribute, or commercialize the Evaluation Product. No compensation will be paid to Licensee for any use of the Evaluation Product. Licensee authorizes Laserfiche and its Affiliates, and their respective sublicensees, to use, in any manner (including in any products or services) and without any duty of accounting or other obligation whatsoever, any feedback or ideas Licensee or any User provides to us in connection to the use of the Evaluation Product. In addition to the restrictions set forth in Section 5, Licensee shall not attempt to circumvent, dismantle or otherwise interfere with any time-control disabling functionality in the Evaluation Product that causes the Evaluation Product to cease functioning upon the expiration of the Evaluation Period. Laserfiche reserves the right to terminate the licenses granted under this Section with respect to any Evaluation Product prior to the end of the Evaluation Period for any breach of this Agreement or other cause. With respect to Evaluation Products, except to the extent this Section modifies this EULA, all other provisions stand and remain unaltered. This Section shall apply only with respect to Evaluation Products.

4. **Laserfiche Proprietary Rights and Licenses**

4.1 **Laserfiche Ownership Rights.** We retain all rights to ownership of all Intellectual Property Rights in and to the Laserfiche Product, including copies, improvements, enhancements, derivative works and modifications. No other rights with respect to the Laserfiche Product or any related Intellectual Property Rights are granted except as explicitly stated in this EULA. No implied licenses are granted by us.

4.2 **Feedback.** Licensee has no obligation to provide suggestions, feature requests, comments or other feedback regarding the Laserfiche Software, including possible enhancements or modifications thereto (collectively, "**Feedback**") to Laserfiche. Licensee grants us and our Affiliates a worldwide, perpetual, irrevocable, transferable, royalty-free and fully-paid license to use and incorporate into, and distribute as a part of, Laserfiche Software or any other products, services or content, any Feedback that Licensee or any Users voluntarily provide to Laserfiche or its Affiliates. Laserfiche has no obligation to respond to Feedback or to incorporate Feedback into the Laserfiche Software. Notwithstanding anything in this Section, Laserfiche will not utilize such Feedback to imply endorsement by Licensee from such Feedback unless explicit consent for such purposes has been obtained from Licensee.

4.3 **Collection and Use of Information**

- (a) Licensee acknowledges that Laserfiche may, directly or indirectly through the services of third parties, collect and store information regarding use of the Software and about equipment on which the Software is installed or through which it otherwise is accessed and used, through:
 - (i) the provision of maintenance and support services; and
 - (ii) security measures included in the Software.

- (b) Licensee agrees that Laserfiche may use such information for any purpose related to any use of the Software by Licensee or on Licensee's equipment, including but not limited to:
 - (i) improving the performance of the Software or developing updates; and
 - (ii) verifying Licensee's compliance with the terms of this EULA and enforcing the Licensor's rights, including all Intellectual Property Rights in and to the Software.

4.4 Laserfiche Cloud. Licensee acknowledges that Laserfiche offers the use of proprietary software products, tools, modules, algorithms, and components running as services in a Laserfiche hosted environment (such proprietary items, "**Laserfiche Cloud Product Components**", such environment, the "**Services Environment**", and the use of such components in the Services Environment, the "**Laserfiche Cloud**"), subject to the terms of our Laserfiche Cloud Subscription Agreement. Licensee acknowledges that any use by Licensee or any User of Laserfiche Cloud, any Laserfiche Cloud Product Component, or the Services Environment, with Laserfiche Software licensed under this Agreement, is subject to the terms and conditions of the Laserfiche Cloud Subscription Agreement.

- 5. License Restrictions.** Unless expressly authorized by Laserfiche in writing, Licensee will not and Licensee will not allow any third party to: (a) unbundle, transfer, sublicense, or assign Licensee's rights under this License to any other person or entity; (b) modify, adapt or create derivative works of the Software or Documentation; (c) except to the extent explicitly permitted by applicable law notwithstanding this limitation, reverse engineer, decompile, decrypt, disassemble or otherwise attempt to derive the source code for the Software, except as provided in Section 15 below; (d) make the functionality of the Software available to third parties, whether as an application service provider, or on a rental, service bureau, timeshare, cloud service, hosted service, or other similar basis unless expressly authorized by Laserfiche in writing, such as for read-only access by public users who utilize an authorized read-only Public Portal connection; (e) Multiplex (as defined herein below) the Software; (f) remove, modify, or conceal any product identification, copyright, proprietary, intellectual property notices or other marks on or within the Software or Documentation; (g) directly or indirectly attempt to challenge the validity of the copyrights, trademarks, and trade secrets in the Software claimed by Laserfiche or its suppliers; or (h) conduct any benchmark tests of the Software or disclose to a third party the results of any benchmark test of the Software. Neither Laserfiche nor any of its suppliers are obligated to provide any services (including any updates or upgrades to the Laserfiche Product) under this Agreement. To "**Multiplex**" the Software occurs when Licensee or any User utilizes hardware, software, an automated process, or other technical means: (1) to pool connections, reroute information, or reduce the number of devices or users that directly access or use the Software; or (2) to permit access to more user connections than Licensee has purchased; or (3) to automatically, routinely, or systematically reallocate named user connections for the purpose of either reducing the number of named user connections Licensee requires, or avoiding the purchase of additional named user connections. The Laserfiche Software is not designed or intended for use in high risk activities or hazardous environments that require fail-safe performance where failure of the Laserfiche Software could lead to death, personal injury, or environmental or property damage. Laserfiche specifically

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7.1 **Subscription License.** Purchasing a "**Subscription License**" or "**Subscription**" to Laserfiche Software allows Licensee to Use such Software on a subscription basis. If Licensee purchases a Subscription License, subject to Licensee's compliance with the terms and conditions of this EULA, Licensee may Use the Software covered by the Subscription (the "**Subscription Software**") for the term of the Subscription set forth in the Order and subject to the Subscription Usage Limits set forth in the Order until the Subscription expires or is otherwise terminated. After the Subscription expires or is terminated, the Subscription Software will stop functioning entirely, and Licensee's rights to Use the Subscription Software will terminate.

7.2 **Renewal of Subscription Term.** Unless otherwise terminated according to the terms of this EULA, the Subscription will automatically renew for the term set forth in Licensee's invoice, unless (i) Licensee fails to pay the renewal Subscription fee as invoiced by us or (ii) Licensee gives Laserfiche written notice of Licensee's intention not to renew the Subscription at least 45 days before the end of the then-current Subscription term. The renewal Subscription fee is due before the start of the renewal term. If Licensee does not notify us at least 45 days before the end of the then-current Subscription term that Licensee does not intend to renew the Subscription, Licensee will owe Laserfiche the renewal Subscription fee.

7.3 **Modification of Fees upon Renewal.** We may modify the Subscription fee by notifying Licensee at least 90 days before the end of the then-current Subscription term. The Subscription fee increase will take effect upon the start of the next Subscription term.

7.4 **Consequences of Non-Payment.** If Licensee fails to make full payment of the Subscription fee and any outstanding balance remains unpaid 30 days after the due date, the Subscription Software will automatically stop functioning entirely. Licensee must make full payment of the Subscription fee before the Subscription Software will resume functioning.

7.5 **Updates and Support.** The Subscription includes Software updates, access to online support resources, and Basic or Premium support as described in any Laserfiche Software maintenance and support plan during the term of the Subscription. A Subscription for Self-Hosted Laserfiche Software does not entitle Licensee to the use of Laserfiche Cloud, unless Licensee has also entered into the Laserfiche Cloud Subscription Agreement.

8. **Third Party Materials**

8.1 **Third Party Open Source Software.** Certain items of independent, third party code may be included in the Laserfiche Software that are subject to open source licenses ("**Open Source Software**"). Such Open Source Software is licensed under the terms of the license that accompanies such Open Source Software. Nothing in this EULA limits Licensee's rights under, or grants Licensee rights that supersede, the terms and conditions of any applicable end user license for such Open Source Software.

8.2 **Third Party Integrations.** The Laserfiche Software may integrate with Third Party Products or Third Party Content through APIs made available by the owner of such Third Party Products or Third Party Content ("**Third Party APIs**"). Laserfiche makes no representations or warranties regarding the suitability of any such Third Party Products, Third Party Content or Third Party APIs for Licensee's intended requirements or purposes, including for use with the Laserfiche Software or Licensee's systems. Further, Laserfiche makes no representations or warranties regarding the integrity of data transmitted, transferred, stored, obtained or received through any such Third Party Products, Third Party Content, or Third Party APIs. Laserfiche is not obligated to maintain or support any such Third Party Products, Third Party Content, or Third Party APIs, or to provide Licensee with updates, fixes, or services related thereto. Laserfiche makes no representations or warranties regarding the availability, functionality, or any changes to the features or specifications, of any such Third Party Products, Third Party Content, or Third Party APIs. Licensee assumes all risk arising from the use of any such Third Party Products, Third Party Content, or Third Party APIs, including the risk of damage to Licensee's computer system, software, the corruption or loss of data, and compliance with all applicable laws and regulations (such as, but not limited to, the laws and regulations related to privacy and data protection).

9. **Confidentiality and Other Restrictions**

9.1 **Confidentiality Restrictions.** Each party will use each other's Confidential Information only as permitted under this Agreement. Neither party will disclose the other party's Confidential Information during the term of this Agreement or at any time during the seven-year period following any termination of this Agreement unless required by applicable law. If the receiving party believes disclosure of Confidential Information is required by applicable law, it will not disclose such information without first giving the disclosing party at least 5 business days' notice in writing. Each party will take all reasonable measures to avoid disclosure, dissemination or unauthorized use of the other party's Confidential Information, including, at a minimum, those measures it takes to protect its own confidential information of a similar nature. Neither party will issue any press release or make any other public communication with respect to this Agreement or the use of Laserfiche Software without the other party's prior written authorization and approval of the content of the proposed statement or communication.

9.2 **Additional Restrictions.** Licensee agrees that, during the term of this EULA and after any termination or expiration of this EULA, Licensee will not directly or indirectly, alone or in conjunction with any other person or company: (a) attempt to write or develop software in an effort to discover, copy or recreate the source code or any trade secrets contained or embodied in the source code of the Software; or (b) utilize the Software, Documentation, or Laserfiche Confidential Information, either directly or indirectly, to sell, market, develop or distribute any software product that competes with the Software; or (c) utilize the Software, Documentation, or Laserfiche Confidential Information, directly or indirectly, to assist, advise or consult with any

4 Cost Sheet

**Cost Sheet
 RFP 120277 O3 REBID
 Vital Records Management System**

Bidder Name: **Global Solutions Group, Inc.**

Important Instructions: Bidders are to complete all fields highlighted in yellow.

Do not alter existing format or content within the Cost Sheet. However, if Bidder identifies that other items are essential in Part I and/or Part II to create full functionality, and meet the requirements as outlined in the RFP document and any related attachments, then additional lines may be inserted as needed. Such additional lines must be included in Part I and Part II pricing and be reflected in the Total Overall Cost. Any inclusion of additional lines must still conform within the stated percentages as outlined in Part I and follow the prescribed format as shown. **Important:** In case of a mathematical error in extension of price, unit price shall govern.

Please indicate the "Total Overall Cost" for the Vital Records Management System \$ **1,526,474.53**
 This amount shall equal the sum of the Total for both Part I and Part II. Do not include any costs for Part III and Part IV in the "Total Overall Cost", as these sections are not included in the cost evaluation.

Part I: Project section requirements as outlined in Section (VI)(A) of the Request for Proposal (RFP) document and any related attachments. Bidder to provide pricing for each of the project deliverable categories listed. The sum of all projects deliverable categories listed directly below constitutes the Part I – Total. Important: Bidders are to ensure that allocation of their percentages are based on the % provided for each category and that the total of all categories within Part I does not exceed 100%.

Description	% Breakdown by Category for Part I	Number of Units	Unit of Measure (UOM)	Cost (Unit Price)
Project Initiation: Includes creation, review, and acceptance of each of the following items. The total cost for this category shall be 5% of the total for Part I. Reference section VI.A.4.c	Project Initiation: Items i. through vii. shall equal 5% of the total cost for Part I	1	Each	\$14,850.00
i. Kick-off Event, Documentation, Review and Approval				
ii. Develop a Detailed Project Plan				
iii. Develop a Risk Management Plan				
iv. Develop a Communication Plan				
v. Develop a Staffing Management Plan				
vi. Develop a Change Management Plan				
vii. Develop an Issue Management Plan				
Design and Configuration: The total cost for this category shall be 10% of the total for Part I. Reference section VI.A.4.d.	Design and Configuration: Items i. through x. shall equal 10% of the total cost for Part I	1	Each	\$29,700.00
i. Establish Review and Acceptance Process				
ii. Develop a Requirements Traceability Matrix (RTM)				
iii. Coordinate and Facilitate On-Site Requirements Gathering Session(s)				
iv. Develop and Submit an Application for Configuration and Maintenance Plan				
v. Establish and Utilize a Deliverable Review and Acceptance Process				
vi. Configure Environments for Development, Testing, Training and Production				
vii. Complete Standard System Configuration				
viii. Assist the Unit with Configuration of System				
ix. Assist the Unit with User Role Determination				
x. Obtain Acceptance from Unit on Design and System Configuration				
Development and Testing: The total cost for this category shall be 20% of the total for Part I. Reference section VI.A.4.f.	Development and Testing: Items i. through viii. shall equal 20% of the total cost for Part I	1	Each	\$59,400.00
i. Complete all Necessary Custom Development				
ii. Complete all Necessary Reports				
iii. Complete all Necessary Integrations (Interfaces, Imports, and Exports)				
iv. Develop a Testing Plan				
v. Execute and Evaluate Testing				
vi. Document Testing Results				
vii. Assist the Unit with User Acceptance Testing (UAT)				
viii. Obtain Acceptance from the Unit on Testing Results				
Part I – Categories are continued on the next page				
Data/File Migration: The total cost for this category shall be 10% of the total for Part I. Reference section VI.A.4.f.	Data/File Migration:	1	Each	\$33,300.00

Cost Sheet
RFP 120277 O3 REBID
Vital Records Management System

i. Develop a Data/File Conversion and Migration Plan	Items i. through v. shall equal 10% of the total cost for Part I			
ii. Develop a Conversion Mapping Guide				
iii. Perform the Data/File Conversion and Migration				
iv. Provide a Data/File Conversion and Migration Results Report				
v. Obtain Acceptance from the Unit on Data/File Conversion and Migration Results				
Training: The total cost for this category shall be 5% of the total for Part I. Reference section VI.A.4.g.	Training: Items i. through iii. shall equal 5% of the total cost for Part I	1	Each	\$ 16,650.00
i. Coordinate and facilitate On-site Training Instruction				
ii. Provide Online Reference Training Materials for Administrator and User Manuals				
iii. Obtain Acceptance from the Unit on Training Results				
Implementation: The total cost for this category shall be 40% of the total for Part I. Reference section VI.A.4.h.	Implementation: Items i. through iv. shall equal 40% of the total cost for Part I	1	Each	\$ 118,800.00
i. Perform and Complete all Aspects of the Implementation				
ii. Go-live				
iii. Assist the Unit with On-site Implementation Assistance for Go-Live Week				
iv. Obtain Acceptance from the Unit on Implementation Results				
Post-Implementation: The total cost for this category shall be 10% of the total for Part I. Reference section VI.A.4.i.	Post-Implementation: Items i. through v. shall equal 10% of the total cost for Part I	1	Each	\$ 29,700.00
i. Burn-in Period (90 calendar days)				
ii. Coordinate and Facilitate Post-Implementation Review Teleconference Meeting				
iii. Provide a Plan for Enhancement Requests				
iv. Provide a Transition Plan from Implementation to Support, Maintenance, and Operations				
v. Obtain Final Sign-off				
Part I – Total				\$ 302,400.00

Part II – Support, Maintenance, and Operations -reference Section VI.A.4.j.
 (Note: These items would be paid on a quarterly basis)

Bidder's price for Support, Maintenance, and Operations shall include all associated costs or fees (including but not limited to subscriptions costs). **Important:** Do not include statements in the RFP proposal submittals, attachments, etc. indicating that there will be additional fees which are not included in the table below. The sum of the extended cost (Number of Units x Unit Price) constitutes the **Part II – Total**.

Description	Contract Term	Unit of Measure (UOM)	Number of Units	Cost (Unit Price)	Extended Cost
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions) - Post Burn-in period (90 calendar days)	Year Two of the Initial Term*	Monthly	12	\$ 20,287.50	\$ 243,450.00
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Three of the Initial Term	Monthly	12	\$ 25,921.88	\$ 311,062.50
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Four of the Initial Term	Monthly	12	\$ 27,217.97	\$ 326,615.63
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Five of the Initial Term	Monthly	12	\$ 28,578.87	\$ 342,946.41
Part II - Total					\$ 1,224,074.53

***No Support, Maintenance, and Operations compensation shall be paid until all requirements of the Burn-In Period have been satisfied.**

Optional Services

Cost Sheet
RFP 120277 O3 REBID
Vital Records Management System

Part III – Optional Renewal for Support, Maintenance, and Operations Reference section VI.A.4.k
 (Note: These items would be paid on an annual basis)

(Do **not** include these amounts in the Total Overall Cost associated with Part I and Part II)

Optional Five (5) Year Renewal Period					
Description	Contract Term	Unit of Measure (UOM)	Number of Units	Cost (Unit Price)	Extended Cost
Support, Maintenance, Operations and any additional costs or fees (including but not limited to subscriptions)	Renewal Year One (1)	Monthly	12	\$ 30,007.81	\$ 360,093.73
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Two (2)	Monthly	12	\$ 31,508.20	\$ 378,098.41
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Three (3)	Monthly	12	\$ 33,083.61	\$ 397,003.33
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Four (4)	Monthly	12	\$ 34,737.79	\$ 416,853.50
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Five (5)	Monthly	12	\$ 36,474.68	\$ 437,696.18
Part III - Total Cost for Optional Five (5) Year Renewal Period					\$ 1,956,162.95

Part IV – Optional Services Miscellaneous Enhancements

(Do **not** include these amounts in the Total Overall Cost associated with Part I and Part II)

Custom Programming and Additional Features

Work may be needed that was not originally delineated in this RFP but considered within the scope of work (i.e., Custom Programming). This additional work may stem from legislative mandates, emerging technologies, secondary research and/or data integration solutions not otherwise addressed in this RFP or known at the time this RFP was issued. If additional work is needed, the Contractor must submit a detailed Scope of Work and detailed pricing to include items such as, but not limited to, Title/Role(s), number of hours, unit of measure, and due dates/deliverables for DHHS review and approval. The bidder shall provide hourly pricing for any current and future custom programming needs to meet specific requirements for the Vital Records Management System as requested and mutually agreed upon by the bidder and DHHS.

Hourly Rates for Miscellaneous Support/Maintenance (beyond RFP/Contract requirements)

The Bidder should provide the Title/Role with each respective hourly rate to perform additional services*.

Title / Role such as, but not limited to:	Hourly Rate
Software Engineer	\$ 165
IT Business Analyst	\$ 165
Project Manager	\$ 185
	\$
	\$
	\$

*Bidder may add additional lines as needed.

Cost Assumptions for Laserfiche Cloud Solution:

1. We have included pricing for 30 Business Full Named Users licenses 5000 Participant Users and 13 TB Storage.
2. Laserfiche Full Named Users with Process Automation Includes: AI capability, 100 GB storage/user, single Laserfiche Repository, Process Automation, Laserfiche Advanced Audit Trail with Watermark, Laserfiche Records Management Edition, Laserfiche Connector, Laserfiche Import Agent with Email Archiving, Laserfiche Snapshot, Laserfiche Integration with Microsoft Office, and Laserfiche Integration with DocuSign, Direct Share, Data Encrypted at Rest, Autoscaling of Computing and Storage Resources, Automated and Encrypted Backups, Intrusion Detection, Automated Feature and Security Updates, Automated Text Extraction, SDK, Quick Fields Complete (10 Licenses), Workflow Bots for Process Automation (1 License), Public Portal (Unlimited Connections), Forms Portal (Unlimited Submissions), Integration with SharePoint, Integration with Microsoft Dynamics 365 CRM, Integration with Redtail CRM
3. Our price includes dedicated sandbox (Test) system for district use on ongoing basis.
4. Our price also includes a test system before finalizing the contract for 30 Days without any additional cost.
5. We have included tiered pricing options for various license type for ready reference as well.
6. Our cloud hosted offering leverages AWS Private Cloud.
7. Storage limitation for above cost: Storage capacity is up to 100 GB storage per user, pooled across the Account, is included in the Subscription. Additional storage is charged at \$10 per 10 GB/month, if prepaid annually; or \$15 per 10 GB/month, if paid monthly.
8. Maximum Single Document or File size allowed to be uploaded in hosted solution is 200 GB
9. The professional services cost for various functions of the project is included in the Cost Response.
10. Additional licenses for any of the mentioned categories can be purchased additionally at any given time.
11. Additional professional services for any services can be purchased additionally if required.
12. Quote is valid for 120 Days from due date of the RFP.

5 Contractual Agreement Form

CONTRACTUAL AGREEMENT FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Contractual Agreement Form, the bidder guarantees compliance with the provisions stated in this solicitation and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder is not owned by the Chinese Communist Party.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603, DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Vendors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA VENDOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Vendor. "Nebraska Vendor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation. All vendors who are not a Nebraska Vendor are considered Foreign Vendors under Neb. Rev Stat § 73-603 (c).

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. § 71-8611 and wish to have preference considered in the award of this contract.

THIS FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

COMPANY:	Global Solutions Group, Inc.
ADDRESS:	31681 Dequindre Road, Madison Heights, Michigan 48071
PHONE:	248-291-5440
EMAIL:	lisas@globalsolgroup.com
BIDDER NAME & TITLE:	Lisa Salvador, Vice President
SIGNATURE:	
DATE:	November 19, 2025

VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)	
NAME:	
TITLE:	
PHONE:	
EMAIL:	

6 Appendix

6.1. Laserfiche Cloud Brochures



Laserfiche Cloud

Laserfiche Cloud is a Software as a Service (SaaS) solution that provides a central digital repository accessible from anywhere.

Laserfiche Cloud at a Glance

- Upload, view and modify content in a streamlined fully responsive web interface
- Create new documents and digitize existing archives
- Work with documents in a secure, digital document repository
- Facilitate compliance and reduce risk management with built-in-audit reports
- Manage, create and set up security rights from one administrative login
- Connect your repository to productivity applications with built-in Microsoft Office® integration
- Schedule bulk import and archival of paper and electronic documents
- Automatically share, process and update forms and customer data with the included Laserfiche Integration with Laser App®
- Integrate other third-party applications—including most CRM systems—with one click using Laserfiche Connector, a code-free integration tool

Capture Documents From Any Device

Laserfiche Cloud makes it easy to centralize paper and electronic files from multiple devices.

- **Scanning:** Convert paper records to imaged files on demand by connecting your scanner to Laserfiche Cloud with the Laserfiche Scanning tool
- **Digital Capture:** Reduce back-office work by saving to default folders with one click, auto-importing documents and automatically populating metadata
- **Mobile Capture:** Turn photos taken on phones and tablets into searchable, secure documents

Simplify Process Management

Save hours of staff time with built-in business process management tools that boost staff productivity and simplify task management for resource-intensive, multi-department processes including invoice processing, travel and expense management and contract management.

- **Electronic Forms:** Create and publish customized e-forms that require no coding or scripting
- **Work Automation:** Kick off routing and approval workflows when e-forms are submitted
- **Process Management:** View dashboards and reports of all submitted forms, pending and complete tasks and approval histories
- **Mobile Integration:** Review and approve submitted forms from any mobile device to keep business processes moving forward no matter where you are

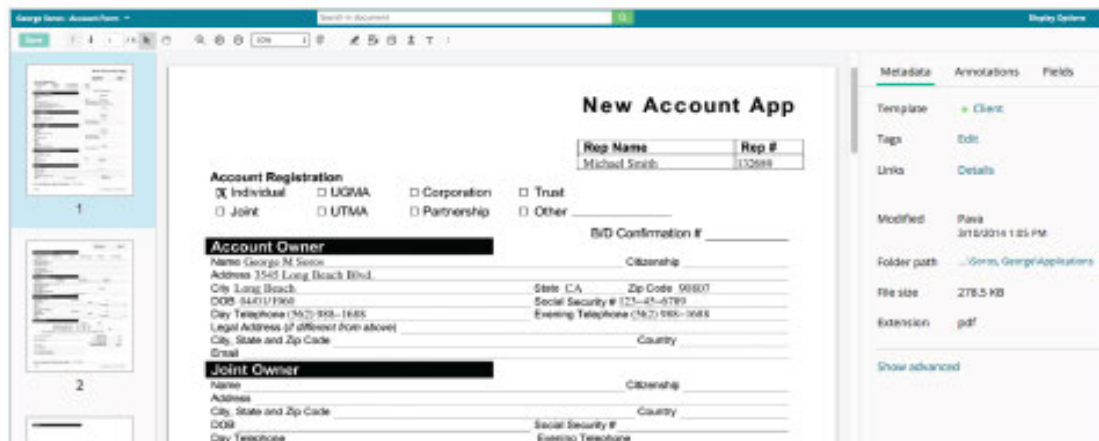


Intuitive folder structures and a responsive user interface enable secure document access on any device.

Enable Rapid Adoption With User-Friendly Features

Get employees, customers, contractors and third parties using digital documents quickly with repositories that provide filtered, personalized views of files and options.

- **Custom User Views:** Filter by recently opened, frequently used and active documents
- **Rich Search:** Instantly retrieve documents with quick and advanced search options tailored to individual users' security rights
- **Robust Metadata:** View and modify all document metadata, annotations, fields and other modifications in a single user-friendly pane



Update documents, redact confidential information and change document metadata from one place.

Protect Documents With Robust Auditing And Security

Bring control and transparency to your operations with built-in tools that manage the use of information assets stored throughout your Laserfiche Cloud system.

- **Automatic Auditing:** Automatically generate reports of user actions, document access and modifications
- **Built-In Disaster Recovery:** Perform system backups automatically without user intervention
- **Granular System Security:** Control user actions and document access down to the metadata level from a streamlined administration account
- **Digital Signatures:** Post signing requests to DocuSign® to sign documents directly from Laserfiche Cloud

Laserfiche®

Run Smarter®

About Laserfiche

Laserfiche Enterprise Content Management transforms how organizations manage information, automate document-driven business processes and make timely, informed decisions. Using Laserfiche, organizations can innovate how documents and unstructured information are processed and analyzed to achieve business results. Laserfiche provides intuitive solutions for capture, electronic forms, workflow, case management, cloud, mobile and government-certified records management. Since 1987, Laserfiche has been the trusted choice of more than 36,000 organizations worldwide.

Your Next Step

Read White Papers and Case Studies
laserfiche.com/cloud

Get a Demo
(800) 985-8533

Contact Us
cloudinfo@laserfiche.com

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