



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 VH3UE9S2T6E5
CAGE 6M9L5
DUNS 078343325
EIN 20 0010736



US DoD Top-Secret Facility Clearance



CMMC C3PAO Candidate – ML3



SBA
 Economically Disadvantaged
 Woman-Owned Small Business

SBA
 8(a) Certified

SBA WOSB
 Woman Owned Small Business



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:

Lisa Salvador, Vice President
 Direct: (248) 291-5440
 Mobile: (313) 333-0188
lisas@globalsolgroup.com

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.

- **Georgia Department of Community Health (DCH):** Implemented Laserfiche-based Document Management Services for enterprise-level record digitization, workflow automation, and compliance management (2023–ongoing).
- **U.S. Department of Health and Human Services - Centers for Medicare & Medicaid Services:** Provides Laserfiche software and services, on-site training at the 10 regional offices once a year to include Records Management Module Training, (2016 – Ongoing)
- **Department of State - Office of Medical Services (MED):** Laserfiche Software Assurance Plan (LSAP) and Laserfiche Tire 3 support. GSG supported the Department of State - Office of Medical Services (MED) in transitioning three servers supporting Laserfiche to Windows 2008 Sp2 operating system (2018)
- **State of Tennessee - Tennessee Higher Education Commission, TN:** GSG is supporting, enhancing, and assisting to THEC for Laserfiche DMS. We perform DMS services including assisting Division of Postsecondary State Authorization (DPSA)(2021 – 2022)
- **State of North Carolina, NC - Document scanning and Retrieval System:** We are implementing document Scanning and retrieval Laserfiche system. Our team is working for both a test and production environment. (2019)
- **State of Arizona – Document Management Services:** GSG’s efficient document imaging and scanning processes, coupled with their quality control measures, streamlined the management of records, reduced physical storage needs, and improved access to information, thereby boosting productivity for both public agencies and clients.

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

Name: Lisa Salvador

Title: Vice President

Email: lisas@globalsolgroup.com

Telephone: (248) 291-5440 (**office**) || (313) 333-0188 (**mobile**)

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,

A handwritten signature in blue ink that reads "Lisa Salvador".

Lisa Salvador
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: 2022: \$9.5 million 2021: \$7.7 million 2020: \$5.3 million 2019: \$4.8 million	Bank Reference: Dionka Saddler Comerica Bank 26095 Five Mile Road Redford, MI 48239 Phone: 313.535.9331
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1.2.2 Financial Statements

2024

Accrual Basis

Global Solutions Group, Inc.
Balance Sheet
 As of June 30, 2024

	<u>Jun 30, 24</u>
ASSETS	
Current Assets	
Checking/Savings	
10000 · Comerica Bank - 8724 (Primary)	619,292.04
10001 · Fifth Third - 2306 (Payroll)	259,674.25
10002 · Comerica Bank - 0435 (Chking 2)	1,100,000.00
10010 · Clearing Account	9,349.23
Total Checking/Savings	<u>1,988,315.52</u>
Accounts Receivable	
11000 · Account Receivables	3,375,323.41
Total Accounts Receivable	<u>3,375,323.41</u>
Other Current Assets	
11001 · Short Term Notes Receivables	99,006.43
11500 · Receivables from Other's	14,000.00
Total Other Current Assets	<u>113,006.43</u>
Total Current Assets	5,476,645.36
Fixed Assets	
15000 · Furniture and Equipment	7,795.00
17000 · Accumulated Depreciation	-7,795.00
Total Fixed Assets	<u>0.00</u>
TOTAL ASSETS	<u><u>5,476,645.36</u></u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	1,544,734.53
Total Accounts Payable	<u>1,544,734.53</u>
Other Current Liabilities	
23100 · Notes Payable - Others	30,000.00
Total Other Current Liabilities	<u>30,000.00</u>
Total Current Liabilities	1,574,734.53
Long Term Liabilities	
25010 · SBA Loan 2020	149,900.00
Total Long Term Liabilities	<u>149,900.00</u>
Total Liabilities	1,724,634.53
Equity	
30100 · Owner's Equity	-8,744.66
32000 · Retained Earnings	3,554,106.62
Net Income	206,648.87
Total Equity	<u>3,752,010.83</u>
TOTAL LIABILITIES & EQUITY	<u><u>5,476,645.36</u></u>

Accrual Basis

Global Solutions Group, Inc.
Profit & Loss
 January through March 2024

	<u>Jan - Mar 24</u>
Ordinary Income/Expense	
Income	
42700 · Consulting Income	4,420,053.84
Total 42700 · Consulting Income	<u>4,420,053.84</u>
Total Income	4,420,053.84
Cost of Goods Sold	
50000 · Cost of Goods Sold	
51000 · Direct Labor	994,150.03
Total 50000 · Cost of Goods Sold	994,150.03
51500 · Subcontracted Services	1,498,732.10
51600 · Contracted Labor	1,105,858.00
Total COGS	<u>3,598,740.13</u>
Gross Profit	821,313.71
Expense	
60200 · Automobile Expense	0.00
60400 · Bank Service Charges	753.56
60505 · Business License Fees	3,600.00
61700 · Computer and Internet Expenses	12,701.37
61750 · Telephone & Cellphone Expense	2,080.98
62000 · Continuing Education	
62100 · Employee Reimbursements	
62102 · Employee Medical Reimbursements	18,320.96
62103 · Travel & Mileage Reimbursements	12,827.15
62104 · Business Expense Reimbursements	14,265.94
Total 62100 · Employee Reimbursements	<u>45,414.05</u>
62500 · Dues and Subscriptions	76,488.41
63300 · Insurance Expense	
63310 · General Liability Insurance	22,950.00
63300 · Insurance Expense - Other	11,990.02
Total 63300 · Insurance Expense	<u>34,940.02</u>
63320 · Workers Comp	3,924.31
63805 · Legal Fees	45,638.66
64500 · Office Expense	17,751.70
64900 · Office Supplies	1,897.00
65000 · Payroll Wages	160,999.96
66000 · Payroll Expenses	
66002 · Payroll Taxes	35,744.30
66004 · Group Health insurance	52,026.46
66004.1 · Dental Insurance	6,345.03
66004.2 · Vision Insurance	3,079.45
66004.3 · Health Equity - FSA Plan	4,816.29
66004.4 · WageWorks	88.45
66008 · Payroll Fees	30,954.57
66010 · 401K & Retirement Match	9,861.25
66000 · Payroll Expenses - Other	0.00
Total 66000 · Payroll Expenses	<u>142,915.80</u>

Accrual Basis

Global Solutions Group, Inc.
Profit & Loss
 January through March 2024

	<u>Jan - Mar 24</u>
66700 · Professional Fees	84,296.89
66702 · Parts and Materials	18,923.93
66705 · Postage and Shipping	1,583.80
66706 · Printing Expense	981.10
67100 · Rent Expense	6,645.00
67700 · State & Local Taxes - Corp	171.68
67750 · Software & License Expense	75,139.55
68000 · Travel Expenses	8,520.55
Total Expense	<u><u>745,368.32</u></u>
Net Ordinary Income	75,945.39
Other Income/Expense	
Other Income	
70200 · Other Income	168.18
Total Other Income	<u><u>168.18</u></u>
Net Other Income	168.18
Net Income	<u><u>76,113.57</u></u>

Cash Basis

Global Solutions Group, Inc.
Balance Sheet
 As of December 31, 2023

	<u>Dec 31, 23</u>
ASSETS	
Current Assets	
Checking/Savings	
10000 · Comerica Bank - 8724 (Primary)	314,696.36
10001 · Fifth Third - 2306 (Payroll)	192,217.34
10002 · Comerica Bank - 0435 (Chking 2)	625,000.00
10010 · Clearing Account	9,349.23
Total Checking/Savings	<u>1,141,262.93</u>
Accounts Receivable	
11000 · Account Receivables	1,032,447.30
Total Accounts Receivable	<u>1,032,447.30</u>
Other Current Assets	
11001 · Short Term Notes Receivables	99,006.43
11500 · Receivables from Other's	14,000.00
Total Other Current Assets	<u>113,006.43</u>
Total Current Assets	<u>2,286,716.66</u>
Fixed Assets	
15000 · Furniture and Equipment	7,795.00
17000 · Accumulated Depreciation	-7,795.00
Total Fixed Assets	<u>0.00</u>
TOTAL ASSETS	<u><u>2,286,716.66</u></u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	924,709.37
Total Accounts Payable	<u>924,709.37</u>
Other Current Liabilities	
23100 · Notes Payable - Others	100,000.00
Total Other Current Liabilities	<u>100,000.00</u>
Total Current Liabilities	1,024,709.37
Long Term Liabilities	
25010 · SBA Loan 2020	149,900.00
Total Long Term Liabilities	<u>149,900.00</u>
Total Liabilities	1,174,609.37
Equity	
30100 · Owner's Equity	-8,744.65
32000 · Retained Earnings	1,015,216.02
Net Income	105,635.92
Total Equity	<u>1,112,107.29</u>
TOTAL LIABILITIES & EQUITY	<u><u>2,286,716.66</u></u>

Cash Basis

Global Solutions Group, Inc.
Profit & Loss
 January through December 2023

	<u>Jan - Dec 23</u>
Ordinary Income/Expense	
Income	
42700 · Consulting Income	
42700 · Consulting Income - Other	13,482,684.65
Total 42700 · Consulting Income	<u>13,482,684.65</u>
42704 · Admin Service Fees	11.03
Total Income	<u>13,482,695.68</u>
Cost of Goods Sold	
50000 · Cost of Goods Sold	
51000 · Direct Labor	5,634,040.60
Total 50000 · Cost of Goods Sold	<u>5,634,040.60</u>
51500 · Subcontracted Services	3,770,660.57
51600 · Contracted Labor	903,123.05
Total COGS	<u>10,307,824.22</u>
Gross Profit	3,174,871.46
Expense	
60000 · Advertising and Promotion	40,705.70
60200 · Automobile Expense	0.00
60400 · Bank Service Charges	5,641.85
60505 · Business License Fees	6,626.87
61000 · Payroll Expenses - Other	13,420.04
61700 · Computer and Internet Expenses	5,341.83
61750 · Telephone & Cellphone Expense	8,648.81
62100 · Employee Reimbursements	
62102 · Employee Medical Reimbursements	27,387.88
62103 · Travel & Mileage Reimbursements	19,806.64
62104 · Business Expense Reimbursments	13,574.89
Total 62100 · Employee Reimbursements	<u>60,769.41</u>
62500 · Dues and Subscriptions	72,609.69
63300 · Insurance Expense	
63310 · General Liability Insurance	14,054.95
63300 · Insurance Expense - Other	10,655.22
Total 63300 · Insurance Expense	<u>24,710.17</u>
63320 · Workers Comp	754.17
63400 · Interest Expense	5,145.34
63805 · Legal Fees	75,955.87
64500 · Office Expense	3,932.17
64900 · Office Supplies	3,293.31
65000 · Payroll Wages	313,208.14
66000 · Payroll Expenses	
66002 · Payroll Taxes	86,764.36
66004 · Group Health insurance	479,057.09
66004.1 · Dental Insurance	21,928.16
66004.2 · Vision Insurance	5,111.11
66004.3 · Health Equity - FSA Plan	15,295.12
66004.4 · WageWorks	1,579.85
66005 · Federal Unemployment - FUTA	0.00



Cash Basis

Global Solutions Group, Inc.
Profit & Loss
January through December 2023

	<u>Jan - Dec 23</u>
66006 · Bonus	250.00
66008 · Payroll Fees	91,273.97
66009 · SUTA Employer	0.00
66010 · 401K & Retirement Match	69,458.55
66000 · Payroll Expenses - Other	0.00
Total 66000 · Payroll Expenses	<u>770,718.21</u>
66700 · Professional Fees	642,511.69
66702 · Parts and Materials	32,120.59
66705 · Postage and Shipping	6,442.37
66706 · Printing Expense	3,018.42
67100 · Rent Expense	23,620.42
67700 · State & Local Taxes - Corp	71,694.54
67701 · Sales Tax	2,507.34
67702 · Federal Taxes	353,840.00
67750 · Software & License Expense	500,509.28
68000 · Travel Expenses	22,056.87
Total Expense	<u>3,069,803.10</u>
Net Ordinary Income	105,068.36
Other Income/Expense	
Other Income	
70200 · Other Income	567.56
Total Other Income	<u>567.56</u>
Net Other Income	<u>567.56</u>
Net Income	<u><u>105,635.92</u></u>

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 Crystal Lake, IL; Livonia, MI; Farmington Hills, MI; Southfield, MI; Orange County, CA; and several agencies in the City of Detroit. We are providing Laserfiche ECM/RMS services to several city, state, and federal governments.

1.8.1 GSG's Experience

➤ **Reference #1: City of Farmington Hills, MI (City)**

Reference #1: Laserfiche Document and Enterprise Content Management Software to the City of Farmington Hills.	Customer name	Contact Person: Jack Li, IT Manager Telephone No.: (248) 871-2429 Email: jli@fhgov.com
	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 Farmington Hills 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 City of Farmington Hills. We started to work with Farmington Hills 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 Farmington Hills 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: The project began in 2016 and continues under an active maintenance and support agreement. All work has been performed within the scheduled timelines and the agreed multi-year budget framework.

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 Farmington Hills 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 - Georgia Department of Community Health**

Reference #2: Georgia Department of Community Health – Document Management Services (2023)	Customer name	Contact Person: Mary Boltwood, Technical Solutions Manager Email: mboltwood@dch.ga.gov Client POC: Melanie Reid, melanie.reid@dch.ga.gov (404) 656-4507
	The time period of the project	2023 to ongoing
	The scheduled and actual completion dates	2023 to ongoing

Bidders Responsibility: GSG is fully responsible for all services delivered as part of the DCH Document Management Services contract, 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 Georgia Department of Community Health (DCH) 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 DCH operations, using a blend of native Laserfiche tools and custom-coded enhancements delivered entirely by GSG developers.

GSG thoroughly assessed DCH’s 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 DCH is web-based, operating within the State’s secured IT environment, with all ongoing support and management provided directly by GSG.

➤ **Reference #3: Department of State - Office of Medical Services (MED)**

Reference #3: Department of State - Office of Medical Services (MED) - Scanning and Hosting Records Management (2018)	Customer name	Contact Person: James C. Tyson Telephone: 703-875-5852 Email: tysonjc@state.gov
	The time period of the project	2018 to 2022
	The scheduled and actual completion dates	09/29/2022

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 Department of State. 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 Department of State – Office of Medical Services (MED). Our team supports MED 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

DHHS – Center for Medicare and Medicaid Services – Laserfiche Rio Consolidation Project



SUMMARY

Excellent

- Quality of work
- Delivery
- Communication
- Project Management

1. Customer Details

Customer Name	U.S. DHHS - Centers for Medicare & Medicaid Services
Project Name	Laserfiche Rio Consolidation Project
Contact Person	Wei Tao
Designation	IT Coordinator
Email Id	Wei.Tao1@cms.hhs.gov
Project Description	Migrate and consolidate the 10 Regional Office (RO) Laserfiche United systems to a centralized system located in the Baltimore Data Center (BDC).

2. Feedback About Global Solutions Group Inc.'s Performance

Ratings: **Excellent** || **Good** || **Average** || **Below Average** || **Poor**

	Rating (Place a "Yes" wherever applicable)				
	Excellent	Good	Average	Below Average	Poor
Overall Satisfaction	Yes				
Quality of the Work Performed	Yes				
Delivery on Time	Yes				
Communication and Project Management	Yes				
Things that went well	No any system issue after upgrade done.				
Recognize any outstanding GSG team member(s)	Nishit Dani				
	(Place "X" Where Applicable)				
	Yes	May Be	No		
Will you recommend our services to others?	Yes				
Can we provide your name as a Reference to potential clients?	1.800.562.1963				

3. Any Suggestions/Remarks

GSG has very a very strong technical support team, they be able to resolve all LF related issue and also provide high level system design.

Signature: Wei Tao -S Digitally signed by Wei Tao -S
Date: 2020.05.06 10:06:19
-05'07

Name: Wei Tao **Date:** 05/06/2020

Tyndall Air Force Base – AFCEC – Laserfiche Migration and Upgrade to Version 10.4



1. Customer Details

Customer Name	Tyndall Air Force Base - AFCEC
Project Name	Laserfiche Migration and Upgrade to Version 10.4
Contact Person	Christopher Malott
Designation	AFCEC Tyndall Systems Administrator
Email Id	christopher.malott.2.ctr@us.af.mil
Project Description	Migrated Laserfiche Files from Old Server to new Server and upgrade the version of Laserfiche from 9.0.3 to 10.4.

SUMMARY

Excellent

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

2. Feedback About Global Solutions Group Inc.'s Performance

Ratings: Excellent || Good || Average || Below Average || Poor

	Rating (Place a "Yes" wherever applicable)				
	Excellent	Good	Average	Below Average	Poor
Overall Satisfaction	X				
Quality of the Work Performed	X				
Delivery on Time	X				
Communication and Project Management	X				
Things that went well	Technician expertly performed the necessary actions to quickly and efficiently restore access to				
Recognize any outstanding GSG team member(s)	Mr. Nishit Dani				
	(Place "X" Where Applicable)				
	Yes	May Be	No		
Will you recommend our services to others?	X				
Can we provide your name as a Reference to potential clients?	X				

3. Any Suggestions/Remarks

N/A

Signature: MALOTT.CHRISTOPHER.
 ALLEN.1082962723

Digitally signed by
 MALOTT.CHRISTOPHER.ALLEN.1082962723
 Date: 2019.10.25 06:45:27 -05'00'

Name: Malott, Christopher A. CTR AFCEC/DSR

Date: 25 October, 2019

Universal Load Banks - Laserfiche Rio Enterprise Content Management System



Global Solutions Group
25900 Greenfield Road
Suite 220
Oak Park, MI 48237

248-571-4125
Sales@universalloadbanks.com
www.universalloadbanks.com

SUMMARY

- Very Satisfied
- No loss of sensitive or important data
- Highly recommend GSG

RE: Letter of Reference - Contract for Purchase and Implementation of Laserfiche ECM.

We just wanted to indicate how very satisfied we have been with your product and services provided.

This project required implementation of Laserfiche Rio Enterprise Content Management System and its related Professional Services. Global Solutions Group's (also referred as GSG) implementation team was highly knowledgeable and skilled in their implementation of all Laserfiche products, and the process was done without interfering with ongoing work.

GSG helped developing and implementing a bi-directional integration of Laserfiche with Quick Books (Accounting Software). Which made our tasks of finding vendor invoices easily from Laserfiche and saving statements/documents that are generated into Laserfiche.

Migration of sensitive and important data was a major concern for us, but the detailed processes the GSG team utilized ensured that no data would be lost.

I highly recommend Global Solutions Group for any similar work.

Sincerely,



Chirag Mehta
Accountant
Universal Load Banks

Universal Load Banks, 28200 Lakeview Drive Wixom, MI 48393 U.S.A.

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U.S. Department of Commerce, Office of the General Counsel (OGC) - Law Firm Document Management System

**Enterprise Small Business (ESB) ETDTDM
 Contractor Performance Report (CPR)**
 This form is only to be used when CPARS is not available
 ESB Prime: / ESB Subcontractor: ESB PRIME

SUMMARY

Overall Rating Exceptional

- Technical, Cost, Schedule, Management also Exceptional

Recent and Relevant Experience: RREP tasks #

For this CPR, were you the Prime or the Subcontractor? Prime

If you were the Prime, please provide the total awarded value. \$ 852,102.80

If you were the Subcontractor, please provide the total value of your portion of the total effort. Not Applicable

CPR Contract Name: Law Firm Document Management System

CPR Contract Number: DOCSS130117CN0019

CPR Contract Scope: GSG has provided Digital transformation services using agile methodology to Department of Commerce. This implementation is customized and configured specifically to meet legal office requirements. We provided legislative assignments and corresponding documents, day-to-day tracking documents into a centralized repository for which we utilized software development agile methodology to Interagency Regulatory Review and Workflow Implementation. Our services include: **Phase 1 Go-Live; Go-Live Implementation Phase 2 Post – Go-Live Support; Post Go Live Operations Support**. We have received a Modification request for this project in the first year. In Modification, we have provided Forms, Business Process (workflow) and migration services for other divisions while migrating U.S. Department of Commerce (DOC), Office of the General Counsel (OGC) data from SharePoint to digital transformation framework. For interagency regulatory review, GSG developed a digital transformation solution using an Agile software development methodology. GSG leveraged the investment OGC made in the digital transforming process and developed a solution to migrate the information from the existing legacy system built on "OGC Docs" to a new digital transformation platform. GSG actively worked with DOC-OGC Federated Delivery Teams (FDT). Together, we have coordinated portfolio management, long-term product roadmap, and release planning, with an emphasis on Agile, test-driven development, and continuous integration and delivery methodologies to assist and enhance efforts to secure new digital applications. We provided support for product and release planning, including analysis, recommendations, and execution to support the continuous delivery and integration of working digital capabilities. Our resources have developed features and provided end-to-end testing of applications on various platforms. GSG has provided guidance and software architectural counsel to DOC-OGC for a highly customized Legal Digital Solution used across various Government agencies. We enhanced the overall digital solution delivery, including easy-to-use web forms, automated business process (workflows), and migration services for other divisions, as we migrated OGC data from legacy system to a highly effective digital transformation framework. The GSG team achieved product delivery per the product plan, with adherence to risk, change and configuration management, successful conversion of the legacy data, digital transformation, modernization and integration of the new application with other department data systems, on-site application training, and knowledge transfer for DOC-OGC administrators and end users. We even provided digital transformation services using Agile methodology to DOC-OGC. This is customized and configured specifically to meet legal office and interagency requirements. We digitally enabled legislative portfolio and corresponding documents, day-to-day tracking documents into a centralized repository with interagency regulatory review and workflow implementation features through Agile methodology for web-based software development process. Automated integration, functional, regression tests. We implemented Continuous Integration / Continuous Delivery (CI/CD) to increase the level of automation in development, testing, release, and deployment.

CPR Contract Type: FFP

CPR Point of Contact Name: Laura Swift

CPR Point of Contact Telephone: 202-482-1610

**Enterprise Small Business (ESB) ETDTDM
 Contractor Performance Report (CPR)
 This form is only to be used when CPARS is not available**

CPR Point of Contact E-Mail Address: LSwift@doc.gov

**Enterprise Small Business (ESB) ETDTDM
 Contractor Performance Report (CPR)
 This form is only to be used when CPARS is not available**

(d) Unsatisfactory - 0	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency report or letters).
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Section I

Please use the value associated with the numbers above for each rating area, then average them to obtain the overall rating (rounded to the nearest whole number).

•Technical	4
•Cost Control	4
•Schedule	4
•Management	4
•OVERALL RATING	4

Comment (if any)
 Laserfiche and the related regulatory tracking system have been a great asset to the workflows of OGC. The Project Manager has been extremely involved and helpful in working with our internal OCIO and IT folks during the Authority to Operate certification process and annual recertification. He is consistently responsive and frequently goes above and beyond to ensure the agency's internal milestones are met and the system is functioning as intended.

**Enterprise Small Business (ESB) ETDTDM
 Contractor Performance Report (CPR)
 This form is only to be used when CPARS is not available**

Rating Definitions (FAR 42.1503 Table 42.1)		
Rating	Definition	Note
(a) Exceptional - 4	Performance meets contractual requirements and exceeds many to the Customer's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
(b) Very Good - 3	Performance meets contractual requirements and exceeds some to the Customer's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the government. There should have been no significant weaknesses identified.
(c) Satisfactory - 2	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without significant impact to the contract/order. There must have been NO significant weaknesses identified. A fundamental principle of assigning rating is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.
(d) Marginal - 1	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).

**Enterprise Small Business (ESB) ETDTDM
 Contractor Performance Report (CPR)
 This form is only to be used when CPARS is not available**

<p>Section II</p> <p>Signature of Point of Contact:</p> <p>Date: Click here to enter a date.</p> <p>LAURA SWIFT</p>	<p>Digitally signed by LAURA SWIFT Date: 2023.02.27 11:51:13 -05'00'</p>
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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	Nishi Dani Laserfiche Gold Certified PMP	BS, Information Technology	15+
Responsibility: Mr. Nishi Dani 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	Bhavin Mehta Laserfiche Platinum Certified	MS, Computer Application BS, Engineer	17+
Responsibility: Mr. Bhavin Mehta 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	Rituraj Kumar Laserfiche Platinum Certified	BS, Computer Science	7+
<p>Responsibility: Mr. Rituraj Kumar 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.</p>			
Business Analyst	Krishna Patel	Bachelor of Science - Computer Science	6+
<p>Responsibility: Mrs. Krishana Patel 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.</p>			
Implementation Engineer	Ayushi Kumari Patel Laserfiche Platinum Certified	Master of Science – Computer Science	6+
<p>Responsibility: Mrs. Ayshi Patel 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.</p>			
Support Engineer	Kia Ghiam Laserfiche Platinum Certified	BS, Communications	5+
<p>Responsibility: Mr. Kia Ghiam 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.</p>			

1.9.2 Resumes of the Key Personnel

1.9.2.1 Project Manager - Nish Dani

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	13 Years	40+ Projects
	15 Years		

Work History	
2021 - Ongoing	State of Tennessee – Higher Education Commission (THEC) 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	State of North Carolina – Department of Agriculture (NCDA&CS) 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	Fort Worth Housing Solutions, Texas 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	Department of Health and Human Services, Centers for Medicare and Medicaid Services (DHHS-CMMS), 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	U.S. Department of Commerce, Office of the General Counsel (OGC) Law Firm Document Management System
<ul style="list-style-type: none"> • Provided a Laserfiche Document Management Application to the Department of Commerce that was customized to meet legal office requirements. • Managed Go-Live Implementation and Post Go-Live Operations Support. 	
2017 - Ongoing	U.S. Department of State Laserfiche Upgrade and Support
<ul style="list-style-type: none"> • Managed upgrade of the State Department 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	Department of the Interior, Office of the Chief Information Officer Laserfiche Document Management System (LDMS) Support
<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	State of Iowa - Veterans Home (IVH) Laserfiche Document Management System
<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	Howard University Student Records Digitization and Document Management Implementation
<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 - Bhavin Mehta

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	State of Tennessee – Higher Education Commission (THEC) 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	City of Inkster, Laserfiche Document Management System								
	<ul style="list-style-type: none"> • Helped to integrate with other systems and perform migration from existing system. 								

2019 - 2022	Ft. Worth Housing Solutions, Texas Electronic Document Management/Workflow Software
	<ul style="list-style-type: none"> Worked with the project manager and FWHS for implementing complex solutions and workflows. Integrated Laserfiche with Emphasys Elite (Housing Authority Software), and Office 365.
2019 - Ongoing	NC Department of Agriculture, ECM Implementation
	<ul style="list-style-type: none"> Assisted with implementation of Quick Fields Sessions, test solution, and prepared complex workflows.
2018 - Ongoing	City of Livonia, 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	U.S. Department of Commerce, Office of the General Counsel (OGC) 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	City of Southfield, MI 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	Department of Health and Human Services - Centers of Medicare and Medicaid Services (DHHS-CMS), 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	State of Iowa - Veterans Home (IVH) 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	City of Farmington Hills, MI 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	Detroit Transportation Corporation - People Mover 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 **Howard University, 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 - Rituraj Kumar

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 NYC DOE COVID-19 Emergency Response. • 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. 									

	<ul style="list-style-type: none"> 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	Georgia Department of Community Health Laserfiche Document Management System		
	<ul style="list-style-type: none"> Developer and implemented Intelligent search methods. Streamlined document distribution and improved accountability with automated workflow routing and notification. 		
2019 -2022	Fort Worth Housing Solutions, Texas Electronic Document Management/Workflow Software		
	<ul style="list-style-type: none"> 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 Fort Worth Housing Solutions and developed steps and processes for improvement. 		
2019 - Ongoing	NC Department of Agriculture ECM Implementation		
	<ul style="list-style-type: none"> 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	Department of Health and Human Services - Centers of Medicare and Medicaid Services (DHHS-CMS) CMS Laserfiche Maintenance Support		
	<ul style="list-style-type: none"> 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	State of Iowa - Veterans Home (IVH) Laserfiche Document Management System		
	<ul style="list-style-type: none"> 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	Southfield, Michigan, 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	City of Farmington 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	Detroit Transportation Corporation – People Mover 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	Howard University 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 – Krishna Patel

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	Time with Other Key Employees
		6 Years	6 Years
			Number of Projects Work with Key Employees
			8+ Projects

Work History	
2021 - Ongoing	<p style="color: #003366; text-decoration: underline;">State of Tennessee – Higher Education Commission (THEC) 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 style="color: #003366; text-decoration: underline;">National Park Service 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 style="color: #003366; text-decoration: underline;">Department of Health and Human Services – Centers of Medicare and Medicaid Services (DHHS-CMS) 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 style="color: #003366; text-decoration: underline;">U.S. Department of Commerce – Office of General Counsel (DOC-OGC) 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 DOC-OGC.
2017 - Ongoing	<p style="color: #003366; text-decoration: underline;">State of Iowa – Veterans Home (IVH) 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 style="color: #003366; text-decoration: underline;">Department of Commerce 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 Department of Commerce through Laserfiche ECM. Configuring Laserfiche Rio System, Configuring Metadata Fields and Templates, Configuring Users and Security, Configuring Business Processes.
2016 - 2020	<p style="color: #003366; text-decoration: underline;">Kirtland, 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	City of Farmington Hills Laserfiche E-Forms <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 Farmington Hills 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	Howard University Document Management Software <ul style="list-style-type: none"> Develops numerous on-line forms using Laserfiche Forms and Workflow Modules.

1.9.2.5 Implementation Engineer - Ayushi Kumari Patel

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	State of Tennessee - Higher Education Commission (THEC) 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	Fort Worth Housing Solutions, Texas 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	NC Department of Agriculture 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	City of Livonia 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	City of Southfield 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	State of Iowa - Veterans Home (IVH) 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	Department of Health and Human Services, Centers for Medicare and Medicaid Services (DHHS-CMMS), 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	City of Farmington Hills 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	Detroit Transportation Corporation – People Mover ECM Services (Laserfiche)
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- 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 DTC.

1.9.2.6 Support Engineer - Kia Ghiam

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	State of Tennessee – Higher Education Commission (THEC) Laserfiche Document Management System
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- Responding to THEC inquiries.

	<ul style="list-style-type: none"> • Troubleshooting and solving challenges. • Assists management in creating computer troubleshooting and usage related training materials.
2019 – Ongoing	NC Department of Agriculture Electronic Document Management System <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	Fort Worth Housing Solutions, Texas Electronic Document Management/Workflow Software <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	City of Southfield Laserfiche Enterprise Content Management System <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	City of Farmington Hills ECM and DMS <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).

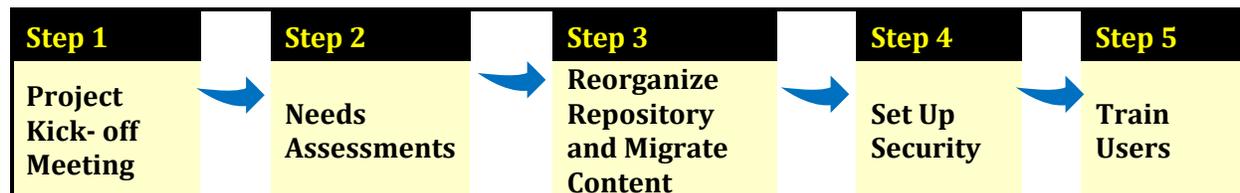
We typically implement a comprehensive Program Management Plan (PMP). Our plan will provide a baseline for everyday operations, including clear delineation of the processes and systems we will employ in providing services and program deliverables to the DHHS. Our development of the PMP aligns well with 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: City of Detroit, City of Dexter, City of Farmington Hills, City of Inkster, City of Livonia, City of Southfield, Washtenaw County	CA: City of Rancho Cucamonga FL: City of Gainesville, City of Pembroke Pines NJ: Bernard’s Township TN: City of Athens
Federal	US Air Force US Army Department of Commerce Department of the Interior	Coast Guard Dept. of Health and Human Services Department of State Department of Veterans Affairs
State	IA: Dept. of Administrative Services SD: Bureau of Administration TX: Fort Worth Housing Solutions	NC: Army National Guard Department of Agriculture and Consumer Services
Education	New Hampshire Department of Education National Defense University Howard University	MI Grand Rapids MI Comm. College TN Higher Education Commission
Utility	MI: Great Lakes Water Authority, TX: Port Arthur Housing Authority	CA: San Bernardino County Transportation Authority NV: Housing Authority of the City of Reno, NV
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	The current hybrid system has been in place for approximately fifteen years and contains data that may not map directly to the Laserfiche data model. Differences in field structure, historical practices, or data consistency could present migration complexities	GSG will mitigate these challenges through early data profiling, an iterative migration approach, and close collaboration with the State to validate mapping and ensure compliance with NVSS standards

<p>2 Integrations With State and Federal Systems</p>	<p>The VRMS must interface with several systems—such as OVS, NVSS/FHIR endpoints, SSA, NAPHSIS, and other state platforms—each of which may have specific security, availability, or versioning constraints.</p>	<p>GSG acknowledges that third-party dependencies may affect scheduling and integration testing. We will employ modular API design, robust error-handling routines, and comprehensive interface validation to ensure stable interoperability.</p>
<p>3 Performance and Scalability for High-Volume Processes</p>	<p>The system supports thousands of external users and large-scale annual event registrations and certificate requests. Ensuring consistent performance during peak activity—particularly for order management, certificate generation, and workflow execution—is a critical technical factor.</p>	<p>Laserfiche Cloud provides elastic scaling; however, configuration optimization, indexing strategy, and workflow tuning will be essential to maintaining high availability and response times</p>
<p>4 Certificate Printing and Specialized Output Requirements</p>	<p>Secure certificate production—including high-resolution printing, precise form alignment, and integration with certified paper stock—requires specialized configuration</p>	<p>GSG may need to refine print templates, rendering formats, and printer profiles to ensure outputs meet statutory and security requirements.</p>
<p>5 Browser Compatibility and External Device Variability</p>	<p>Given the diversity of external stakeholders—hospitals, clinics, coroners, county registrars—end users may access the system through a range of devices and browsers.</p>	<p>While Laserfiche is browser agnostic, GSG must verify compatibility during testing to ensure full functionality and accessibility for all user groups.</p>
<p>6 Security, Compliance, and U.S.-Based Hosting Requirements</p>	<p>The RFP requires that all data, systems, and cloud environments remain within the United States.</p>	<p>Laserfiche Cloud complies with this requirement; however, GSG must validate that all integrations, backups, and logging endpoints also remain fully within U.S. jurisdictions. Additional security considerations include MFA, encryption, audit logging, HIPAA/PHI protections, and periodic penetration testing.</p>
<p>7 Workflow Configuration vs. Custom Development</p>	<p>Laserfiche is a highly configurable low-code platform. However, certain functional requirements—including complex business rules, automated validations,</p>	<p>GSG will ensure all custom components follow a maintainable, upgrade-safe approach.</p>

		or custom reporting—may require supplemental scripting or development work.	
8	User Adoption, Training, and Controlled Access	The system will serve approximately 5,000 external users and about 30 internal staff with varying technical proficiency.	Ensuring strong user adoption may require role-tailored interfaces, streamlined processes, and clear security role mapping. Training coordination will be essential to minimize disruptions during cutover.
9	Maintenance Windows, Change Control, and Release Management	Cloud maintenance windows must be aligned with State operational cycles, and any change to production—including workflow updates, form modifications, or integration adjustments—must follow a structured approval process.	GSG will collaborate with the State to maintain visibility and predictability in all release activities.
10	Business Continuity and Disaster Recovery Alignment	Ensuring uninterrupted access to the Vital Records Management System during an unexpected outage is challenging because multiple critical functions—such as hospital birth registration, death reporting, and certificate issuance—must remain available at all times. Any downtime can disrupt essential public services and delay statutory reporting.	GSG will leverage Laserfiche Cloud’s multi-zone U.S.-based redundancy and implement a VRMS-specific Business Continuity and Disaster Recovery plan that includes automated failover, real-time monitoring, and scheduled DR testing. This ensures that if a disruption occurs, the system can quickly transition to a secondary environment with minimal impact, maintaining continuous access to vital records services.

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.

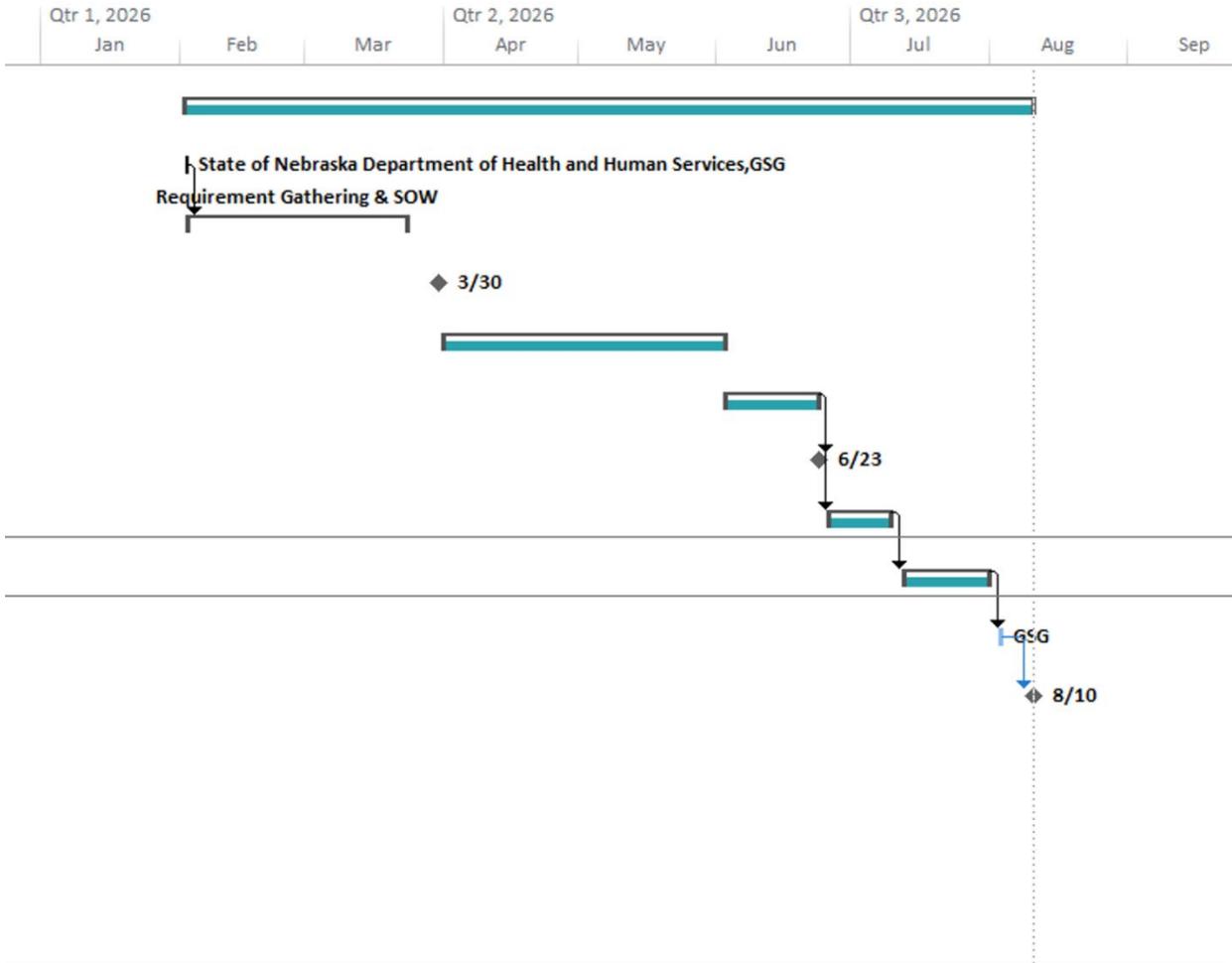
We will develop and finalize a project plan after the kick-off meeting. As per your requirement, we have included here a sample project schedule and timeline. The kick-off meeting, installation, and implementation will approximate the following schedule:

Tentative Project Schedule

Task Name	Start	Finish	Resource Names
State of Nebraska, Department of Health and Human Services	February 2, 2026	August 10, 2026	GSG, State of Nebraska Department of Health and Human Services
<i>Project Kick-off Meeting</i>	<i>February 2, 2026</i>	<i>February 2, 2026</i>	State of Nebraska Department of Health and Human Services, GSG
Requirement Gathering & SOW	February 3, 2026	March 23, 2026	State of Nebraska Department of Health and Human Services
Requirement Understanding for Licensing	February 3, 2026	February 18, 2026	State of Nebraska Department of Health and Human Services, GSG
Requirement Understanding for Implementation, Integration, Migration & Reports	February 19, 2026	March 9, 2026	State of Nebraska Department of Health and Human Services, GSG
SRS Documentation	March 10, 2026	March 23, 2026	State of Nebraska Department of Health and Human Services
Baseline Requirements Specification Document	March 30, 2026	March 30, 2026	GSG, State of Nebraska Department of Health and Human Services
Laserfiche Configuration/Implementation	April 1, 2026	June 2, 2026	State of Nebraska Department of Health and Human Services
Configuration	April 1, 2026	April 14, 2026	State of Nebraska Department of Health and Human Services
Import Data	April 15, 2026	May 19, 2026	
Application Integration & Reports	May 20, 2026	June 2, 2026	
Application Configuration completion	June 2, 2026	June 2, 2026	
User Acceptance Testing	June 3, 2026	June 23, 2026	
UAT	June 3, 2026	June 23, 2026	State of Nebraska Department of Health and Human Services
Project UAT sign-off	June 23, 2026	June 23, 2026	
User Guide Development	June 26, 2026	July 9, 2026	State of Nebraska Department of Health and Human Services
Documentation	June 26, 2026	July 9, 2026	GSG
Training	July 13, 2026	July 31, 2026	GSG
Training	July 13, 2026	July 31, 2026	
GO-LIVE	August 3, 2026	August 3, 2026	GSG

Project Sign-off	August 10, 2026	August 10, 2026	GSG, State of Nebraska Department of Health and Human Services
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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.

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disclaims any express or implied warranty of the suitability or performance of Laserfiche Software for these types of activities.

6. **Usage Limitations.** Licensee agrees that Licensee will not use Laserfiche Software in violation of any usage limitations or guidelines applicable to the Laserfiche Software. An Order Form may include usage limitations such as, but not limited to, the maximum number of Users permitted to access Laserfiche Software ("**Subscription Usage Limits**"), and if Licensee exceeds any Subscription Usage Limit, Licensee agrees to pay the amount for any excess usage in accordance with Laserfiche's applicable pricing and payment terms then in effect.

7. **Subscription Software**

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

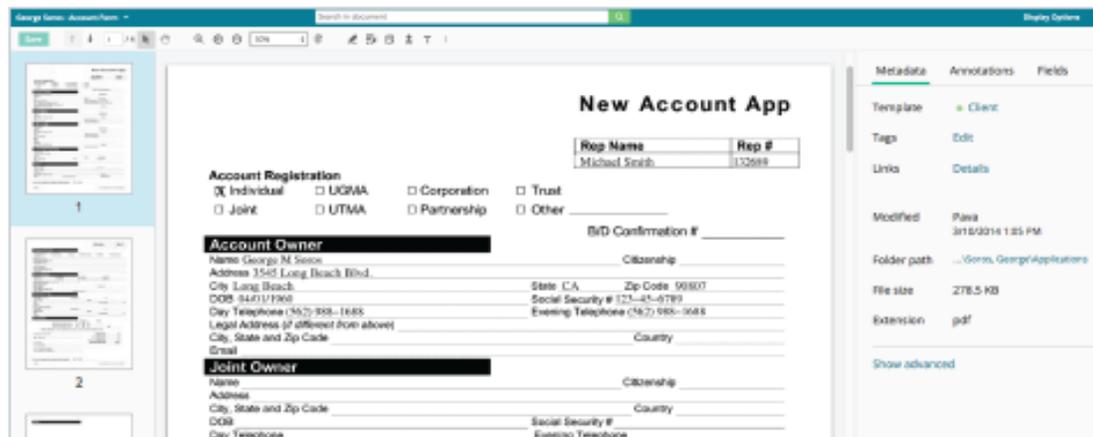


Intuitive folder structures and a responsive user interface enable secure document access on any device.

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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DHHS Vital Records Department
Modernization Requirements

REVISED Attachment 1 - Functional Specifications

RFP: 120277 O3 REBID

Vital Records Management System

State of Nebraska, Department of Health and Human Services

Bidders are to follow Instructions given on the first tab, "Instructions" for directions regarding how to respond.

Within an asterisk () within this document represent the capability and/or requirement that will be subject to the "Pass" or "Fail" as*

Bidder Name: *(Enter Bidder Name here)*

Ref	System Modules and Specifications	Vendor Selection	Vendor Response
1	GENERAL		
1.1	COMPONENT		
1.1.1	The system must include the following modules:		
1.1.1.1*	Birth;	Yes	Laserfiche supports structured Vital Records modules and can store, route, and manage Birth records with full metadata and
1.1.1.2*	Death;	Yes	The platform can manage Death records using configurable templates and secure workflows aligned with vital statistics
1.1.1.3*	Marriage;	Yes	Marriage records can be captured, indexed, and processed through customized Laserfiche forms and automated routing.
1.1.1.4*	Dissolution of Marriage;	Yes	Laserfiche supports document types related to dissolution filings, with audit tracking and secure access based on role. Users can request and purchase certified dissolution certificates through Laserfiche eForms. Workflow checks the associated dissolution record and generates a secure, serialized printed certificate for authorized staff using
1.1.1.5*	Fetal Death;	Yes.	Fetal Death records can be handled within the system using controlled templates and restricted access models.
1.1.1.6*	Induced Termination of Pregnancy (ITOP);	Yes	Sensitive ITOP records can be maintained with enhanced security, redaction, and strict role-based access controls.
1.1.1.7*	Order Management.	Yes	Laserfiche supports order intake, processing, and fulfillment through workflow-enabled Order Management modules. Laserfiche provides order management using eForms, Workflow automation, and metadata-driven tracking. Users can submit orders, trigger automated routing, link supporting documents, and monitor order status through dashboards. Workflow manages approvals, updates
1.1.2*	The system must contain a report builder tool or associated utility.	Yes	Laserfiche includes a robust reporting engine via Analytics and Forms reporting, allowing agencies to build, customize, and export operational and compliance reports.

**DHHS Vital Records Department
Modernization Requirements**

1.2 SYSTEM			
1.2.1*	The system must not require the purchase of any additional proprietary applications.	Yes	Laserfiche operates on open standards and does not require add-on proprietary software to meet core functional or
1.2.2*	The system must support multiple environments, specifically, System Integration Testing (SIT), User Acceptance Testing (UAT), Training, Development, and Production.	Yes	The solution supports fully isolated environments for SIT, UAT, Training, Dev, and Production as part of standard deployment architecture. Administrators can migrate configurations, forms, workflows, and security settings across environments using Laserfiche Solution
1.2.3	The system should be configurable to present module fields in the order listed on its corresponding form.	Yes	Field layouts are fully configurable, allowing agencies to set field order to match state-approved form structures.Laserfiche Forms provides a drag-and-drop designer that allows administrators to configure field layout and sequence exactly as required by the business form. Field ordering, grouping, and visibility rules can be modified without
1.2.4*	The system must have images be seamlessly accessible within the application.	Yes	Images open directly in the application viewer with no external viewer requirements, supporting fast retrieval.
1.2.5	The system should provide functionality to disallow any other screen shot tool, such as the "Snipping Tool" or the like.	No	Laserfiche cannot technically block all OS-level screenshot tools, but it supports watermarking and access-controlled viewing to limit misuse.Laserfiche supports browser-based information protection using watermarking, restricted viewing, and role-based access rules to limit image capture. Organizations can also apply Laserfiche's secure viewer mode, which prevents downloading and restricts screen-capture
1.2.6	The system should provide a managed print function.	Yes	A controlled print function is available, enabling printing with security controls and tracking.Laserfiche supports browser-based information protection using watermarking, restricted viewing, and role-based access rules to limit image capture. Organizations can also apply Laserfiche's secure viewer mode, which prevents downloading and restricts screen-capture behavior using
1.2.7	The system should capture an audit log when the print function is used.	Yes	Print actions are recorded in the audit trail with user, timestamp, and document details.Laserfiche Audit Trail captures every print action, including user ID, timestamp, document ID, and action details. These logs can be accessed through audit reports or

**DHHS Vital Records Department
Modernization Requirements**

1.2.8*	The system's implementation and functionality must adhere to the technical specifications outlined in the accompanying Technical Specifications-Attachment 3.	Yes	The platform aligns with the specified technical standards, including architecture, security, and integration criteria.Laserfiche's cloud architecture delivers compliance with standard technical frameworks such as API integration, security controls, identity management, audit logging, data retention, scalability, and high availability, aligning with typical technical specification
1.2.9*	The system must support a minimum of 5,000 internal and external users.	Yes	The system scales to tens of thousands of users and fully supports large multi-agency environments.Laserfiche Cloud is built on scalable, multi-tenant infrastructure capable of supporting thousands of users through elastic compute resources. User groups, access roles, and licensing models accommodate large enterprise and
1.2.10*	The system must support a minimum of 1,000 concurrent users regardless of user role and/or location.	Yes	Cloud and on-premise deployments support high concurrency loads with performance safeguards.Laserfiche uses load-balanced cloud infrastructure that supports high concurrency with distributed processing and optimized query handling. This architecture allows over 1,000 users to work simultaneously without performance
1.2.11	The system should provide online help connected to the relevant routine, field, or report being used.	Yes	Contextual help can be embedded within forms, workflows, and modules to guide users while operating the system.Laserfiche Forms and the Web Client allow linking contextual help text, tooltips, and embedded guidance directly to fields, processes, and reports. Administrators can
1.2.12*	The system must have the ability to connect to local or network printers.	Yes	Standard print drivers and network printing integrations are supported without custom development.Laserfiche's document viewer prints through the browser or device's native print dialog, allowing users to access any authorized local or network printer. Print permissions and security rules control
1.2.13*	The system must have the ability to connect to local or network scanners.	Yes	Laserfiche integrates with TWAIN and network scanners, supporting batch and direct capture from local or shared devices.
1.3	DATA		
1.3.1*	The system must have the ability to complete a data conversion of all existing data,	Yes	The platform supports structured data

**DHHS Vital Records Department
Modernization Requirements**

1.3.2*	The system must have configurable data retention rules.	Yes	Administrators can define retention schedules, purging rules, and compliance timelines at the record or category level. Laserfiche Records Management provides configurable retention schedules, event triggers, and disposition actions. Administrators can define retention periods for each record type and automate cutoff,
1.3.3*	The system must provide immediate validation and error messaging needed for data interfaces.	Yes	The solution validates incoming data in real time and generates clear error messages for correction. Laserfiche Workflow and API integrations support real-time validation of incoming data. If interfaced data fails required rules or formats, the workflow triggers immediate error messages displayed via Laserfiche Forms or sent back
1.3.4*	The system must have the ability to use field-level data integrity checks and data validation (e.g., numeric fields, verify a number is entered, date fields, verify a date is entered, etc.).	Yes	Numeric, date, and required-field validations can be configured to ensure accurate data entry. Laserfiche Forms provides built-in field validation rules, including numeric-only fields, date formats, required fields, regex checks, and conditional logic. These validations prevent
1.3.5*	The system must provide an integrated full-featured word processing function (including superscript, subscript, and scientific notations, cut and paste, and word wrap) to allow a user to enter data into large text fields.	Yes	Rich-text fields support formatting, superscript/subscript, and full editing controls without external tools. Laserfiche Forms Rich Text Fields allow superscript, subscript, scientific notation, formatting controls, cut/paste, and auto word wrap. Users can enter and format large narrative
1.3.6*	The system must validate against an integrated medical dictionary for medical related fields.	No	Laserfiche does not include a built-in medical dictionary, but it can integrate with external validation services if required. Laserfiche Forms can connect to external medical terminology APIs via lookup rules. As users type, Forms validates entries against the medical dictionary and
1.3.7*	The system must have real-time processing of data.	Yes	All updates are processed instantly, ensuring current data is reflected across forms, workflows, and reports. Laserfiche Workflow and Forms process submitted data instantly, triggering business rules, routing, updates, and notifications in real time. All actions execute without batch

**DHHS Vital Records Department
Modernization Requirements**

1.3.8*	The system must align with State of Nebraska and Federal guidelines to collect vital statistic data and other data points needed for federal reporting and evaluation purposes.	Yes	Configurable forms and fields allow compliance with state and federal data collection and reporting standards. Laserfiche's configurable metadata fields, Forms layouts, and Workflow rules allow modeling of all Nebraska and Federal NVSS/NCHS data elements. Required data points, formats,
1.3.9*	The system must have graphical control elements to assist with data entry (e.g., checkbox, drop-down box, etc.).	Yes	The user interface supports modern graphical input controls to simplify accurate data entry. Laserfiche Forms offers built-in UI components such as dropdowns, radio buttons, checkboxes, date pickers, sliders, and lookup fields. These graphical controls streamline data entry and reduce input
1.4 FUNCTIONALITY			
1.4.1*	The system must have the ability to scan directly into the system.	Yes	TWAIN and network scanning integrations allow direct capture into the repository with metadata assignment. Laserfiche supports direct scanning through Laserfiche Scan Connect and Web Client Capture, which allow users to scan documents from local or network scanners straight into designated folders or workflows. These tools provide image cleanup, metadata entry, and automatic routing into Records
1.4.2*	The system must have the ability to attach a file with a minimum of the following file types (.pdf, .doc, .jpeg, .png, .tiff).	Yes	The platform supports upload and storage of all listed file formats with immediate indexing and preview. Laserfiche Web Client and Forms enable users to upload and attach files in multiple formats, including PDF, Word, JPEG, PNG, and TIFF. Uploaded files are stored in the repository with associated metadata and can be linked to records, workflows, and case files for
1.5 CONFIGURATION			
1.5.1*	The system must have configurable field level warning notifications.	Yes	Administrators can set conditional warnings and alerts to guide users during data entry. Laserfiche Forms provides field-level rules, validation checks, and custom warnings. Administrators configure alerts and conditional messages that display when
1.5.2	The system should auto advance a user from process start through process completion.	Yes	Laserfiche Form and workflow configurations allow guided, step-by-step progression to streamline processing. Laserfiche Forms and Laserfiche Process Automation include user inboxes and task queues. Users view all pending tasks in centralized dashboards that update in real

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1.5.3	The system should have task list or work queue functionality.	Yes	Work queues and task lists provide role-based visibility into pending work items and
1.5.4*	The system must have the ability to configure workflows.	Yes	Laserfiche Workflow enables full configuration of routing, approvals, notifications, and automated actions. Laserfiche Workflow Designer offers a drag-and-drop interface to build and configure automated workflows. Administrators create routing, approvals,

2 USERS

2.1 GENERAL

2.1.1*	The system must allow a user with necessary access to create a record, image, or attachment.	Yes	Authorized users can create new records and upload images or attachments through configurable forms. Laserfiche allows creation of records and attachments using Laserfiche Forms and Document Repository capabilities. Users with assigned permissions can upload files, scan documents, or generate records through
2.1.2*	The system must allow a user with necessary access to view a record, image, or attachment.	Yes	Role-based access allows permitted users to view records, stored images, and associated files. Laserfiche uses Role-Based Access Control (RBAC) and the Laserfiche Web Client, authorized users can instantly view stored records and images within folders or
2.1.3*	The system must allow a user with necessary access to search a record, image, or attachment.	Yes.	Laserfiche provides advanced search through full-text and metadata search enables users to locate any record or file
2.1.4*	The system must allow a user with necessary access to update a record, image, or attachment.	Yes	Users with edit permissions can modify metadata, update documents, and manage attachments. With Version Control and Metadata Editing, users with proper rights can update document metadata, replace files, or modify record content while
2.1.5*	The system must allow a user with necessary access to save a record, image, or attachment.	Yes	The system supports saving updates with versioning to maintain data and document integrity. Laserfiche automatically saves all record changes using Repository Services. Uploaded documents, form submissions, and metadata edits are stored with audit
2.1.6*	The system must allow a user with necessary access to delete or purge a record, image, or attachment.	Yes	Administrators can delete or purge items in accordance with retention policies and audit controls. Authorized users can delete records through Records Management and Security Permissions. Permanent purging follows configured retention rules and

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2.1.7*	The system must allow a user with necessary access to deactivate a record, image, or attachment.	Yes	The platform allows deactivation or archival of records while retaining audit history. Laserfiche uses Record Status Flags and Retention Policies to deactivate records, marking them inactive without deletion and
2.1.8*	The system must have the ability to register a user for system access based on role and location.	Yes	User provisioning supports assignment of roles and location-based permissions at setup. Laserfiche Directory Server provides User Provisioning and Role-Based Access. Administrators can assign permissions by role, group, department, or location to
2.2	ACCESS		
2.2.1*	The system must allow access to both internal (State of Nebraska employees) and external users (e.g., funeral directors, hospital staff, and county clerks).	Yes	Laserfiche supports secure access for state staff and authorized external stakeholders through role-based permissions. Laserfiche Cloud supports internal and external access through its Identity and Access Management (IAM) framework. Admins assign access profiles and authentication rules, allowing State employees and external stakeholders to securely log in
2.2.2*	The system must have role-based security for application and administrative functions including views for all user roles across all modules.	Yes	Fine-grained security controls govern access to application functions and administrative actions. Laserfiche Role-Based Access Control (RBAC) configures granular permissions for application functions, administrative tasks, and module visibility. Roles define access to forms, repositories, workflows, and records, giving each user only the views and actions tied to their job
2.2.3*	The system must provide a location selection prompt for users who have access to multiple locations.	Yes	Users can be prompted to choose their operating location when multiple locations apply. Laserfiche Forms and Directory Services allow location-based context selection by presenting users with a dynamic dropdown tied to their assigned locations. Laserfiche system displays the prompt at login or form start, routing tasks
2.2.5	The system should have the ability for a new user to complete a registration form.	Yes	Public-facing forms can capture registration details and trigger workflow-based account creation. Laserfiche Forms supports building a custom user registration form that captures user details and triggers a workflow. The workflow routes submissions for approval and automatically provisions access using Laserfiche Directory Services.

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2.2.6*	The system must have the ability for a user to complete self-service password changes and/or resets.	Yes	When integrated with Entra ID/ADFS/SSO, users can perform self-service password management. Laserfiche Forms supports building a custom user registration form that captures user details and triggers a workflow. The workflow routes submissions for approval and automatically provisions access using Laserfiche Directory Services.
2.2.7*	The system must have the ability for a user to update their own user profile demographics once logged in (non-system security).	Yes	Users can update non-security profile data such as contact information. Laserfiche Forms allows creating a user profile update form where logged-in users can modify demographic fields. A workflow then updates the user metadata stored in
2.2.8*	The system must provide a warning message after user login based on a configurable time period when a password is expiring.	Yes	Password expiration notifications are supported through SSO/identity provider policies. Laserfiche IAM includes configurable password policies that trigger automated email or in-app notifications before password expiration. Notifications are controlled by adjustable time thresholds
2.2.9*	The system must perform an automatic logoff for session inactivity based on a configurable length of time.	Yes	Session timeout is configurable to enforce automatic logoff for inactive sessions. Laserfiche Cloud provides configurable session timeout settings that automatically log users out after inactivity. Admins set timeout values in System Security Policies to
2.2.10*	The system must provide a warning message prior to automatic logoff for session inactivity based on a configurable length of time.	Yes	Users receive a notification prior to timeout based on configurable inactivity thresholds. Laserfiche displays an inactivity timeout warning message before auto-logout using its built-in session management feature. Users receive a pop-up prompt allowing them to extend the session before the
2.3	SEARCH		
2.3.1*	The system must allow a user with necessary access the ability to use a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	Yes	Real-time indexed search supports filtering across records, orders, and payments using wildcards or partial fields. Laserfiche provides real-time search and filtering through Metadata Search, Advanced Search, and Repository Search. Users can query records, orders, payments, and invoices by any metadata field, apply filters,

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2.3.2*	The system must allow a user with necessary access to export search results.	Yes	Authorized users can export search results in standard formats such as CSV or Excel. Laserfiche supports exporting search results using Laserfiche Web Client export tools, allowing users to download search outputs as CSV or Excel. Metadata and document lists can be exported directly from search results for reporting or review purposes.
2.3.3*	The system must allow a user with necessary access to print search results.	Yes.	Users with permissions can print filtered or full search result sets. Laserfiche Web Client includes a print function that allows users to print search result lists or selected documents. Users can generate a formatted printout of search findings directly from the
2.3.4*	The system must have the ability to limit the number search result count by user.	Yes	Search result limits can be configured based on role or user-level permissions. Laserfiche allows administrators to configure User and Role Policies and Repository Search Limits to control the maximum number of search results displayed per user. This helps manage system performance and restricts
2.4	FUNCTIONALITY		
2.4.1*	The system must have the ability for a user with the necessary access to create a new user and associate that user to specific user role(s).	Yes	Administrative tools enable creation of user accounts with specific role assignments. Laserfiche Directory Services and Role-Based Access Control (RBAC) allow administrators to create users and assign security roles. User accounts are configured in the repository or synced from identity
2.4.2*	The system must have the ability for a user with the necessary access to delete a user.	Yes	Administrators can delete user accounts following internal security policies. Laserfiche Directory Services and Role-Based Access Control (RBAC) allow administrators to create users and assign security roles. User accounts are configured in the repository or synced from identity
2.4.3*	The system must have the ability to search the system for a user, including a filter to search for an expired user.	Yes	Accounts can be disabled while retaining all associated audit history. Laserfiche Admin Console and Directory Services search tools allow filtering by status, role, or expiration attributes. Administrators can quickly locate active, inactive, or expired users using built-
2.4.4*	The system must have the ability for a user with the necessary access to deactivate a user.	Yes.	Laserfiche allows administrators to deactivate users through its Role-Based Access Control (RBAC) and User Management features. Authorized administrators can disable a user account within the Laserfiche Directory Service, preventing login while retaining all associated

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2.4.5*	The system must allow a user with necessary access to bypass security and update any entry when needed.	Yes	Laserfiche provides elevated admin roles that grant override permissions, allowing authorized administrators to update restricted entries when required.
2.4.6	The system should allow a user with necessary access the ability to view more detailed information on any field when appropriate.	Yes.	Laserfiche Forms and Metadata Panels display extended field-level metadata, enabling authorized users to view detailed information tied to each record.
2.4.7*	The system must allow a user with necessary access to attach, link, and view any supporting document of any file format to a record or order.	Yes	Laserfiche Repository and Web Client allow users to upload, link, and preview multiple file types (PDF, DOCX, JPEG, PNG, TIFF) directly within a record or order.
2.5	CONFIGURATION		
2.5.1*	The system must have the ability to edit validation data through a front-end utility.	Yes	Laserfiche allows administrators to edit validation data through the front-end using Laserfiche Forms and Workflow configuration tools, where field rules, lookup tables, and validation logic can be adjusted without coding. These configuration utilities provide a controlled
3	SYSTEM ADMIN		
3.1	ACCESS		
3.1.1*	The system must have a user role with elevated security access to the system (e.g., System Administrator).	Yes	Laserfiche provides elevated access through Role-Based Access Control (RBAC), allowing assignment of administrator-level privileges for full system configuration and oversight.
3.1.2	The system should have system-level access to exports (create, configure).	Yes	Laserfiche Records Management and Administration Console allow system administrators to create and configure export rules, templates, and data packages.
3.1.3	The system should have system-level access to imports (create, configure).	Yes	Laserfiche Import Agent and Admin Console enable administrators to define, configure, and manage automated or manual import
3.1.4	The system should have system-level access to reports (create, configure).	Yes	Laserfiche Analytics & Reporting (Laserfiche Insights / Audit Trail) provides tools for administrators to design, configure, and publish system-wide reports.
3.1.5	The system should have system-level access to documents (create, configure).	Yes	Laserfiche Analytics & Reporting (Laserfiche Insights / Audit Trail) provides tools for administrators to design, configure, and publish system-wide reports.
3.2	DATA		

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3.2.1*	The system must use a centralized data dictionary that fully describes table structure and appropriate levels of metadata.	Yes	Laserfiche supports a centralized metadata model through Field Definitions and Template Management , allowing administrators to configure and document all metadata fields, structures, and attributes in one controlled location. Laserfiche supports a centralized metadata model through Field Definitions and Template Management, allowing administrators to configure and document all metadata fields, structures, and
3.2.2*	The system must allow a user with necessary access to have read-only access to the system's database(s).	Yes	Laserfiche provides read-only data access through Reporting, Audit Trail, and API endpoints, allowing authorized users to retrieve structured information without
3.2.3	The system should allow a user with necessary access to have full access to the system's database(s).	Yes	Laserfiche grants full database-level access for authorized technical users through Laserfiche APIs, repository administration tools, and backend SQL access, enabling complete data management when
3.3	FUNCTIONALITY		
3.3.1	The system should have the ability to edit (e.g., checkbox, drop-down box, etc.).	Yes	Administrators can configure fields such as checkboxes, dropdowns, and controlled
3.3.2	The system should have the ability for the system administrators to create user roles.	Yes	Laserfiche Directory Services allows administrators to create custom roles and permission groups through the Roles &
3.3.3	The system should have the ability for the system administrators to modify user roles.	Yes	Laserfiche Admin Console or Cloud Admin Center lets administrators update role definitions, adjust permissions, and reassign
3.3.4	The system should have the ability for the system administrators to delete user roles.	Yes	Roles can be removed in Laserfiche Directory Services by deleting unused or obsolete permission groups through the security configuration interface.
3.3.5	The system should have the ability for system administrators to terminate a user connection and/or session remotely.	Yes	Roles can be removed in Laserfiche Directory Services by deleting unused or obsolete permission groups through the security configuration interface.
3.3.6	The system should have the ability to maintain a directory of all personnel currently active in the system.	Yes	Laserfiche's User Directory and Audit Trail maintain a complete list of active accounts and their current status across all
3.3.7*	The system must have the ability to produce a system access log (in/out history) by user with time stamp in seconds.	Yes	Laserfiche Audit Trail logs all logins, logouts, and session activities with second-level timestamps and makes them accessible via reporting dashboards.
3.3.8	The system should allow the system administrator to make batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	Yes	Laserfiche Workflow supports bulk metadata updates and automated changes using rule-driven criteria defined by system
3.3.9	The system should allow the system administrator to schedule batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	Yes	Laserfiche Workflow Scheduler enables timed or recurring batch updates by triggering workflows on a predefined

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4		AUDIT LOGS	
4.1		GENERAL	
4.1.1	The system must have action history logs to view modifications, deletions, data loading actions, reports, printing, and user log-ins/outs. At a minimum the log must contain the following:		Laserfiche Records Management and Audit Trail capture detailed action logs, recording user, date, time, and data changes. These logs document modifications, deletions, data loads, report actions, and printing activity for compliance tracking.
4.1.1.1*	User;	Yes	Laserfiche Audit Trail captures the specific user who performed the modification, deletion, data load, report action, or print
4.1.1.2*	Date;	Yes	Logs record the date of each action.
4.1.1.3*	Time;	Yes	Logs capture the exact timestamp.
4.1.1.4*	Data Prior to Edit;	Yes	Audit Trail retains the original field value or document state before the change was
4.1.1.5*	Data After Edit.	Yes	Audit Trail stores the updated field value or document state after the change was
4.1.2	The system must have audit history logs to view user activities, such as logging in and out of the system. At a minimum the log must contain the following:		Laserfiche Audit Trail logs all user login and logout events with user, date, and timestamp, providing complete system-level
4.1.2.1*	User;	Yes	User identity is recorded for every login
4.1.2.2*	Date;	Yes	Login and logout dates are captured.
4.1.2.3*	Time.	Yes	The time of each authentication event is
4.1.3*	The system must track changes made to all data, keeping the integrity of the original document, data, and image with associated changes.	Yes	Laserfiche supports full change tracking through its Records Management and Audit Trail features. These tools capture every modification to documents, metadata, and images while preserving original versions using version history, allowing authorized users to view all associated changes without
4.1.4*	The system must provide the ability to create, save, and export an audit log of the tracked changes made throughout the system.	Yes	Audit Trail records every modification made to documents, metadata, and images, while preserving the original version through Laserfiche Records Management and versioning. This allows administrators to view all changes without altering the
4.1.5*	The system must maintain a history of all data.	Yes	Laserfiche maintains complete data history through Records Management and Audit Trail, which capture every modification, version, and action on documents and metadata. These features preserve original content while recording each change as a new version for full historical traceability.
4.2		ORDER MANAGEMENT	
4.2.1*	The system must track the data associated with serialized forms used within each order.	Yes	Laserfiche uses Records Management and Metadata Templates to capture and track serialized certificate paper numbers within each order, linking the serialized form data to the corresponding transaction through workflow-driven updates.

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4.2.2*	The system must be able to store a user-defined, customizable volume of sales transactions, categorized by transaction date, for a minimum of five years.	Yes	Laserfiche uses Configurable Records Retention Schedules and Repository Storage Management to retain and categorize sales transactions by date, allowing long-term storage and retrieval based on customized
4.2.3*	The system must contain reporting capabilities to assist with audit of document control number/certificate paper to the associated receipt and order, including by registrar and date.	Yes	Laserfiche provides Audit Trail and Laserfiche Reporting to generate reports linking certificate paper control numbers to receipts and orders, enabling auditors to filter by registrar, date, and order metadata.
4.3	CERTIFIED PAPER		
4.3.1*	The system must track the number of certificates printed by vital event record and certificate type.	Yes	Laserfiche Records Management and Audit Trail track each print action by linking the print event to the certificate template and vital event record. Workflow logs each issuance, allowing counts to be recorded
4.3.2*	The system must track the serial number of issuance in chronological order within a print log.	Yes	Laserfiche Workflow and Metadata fields capture the serialized certificate number at print time, while Audit Trail records each issuance in sequential order, creating a chronological print log for compliance and
4.4	FUNCTIONALITY		
4.4.1*	The system must capture an audit of all imports.	Yes	Laserfiche Audit Trail automatically records all import operations, including user, timestamp, file details, and action type for
4.4.2*	The system must capture an audit of all exports.	Yes	Laserfiche Audit Trail logs every export event, documenting who exported the data, when it occurred, and which records or files
4.4.3*	The system must allow a user with necessary access to search the audit log.	Yes	Laserfiche Audit Trail Viewer provides searchable filters by user, date, action type, or document, allowing authorized users to retrieve specific audit entries.
4.4.4*	The system must track the creating, viewing, printing, and deleting of attachments.	Yes	Laserfiche Audit Trail captures all attachment-related actions—creation, access, printing, deletion—with detailed timestamps and user identity for full
4.5	CONFIGURATION		
4.5.1*	The system must track and maintain an audit log of when configuration changes are made (e.g., changes to fees for certification types).	Yes	Laserfiche tracks and maintains configuration-change audits through the Audit Trail feature, which records all administrative modifications such as fee updates, security changes, and configuration edits. These logs are stored centrally and are available for review,
5	ALL MODULES		
5.1	GENERAL		
5.1.1*	The system must contain all existing and future records or orders with any associated images and/or attachments synchronously.	Yes	Laserfiche Repository and Records Management store all records, orders, images, and attachments in a unified folder structure with metadata for synchronous

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5.1.2*	The system must incorporate all previously available records or orders with any associated data or attachments from the current system.	Yes	Laserfiche Import Agent and Data Migration Tools load legacy data, documents, images, and metadata directly into the repository.
5.1.3*	The system must allow a user with necessary access the ability to print an attachment.	Yes	Laserfiche Document Viewer allows authorized users to open attachments and print them directly through integrated print
5.1.4*	The system must allow input of a partial record or order without forcing a user to complete a process.	Yes	Laserfiche Forms supports saving drafts, allowing users to capture partial information without completing the
5.1.5*	The system must validate and issue vital event records.	Yes	Laserfiche Forms Validation Rules and Workflow validate required fields and route approved records for issuance.
5.1.6*	The system must allow a user with necessary access to view, change, and submit a record or order.	Yes	Laserfiche Forms with role-based permissions allow users to edit, review, and submit records within controlled processes.
5.1.7*	The system must allow a user with necessary access to view, print, store, attach and scan documents or images into a record or order.	Yes	Laserfiche Capture, Scanner Integration, and Document Viewer enable uploading, scanning, and printing documents tied to
5.1.8*	The system must allow a user to save a record or order regardless of completed data except for fields that are flagged as required by the State of Nebraska.	Yes	Laserfiche Forms Draft Mode and Field-Level Validation Rules allow saving incomplete entries while enforcing only
5.1.9*	The system must have administrative tools to be customizable to meet specific user needs.	Yes.	Laserfiche Admin Console, Forms Designer, and Metadata Configuration allow administrators to tailor forms, fields,
5.1.10	The system should save user data entry progress automatically upon moving to the next field on the form.	Yes	Laserfiche Forms Auto-Save automatically stores data as users progress through fields.
5.1.11	The system should allow the saving and pausing activity on one record or order and moving to a different record or order for processing.	Yes	Laserfiche supports saving and pausing activity on one record or order through Draft Saving and Workflow State Management. Users can save in-progress forms as drafts and return later, while Workflow tracks the record's state so the user can switch to another record or order
5.2	SEARCH		
5.2.1*	The system must allow a user the ability to group, sort and count search result data.	Yes	Laserfiche Records Management and Audit Trail track serialized certificate numbers as metadata fields, logging each issuance in chronological order within an auditable
5.2.2*	The system must allow a user with necessary access to search for a record or order using various metadata fields.	Yes	Users can search records or orders using configurable metadata fields stored in Laserfiche Templates, allowing quick retrieval based on any indexed data
5.2.3*	The system must provide a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be electronically viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	Yes	Users can search and filter records in real time using indexed metadata fields, apply multiple field conditions, and use wildcards or partial text entry to instantly retrieve vital event records, requests, orders,

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5.2.4*	The system must allow a user with necessary access to manipulate search parameters.	Yes	Users can adjust and refine search parameters using configurable metadata fields, advanced search operators, and filters built into the Laserfiche Repository. This allows authorized users to manipulate criteria such as date ranges, document types, field values, and wildcards to return
5.2.5*	The system must allow a user with necessary access to save search parameters individually or to a group.	Yes	Laserfiche allows saving individual or group search parameters using Saved Searches in Laserfiche Search and Repository tools, where users can store frequently used query criteria for quick reuse and consistent
5.2.6*	The system must allow a user with necessary access to export (to Excel) search results.	Yes	Laserfiche supports exporting search results to Excel through the Laserfiche Search Pane and Export Tools.
5.2.7*	The system must allow a user with necessary access to print search results.	Yes	Laserfiche supports printing of search results through the built-in Search and
5.2.8*	The search feature must have the ability to manipulate the number of records captured in a search by the user.	Yes	Laserfiche supports this through its Advanced Search and View Configuration
5.2.9*	The system must allow a user to render searches of over 1,000 vital events at a time.	Yes	Laserfiche Scalable Search Engine supports high-volume query processing, allowing retrieval of large datasets, including searches exceeding 1,000 records.
5.3	CORRESPONDENCE		
5.3.1*	The system must have the ability to generate letters for customer correspondence.	Yes	The system can auto-generate letters for customer correspondence.
5.3.2*	The system must have the ability to view previously generated and/or sent customer correspondence.	Yes	Previously generated correspondence is fully viewable.
5.3.3*	The system must have the ability to edit and send customer correspondence.	Yes	Users can edit and send correspondence using predefined templates.
5.3.4*	The system must have the ability to resend previously sent customer correspondence.	Yes	Previously sent correspondence can be
5.4	DOCUMENTATION		
5.4.1*	The system must have standard forms, permits, and worksheets that are accessible for a user with necessary access.	Yes	Standard forms and worksheets are accessible based on permissions.
5.4.2*	The system must have the ability to propagate data onto documents, forms, permits, and	Yes	Form population with stored data is
5.4.3*	The system must have document management storage to house all certificates and associated supporting documents to be tied to the original records (e.g., adoptions).	Yes	Document management with linked certificates and supporting materials is built-
5.5	FIELDS		
5.5.1	The system should provide real-time validation for an entered address and prompt if not valid.	Yes	Address validation can be integrated through API connectors.
5.5.2	The system should be able to populate validated country, state, county, city, and zip code based on selected address.	Yes	Auto-population of geographic metadata is achievable through integrated services.
5.5.3	The system should prompt if a suite number is appropriate.	Yes	Address logic can prompt for suite information when applicable.
5.5.4	The system should prompt with any suggested address alternative.	Yes	Suggested address alternatives can be surfaced through configured validation
5.5.5*	The system must have a consistent data input and display format for time across all	Yes	Time formatting is standardized system-
5.5.6*	The system must have a consistent data input and display format for phone numbers across all modules.	Yes.	Phone numbers follow consistent input/display formatting.

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5.5.7*	The system must have a consistent data input and display format for zip codes across all modules.	Yes	Zip code formatting is standardized across modules.
5.5.8*	The system must have a consistent data input and display format for dates across all	Yes	Uniform date formatting is enforced.
5.5.9*	The system must have a consistent data input and display format for whole numbers,	Yes.	Numeric formatting is consistently applied.
5.5.10*	The system must have the proper data input and display format for social security	Yes	SSN formatting is enforced as "000-00-
5.5.11*	The system must provide spell check functionality for freeform text entry fields as	Yes	Built-in spell check supports freeform fields.
5.5.12*	The system must have the ability for a user to accept or ignore spell check suggestions.	Yes	Users can accept or ignore spell check
5.5.13*	The system must have the ability to customize (e.g., add to dictionary) the spell check functionality by user with necessary access.	Yes	Administrators can add custom terms to the dictionary.
5.5.14*	The system must have the ability to configure any data field (user-defined and standard)	Yes	Fields can be configured as required.
5.5.15*	The system must populate data entered into a field throughout the record or order if data is associated.	Yes	Data is auto-populated across the record where linked.
5.5.16*	The system must ensure that a record is not complete until all required fields pass validity checks.	Yes	Required field validation ensures record completeness.
5.6	ALERTS		
5.6.1*	The system must have prompts tied to various data fields to alert the user of questionable or incorrect data.	Yes	Field-level alerts can flag questionable or incorrect data.
5.6.2*	The system must, at a minimum, follow the requirements for collecting and editing data as specified by National Vital Statistics System (NVSS), provided here:	Yes	NVSS-compliant data collection and edit checks can be configured.
5.6.3*	The system must have configurable alerts which notifies the user of the status of the record they are accessing (e.g., OVS return status, child is deceased).	Yes	Status-based configurable alerts (e.g., OVS return, deceased child) are supported.
5.7	QUEUE		
5.7.1*	The system must provide a user with a view that highlights important information, notifications, and warnings (e.g., incomplete vital event records sorted by queue).	Yes	Queue views highlight priority items, warnings, and incomplete events.
5.7.2*	The system must queue an incomplete record or order.	Yes	Incomplete records are automatically placed into workflow queues.
5.8	WORKFLOW		
5.8.1*	The system must have configurable workflows.	Yes	Workflows are fully configurable without custom coding.
5.8.2*	The system must have automated workflow process for the electronic signature or completion of a record or order.	Yes	Electronic signatures and automated completion steps are supported.
5.8.3*	The system must have the ability to automatically route a record or order to different users involved in the completion, registration and certification process of the record or	Yes	Automatic routing between users involved in record completion is supported.
5.8.4*	The system must have the ability to automatically transfer a record or order to different users involved in the completion, registration and certification process of the record or	Yes	The system can transfer records between users based on workflow logic.
5.9	FUNCTIONALITY		
5.9.1*	The system must allow a user with necessary access the ability to query, override, or bypass defined fields.	Yes	Authorized users may override or bypass fields with audit tracking.
5.9.2	The system should have the ability to send secure messages to any user within the respective module.	Yes	The system can generate and track timelines on calendar or business days.
5.9.3	The system should have the ability to create and track timelines based on actual calendar or business days.	Yes	Secure intra-system messaging is supported within modules.
5.9.4*	The system must ensure that when a record or order is completed by an end user the record or order can no longer be manipulated by end user.	Yes	Completed records become locked from further user manipulation.
5.9.5*	The system must have the ability to place or remove a record from an administrative hold or alert, which is only put in place by a user with necessary access. This hold would	Yes	Administrative holds can be placed or removed by authorized users only.
5.9.6*	The system must allow a user with necessary access to view, print, crop, rotate and resize a vital event certificate image.	Yes	Certificate images can be viewed, printed, cropped, rotated, and resized.
5.9.7*	The system must allow a user with the necessary access the ability to print attachments.	Yes	Attachments can be printed by users with appropriate permissions.

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5.9.8*	The system must provide the ability to print a blank form.	Yes	Blank forms can be generated and printed on demand.
6	ALL VITAL EVENT REGISTRATION MODULES		
6.1	GENERAL		
6.1.1*	The system must be able to accommodate rejected vital event records, including queues for viewing the rejected records.	Yes	The system can be configured to accommodate rejected vital event records, and queues can be provided for viewing them. Such service can be ensured using a combination of Laserfiche Forms for data entry/rejection and Laserfiche Workflow for automated routing and queue management.
6.1.2*	The system must have the ability to manipulate and retain the original vital event record in the case of processing an amendment.	Yes	The system has the built-in ability to manage amendments, and it can ensure the integrity and a permanent, unalterable copy of the original vital event record.
6.2	REGISTER		
6.2.1	<i>The system must encompass the end-to-end process of registering the following vital</i>		
6.2.1.1*	Birth;	Yes	Workflow-driven registration of birth records is fully supported.
6.2.1.2*	Death;	Yes	Death event data collection and certification can be configured.
6.2.1.3*	Marriage;	Yes	Marriage registration processes can be implemented through tailored modules.
6.2.1.4*	Dissolution of Marriage;	Yes	Laserfiche workflows can support dissolution record intake and tracking.
6.2.1.5*	Fetal Death;	Yes	Fetal death record collection and validation are supported.
6.2.1.6*	Induced Termination of Pregnancy (ITOP).	Yes	Induced Termination of Pregnancy records can be captured with required validations.
6.3	FUNCTIONALITY		
6.3.1*	The system must allow the collection of all vital record data with both data rules and field validations, based on the NCHS (National Center for Health Statistics) Standard Record	Yes	Data rules and NCHS/IJE-compliant field validations can be configured.
6.3.2*	The system must have a process to void a vital event record.	Yes	Authorized users can void vital event records with full audit capture.
6.3.3*	The system must automatically route a vital event record through the predefined workflow, advancing it from one user to the next in the appropriate sequence until the	Yes	Predefined workflows automatically route records through each required step.
6.3.4*	The system must generate and assign a unique and sequential State File Number for each vital event record.	Yes	Unique sequential State File Numbers can be generated programmatically.
6.3.5*	The system must allow a user with necessary access the ability to change a State File Number.	Yes	Users with elevated access may update State File Numbers when required.
6.3.6*	The system must automatically search for duplicate vital event records and, if found, alert user.	Yes	Duplicate detection logic alerts users when matching data is found.
6.3.7*	The system must be designed so that no duplicate vital event record can be entered. The system must use fields designated by the State of Nebraska for duplicate checks.	Yes	System rules prevent creation of duplicate records based on state-defined fields.
6.3.8*	The system must allow a vital event record to be corrected with the assignment of correction indicators (e.g., affidavit/correction number, "amendment" notation, and	Yes	Records can be amended with correction numbers, notations, and dates retained in
7	COMBINED MODULES		
7.1	BIRTH & DEATH		
7.1.1*	The system must have the ability to identify records where birth and death record data does not match (e.g., when a death record does not have a corresponding birth record).	Yes	The system can identify mismatched or missing linked birth-death pairs.

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7.1.2*	The system must have the ability to match and link birth and death records together.	Yes	Birth and death records can be matched and linked for lifecycle tracking.
7.2	DEATH & FETAL DEATH		
7.2.1*	The system must provide spell check functionality for the cause of death or medically	Yes	Spell check is available for medically related
7.2.2*	The system must allow for querying a medical certifier after a vital event record has been filed with a State File Number.	Yes	Queries or notifications can be sent to medical certifiers after filing.
7.3	BIRTH, DEATH, & FETAL DEATH		
7.3.1*	The system must validate based on the Inter-Jurisdictional Exchange (IJE) standard.	Yes	IJE-standard-based validation and formatting can be configured.
7.3.2*	The system must allow for local registration by counties as specified by the State of Nebraska before registration at the state-level.	Yes	Local county-level registration before state approval is supported.
7.4	BIRTH, DEATH, FETAL DEATH, MARRIAGE, & DISSOLUTION OF MARRIAGE		
7.4.1*	The system must have the ability to print non-certified copies of certificates from the Birth, Death, Fetal Death, Marriage, and Dissolution of Marriage Modules.	Yes	Non-certified copies can be printed from any vital event module.
7.4.2*	The system must store the State and Local Registrar's information that is to be added based on the file date on validated state vital event records.	Yes	Registrar information can be stored and automatically applied based on file date.
7.5	MARRIAGE & DISSOLUTION OF MARRIAGE		
7.5.1*	The system must have document forms, licenses, and worksheets that are accessible to a user with necessary access.	Yes	Forms, licenses, and worksheets are fully accessible to authorized users.
8	BIRTH MODULE		
8.1	BIRTH MODULE		
8.1.1*	The system must have the ability to enter a delayed birth record, new adoption record, and a foreign-born birth record.	Yes	Delayed, adoption-related, and foreign-born birth records can be entered.
8.1.2*	The system must have the ability to flag and unflag a birth record as deceased.	Yes	Birth records can be flagged or unflagged as deceased with audit tracking.
8.1.3*	The system must pre-load data flagged by the State of Nebraska for multiples birth records (e.g., twins, triplets).	Yes	Multiple-birth indicators (twins, triplets, etc.) can be preloaded and linked.
8.1.4	The system should auto-fill stored birth attendant information maintained by the facility.	Yes	Stored attendant information can auto-fill during birth record entry.
9	DEATH MODULE		
9.1	DEATH MODULE		
9.1.1*	The system must allow a user with necessary access the ability to save a death record without the cause of death indicated, as a pending investigation record.	Yes	The system supports saving pending death records without cause-of-death data.
9.1.2*	The system must provide a connection to Validations and Interactive Edits Web Service (VIEWS) to review medically related fields.	Yes	VIEWS connectivity can be integrated through API-based medical field validation.
9.1.3*	The system must allow a user with necessary access to sign permits.	Yes	Authorized users can electronically sign required permits within workflow.
10	MARRIAGE MODULE		
10.1	MARRIAGE MODULE		
10.1.1*	The system must automatically file a marriage record that has fulfilled State of Nebraska specific criteria.	Yes	Marriage records can be auto-filed once state-specific criteria are met.
10.1.2*	The system must auto-fill county clerk and fee information.	Yes	Clerk details and fee data can auto-populate from configured tables.
11	DISSOLUTION OF MARRIAGE MODULE		
11.1	DISSOLUTION OF MARRIAGE MODULE		
11.1.1*	The system must automatically file a dissolution of marriage record that has fulfilled State of Nebraska specific criteria.	Yes	Dissolution records can be automatically filed once required conditions are satisfied.
12	FETAL DEATH MODULE		
12.1	FETAL DEATH MODULE		
12.1.1*	The system must automatically search for associated birth events upon record entry, in	Yes	The system can auto-check for related birth

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13 ORDER MANAGEMENT MODULE		
13.1 GENERAL		
13.1.1*	The system must allow a user with necessary access to issue certified copies of an	Yes Certified copies can be issued by authorized
13.1.2*	The system must support the ordering and purchase of a commemorative certificate for a nonviable birth event.	Yes Commemorative certificates for nonviable births can be supported.
13.1.3*	The system must provide a user with necessary access the ability to manage all transactions.	Yes Users can manage transactions through centralized order tools.
13.1.4*	The system must link the order to vital event record.	Yes Orders can be directly linked to corresponding vital event records.
13.1.5*	The system must link the order to an invoice and payment.	Yes Orders can be linked to invoices and associated payments.
13.1.6	The system should connect all issued controlled documents (serialized certificate paper) to a receipt and to an order.	Yes Serialized certificate paper can be mapped to receipts and orders.
13.1.7	<i>The system must support the ordering, purchase, and printing of legal certified copies of</i>	
13.1.7.1*	Birth;	Yes Certified copies for all listed vital events can be ordered and printed.
13.1.7.2*	Death;	Yes Certified copies for all listed vital events can be ordered and printed.
13.1.7.3*	Marriage;	Yes Certified copies for all listed vital events can be ordered and printed.
13.1.7.4*	Dissolution of Marriage;	Yes Certified copies for all listed vital events can be ordered and printed.
13.1.7.5*	Fetal Death;	Yes Certified copies for all listed vital events can be ordered and printed.
13.1.7.6*	Birth Resulting in Stillbirth.	Yes Certified copies for all listed vital events can be ordered and printed.
13.2 SYSTEM		
13.2.1*	The system must generate and assign a unique and sequential transaction number for each sales transaction.	Yes Sequential transaction numbers can be generated automatically.
13.2.2*	The system must generate and assign a unique and sequential invoice number for each invoice.	Yes Sequential invoice numbers are assigned systemically.
13.2.3*	The system must allow a user with necessary access to flag returned certificates on the order.	Yes Returned certificates can be flagged for tracking and audit.
13.2.4*	The system must generate and assign a unique and sequential number for each print transaction of a legal certified copy a of certificate.	Yes Each certified print action receives a sequential print transaction number.
13.2.5*	The system must allow a user with necessary access to print a legal certified copy of a	Yes Certified copies can be printed from altered
13.2.6*	The system must have a process to link, safeguard, and store serialized security paper identifiers.	Yes Serialized security paper numbers can be safeguarded and stored securely.
13.3 ORDERS		
13.3.1*	The system must have the ability to process regular mail orders.	Yes Mail-in orders can be processed through the order workflow.
13.3.2*	The system must have the ability to add internal notes to an order without restricting the length.	Yes Unlimited internal notes can be added to any order.
13.3.3*	The system must enter and save shipping information, including shipping method and address.	Yes Shipping method and address fields are fully supported.
13.3.4*	The system must have the ability to post by line item and fee.	Yes Line-item posting and fee accounting are supported.
13.3.5*	The system must have the ability to calculate accurate charges based on quantity of documents requested.	Yes Charges can be calculated based on quantity requested.

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13.3.6*	The system must have the ability to set up a fee schedule by vital record document type, including effective and termination dates to the fees.	Yes	Fee schedules can be configured with effective and end dates.
13.3.7*	The system must have the ability to set multiple fees for each vital record document type.	Yes.	Multiple fees per document type can be set as needed.
13.4	DATA		
13.4.1*	The system must be able to track the certificate type.	Yes	Certificate type is tracked within each order.
13.4.2*	The system must be able to track the method of certificate delivery.	Yes	Delivery method is captured and stored.
13.5	DOCUMENTS		
13.5.1*	The system must maintain a record of all printed certificates that are destroyed, including method and reason for destruction.	Yes	Destroyed certificates are logged with method and reason.
13.5.2*	The system must have the ability to attach files with a minimum of the following file types (PDF, .doc, .jpeg, .png, .tiff) to an order.	Yes	Files of all listed formats can be attached to orders.
13.5.3*	The system must have the ability to mark a document control number as "destroyed" with a reason for discarding (e.g., poor print quality, printing error, etc.).	Yes	Control numbers can be marked as destroyed with reason codes.
13.6	QUEUE		
13.6.1*	The system must have the ability to queue orders based on status.	Yes.	Orders can be queued by status for efficient processing.
13.7	PAYMENTS		
13.7.1	<i>The system must have the ability to support the following payment types:</i>		
13.7.1.1*	Debit Card;	Yes	Debit, credit, money order, check, and cash payments are all supported.
13.7.1.2*	Credit Card;	Ye	Debit, credit, money order, check, and cash payments are all supported.
13.7.1.3*	Money order;	Yes	Debit, credit, money order, check, and cash payments are all supported.
13.7.1.4*	Check;	Yes	Debit, credit, money order, check, and cash payments are all supported.
13.7.1.5*	Cash.	Yes	Debit, credit, money order, check, and cash payments are all supported.
13.7.2*	The system must enforce mandatory field validation to prevent payment processing before all required fields are populated, as mandated by the State of Nebraska.	Yes	Mandatory field validation prevents premature payment processing.
13.7.3*	The system must have the ability to track payment status (i.e., refund, payment, discounted/free, or no payment).	Yes	Payment status categories (refund, paid, discounted, no-pay) are tracked.
13.7.4*	The system must have cash handling capabilities for each cashier station.	Yes.	Cash handling is supported at individual cashier stations.
13.8	PRINT		
13.8.1*	The print queue must list pending document print jobs, including approval status. Document Control Numbers must be assigned at print time and recorded in the database.	Yes	Print queues list pending jobs and assign Document Control Numbers.
13.8.2*	The system must allow a user with necessary access the ability to print a replacement of a legal certified copy of a certificate.	Yes	Replacement certified copies can be printed by authorized users.
13.8.3*	The system must provide the ability to print a certificate with amendments.	Yes	Certificates with amendments can be
13.8.4	The system should print labels of various sizes, as needed for mailings, etc.	Yes	Label printing can be configured as needed.
13.8.5*	The system must have the ability to print a batch of documents.	Yes	Batch printing is fully supported.
13.8.6*	The system must have the ability to reprint a batch of documents.	Yes	Batch reprinting is also supported.
13.8.7	The system should have the ability to print common correspondence letters.	Yes	Common correspondence letters can be
13.8.8*	The system must not allow a record with a specific status to be printed.	Yes	Records with restricted statuses cannot be
13.8.9*	The system must have the ability to print and reprint an invoice.	Yes	Invoices can be printed and reprinted.
13.8.10*	The system must have the ability to print and reprint a receipt.	Yes	Receipts can be printed and reprinted.
13.9	SHIP		

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13.9.1	The system should have the ability to ship orders via UPS or USPS.	Yes	UPS/USPS shipping, label printing, and voiding are supported.
13.9.2	The system should have the ability to generate shipping labels to be printed, or blank labels that need to be handwritten.	Yes	UPS/USPS shipping, label printing, and voiding are supported.
13.9.3	The system should have the ability to void a shipping label.	YES	Laserfiche support to void a shipping label.
13.9.4	The system should have the ability to view and access shipping functions.	Yes	UPS/USPS shipping, label printing, and voiding are supported.
13.9.5	The system should have the ability to generate a detailed report with an existing or previous shipping vendor manifest (e.g., when a manifest is created, an email is sent,	Yes	UPS/USPS shipping, label printing, and voiding are supported.
13.10 FUNCTIONALITY			
13.10.1	The system should provide a kiosk provided and maintained by the Vendor for the processing of vital record order requests and process payments for customers.	Yes	Kiosk solutions can be provided for public order intake and payments.
13.10.2	The system should provide credit card machines provided and maintained by the Vendor.		
13.10.3*	The system must track requests and accept payment for all transactions.	Yes	Requests and payments are fully tracked system-wide.
13.10.4*	The system must have the ability to calculate order fees automatically.	Yes	Fees are auto-calculated based on configured rules.
13.10.5*	The system must allow manual processing of checks, money orders, or cash payments for orders including the requestor, request reason, amount, and request type.	Yes	Manual processing of non-electronic payments is supported.
13.10.6*	The system must have the ability to close orders.	Yes	Orders can be closed once completed.
13.10.7*	The system must allow a user with necessary access to void an order that has been paid in	Yes	Paid orders can be voided by authorized
13.10.8*	The system must allow a user with necessary access to void an order before it is closed.	Yes	Unpaid orders may be voided prior to
13.10.9*	The system must allow a user with necessary access to make updates to a completed order.	Yes	Completed orders can be updated with proper access.
13.10.10*	The system must allow a user with necessary access to cancel an unpaid order.	Yes	Unpaid orders can be cancelled.
13.10.11*	The system must allow a user with necessary access to process individual orders.	Yes	Individual orders can be processed end-to-
13.10.12*	The system must have a specific status for certificates that are waiting on verification.	Yes	Certificate status "waiting on verification" is supported.
13.10.13*	The system must have an automated workflow to assign a specific status to certificates	Yes	Automated workflow assigns verification-
13.10.14*	The system must have the ability to process refunds.	Yes	Refund processing is supported.
13.10.15*	The system must have the ability to generate order slips.	Yes	Order slips can be generated.
13.10.16*	The system must be able to track how staff validated identity and eligibility of the person requesting the certificate.	Yes	Identity and eligibility verification methods are tracked.
13.10.17*	The system must produce a receipt for each order transaction based on fields that are	Yes	Receipts are generated per state-defined
13.10.18*	The State maintains its own credit card processor. The vendor must ensure compatibility	Yes	The system is compatible with State's
13.11 CONFIGURATION			
13.11.1*	The system must have the ability to add, update, or configure custom fees with a date parameter.	Yes	Custom fees with date parameters can be added or updated.
13.11.2*	The system must allow a user with necessary access to configure the invoice template.	Yes	Invoice templates are configurable.
13.11.3*	The system must allow a user with necessary access to configure the order slip template.	Yes	Order slip templates can be customized.
14 REPORTS			
14.1 GENERAL			
14.1.1*	The system must have the ability to create or modify reports.	Yes	The system supports creating and modifying reports.
14.2 FUNCTIONALITY			
14.2.1*	The system must allow a user with necessary access to generate a report of detailed and/or summary financial reports by user, terminal, or submission source and current status.	Yes	Detailed and summary financial reporting by user, terminal, submission source, and status is supported.

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14.2.2*	The system must allow a user with necessary access to view custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.		Yes. Authorized users can view custom, on-demand, or ad-hoc reports across all system data.
14.2.3*	The system must allow a user with necessary access to create custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Custom, on-demand, or ad-hoc reports can be created by users with proper access.
14.2.4*	The system must allow a user with necessary access to copy custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Custom reports can be copied and reused.
14.2.5*	The system must allow a user with necessary access to update custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Custom reports can be updated or modified.
14.2.6*	The system must allow a user with necessary access to delete custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Custom reports can be deleted by authorized users.
14.2.7*	The system must allow a user with necessary access to schedule and deliver custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Reports can be scheduled and delivered
14.2.8	The system should allow a user with necessary access to export or download custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Reports can be exported or downloaded as PDFs.
14.2.9*	The system must allow a user with necessary access to print or reprint custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	Yes	Custom reports can be printed or reprinted.
14.3	CONFIGURATION		
14.3.1	The system should allow a user with necessary access to configure letter templates.	Yes	Letter templates can be configured.
14.3.2	The system should have the ability to customize template letterhead.	Yes	Template letterhead can be customized.
15	INTEGRATION		
15.1	INTERFACE		
15.1.1*	The system must integrate with the State and Territorial Electronic Vital Event (STEVE), Social Security Administration (SSA), Electronic Verification of Vital Events (EVVE), and internal state agencies for data collection and reporting purposes.	Yes	Integration with STEVE, SSA, EVVE, and internal state systems is supported.
15.1.2*	The system must securely integrate with various state agency systems for sharing HIPAA related data.	Yes	Secure integration with state agency systems for HIPAA-related data is supported.
15.1.3*	The system must integrate with the State of Nebraska's Vital Records unit's online order management application.	Yes	The system integrates with Nebraska Vital Records' online order management system.
15.1.4	The system should integrate with the State of Nebraska's financial system for all collected revenue.	Yes	Integration with the State's financial system can be supported.
15.2	IMPORT		
15.2.1*	The system must provide the ability to import files including but not limited to the Inter-Jurisdictional Exchange (IJE) standard.	Yes	Imports including IJE and other supported formats are available.
15.2.2*	The system must generate error files identifying import failures.	Yes	Error files are generated for any import failures.
15.2.3*	The system must generate error prompt boxes identifying any manual import failures.	Yes	Manual import failures trigger real-time error prompts.
15.2.4*	The system must have the ability to electronically schedule imports.	Yes	Imports can be electronically scheduled.
15.2.5*	The system must have the ability to cancel or reverse a data import which would automatically remove the imported record and/or associated data.	Yes	Imported data can be reversed or cancelled, removing all associated records.
15.2.6*	The system must have an import process; as the data file is imported, values on the file are validated and decoded.	Yes	Values can be validated or decoded during import.
15.2.7*	The system must have the ability to decode or populate import data based on missing or incomplete values (e.g., table validation, stored procedure, or default values).	Yes	Missing or incomplete values can be decoded or populated through configured rules.
15.2.8*	The system must import dissolution of marriage events from the State of Nebraska's Justice System data daily (format fixed width).	Yes	Daily import of dissolution events from Nebraska Justice System (fixed-width) is supported.
15.2.9*	The system must provide the ability to import or lookup coded files from the National Center for Health Statistics (NCHS) in accordance with their reporting requirements, and once uploaded have the ability to insert these imported files (codes) and place them in to the appropriate fields attached to the applicable records. This includes International Classification of Diseases (ICD-10) and bridge-race can be uploaded and applied to applicable records.	Yes	NCHS-coded imports including ICD-10 and bridge-race can be uploaded and applied to applicable records.
15.3	EXPORT		

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15.3.1*	The system must provide the functionality to transmit from all death records the decedent's data to the Social Security Administration (SSA). This functionality meets the	Yes	SSA death record data transmission fully meets SSA requirements.
15.3.2*	The system must generate error files identifying export failures.	Yes	Error files are created for export failures.
15.3.3*	The system must generate error prompt boxes identifying any manual export failures.	Yes	Manual export failures generate error
15.3.4*	The system must have the ability to electronically schedule exports.	Yes	Exports can be scheduled electronically.
15.3.5*	The system must have an export process; as the data file is produced, values on the file should be able to be validated or decoded.	Yes	Exported values are validated or decoded as files are produced.
15.3.6*	The system must have the ability to produce standard or ad hoc data exports with a file type (.xlsx, .csv, .txt, .pdf) of complete or partial information and/or records.	Yes	Standard or ad-hoc exports can be generated in .xlsx, .csv, .txt, or .pdf.
15.3.7*	The system must have a way for the State of Nebraska to automate control of when a record needs to be sent or resent.	Yes	Automated control of when records are transmitted or retransmitted is supported.
16 ANALYTICS TOOL			
16.1 ANALYTICS TOOL			
16.1.1	The system should have an analytics tool within the system to identify data duplication, discrepancies, and outliers.	Yes	Built-in analytics can identify duplicate data, discrepancies, and outliers.
16.1.2	The system should have the ability to apply data visualizations such as charts, graphs, and dashboards, which can be drilled into for more granular information.	Yes	Dashboards, charts, and drill-down visualizations are supported.
17 HELP			
17.1 HELP			
17.1.1*	The system must provide online help connected to the relevant workflow, field, or report being used.	Yes	Context-sensitive online help is available at workflow, field, and report level.
17.1.2	The system should provide an overall up-to-date online tutorial to assist users learning the software as well as online help tool with glossary, index, and search capabilities.	Yes	Online tutorials and searchable help (glossary, index) can be provided.
17.1.3	The system should provide online documentation for all modules.	Yes	Online documentation is available for all modules.

Req #	Capabilities and/or Requirements
ARCH-1	<p>Describe the bidder solution to addressing the following architectural details:</p> <p>Technology Architecture: Describe the software components, including third-party software products, open-source libraries, and utilities that complete the platform for running a service or supporting an application. This section should document any technical requirements for accessing the software, including but not limited to client desktop installs, etc. Further, the section should clearly outline any State required infrastructure, such as setting up VPN, SFTP, etc., to implement or operate the system.</p> <p>Network Architecture: Describe the means of communication, the method of sending and receiving information, between the assets in the Technology Architecture.</p> <p>Application Architecture: Describe how the solution components are assembled and interact to meet the business needs. Describe the solution’s ability to manage and store documents and attachments.</p> <p>Data Flow Architecture: Describe the data flows into and out of the system boundary, include transmission and storage, along with ports, protocols, and services of all inbound and outbound traffic.</p>
Response:	<p>The proposed solution uses a Laserfiche-based enterprise content platform supported by Microsoft SQL Server, .NET services, and embedded indexing/OCR utilities, all delivered through a secure, browser-based interface with optional desktop scanning tools. Communication between components occurs over encrypted HTTPS/TLS channels and secured internal TCP/IP connections, with SFTP/FTPS used where batch imports or exports are required. The application architecture is modular and service-oriented, combining workflow, forms, repository, reporting, and integration services to manage structured data, documents, and attachments through a unified interface. Data flows into and out of the system through secure APIs and scheduled file exchanges, utilizing standard ports and protocols. All data is stored in encrypted repositories, with role-based</p>
ARCH-2*	<p>The bidder solution must be a cloud-based hosted environment with all components and data residing in the United States and consisting of ready-made software products that do not require major modifications but support customization to meet the functional specifications as outlined in Attachment 2 – Functional Specifications. Bidder must describe how their approach will meet these requirements.</p>
Response :	<p>The proposed solution is delivered as a fully managed, U.S.-hosted cloud environment in which all application components, data repositories, and backup systems reside exclusively within U.S. data centers. The platform is built on mature, ready-made enterprise software components that require no core code modifications; instead, it supports configuration-driven customization—such as forms, workflows, data rules, templates, and role-based controls—to meet all functional specifications defined in Attachment 2. This approach ensures rapid deployment, predictable upgrades, security compliance, and the ability to tailor system behavior without altering underlying product architecture.</p>
ARCH-3	<p>Describe the bidder solution to address the following:</p> <ul style="list-style-type: none"> • Type of Software – SaaS, PaaS or, IaaS • Licensing Model- Perpetual or Subscription based licenses • Single or Multi-Tenant architecture
Response :	<p>The proposed solution is delivered as a Software-as-a-Service (SaaS) offering, hosted and fully managed within secure U.S.-based cloud infrastructure. The platform uses a subscription-based licensing model, providing predictable annual costs that include hosting, maintenance, security updates, and product enhancements. The environment operates in a multi-tenant architecture with tenant-level isolation, ensuring each customer’s data, configurations, and workflows remain fully segregated while benefiting from standard platform updates, scalability, and operational efficiencies.</p>
ARCH-4*	<p>The bidder solution must provide multiple environments concurrently to support functions including production, testing, and training. Bidder must describe how their approach will meet these requirements.</p>

Response :	The solution provides a fully isolated multi-environment deployment, including Production, Test/UAT, and Training environments operating in parallel within the bidder's U.S.-based cloud. Each environment maintains separate databases, configuration layers, security controls, and access permissions to ensure safe testing and training without impacting live operations. Environments are refreshed on a scheduled basis to support regression testing, user acceptance, onboarding, and continuous improvement. This approach ensures stable production performance while enabling agencies to validate updates, train users, and test integrations in a controlled, risk-free environment.
ARCH-5*	<p>Review the accessibility requirements described in the following:</p> <ul style="list-style-type: none"> • Section 508 compliance standards (https://www.section508.gov/manage/laws-and-policies/) • 45 CFR Part 85 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-85) • State of Nebraska Accessibility requirements (https://nitc.nebraska.gov/standards/index.html#2). <p>Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the accessibility</p>
Response:	GSG confirms that the company has reviewed, understands, and can fully meet all accessibility requirements outlined in Section 508, 45 CFR Part 85, and the State of Nebraska Accessibility Standards. The proposed solution is designed and validated to comply with WCAG 2.1 AA and Section 508 criteria, ensuring accessible interactions for users with diverse abilities. Core features include keyboard-only navigation, screen-reader compatibility, high-contrast display options, descriptive alt text for all images, consistent UI structures, and accessible form fields with proper labels and error messaging. The platform undergoes routine accessibility audits, including automated scans and manual assistive technology testing, to maintain conformance across releases. Nebraska-specific accessibility mandates—such as perceivable content, operable controls, understandable workflows, and robust interoperability—are fully supported within the system's UI framework, documentation, and training environments.
Req #	Capabilities and/or Requirements
SPC-1*	<p>Review the standards and policies described in the following:</p> <ul style="list-style-type: none"> • DHHS Information Technology (IT) Security Policies and Standards (http://dhhs.ne.gov/ITSecurity). • Nebraska Information Technology Commission (NITC) Standards and Guidelines (https://nitc.nebraska.gov/standards/index.html). • Health Insurance Portability and Accountability Act (HIPAA) of 1996. <p>Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as</p>
Response :	GSG confirms that the company has read, understands, and can fully meet all requirements outlined in the DHHS Information Technology Security Policies and Standards, the Nebraska Information Technology Commission (NITC) Standards and Guidelines, and the Health Insurance Portability and Accountability Act (HIPAA). The proposed solution adheres to all mandated security, privacy, and compliance controls, including data protection, identity and access management, audit logging, encryption standards, network safeguards, and administrative and technical safeguards required under HIPAA. The system design, hosting environment, and operational practices all align with State of Nebraska security frameworks and NITC architecture guidelines, ensuring secure data handling, validated configurations, and ongoing compliance monitoring across all environments.
SPC-2*	The bidder must agree to conduct an independent, third-party penetration test for the solution in which they are offering within one year prior to the anticipated go-live date, that includes, at a minimum, the Open Web Application Security Project (OWASP) Top 10. Identified risks must be classified by severity and additional information must be provided for any risks identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.

Response :	GSG confirms full intent to conduct an independent, third-party penetration test within one year prior to the anticipated go-live date at no additional cost to the State. The assessment will follow industry-recognized methodologies, including full coverage of the OWASP Top 10, network and application-layer testing, configuration review, and validation of all external interfaces. All identified findings will be formally classified by severity (low, medium, high, critical), and detailed remediation guidance will be provided for every finding rated medium or above, including root cause, risk impact, and recommended corrective actions. The bidder will coordinate testing windows with the State, ensure secure test access, and provide a comprehensive penetration test report attesting that vulnerabilities have been addressed prior to go-live, aligning with DHHS and NITC security expectations.
SPC-3*	The bidder must agree to conduct an annual independent third-party penetration test of the solution that includes the Open Web Application Security Project (OWASP) Top 10. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.
Response :	GSG confirms full intent to perform an annual independent third-party penetration test of the solution at no additional cost to the State. Each annual assessment will follow industry-standard methodologies and include full coverage of the OWASP Top 10 application security risks, along with network, configuration, and integration-point testing. The resulting report will detail all critical, high, and medium findings, outline associated risks, and provide recommended remediation actions. The bidder will coordinate test scheduling with the State each year, ensure secure and controlled testing access, and supply comprehensive documentation that vulnerabilities have been addressed in alignment with DHHS IT Security Policies, NITC standards, and State of Nebraska compliance expectations.
SPC-4*	The bidder must agree to conduct an independent, third-party security and privacy controls assessment that aligns with the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard, within one year prior to the go-live date. Identified security gaps must be classified by severity and additional information must be provided for any gap identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct
Response:	GSG confirms its intent to conduct an independent, third-party security and privacy controls assessment aligned with NIST SP 800-53 Moderate within one year prior to the system go-live, at no additional cost to the State. The assessment will include evaluation of administrative, technical, and physical controls across the full solution boundary, including hosting, application, data flows, integrations, and user access controls. All identified gaps will be classified by severity, and the bidder will provide detailed documentation and remediation plans for all medium, high, and critical findings. The bidder will coordinate assessment timing with the State, ensure secure assessor access, and deliver a complete report demonstrating compliance with NIST 800-53 controls and State of Nebraska security standards prior to production deployment.
SPC-5*	The bidder must agree to conduct an annual independent third-party security controls assessment that meets the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must
Response :	GSG confirms its intent to conduct an annual independent third-party security controls assessment aligned with NIST SP 800-53 Moderate, at no additional cost to the State. Each annual assessment will include verification of control effectiveness across the hosted environment, application components, data flows, integrations, and operational security processes. The resulting report will document all critical, high, and medium-severity findings, including associated risks, evidence, and recommended remediation actions. The bidder will coordinate assessment scheduling with the State, ensure secure assessor access, and deliver the full assessment report and remediation plan annually to maintain continuous compliance with NIST 800-53 and State of Nebraska security standards.
SPC-6	Describe the bidder solution for the following: <ul style="list-style-type: none"> • Support for self-service password activities. • Automatic log-off procedures after determined time of session inactivity. • Automatic account disablement after 120 days of inactivity. • Administrators' ability to lockout user(s). • Support and approach for single sign-on • Support and approach for Multi-Factor Authentication

Response :	<p>The proposed Laserfiche-based solution supports comprehensive identity and access management controls required by the State. The platform provides self-service password capabilities, enabling users to perform password resets and changes without administrative intervention. Automatic session log-off is enforced based on configurable inactivity thresholds, and user accounts are automatically disabled after 120 days of inactivity, consistent with State security policy. System administrators have full ability to lock or unlock user accounts through the administrative console.</p> <p>The solution supports Single Sign-On (SSO) through SAML 2.0 and integration with Microsoft Entra ID, providing secure, streamlined authentication for internal and external users. Multi-Factor Authentication (MFA) is supported natively through the State’s identity provider, leveraging conditional access and second-factor methods managed by the State. The system also enforces automatic account lockout after a configurable number of failed login attempts, protecting against brute-force attacks. Overall, the approach aligns with State of Nebraska security standards, NIST 800-53 controls, and DHHS IT security requirements.</p>
SPC-7*	The bidder solution must use role-based security. Bidder must describe how their approach will meet this requirement.
Response :	<p>The proposed solution implements role-based security (RBS) as a core platform capability. Access to all modules, functions, workflows, and data elements is governed through configurable user roles that define permissions at the granular level—including view, create, update, delete, and administrative actions. System administrators can create, modify, and assign roles to users based on job function and location, ensuring users only access features necessary for their responsibilities. Role mappings are enforced consistently across all environments and modules, including document access, workflow actions, reporting, and administrative tools. This approach ensures least-privilege access, supports compliance with State security standards, and aligns with DHHS and NIST 800-53 access control requirements.</p>
SPC-8	<p>Describe the bidder solution for the following:</p> <ul style="list-style-type: none"> • How user accounts are assigned and managed. • How the system provides usage reports, such as a listing of all users and their last usage date. • How the system supports authorization at an attribute/field level (e.g., edit, view).
Response :	<p>User accounts are assigned and managed through the system’s centralized User and Role Administration module. Administrators provision accounts by selecting predefined roles, associating users to specific organizational units or locations, and applying role-based privileges. The system maintains a complete audit history of account creation, modification, deactivation, and reactivation activities.</p> <p>The solution provides standard and configurable usage reports, including a full user directory, last login date, inactivity status, account expiration, and role assignments. These reports may be exported for compliance, reconciliation, and audit review.</p> <p>The system enforces attribute- and field-level authorization, enabling administrators to define permissions such as view-only, edit, update, or restricted/no access on specific fields within each module. This ensures that sensitive information is only accessible to authorized roles while supporting operational flexibility and compliance with State and federal requirements.</p>
SPC-9*	<p>Review the State DHHS Information Technology (IT) Audit Standards located at: (https://www.dhhs.ne.gov/ITSecurity).</p> <p>Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined and indicate how your solution will meet such requirements. As a part of the bidder’s response, at minimum, the State desires specific information regarding the following elements:</p> <ul style="list-style-type: none"> • Detail the data elements that are audited. • Outline the level of audit tracking being maintained. • Provide a sample of their audit reports. • Capabilities for automated audit log evaluation to identify security issues.

Response:	GSG confirms full understanding of and compliance with the DHHS IT Audit Standards and provides an audit-focused solution that logs all key data elements—including user access, record changes, workflow actions, configuration updates, and document/print activity—with second-level timestamps, before/after values, and session details. All audit logs are immutable, securely stored, and accessible for real-time search, export, and reporting. Standard audit reports (e.g., user access history, record modification logs, configuration changes, and failed authentication events) are included, along with automated log evaluation that flags security anomalies, unauthorized access, and policy violations. The solution continuously monitors system activity, identifies attacks or misuse, and generates alerts and reports that can integrate with the State’s security monitoring tools.
DM-1*	The bidder solution must use industry standard cryptographic modules such as those certified to meet FIPS 140-2/-3 for encrypting data at rest and in transit. Bidder must describe how their approach will meet this requirement.
Response:	GSG solution employs industry-standard FIPS 140-2/140-3 validated cryptographic modules for all encryption functions, ensuring compliance with federal security requirements. All data at rest is encrypted using FIPS-validated AES-256 encryption within the underlying storage, database, and backup services. Data in transit is protected through TLS 1.2/1.3 using FIPS-validated cryptographic libraries and secure cipher suites. System components, APIs, integrations, and user connections all enforce these standards end-to-end. The platform undergoes continuous configuration monitoring to ensure FIPS-compliant modes remain enabled and that no non-validated ciphers are allowed. This approach ensures full adherence to the State’s mandated encryption requirements.
DM-2*	The bidder solution must securely dispose of State data from its systems upon request and in accordance with the National Institute for Standards and Technology (NIST) Special Publication 800-88 revision 1 (https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf) and must provide to the State of Nebraska a certificate of data destruction. Bidder must describe how their approach will meet this requirement.
Response:	GSG solution follows NIST SP 800-88 Revision 1—compliant sanitization procedures to ensure secure disposition of State data. Upon the State’s request, all data—including backups, archives, system images, and replicated copies—is securely purged using approved purge or destroy techniques appropriate to the storage media (e.g., cryptographic erasure for cloud storage, secure overwrite for logical volumes, and physical destruction by certified partners where applicable). The process is performed through controlled workflows with multi-step verification to ensure all data associated with the State’s tenancy is irretrievably removed. Once sanitization is complete, the bidder provides a formal Certificate of Data Destruction documenting the methods used, date/time of destruction, media sanitized, and authorized personnel involved, ensuring full compliance with State and NIST requirements.
DM-3	Describe the bidder’s technical approach for supporting data conversion and data migration.
Response:	GSG’s technical approach to data conversion and migration follows a structured, controlled, and repeatable process aligned with Laserfiche best practices and State DHHS requirements. The process begins with a detailed data discovery and mapping exercise, where existing legacy data structures—including records, metadata, indexes, images, and associated attachments—are analyzed and mapped to the target schema. A standardized Extract-Transform-Load (ETL) pipeline is used to extract legacy data, cleanse and normalize values, apply State-defined validation rules, and transform content into Laserfiche compatible formats. Test migrations are executed in a non-production environment to validate data integrity, field mappings, document relationships, and workflow compatibility. Errors or mismatches are logged, corrected, and revalidated through iterative test cycles. During final cutover, the bidder performs a controlled migration window, using automated utilities to ensure secure transfer, checksum validation, and record-level reconciliation. All migrated data is verified using sampling, automated comparison scripts, and State-approved acceptance criteria. The approach ensures accuracy, completeness, and continuity of operations with minimal downtime.

DM-4*	<p>The bidder’s solution must support data integration. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details:</p> <ul style="list-style-type: none"> • Ability to import and export data using these file types (XML, JSON, CSV). • Support for integration using industry standards approaches and principles for REST APIs and Webservices. • Support for industry integration data standards for Health Level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR), X-12, HIPAA.
Response :	<p>GSG’s solution fully supports data integration and is designed to interoperate with State and federal systems using industry-standard formats, protocols, and integration frameworks. The platform provides built-in import/export capabilities for XML, JSON, and CSV file types, allowing structured data exchange for both scheduled and ad-hoc processes. Laserfiche’s API layer and integration services support RESTful APIs and SOAP-based web services, enabling secure, standards-aligned communication with external systems.</p> <p>The solution also supports healthcare interoperability requirements, including HL7 messaging, FHIR resources, X-12 transaction sets, and HIPAA-compliant data exchange. Standard adapters, transformation utilities, and schema validation ensure that all inbound and outbound data exchanges follow required federal and State data formats. This approach ensures seamless integration with systems such as STEVE, SSA, EVVE, State financial systems, and other DHHS-managed applications while maintaining security, data integrity, and compliance with all relevant interoperability standards.</p>
DM-5	<p>Describe bidder solution for the following:</p> <ul style="list-style-type: none"> • Documentation to support testing and collaboration with integrating systems. • Documentation of the system's data dictionary which includes user-defined fields and tables
Response :	<p>GSG’s solution provides comprehensive technical documentation to support all testing and integration activities. This includes interface control documents (ICDs), API specifications, test case libraries, sample payloads, and end-to-end integration workflow guides that enable State teams and partner systems to validate connectivity, data mapping, and exchange logic. Clear guidelines are provided for test environment access, data validation procedures, and coordinated defect-tracking to ensure smooth collaboration throughout integration.</p> <p>The solution also includes a fully documented data dictionary that covers all system tables, standard fields, and user-defined fields. The data dictionary outlines field definitions, data types, validation rules, relationships, and metadata attributes to ensure transparency and consistency across modules. This documentation supports data governance, reporting, data migration, and long-term system maintenance by giving the State full visibility into the structure and behavior of all stored data.</p>
DM-6*	<p>Review the data retention requirements described in the following:</p> <ul style="list-style-type: none"> • 45 CFR Part 164.316 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-C/section-164.316) • DHHS Vital Records retention schedule is to retain information permanently. <p>Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as</p>
Response:	<p>GSG confirms that it has reviewed and fully understands the data retention requirements under 45 CFR § 164.316 and the DHHS Vital Records retention mandate for permanent record retention. Our solution supports configurable retention policies and legal holds, which allow data—including protected health information—to be retained indefinitely, while ensuring secure, immutable storage and auditability. We use role-based access control and versioning to prevent unauthorized deletion, and our platform provides certification of data preservation, ensuring compliance with both CFR requirements and the State’s permanent retention guidelines.</p>
OM-1	<p>Describe the Business Continuity and Disaster Recovery (BCDR) plan for the solution they are offering. Bidder’s response must describe, at a minimum, their plan to include the following information:</p> <ul style="list-style-type: none"> • Procedures for data backup, restoration, communication to the State of Nebraska, and emergency mode operations in the event of: <ul style="list-style-type: none"> a. Hardware or Software Failures. b. Human Error. c. Natural Disaster; and/or

Response :	Our Business Continuity and Disaster Recovery (BCDR) plan is designed to ensure uninterrupted service delivery and full data protection for the State of Nebraska. The solution operates in a geo-redundant U.S.-based cloud environment with automated, encrypted backups, real-time replication, and clearly defined recovery point and recovery time objectives (RPO/RTO). In the event of hardware or software failure, systems automatically fail over to secondary nodes, and data restoration procedures are executed using validated backup snapshots. For human error, the platform includes versioning, audit trails, and point-in-time recovery to restore affected data safely. In the case of natural disasters or other unforeseen emergencies, operations shift to redundant disaster recovery sites, with emergency mode procedures that prioritize critical system functionality, user access continuity, and secure communication protocols. The bidder maintains a formal communication plan that ensures timely updates to the State, including incident notification, status reports, and confirmation of system restoration, following established State and DHHS requirements.
OM-2*	The bidder must agree to conduct a full disaster recovery test for the solution in which they are offering prior to the anticipated go-live date. The most recent test must be within one year prior to the go-live date. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.
Response :	We confirm our intent to conduct a full disaster recovery (DR) test for the proposed solution within one year prior to the anticipated go-live date, at no additional cost to the State. Our approach aligns with all industry standards and the requirements of this project.
OM-3*	The bidder must agree to conduct an annual disaster recovery test for the solution and submit the annual results to the designated individual for the State of Nebraska. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements
Response :	We confirm our intent to conduct an annual disaster recovery (DR) test for the proposed solution and provide the annual test results to the State-designated contact at no additional cost. Our approach includes executing a full DR simulation each year across application, database, and infrastructure layers; validating recovery time and recovery point objectives; documenting any gaps; and submitting a formal DR Test Report outlining results, corrective actions, and verification of system readiness. Continuous monitoring, redundant cloud infrastructure, and automated backup/restore processes ensure effective annual DR testing and full compliance with State requirements.
OM-4	Describe the bidder solution for ability to meet the following: <ul style="list-style-type: none"> • Compliance with the Recovery Time Objective (RTO) of within twelve (12) hours when the system outage is declared as a disaster. • Compliance with the Recovery Point Objective (RPO) of fifteen (15) minutes of data lost before the disaster event
Response :	Our solution is designed to fully meet the required RTO of 12 hours and RPO of 15 minutes. The platform leverages a high-availability cloud architecture with geographically redundant data centers, continuous data replication, and automated failover capabilities. Point-in-time snapshots are taken at frequent intervals to ensure no more than 15 minutes of data is lost during a disaster. Disaster declaration triggers our structured recovery workflow, enabling full environment restoration—application, database, and integrations—well within the 12-hour RTO. Continuous monitoring, validated backup routines, and annual DR testing ensure sustained compliance with both RTO and RPO requirements.
OM-5	Describe the bidder solution for the following: <ul style="list-style-type: none"> • Overall testing strategy and support for the following testing types: unit testing, system testing, integration testing, regression testing, user acceptance testing (UAT), parallel testing, performance and load testing, manual and automated and/or scripted testing, and end-to-end integration testing. • Approach to planning and preparing the test/staging environment. • Approach to conducting each test level. • Approach for testing nonfunctional requirements (security, performance, etc.) • Approach to test documentation (e.g., test cases, test scripts, test case matrices added as the design configuration progresses). • Approach to quality control/quality assurance. • Approach to test results reporting, traceability, and metrics.

Response :	<p>Our testing approach follows a structured, multi-layered quality framework aligned with industry standards and the State’s expectations. The solution employs a comprehensive testing strategy covering unit, system, integration, regression, UAT, parallel, performance/load, manual, automated/scripted, and end-to-end integration testing. Each test type is executed using documented test plans, predefined acceptance criteria, and traceable test artifacts to ensure complete validation of functional and non-functional requirements.</p> <p>A dedicated test/staging environment—mirroring production in configuration, data structure, integrations, and security controls—is provisioned for all testing cycles. Environment planning includes data seeding, access provisioning, and configuration synchronization to ensure accuracy and repeatability of results.</p> <p>Each test level is conducted using a phased approach that includes planning, script development, execution, defect management, and final acceptance. Non-functional testing (security, scalability, performance, load, resilience) is conducted using industry-standard tools and methodologies to validate response times, throughput, concurrency, and security posture.</p>
OM-6	<p>Describe the bidder solution for software maintenance processes that address the following:</p> <ul style="list-style-type: none"> • Approach to managing software versions to ensure bidder support. • Approach to Change Management, including defects and enhancements. • Approach to testing and release management.
Response :	<p>Our software maintenance framework follows a structured lifecycle that ensures stability, transparency, and continuous alignment with State requirements. Version management is handled through formal release cycles, where each software version is cataloged, regression-tested, and documented to ensure long-term supportability. Patch levels, hotfixes, and major releases are tracked through a controlled repository, ensuring the State always operates on a fully supported and secure version.</p> <p>Change Management—including defects, enhancements, and configuration updates—is governed by a strict approval and prioritization workflow, ensuring all changes are logged, assessed for impact, scheduled, tested, and approved before deployment. Defects are triaged by severity, while enhancements follow a roadmap aligned with functional requirements and State priorities.</p> <p>Testing and release management follow a stage-gated approach that includes development testing, system testing, integration validation, regression checks, and user acceptance testing in the State’s designated environments. Releases are deployed using controlled, repeatable procedures with rollback plans and post-release verification to ensure operational continuity.</p> <p>To maintain integrations with internal and external trading partners, the solution uses standards-based APIs, controlled interface versioning, and continuous monitoring. Any upstream or downstream changes are coordinated through documented interface specifications, partner notifications, and compatibility testing to ensure uninterrupted, secure data exchange across all integrated systems.</p>
OM-7	<p>Describe the incident management process that will be used to report business and security incidents (such as any unauthorized access to, or incidents where, data may have been compromised).</p>

Response :	<p>Our incident management process follows a structured, SLA-driven framework aligned with industry standards such as NIST 800-61 and State DHHS IT Security policies to ensure rapid detection, containment, and resolution of business and security incidents—including any event involving unauthorized access or potential data compromise.</p> <p>All incidents enter a centralized incident management system, where they are logged, time-stamped, classified by severity, and immediately routed to the appropriate response team. Security-related alerts generated by monitoring tools—such as intrusion detection systems, API anomaly monitors, and audit-log analysis utilities—trigger real-time notifications to the security operations team. High-severity events, including any suspected exposure of PHI/PII, initiate an elevated response protocol.</p> <p>Once an event is identified, the security team begins containment, eradication, and impact assessment, preserving forensic evidence and isolating affected components when necessary. Communication to the State occurs immediately per contractual SLAs, including details of the incident, affected components, preliminary impact, and actions taken. If data compromise is suspected, the incident is escalated to a formal breach response process, which includes full documentation, root-cause analysis, and corrective actions.</p> <p>A final incident report—including cause, timeline, affected data, remediation steps, and recommendations—is delivered to the State. Lessons learned are incorporated into ongoing security hardening efforts to reduce recurrence and strengthen overall system resilience.</p>
OM-8*	The bidder’s solution must be responsive to mobile technology devices such as smartphones or tablets. Bidder must describe <u>how their approach will meet this requirement.</u>
Response :	<p>Our solution is fully responsive and optimized for mobile devices, ensuring seamless access from smartphones and tablets without requiring separate applications. The platform uses a modern, standards-based UI framework that automatically adapts layouts, forms, dashboards, and workflows to various screen sizes while preserving usability and security. All core functions—search, data entry, approvals, document viewing, and workflow actions—remain fully accessible in a touch-friendly interface.</p> <p>Mobile access operates entirely through the secure web application, leveraging HTTPS, role-based access controls, and MFA/SSO integrations to maintain compliance with State security requirements. No client-side installation is required, and performance is optimized through lightweight rendering and efficient API calls, enabling mobile users to work reliably in field or remote environments.</p>
OM-9*	<p>The bidder’s solution must provide Scalability and High Availability Architecture. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details:</p> <ul style="list-style-type: none"> • The system architecture must support scaling with increased load. • The system must provide high availability to support minimum disruptions to the business operations. • The system must handle notifications when a component or interface endpoint is unavailable. • The system must handle performance functionality and monitoring tools. • The system must handle recovery of failed transactions because of a component failure.

Response :	<p>The proposed Laserfiche-based solution is architected for scalability and high availability and meets the stated availability and resiliency requirements.</p> <p>How we meet the requirement (summary):</p> <p>Scalable architecture: The platform uses a horizontally scalable, modular service design (web/API tiers, indexing/search, workflow engines, and SQL/content stores) that supports automatic scaling of application instances and storage behind load balancers to absorb increased user and transaction load. Configurable autoscaling policies ensure capacity grows with demand.</p> <p>High availability: Core services are deployed across redundant nodes and U.S.-based availability zones with active/passive or active/active failover (as appropriate) for web, app, database, and content repositories. Replication and clustering at the database and content layer protect against single-point failures and enable transparent failover with minimal disruption.</p> <p>Component/endpoint notifications: The solution integrates monitoring and health-check services that detect unavailable components or endpoint failures and automatically notify administrators and designated State contacts via email/SMS/ITSM integrations. Health checks are performed at multiple layers (service, API, DB, storage).</p> <p>Performance monitoring & alerting: Built-in and integrated APM/monitoring tools collect metrics on latency, throughput, error rates, CPU/memory, queue depths and storage I/O. Dashboards and alert rules provide real-time visibility and proactive alerts for performance degradation. Logs and metrics can be forwarded to the State's SIEM or monitoring platform.</p> <p>Failed-transaction recovery: The platform implements durable message/queueing patterns and transactional checkpoints for integrations and background jobs; failed transactions are retried with exponential backoff, queued for manual reconciliation, and logged with full context for forensic analysis and reprocessing. Administrative tools support replay or compensation of failed batches.</p> <p>24x7 availability & SLA: The service design, operational runbooks, and support model are structured to meet a 99.9% monthly uptime SLA (excluding agreed maintenance windows). Maintenance windows are scheduled and communicated in advance; rolling upgrades and blue/green deployment patterns minimize downtime.</p>
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Cost Sheet
RFP 120277 O3 REBID
Vital Records Management System

Bidder Name:

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 \$
 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 <u>equal 5%</u> of the total cost for Part I	1	Each	\$
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 <u>equal 10%</u> of the total cost for Part I	1	Each	\$
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 <u>equal 20%</u> of the total cost for Part I	1	Each	\$
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	\$

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i. Develop a Data/File Conversion and Migration Plan	Items i. through v. shall equal <u>10%</u> 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 <u>5%</u> of the total cost for Part I	1	Each	\$
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: Items i. through iv. shall equal <u>40%</u> of the total cost for Part I	1	Each	\$
Implementation: The total cost for this category shall be 40% of the total for Part I. Reference section VI.A.4.h.				
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	Post-Implementation: Items i. through v. shall equal <u>10%</u> of the total cost for Part I	1	Each	\$
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.				
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			\$

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	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Three of the Initial Term	Monthly	12	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Four of the Initial Term	Monthly	12	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Year Five of the Initial Term	Monthly	12	\$	\$
Part II - Total					\$

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

Optional Services

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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	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Two (2)	Monthly	12	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Three (3)	Monthly	12	\$	\$
Support, Maintenance, Operations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Four (4)	Monthly	12	\$	\$
Support, Maintenance, aOperations, and any additional costs or fees (including but not limited to subscriptions)	Renewal Year Five (5)	Monthly	12	\$	\$
Part III - Total Cost for Optional Five (5) Year Renewal Period					\$

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	\$
IT Business Analyst	\$
Project Manager	\$
	\$
	\$
	\$

*Bidder may add additional lines as needed.

