



## GFC Laserfiche Proposal for Richland County

The County wishes to make its Proceedings records available for online access to the public. This will require the digitization and indexing of the current folio books, and the configuration of a document management system to manage these records and new, ongoing ones.

Gordon Flesch proposes a cost-effective solution for the County that will make it easy for residents to search for records and access them according to permissions set by the county, and for staff to add new documents and search for documents themselves. As part of our proposal we will:

1. Scan, digitize, index and store records from the existing folio books.
2. Implement a Laserfiche document management system for the storage, document management, and search of county records. This system will reside on the Laserfiche Cloud and will store all county documents.
3. Design and implement an online portal for the public to search for documents and data in them.
4. Train county staff in how to input and index new ongoing records.
5. Support for the system via the Gordon Flesch Technology Service Center in Madison, WI.

## The Gordon Flesch Solution

### Laserfiche Cloud Services and Licenses

- (5) Full User licenses (minimum)
- Online Portal license, for public access to documents- we are quoting the Base version, which allows for 1,000 views/month.
- Hardware/software is hosted and managed on Amazon Web Services; backup services are included.
- 500GB of cloud storage included (100GB per Full User).

### Gordon Flesch Professional Services

- The scanning, digitization and indexing of existing Proceedings paper records.

| <b>Proceeding Records Scanning Services-</b> (26) bound books; estimated to be 640 pages per book, for an estimated total of 16,640 pages front and back | <b>Quantity</b> |
|--|-----------------|
| Prep – remove from post bind and target each book only   | 5               |
| Scanning – 300 DPI, B&W, duplex; large 11x17   | 16,640          |
| Paging – locate each meeting date for indexing   | 16,640          |
| Indexing by: Meeting Date  | 2,052           |
| Quality Control – image by image review and rescans  | 1               |
| Flash Drive  | 1               |
| Re-prep – remove targets and put materials back into post binds  | 6               |

- The design and configuration of a document management system that will automate filing, provide storage and management for records, and enable access and search for staff and the public.
- Training of county staff in using the system
- Help Desk Support- Silver Plan.

## Solution Costs

The cost for this solution is \$990 per month on a 60-month term. No upfront costs.





## County and Local Government Laserfiche Use Cases

A document management system provides significant benefits in the filing, management and searching for documents and data. Beyond those, however, Laserfiche Forms, Workflow and Integrations enable local governments to automate business processes throughout their operations. The following is sample of how local governments configured Laserfiche forms and workflow tools to streamline operations, to provide better service at a lower cost to taxpayers.

Cabarrus County, NC – Created an online application for Emergency Rental Assistance (ERAP) applications, with a workflow that routed applications to right staff for management and approval. Result was faster approval and disbursements, with an audit track.

Mercer County, WA – Automated the processing of AP invoices, using Capture profiles to read key data off invoices, route for approvals and file automatically. The ability to quickly find invoices, and related documents such as purchase orders and shipping documents was a true service benefit.

North County Transit District, CA – Used Laserfiche forms and workflows to streamline HR processes, such as time off requests and onboarding of employees. Reduced admin staff work, and delivered services faster.

Fulton County, IN – provide an onsite kiosk (soon to add online) for residents to submit property tax deduction forms, which are then routed for approvals and tracked by the software.

Ross County, OH – The prosecutor's office uses Laserfiche to make case documents available to staff while in court, with appropriate permissions and enabling immediate access to information while in court, using advanced terms search.

Cowlitz County, WA – uses Laserfiche to manage the property value appeals process. One unique feature they use is to limit one appeal per calendar year per property- the software checks the database before performing the work.

### Other general examples of department process automation opportunities

**Public Works** – submission and processing of building, water, sewerage and other permits. Using Laserfiche forms gets staff more complete information from submitters, more quickly; and it ensures adherence to process. Data input to the forms can be pushed to other systems to reduce manual data entry and errors.

**Records Management** – providing faster response to public records requests that require staff processing.

**Building Codes and Inspections** – staff in the field can have immediate access to county documents, and can submit information and photos from mobile devices, to either have filed correctly or initiate processes. The result is immediate action, less paperwork back in the office and more information to service constituents faster.

**Meeting Agenda Management** – the assembly, approval and deployment of Board meeting agendas can be managed by Laserfiche to ensure timely delivery, with less work, and an audit trail recording all actions. Enables easier input by all parties and increases satisfaction with the process.

Below is useful link on how to get buy-in when asking staff to move to an automated process:

[10 Ways to Get Buy-In for Agenda Management Automation \(laserfiche.com\)](https://laserfiche.com/10-Ways-to-Get-Buy-In-for-Agenda-Management-Automation/)