Solicitation request for

Enterprise Document Management System - #IT-2024-01

from

Response Prepared By:

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City of Takoma Park
Lars DeSalvio
7500 Maple Avenue
Takoma Park, MD 20912

Cities Digital, Inc.
Laura Froyum
2000 O'Neil Road Suite 150
Hudson, WI 54016

RE: Enterprise Document Management System Solicitation #IT-2024-01

Please accept this proposal in response to the Solicitation for an Enterprise Document Management System from Cities Digital, Inc., "CDI". CDI is a highly qualified Laserfiche Solutions Provider able to deliver the full scope of the requested project in a timely manner. Our federal tax ID number is 41-2016055. CDI is free of any conflict of interest with The City of Takoma Park. CDI has operated under its present name for 22 years. CDI is not partially owned by another business organization. There are no pending litigations against CDI nor has CDI failed to complete any contracts. Your primary contact for this RFP will be Laura Froyum, Account Executive. laura@citiesdigital.com.

Please let me know if you have any questions!

Thank you,

Laura Froyum | Account Executive
(651) 714-2800, ext. 109 | Laura.Froyum@cdi.support
Support | Sales | Professional Services | Billing

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Section 1 – Letter of Interest

Cities Digital, Inc. "CDI" is pleased to present this proposal for Laserfiche Products, Support, Configuration and Scanning Services for The City of Takoma Park, because it's a service that we specialize in! The proposal is based upon careful study of the RFP release documentation, and questions/answers on the website.

It is the understanding and opinion of CDI that The City of Takoma Park is utilizing this RFP in order to identify potential vendors to partner with in designing, implementing, and configuring a highly customizable city-wide Electronic Document Management System in an effort to provide better service to the public, increase staff productivity, reduce storage of archived files, and ensure compliance with the Maryland State Archives retention schedule. With that and continued growth opportunities, Cities Digital is planning to offer:

- Experienced design guidance for the implementation of a robust city-wide document management system.
- Configuration of the Laserfiche Records Management module to comply with the Maryland State Archives requirements for records retention/disposition.
- Physical Records Scanning and archival into the Document Management System.
- Advanced permissions and security advice and guidance.
- Configuration of public facing, portals and forms. (future phase, once documents are securely configured in the system)
- Training and experienced, accredited project management to support this important project.
- Services for future needs as the system expands related to further business process automation, collaboration, and integrations.

CDI is fully committed to assisting the City of Takoma Park meet the project goals highlighted above by extending our world-class Laserfiche support services to ensure the continued success of the deployed Laserfiche solution within The City.

CDI's is especially interested in providing licensing and services to The City of Takoma Park, because the current City objectives are to: Provide better service to the public by improving the quality and quantity of information available and by providing easier access to the information., Increase staff productivity and efficiency by reducing paper handling. The City's objectives align with our CDI tag line of, "Take Information Further"! The two combined will make fulfillment of this project initiative a success.

The Proposal and pricing within this response will remain in effect for 90 days from the proposal date.

Thank you for your time and consideration.

Laura Froyum | Account Executive
(651) 714-2800, ext. 109 | Laura.Froyum@cdi.support
Support | Sales | Professional Services | Billing

Section 2 – Product or Service Description Narrative

The solution and services being proposed to the City of Takoma Park includes software manufactured by Laserfiche, a solution that has been refined for more than 30 years with over 36,000 organizations actively using the product. The Laserfiche solution offers excellent scalability and security to many thousands of users, with state-of-the-art feature sets for Workflow, Electronic Forms, and a powerful API. An experienced team of trainers at CDI will implement this software solution, including PMP and BA accredited staff members. The resources at CDI will help tremendously now and with future phases, such as public facing tools and access.

CDI is proposing the Professional level of a Laserfiche Cloud (SaaS) Subscription platform. The Professional tier includes all of the required basic document management functionality, and add-ons can be included for Laserfiche Records Management module, and advanced audit trail so that the City's system will be compliant with the DoD 5015.2 certification regulations for Records Retention. Additional features included in the platform may be leveraged as the City looks to enhance and automate various business processes now and into the future. The system is named user based.

Here is a feature chart representing the different licensing subscriptions levels and the features included, or add-ons extended for each. The level proposed to the City of Takoma Park is the Professional which is highlighted in yellow:

Laserfiche Cloud Packing/Feature Tiers				
Cloud Features	**Starter**	**Professional**	**Business**	**Site**
User Minimums	1+ user	5+ users	25+ users	Includes 150 Full Users
User Maximums	50	Unlimited	Unlimited	Unlimited
100GB Storage per user	√	√	√	√
Document Management	√	√	√	√
Audit Trail	Starter	Starter +	Advanced with Watermarks	Advanced with Watermarks
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	√	√	√	√
Import Agent with Email Archiving	√	√	√	√
Process Automation	-	√	√	√
Connector	-	√	√	√
Surveys	-	√	√	√

Records Management	-	+	√	√

Cloud Add-Ons				
SDK	-	+	√	√
Quick Fields Complete with Agent	+	√ (10 Seats)	√ (10 Seats)	√ (10 Seats)
Workflow Bots for Process Automation	-	√ (1 Available)	√ (1 Available)	√ (1 Available)
Public Portal Views	-	+	√ Unlimited	√ Unlimited
Forms Portal Submissions	-	+	√ Unlimited	√ Unlimited
Participant Users	-	+	+	+
Community Users	-	+	+	+
Smart Invoice Capture	-	+	+	+
Vault	+	+	+	+
Additional Storage	+	+	+	+
ScanConnect	+	+	+	+

Cloud Integrations				
Microsoft 365 Integration with Simultaneous Editing	√	√	√	√
Integration with DocuSign	+	+	√	√
Integration with Ellucian Ethos	+	+	+	+
Laserfiche for Ricoh MFD	+	+	+	+

Key	
√	Included
+	Add-on Available
-	Not Available

The City is looking to deploy and archive all records so that records retention can be automatically enforced and provide transparency, CDI will be able to leverage our Laserfiche records management experience and resources. CDI will be able to provide the necessary setup and consulting services to make deploying the Laserfiche Records Management module a success. With our solution, your users will be able to effortlessly tag records and watch them automatically enter retention. Laserfiche will perform cutoffs automatically and keep you informed of upcoming dispositions. CDI consults trained with a former Certified Municipal Clerk (CMC) with ten years of records management experience. She is an expert when it comes to the application of records retention within the Laserfiche environment as she has used Laserfiche throughout her career. Many of our Laserfiche clients have found our Laserfiche records management experience invaluable.

Laserfiche is an ideal solution for any and all Cities as there is already a large Laserfiche user community with expert-level users at various government agencies. You will find that the Laserfiche solution offers easy user access

and interface, granular security with multifactor authentication, quick configuration access, workflow and task routing, secure file sharing and public connections. These tools allow organizations to streamline processes such as public information requests, human resources (on-boarding/off-boarding), invoice routing and many more. Please check out these demo videos or check out our YouTube channel.

Public Records Request Solution: https://screencast-o-matic.com/watch/cFhUoab7yo
HR Onboarding Solution: https://screencast-o-matic.com/watch/cFQ2DUqK5O
Contract Management Submission: https://screencast-o-matic.com/watch/cFQIrOqdgw
Contract Management Review: https://screencast-o-matic.com/watch/cFQIraqdkF
Auto Redaction: https://screencast-o-matic.com/watch/cFVbI4oDR9

In addition to the Laserfiche software being proposed, CDI will also assist with coordinating the physical records scanning for the City. CDI partners closely with Scanning America, Inc. (SAI), a nationally recognized document scanning company. Scanning America was founded in 1989 and exists solely to provide scanning and indexing services to clients across the county.

CDI, Laserfiche, and Scanning America, Inc. all maintain an SSAE 18, SOC 2 and other various security certifications which are available upon request after signing a mutual NDA Agreement. CDI believes that security is of the upmost importance and only partner with organizations striving for security excellence.

Below is a summary of the physical records scanning project process and expectations:

Document Scanning Procedures

- Additional project discovery.
- Once the project plan is drafted, the documents will be scheduled for pick-up as scanning will be completed offsite within the secure SAI scanning facility.
- The documents will be prepped by removing all fasteners, unfolding pages/corners, repairing tears, moving sticky notes so they do not conceal information and any other processes necessary to get the documents ready for high-speed scanning.
- All documents will be scanned at settings to produce high quality images and all images will be inspected to assure that they are accurate representations of the original pages.
- All documents will be maintained in their original order.
- The documents will be scanned in the client's choice of either color or bi-tonal images based on their needs and preferences. There is no cost difference to provide either format.
- SAI will perform Optical Character Recognition on all images if desired by the city.
- During the indexing process, SAI will manually key unique fields based on what is discussed during project discovery.
- The digitized and indexed documents will be formatted as Laserfiche Briefcases for seamless importation into the newly configured Laserfiche system.
- Rolling deliveries will be sent as batches are completed so that city staff members can be utilizing portions of the digitized documents during the conversion processes.
- SAI will provide the city with scan on demand file retrieval services during conversion. This will allow the city to have constant access to their files. The files that are requested will be delivered via SFTP or other secure transfer method based on the city's preference.
- CDI will assist with importing and archiving the files within Laserfiche.

- Documents will be stored for 90 days post-production at no cost. Upon written authorization, SAI will provide AAA NAID certified destruction of the original documents. Certification will be forwarded to the city.

Multiple departments and resources will need to be coordinated for the project; CDI understands that project management is imperative to any project's success. Our Project Managers have varying levels of Project Management experience in their role at CDI but also in previous roles prior to CDI. The staff selected for this project are trained on a regular annual schedule to use the industry-leading processes for implementation of ECM. The staff selected for this project have also been a part of more than 100 implementations of the Laserfiche ECM solution. With that background, you will be advised on the pitfalls and perils seen in other projects along with suggestions of best methods and quick wins for deployment. Below is an outline of CDI's standard approach to project deployments:

CDI uses multiple tools during the project management process including Microsoft Project, our own proprietary project management tools in Laserfiche and report automation for clients and Monday.com for providing transparency and collaboration with our clients.

Our Project Managers have a Project Coordinator assisting them. Our Project Coordinator's prime role is to assist in scheduling and meeting coordination with clients. This is a valuable role as it ensures meeting coordination back-and-forth is kept to a minimum and allows customers to email consulting@cdi.support for a meeting time with any of our team members.

CDI's Project Managers will work with City staff to create a comprehensive project plan. A well-thought-out plan with work packages and milestones is essential but if you don't have anyone scheduling, following up and focused on making sure employees on both sides are prepared for meetings and confirmed, you can run into problems. At CDI, we also have a project coordinator who schedules all appointments for the consulting team and the client's designated attendees. This has been tremendously helpful in ensuring meeting attendance and keeping projects on schedule.

CDI starts projects with a kickoff meeting to ensure stakeholders and members of the project team have a clear vision for the project and how it will be managed. During this meeting, CDI presents its approach to the team structure, the project goals, how the project will be managed, how communications will be maintained through the life of the project and how the scope of the project is managed. CDI understands that different organizations manage communications in various ways and is open to adapting their approach to meet the clients' needs. However, we also believe that a structured approach to key project communications is needed to achieve success. CDI's project management team will convene regular project meetings to review the project tasks, schedule, issues, and the hours consumed. Following the meeting, the project manager will provide minutes of the meeting to team members and stakeholders.

To ensure that the end solution meets the clients' expectations, requirements are established and documented before configuration and development commences. The requirements that are defined provide the directions for creation of the solution as well as the foundation for how it is tested upon completion and during client solution acceptance. CDI also understand that Laserfiche might be new to an organization and its capabilities may not be completely understood at the onset of a project and is open to modifying requirements as the project progresses to ensure that customers get the most out of the solutions that is deployed. In some cases, changes to requirements will constitute a change in project scope and a scope change request will be submitted to CDI

leadership and project stakeholders to attain approval before the new requirements are pursued by the project team.

In the event that a clients' expectations are not being met, the project manager will document the issue and work with the team to resolve it, provided it can be resolved without a change in scope. If a scope change is needed the issue will be escalated to CDI leadership and project stakeholders. CDI's team has a great deal of pride in the satisfaction that we deliver and will make every reasonable effort to attain that satisfaction.

CDI's leadership team remains actively involved in active projects on a regular basis. On a weekly basis the project managers meet with the Director of Consulting and Development to review all projects they are managing. During this review, the Director provides direction and support to ensure the projects remain on track.

CDI understands that projects come in various sizes and levels of complexity. Projects can range from a few hours to thousands of hours and can utilize standard product features or require significant custom development. With this in mind, CDI believes that the scope of project management needs to mirror the scope of the project. We do not want to burden a small project with excessive overhead that will drive up costs.

CDI's success has been built on maintaining open and consistent communication with their clients across all project metrics, Scope, Time, Cost and Quality.

Ongoing weekly reporting is generated automatically from CDI's CRM with all meeting notes and time tracking.

Throughout any Laserfiche project, we use the following methods and steps to control and measure progress and outcomes:

Project Management/Analysis:
- Formalize Projects
- Requirements Analysis / Gap Analysis
- Link Work Tasks to Requirements
- Outline Deliverables & Acceptance
- Use Agile Methodology to Solicit Feedback
- Identify Opportunities

Monitoring the Project:
- Weekly Check-in Calls with Project Team
- CRM Tracking of Project Initiatives
- Use tools like MS Project & Monday.com
- Reporting on Time & Budget

Change Requests & Acceptance:
- Formalized procedures for requesting and assessing change requests
- Formalized Procedures for Acceptance of Deliverables

PROJECT TEAM ROLES

These are roles fulfilled on the CDI project team.

Role	Responsibilities
Project Manager	• Main contact • Coordinate installs • Lead Project Kickoff • Develop Project Management Plan & WBS • Resource alignment • Initiate and monitor deliverables • Reporting • Change Requests • Lead meetings • Meeting Notes
Business Process Consultant(s)	• Low-level requirements • Configuration work • Testing • Solution training • Demonstrate configurations
Trainer	• Laserfiche product training
Developer(s)	• Custom integrations • Conversions
Client Services Coordinator	• Resource training • Coordinate kickoff • Coordinate meetings
Support Director	• Conducts installs & testing
Consulting Director	• Assists with Project Management • Issue Resolution
Account Manager	• Quotes • Issue Resolution

These are roles that should be fulfilled by the client project team:

Role	Responsibilities
Project Manager	• Main contact • Coordinate installs • Resource alignment
Project Technical Lead	• Makes decisions about configuration options • Secures hardware necessary for configuration • Assigns roles to IT staff • Authorize remote or onsite access to CDI staff

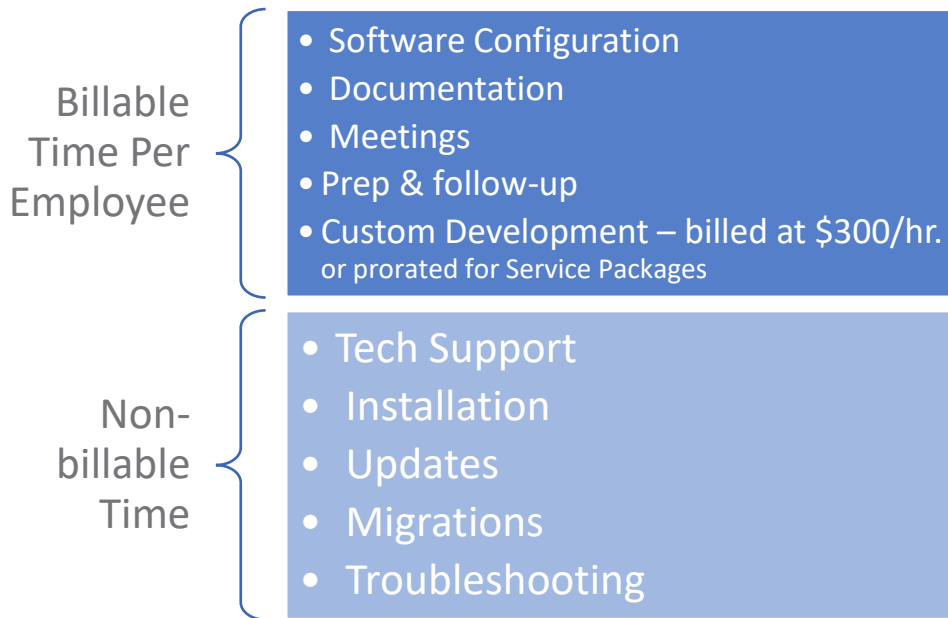|	
Departmental Stakeholders	• Make planning decisions on software configuration, policies and procedures, software modules to be utilized by the department, user roles for the department • Participate in planning meetings • Assist with testing and reviews • Assist with departmental training
End Users	• Participate in training sessions • Identify and report issues • Report positive and negative experiences with the system • Suggest necessary automation processes

Additional Client Responsibilities:
- Providing access to IT staff that can assist as needed.
- Ongoing Laserfiche Administration (Ex. Ongoing Laserfiche user, security and automation configuration*).
  - * CDI professional services can be purchased to extend coverage on these items.

COMMUNICATIONS PLAN

Communication	Method	Timing	Prepared By
Kickoff Meeting Plan project approach & goals	GoToMeeting Presentation	Once	CDI
Laserfiche Project Management Plan This document	MS Word attachment in an email	Typically, within 3-5 days of Kick-Off meeting for client sign off	CDI
New Client Orientation Access resources for support	GoToMeeting Presentation	Within 1 week of Kick-Off meeting	CDI
Meeting Minutes Notes & follow ups.	Email	Within 24hrs of meeting	CDI
Check-in Meetings Quick meeting to address questions & issues.	15 Minute GoToMeeting Email	Weekly to start.	CDI
Service Package Report Shows how hours were used.	Email	Scheduled Weekly	CDI
Change Requests Changes that would impact the scope or timeline.	Email	As needed	Client

STANDARD OPERATING PROCEDURES

Billable Time Per Employee	• Software Configuration • Documentation • Meetings • Prep & follow-up • Custom Development – billed at $300/hr. or prorated for Service Packages
Non-billable Time	• Tech Support • Installation • Updates • Migrations • Troubleshooting

Professional Service Hours (Billable Time)

- Clients with Service Packages have an allotted number of professional services hours in their package. These hours may be used at any time for any billable service. If a client uses all of their professional services hours before the end of the year and decides to purchase more hours, those hours are billed at a reduced rate.

- Professional Service hours Statements are emailed out weekly on Fridays and will include date, hours billed and description of service for each incident.

- When a client with an active project cancels a meeting, each CDI employee that planned to be a part of the meeting will bill half of the original scheduled time.

Laserfiche Software Assurance Plan (LSAP) includes:
LSAP is included in the initial software purchase and ongoing software maintenance.

- Unlimited phone and remote technical support
- Laserfiche system audit/report review
- Software installation (re-licensing)
- Product Updates (Version updates)
- Laserfiche development patches/hot fixes
- System architecture guidance
- CDI client portal for ticketing and knowledgebase information
- Laserfiche Support Site
- User Groups
- Monthly Training Webinars
- CDI express training guides

- Newsletters with support and software tips
- CDI Hands & Eyes services

Professional Services available (not included with LSAP):
Available for purchase as needed, not required for ongoing LSAP.
- Training
- On-site or off-hours support
- Custom integrations
- Document conversions
- Product consulting and configuration
- Workflow, Forms, & System Design
- Software development services

Multiple professional service packages are available for purchase depending on project and client needs.

Communication:
- CDI will make every attempt to communicate using the client's preferred medium and contacts.

- In order to maintain the highest level of service, it is CDI's preference to encourage open and frequent communication throughout the working relationship. CDI attempts to facilitate this communication through the following structured methods, as well as any unscheduled communications initiated by the client:

Documentation:
- CDI maintains documentation of all client communications in a centralized database. This includes a record of every technical support case, installation procedure, consulting and training session, and project management meeting. Statements of services rendered are available upon request.

By the end of the implementation project, the City of Takoma Park can expect to see the following goals completed, physical documents scanned and incorporated into the digital filing structure set up within Laserfiche, and electronic records retention applied. Each department will have their own working folders, with a template and auto-filing/document naming workflow configured to enforce standardization according to the needs of the team. Permissions will be configured for users so that access is set up appropriately. All files will be set up with records retention schedules that enforce federal and state guidelines. Additionally, staff will walk away with working knowledge of how to configure and make updates to the system according to their job roles and permissions. Finally additional functionality can be deployed in future phases to incorporate workflow/task management, and public access and forms submissions.

Section 3 – Enterprise Document Management Software Survey

CDI has completed and submitted the enterprise document management software survey as a separate excel file. The document is named "EDMS Survey submission by CDI".

Section 4 – Project schedule/delivery timeline

CDI has prepared a sample SOW draft; dates are subject to change however a similar timeline would be considered.

Project Management Plan

City of Takoma Park

Laserfiche Implementation Project

Main Contact:

Prepared by:

Date of Draft:

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PROJECT SCHEDULE

Estimated Finish	Deliverable Name
05/08/2024	Project Management
02/21/2024	File Management & Security
04/03/2024	Physical Document scanning/import
04/10/2024	Administration Training
04/17/2024	Import Agent Configuration
05/22/2024	Records Management - Discovery & Planning & Records Property Build Out - Three Departments
06/26/2024	Records Management - Security and Administration – Three Departments
07/10/2024	Laserfiche End User Training
07/17/2024	Solution Overview Documentation & Training

PROJECT COST ESTIMATE

Time spent is billed per employee, per hour.

Task	Time estimated
Requirements & Documentation	0
Installation	0
Project Management	25
Consulting	18
Configuration	72
*Conversion	0
*Custom Integration	0
Documentation	0
Training	10
Travel	Per Current Policy
**Total Hours	125

* Development services not covered by a flat fee are billed at a rate of $300/hr. Estimates shown for these services are prorated at the client's non-development hourly rate of $185/hr.

**If a client has an active Professional Services Package, billable time will be consumed from it. Otherwise, all time will be billed at a rate of $185/hr. for consulting services and $300/hr. for Development services.

PROJECT KICKOFF INTERVIEW

1. What are the most pressing concerns with this implementation?

2. What is the timeline you anticipate for this initial implementation?

3. Are there other projects that will compete with this one for time and resources?

4. Would you like to focus Laserfiche training on web client, or thick client (installed on each workstation) programs?
   *DocuSign integration can only be used with the Laserfiche thick-client.
   * Many integrations use the web client.

5. Do you have a server ready for install? If not, what is the anticipated turnaround time for having one ready?

6. Your repository name will show at the top of your folder structure. Most organizations name repositories after their organization name or an acronym. Do you have a preference for repository name?

7. If there is a conversion with your project, do you know the turnaround time for getting images/data from your previous vendor?

8. Many of our remote services can be conducted more efficiently if we are granted unattended access to your server, at least for the initial implementation. Would you like to grant unattended access to our team?

9. What are the usernames we should set up in Laserfiche right away during the initial installation? (Administrator level)

10. With what frequency would you like check-in meetings? What day and time?

PROJECT BACKGROUND

The City of Takoma Park is seeking to implement a Laserfiche Cloud solution for document and records management with retention tracking.

PROJECT GOALS

1. Departmental configuration and auto-filing/naming

2. Setup and configuration of the Laserfiche Records Management module.

3. Provide Admin and End-User training.

4. Import physical records scanned in by SAI

PROJECT DELIVERABLES

Project Management CDI will provide project management which includes ensuring the CDI team members have a clear understanding of the project scope and tasks required to realize the solution are understood and manage this project to successful completion. Deliverable Requirements CDI's project management team will: - Define requirements and develop a statement of work. - Assign tasks to the project team members. - Manage communication between team members and stakeholders. - Ensure the project team works to satisfy the statement of work. - Manage change orders required for changes to the statement of work. - Verify requirements are completed and consistent with the statement of work. - Manage project closure.	Work Category: Project Management Billing Type: Billable Estimated Time: Estimated Finish: 05/08/2024
File Management & Security Establish high level Laserfiche folder hierarchy, identify security groups to limit access only to users that require access where desired for the City This will be managed in several scheduled workshops to streamline and reduce the number of hours needed for each department. Focus by department Deliverable Requirements - 1st workshop for all departments to provide initial direction on completing the Folder & Template documentation – 1.5 Hours - 2nd workshop for all departments to check in on progress and Q & A to keep process moving forward – 1.5 Hours - CDI Internal Review of Department submission of final document - 3 Hours (one hour per department) - 3rd workshop – scheduled by individual department to review documentation and discuss any questions to have a final document to move forward within the process. – 3 Hours (1 Hour per department) - Additional 3 Hours to allow for additional direction as needed while completing this process.	Work Category: Consulting Billing Type: Non-billable Estimated Time: Estimated Finish: 02/21/2024
Physical Records Scanning Import to Laserfiche CDI will partner with a trusted scanning partner to convert paper files to electronic records.	Work Category: Configuration Billing Type:

Note: Timeline will be adjusted based on 3rd party vendor scanning Deliverable Requirements Utilizing the CSV file provided by the scanning vendor to create templates and potentially rename documents for the HR Department	Billable Estimated Time: Estimated Finish: 4-5months
## Administration Training This course will provide an overview of Laserfiche client and web interfaces and repository portal. This training is intended for both administrators since it lays the groundwork for core concepts and the actual use of the system. Laserfiche training will be presented as though participants have little or no knowledge of the Laserfiche system. The training sessions will be done via TEAMS and will be recorded for the city team members' future use. Deliverable Requirements Training will include review of: - Introduction to Laserfiche Administration - User & Group Management - Create A New User - Multi-Factor Authentication (Optional) - User Security Access - Access Rights - Group Creation - Everyone - Metadata Management - Add/Edit Field - Add/Edit Templates - Add/Edit Tags - Add/Edit Document Relationships - General - Settings - Settings>Advanced - Redaction Reasons - Activity - Granting Temporary Access for Technical Support Engineers - Records - Integrations	Work Category: Training Billing Type: Billable Estimated Time: Estimated Finish: 04/10/2024
## Import Agent Configuration Configure Import agent to capture network files and bring them into Laserfiche. Deliverable Requirements	Work Category: Configuration

CDI will configure up to 6 import agent profiles for importing documents from a network folder into Laserfiche.	Billing Type: Billable Estimated Time: Estimated Finish: 04/17/2024
Records Management - Discovery & Planning & Records Property Build Out - Three Departments CDI staff will work with client team members by department (Community Development, Executive, and Finance) to successfully complete preparation for their implementation. Prior to discovery and planning, the client will have completed the Folder Structure and Records Management Spreadsheet. CDI staff will build out records properties for each document type identified and will ensure each template has the required fields for Retention automation. Deliverable Requirements To consider this deliverable successful, the following items will be completed for three Departments: - A folder structure reflecting the spreadsheet by department. - Up to 9 templates (across all three depts) can be indexed with proper metadata per department. - Auto Assign Workflows are mapped for the next phase of the project.	Work Category: Configuration Billing Type: Billable Estimated Time: Estimated Finish: 05/22/2024
Records Management - Security and Administration – Three Departments CDI staff will work with client team members to successfully complete automation of the department's Laserfiche processes. Deliverable Requirements To consider this deliverable successful, the following items will be completed for the department: -Auto file Workflows (which will include the auto assignment of retention properties). -Proper security and access rights applied to all folders.	Work Category: Configuration Billing Type: Billable Estimated Time: Estimated Finish: 06/26/2024
Laserfiche End User Training This course will provide an overview of Laserfiche client and web interfaces and repository portal. This training is intended for both basic users as well as administrators since it lays the groundwork for core concepts and actual use of the system.	Work Category: Training Billing Type: Billable Estimated Time:

Laserfiche training will be presented as though participants have little or no knowledge of the Laserfiche system. Deliverable Requirements Cloud User Training will include review of: - Logging into the applications - Navigating Laserfiche - Core concepts - Customizing Laserfiche - Basic Laserfiche actions - Interacting with files - Scanning into Laserfiche - Importing into Laserfiche - Searching - Printing, emailing, and exporting documents - MS Office Integration Training Courses to be provided Records Management Training: Training will include review of: - Record Management Concepts & Terminology - Creating Retention Schedules - Creating Cutoff Instructions - Creating Cycle Definitions & Locations - Creating Records Series and Record Folders - Application of Cutoff and Retention Policies - Records Management Searches - Executing Records Management actions	Estimated Finish: 07/10/2024
Solution Overview Documentation & Training The CDI team will provide overview documentation upon completion of each deliverable where user interaction exists. The goal of the documentation is to provide users with a clear understanding of the process configured. Deliverable Requirements The documentation will provide an overview of the solution(s) configured. Live Training will be provided using Teams to show how the process works. This session will be recorded.	Work Category: Training Billing Type: Billable Estimated Time: Estimated Finish: 07/17/2024

PROJECT EXCLUSIONS

1. Additional workflow or form buildout not specified in the SOW is not included.

2. Any items previously discussed but not explicitly defined in this document are considered outside of the project scope and will require a change request.

3. This project will not perform conversion or migration of files from data sources outside of Laserfiche.

PROJECT ASSUMPTIONS

1. CDI assumes that communications will be responded to in a timely fashion by all parties.

2. CDI assumes that the hardware and system architecture required for installation will be ready and available at the start of the project.

3. CDI assumes that sample documents, flow charts, process information and the like, will be provided by the client during the planning phase of the project.

4. CDI assumes that any data cleanup, pertaining to conversions, or migrations, will be performed by the client.

PROJECT CONTACTS

Client Team

Name	Title	Project Role	Contact Info.
		Main Contact	
		Main Contact	

CDI Team

Name	Title	Project Role	Contact Info.
Jenn LeMere	VP of Professional Services	Client Services Coordinator	jennifer.lemere@citiesdigital.com 855-714-2800 ext. 114
Jeff Curtis	Project Manager	Project Manager	Sam.Parks@citiesdigital.com 855-714-2800 ext. 141
Danika Olson	Implementation Manager	Records Management Consultant	Danika.Olson@citiesdigital.com 855-714-2800 ext. 118
Jeremy Rupprecht	Implementation Manager	Records Management Consultant	jeremy.rupprecht@citiesdigital.com 855-714-2800 ext. 139

PROJECT FRAMEWORK

Initiation & Planning

1. **Project Submission**
   CDI staff formally submit a project request to the Consulting department. Within the request, details of the project are gathered, and supplemental materials are included. Once the request has been made, the Consulting Director reviews the details of the project and makes an assessment on who (at CDI) will oversee the project.

2. **Scheduling & Preparation for Project Kickoff**
   CDI's Client Services Coordinator will reach out to the main contact listed for the client and schedule the Project Kickoff meeting. In preparation for the meeting, the assigned Project Manager will:

   - Review the details of the project.
   - Review any supplemental materials that may exist.
   - Discuss the project with the Sales team (if that's the origin of the project submission)

3. **Project Kickoff**
   The following represents the agenda for Project Kickoff meetings:
   - CDI Introductions
   - Client Introductions
   - Review of CDI Standard Operation Procedures (for new clients)
   - Begin filling out the Project Planning form.

   With regard to the Project Planning form, clients should consider having personnel on the call that can speak about the following project items:
   - Project Background
   - Project Goals
   - Project Deliverables & High-Level Requirements

4. **Project Management Plan & WBS Development**
   After the project kickoff meeting, the project manager will use information gathered during the kickoff to produce a Project Management Plan and Work Breakdown Structure in Microsoft Project. Additional discussions and/or meetings may be necessary to complete the plan. CDI has a general goal to fully develop the plan for most projects within 3-5 days post kickoff.

5. **Client Review & Signature**
   Once the CDI Project Manager has developed the Project Management Plan and Microsoft Project breakdown, they'll conduct a full review with key stakeholders on the client side. Final scheduling will take place once the client approves the Project Management Plan via formal signature.

Execution

1. **Deliverable Initiation**
   CDI manages each project deliverable in a granular fashion to ensure visibility into schedule and budget for project stakeholders. In order to facilitate said visibility, individual cases are created in CDI's CRM for each deliverable as they come up in the project schedule. In the absence of dependencies or other factors that would prevent it, CDI can initiate deliverables in parallel.

2. **Deliverable Kickoff**
   Most deliverables begin with a client meeting to review the deliverable and ensure requirements are fully formed.

3. **Deliverable Work**
   Once the deliverable has been kicked off with verified requirements, work begins. During this time, it's critical that client-side resources are available for potential clarifications and communications. CDI will update stakeholders throughout the deliverable work to ensure all parties are aware of progress.

4. **Deliverable Review & Acceptance**
   Most deliverables that involve configuration or development work will include review meetings throughout the process to ensure alignment and direction. A final review meeting is required to verify delivery and acceptance by the client. As a part of this acceptance process, test scripts may be developed.

Monitoring & Control

1. **Monitoring & Reporting**
   Throughout the iterative process of executing and accepting deliverables, CDI staff will closely monitor the project budget, schedule, and scope. All project work is tracked real-time to CDI's CRM and associated with individual deliverables. Because of this practice, CDI can provide both automated and on-demand reporting to clients regarding project budget and schedule. Specifics regarding reporting is detailed within the Communications Plan.

   As an added layer of monitoring and control, CDI's management team extensively utilizes Power BI to gain insights into client projects and reviews formally throughout the week.

2. **Change Requests**
   CDI understands that change is a part of every project but does require that change requests be run through a formal process in order to assess the impact on budget and schedule. If a client wishes to make a change request, they can fill out the Change Request Form included in Appendix A and submit to their CDI project contact. The changes will be assessed and run through a review and approval process, requiring the client's signature in order to integrate within the scope of the project.

3. **Project Close**

Once all deliverables have been completed, Project Close documentation will be produced, and a review meeting will be scheduled with key stakeholders on the client side. Upon verification and approval from the client, the project will be formally closed.

ACKNOWLEDGEMENT OF RECEIPT

I acknowledge receipt of the CDI Project Management Plan. A CDI representative has discussed with a representative from my organization the following included language:

1. Established Deliverables
2. CDI Standard Operating Procedure
3. Backup Responsibilities

I have received and have been given an opportunity to review a copy of the CDI Initial Implementation Planning Worksheet, and I understand that it is my obligation to be aware of the policies contained therein. I understand my responsibilities with regard to this project.

Signature	Date

Printed Name	Title

APPENDIX A: CHANGE REQUEST PROCESS

If during the process of development, the specifications need to be changed, this will be handled through the attached Change Request Form. Please copy this form, fill in the changes that are requested and submit it to your CDI Solutions Consultant.

Upon receipt the Project Manager will amend this Statement of Work and issue an Amendment. When the Amendment has been signed by CDI and your firm, it will be incorporated into the project plan.

IMPORTANT: Change requests may result in an increase in service hours and an extension of deadline. These changes will be noted in the Amendment and will supersede any deadlines or service hours estimated in the original Statement of Work.

CHANGE REQUEST FORM

Can we be used by the client to formally request a change.
Type of Change:

- [ ] Add to requested functionality

- [ ] Change to requested functionality

- [ ] Remove from requested functionality

- [ ] Information provided about the software product to be integrated with

Description:

_____

_____

_____

_____

_____

_____

Requested by:

_____   _____
Requestor   Date

Section 5 – Ability to Represent Takoma Park

CDI is free from any conflict of interest related to providing software and services for the City of Takoma Park.

Section 6 – Qualifications and Experience

CDI was founded in 2001 by Patrick Welsch, our existing sole owner and President. CDI started as a small scanning service provider for local municipalities around Minnesota. After scanning the content, CDI looked for a better way to assist these cities with their document management, thus Laserfiche was onboarding as the document management solution of choice. Since then, CDI has grown, and has acquired four smaller Laserfiche resellers, which has helped expand the team to a staff of 54 full-time employees.

The following staff members have been selected to assist the City of Takoma Park deploy their Laserfiche implementation. Each of these staff members has assisted with planning, deploying, configuring and coordinating scanning projects for many municipalities across the country. Currently these team members are assisting the City of Proctor, MN, and the City of Joliet, IL with their Laserfiche deployment projects which also include document scanning.

Name	Title	Contact Info.	LinkedIn Profile
Laura Froyum	Account Executive	laura@citiesdigital.com 855-714-2800 ext. 109	Laura (Hanson) Froyum | LinkedIn
Jeff Curtis	Project Manager	jeff.curtis@citiesdigital.com 855-714-2800 ext. 123	Jeff Curtis | LinkedIn
Danika Olson	Senior Business Process Consultant	Danika.Olson@citiesdigital.com 855-714-2800 ext. 118	Danika Olson | LinkedIn
Kyle Knebel	Technical Trainer	kylek@citiesdigital.com 855-714-2800 ext. 110	Kyle Knebel | LinkedIn
Jenn LeMere	VP of Project Services	Jenn.Lemere@citiesdigital.com 855-714-2800 ext. 114	Jenn LeMere | LinkedIn

Section 7 – References

CDI implemented Laserfiche for the City of Bloomington, MN in 2010. The city released an RFP for converting files off of their old document management system into a new solution. CDI worked with the city to convert over 230,000 files from various departments into Laserfiche. The CDI team met with departments, processed the conversion of records, and provided training and documentation to staff. Since their implementation the city has worked with CDI to deploy automation providing departmental transparency and streamlining processes. Hal has worked with CDI through it all. He can be reached at:

Hal Busch
IT Supervisor
City of Bloomington
hbusch@ci.bloomington.mn.us
952-563-4554

Reference #2 overview/contact details -
CDI started working with the City of Bremerton in 2014 and has helped the city deploy multiple workflows and integrations including Digital Signatures, oCourt Workflows, JIS, ArcGIS and more.

Hans Nilsson
Network Engineer
City of Bremerton
Hans.Nilsson@ci.bremerton.wa.us
360-473-5477

Reference #3 overview/contact details -
CDI did not implement Laserfiche for Albemarle County when they initially purchased Laserfiche. The County worked with another provider and were ultimately unhappy with how the system was set up and the level of support they received. CDI was selected to work with the county to deploy contract management with a DocuSign digital signature integration. Through the project the County was happy with the service provided by CDI and transferred their support to our team. The County has since worked closely with CDI staff to deploy additional automation and update integrations they had developed prior to being supported by CDI. Good contacts would be:

Damon Pettitt
Chief of Enterprise Application Services
Albemarle County
Dpettitt@albemarle.org
434-872-4551

Section 8 – Pricing Proposal

Annual Breakdown

	Year 1	Year 2	Year 3	Year 4
Total Software / Hardware	$ .00	-	-	-
Total *Renewal	$20,000.00	$20,000.00	$20,000.00	$20,000.00
Total Services	$64,479.67	$ .00	$ .00	$ .00
**TOTAL	$84,479.67	$20,000.00	$20,000.00	$20,000.00

* Renewals encompass Maintenance, Subscription, or Cloud where selected

**Tax not included

Software, Hardware & Renewal

Product	Quantity	Unit Cost	Renewal Quantity	Renewal Unit Cost	Total
Laserfiche Cloud Professional Users 5-49 (CLENF2-5-49)	15.00	$ .00	15.0000	$830.00	$12,450.00
Laserfiche Cloud Participant Users 10-199 (CFPAR-10-199)	15.00	$ .00	15.0000	$120.00	$1,800.00
Laserfiche Cloud Records Management (CLRM)	1.00	$ .00	1.0000	$5,750.00	$5,750.00
				Software / Hardware:	$ .00
				Renewal:	$20,000.00
				Tax:	$ .00
				Total:	**$20,000.00**

Services

Service	Service Quantity	Service Unit Cost	Total
Service Hours (Consulting) (CD2990GOV) ***Used for system design, configuration and training.***	100.00	$200.00	$20,000.00
Scanning Services Estimate () ***Line-item break-out below***	1.00	$44,479.67	$44,479.67
		Service:	$64,479.67
		Tax:	$ .00
		Total:	**$64,479.67**

Tacoma Park, Maryland Off-Site Scanning Cost Estimates

Service Description	Cost	Estimates	Total
Document Transportation of Files from Client Site to SAI's Production Facility	4290.000 one time fee	1	$ 4,290.00
OPTIONAL Supplying Boxes, Labor to Pack Files, and Label Contents	11.380 per box	if needed	based on usage
Library Files - Estimated at 10 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	18,610 images	$ 1,693.51
Finance Files - Estimated at 40 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	74,440 images	$ 6,774.04
Recreation Files - Estimated at 10 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	18,610 images	$ 1,693.51
Public Works Files - Estimated at 30 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	55,830 images	$ 5,080.53
Administration Files - Estimated at 45 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	83,745 images	$ 7,620.80
Human Resources Files - Estimated at 40 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	74,440 images	$ 6,774.04
Housing Files - Estimated at 40 Boxes			
Prep, Scanning, and QA of Documents Letter/Legal Size and Smaller (Client's Choice of Color or Bi-tonal Images)	0.091 per image	74,440 images	$ 6,774.04
Indexing of Files			
Indexing of Files by Manually Keying 1 Unique Field per File and Utilizing a Client Supplied Data Extract to Automatically Link Additional Fields (If data extract is not available, SAI will manually key required fields. Pricing assumes an average of 20 characters per field.)	0.200 per field keyed	number of files and naming conventions have not been determined at this time	to be determined
Other Services			
Prep, Scanning, and QA of Large Format Documents Intermixed Within Small Format Files (Client's Choice of Color or Bi-tonal Images)	2.000 per large format image	if needed	based on usage
Prep, Scanning, and QA of Rolled or Flat Large Format Documents Not Intermixed Within Small Format Files (Client's Choice of Color or Bi-tonal Images)	1.560 per large format image	if needed	based on usage
Client Consultation and Setup of File Separation and Indexing for Each Document Grouping, as well as Creation of Individual Deliverables Formatted as Laserfiche Briefcases	390.000 per document group	7 groups	$ 2,730.00
Scan on Demand File Retrievals During Conversion	20 per month at no charge	$10.00 per retrieval beyond 20/month	included
90 Days Post-Production Storage of Files	included		included
AAA NAID Certified Destruction of Files Post Production	4.880 per box	215 boxes	$ 1,049.20
Estimated Total Cost			$ 44,479.67

Quantities of Images and Indexes are Estimates. Actual Number of Images and Indexes will be Invoiced.

Additional software features and integrations can be added, anytime throughout an active licensing subscription, for an additional cost. However, the pricing quoted fulfills the main goals outlined within the RFP.

Section 9 – Required Certifications

FORM A

QUALIFICATION AND CERTIFICATION STATEMENT

NAME OF ENTITY Cities Digital, Inc. (DBA: CDI)

Business Address: 2000 O'Neil Rd., Suite 150, Hudson, WI 54016

Telephone Number 651-714-2800

Fax: 866-592-7343

Web Site: www.cdi.support

AUTHORIZED REPRESENTATIVE

Name: Laura Froyum

Title: Account Executive

Telephone Number (office and cell): 651-714-2800 ext. 109

E-Mail: laura@cdi.support

ORGANIZATIONAL STRUCTURE

Identify the legal structure of the entity responding to the Request for Proposals and include requested information with this submission.

_____ A.1. A corporation incorporated under the laws of the State of Maryland, and in good standing to do business in the State of Maryland.

_____ A.2. List the name of the corporation and the names and titles of the corporation's directors and officers:

_____

_____

_____

X B.1. A corporation incorporated under the laws (insert jurisdiction) WI

_____ B.2. The foreign corporation is registered or qualified and in good standing to do business in the State of Maryland.

_____ B.3. List the name of the corporation and the names and titles of the corporation's directors and officers

_____

Patrick Welsch, President _____

Laura Froyum, Secretary _____

_____C.   A sole proprietor doing business under his/her individual name. Individual name:

_____D.   A sole proprietor doing business under a trade or business name (for example, John Doe t/a Doe Masonry). List individual name <u>and</u> the trade or business name:_____

_____E.   A partnership. List the type of partnership and the names of all general partners: _____

_____

_____F.1. A limited liability company organized under the laws of the State of Maryland and authorized and in good standing to do business in the State of Maryland.
_____F.2   List the limited liability company name and the names of all members:

_____

_____

_____

_____G.1   A limited liability company organized under the laws of _____ (insert jurisdiction name).
_____G.2. The foreign limited liability company is authorized and in good standing to do business in the State of Maryland.
_____G.3. List the foreign limited liability company name and the names of all members:

_____

_____

_____

__X__H.   Other (explain):

_____

CDI is not registered within the state of Maryland, but would register if

awarded, and requested.

CERTIFICATION

The undersigned proposes to furnish and deliver all labor, supplies, material, equipment, or services in accordance with specifications and stipulations contained in the Invitation for Bids or the Request for Proposals for the prices listed on the enclosed Price Proposal Sheet, if any, and/or upon the terms and conditions set forth in the proposal.

The undersigned certifies that this bid/proposal is made without any previous understanding, agreement or connection with any person, firm, or corporation submitting a bid or

proposal for the same labor, supplies, material, equipment, or services and is, in all respects fair and without collusion or fraud. The undersigned further certifies that he/she is authorized to sign for the Firm.

Name (print name) _Laura Froyum_____

By: _Laura Froyum_____   2/28/2024

Signature   Date

Print Name_Laura Froyum_____

Title:_Account Executive_____

FORM B

CITY OF TAKOMA PARK, MARYLAND
CERTIFICATION OF NON-INVOLVEMENT IN THE
NUCLEAR WEAPONS INDUSTRY

KNOW ALL PERSONS BY THESE PRESENTS:

Pursuant to the requirements of Chapter 14.04 of the Takoma Park Code, the Takoma Park Nuclear Free Zone Act, the undersigned person, firm, corporation, limited liability company or entity hereby certifies that he/she/it is not knowingly or intentionally a nuclear weapons producer.

Note: The following definitions apply to this certification per Section 14.04.090:

"Nuclear weapons producer" is any person, firm, corporation, facility, parent or subsidiary thereof or agency of the federal government engaged in the production of nuclear weapons or its components.

"Production of nuclear weapons" includes the knowing or intentional research, design, development, testing, manufacture, evaluation, maintenance, storage, transportation or disposal of nuclear weapons or their components.

"Nuclear weapon" is any device the sole purpose of which is the destruction of human life and property by an explosion resulting from the energy released by a fission or fusion reaction involving atomic nuclei.

"Component of a nuclear weapon" is any device, radioactive substance or nonradioactive substance designed knowingly and intentionally to contribute to the operation, launch, guidance, delivery or detonation of a nuclear weapon.

IN WITNESS WHEREOF, the undersigned has signed this Certification this _____ day of _____ , 20____ .

Contractor Name: ___Cities Digital, Inc. (DBA: CDI)___

By:_____(SEAL)
                            Signature

_____
Print Name & Title

State of _____, County of _____:

Subscribed and sworn to before me this _____ day of _____, 20___ .

_____
Notary Public

My commission expires:_____

FORM C

LIVING WAGE REQUIREMENTS CERTIFICATION
(*Takoma Park Code*, section 7.08.200.B)

Business Name: __Cities Digital, Inc. (DBA: CDI)__

Address: __2000 O'Neil Rd., Suite 150__

City, State, Zip Code: __Hudson, WI 54016__

Phone Number: __651-714-2800__   Fax Number: __866-592-7343__

E-Mail: __laura.froyum@citiesdigital.com__

Please specify the contact name and information of the individual designated by your business to monitor your compliance with the City's living wage requirements, unless exempt under Section 7.08.190 (*see* item B below):

Contact Name: __Patrick Welsch__

Title: __President__

Phone Number: __651-714-2800__   Fax Number: __866-592-7343__

E-Mail: __patrick@citiesdigital.com__

CHECK ALL APPROPRIATE LINES BELOW THAT APPLY IN THE EVENT THAT YOU ARE AWARDED THE CONTRACT AND BECOME A CONTRACTOR.

A.   **Living Wage Requirements Compliance**

___X___ This Contractor as a "covered employer" will comply with the requirements of the City of Takoma Park Living Wage Law (*Takoma Park Code*, Section 7.08.180 *et. seq.*, amended by Ordinance No. 2013-26). Contractor and its subcontractors will pay all employees who are not exempt from the wage requirements and who perform measurable work for the City related to any contract for services with the City, the living wage requirements in effect at the time of the City contract. The bid price submitted under this procurement solicitation includes sufficient funds to meet the living wage requirements.

B.   **Exemption Status (if applicable)**

This Contractor is exempt from the living wage requirements because it is:

_____ The total value of the contract for services (based on the bid or proposal being submitted under this procurement solicitation) is less than $20,000.00.

_____ A public entity.

_____ A nonprofit organization that has qualified for an exemption from federal income taxes under Section 501c(3) of the Internal Revenue Code.

_____ A contract procured through an emergency procurement, sole source procurement, or cooperative procurement.

_____ A contract for electricity, telephone, cable television, water, sewer or similar service delivered by a regulated public utility.

_____ A contract for the purchase or lease of goods, equipment or vehicles.

_____ A contractor who is prohibited from complying with the City's living wage requirements by the terms of an applicable federal or state program, contract, or grant requirement. **(Must specify the law and/or furnish a copy of the contract or grant.)**

C.   Living Wage Requirements Reduction.

_____ This Contractor provides health insurance to the employees who will provide services to the City under the City contract and it desires to reduce its hourly rate paid under the living wage requirements by an amount equal to, or less than, the per employee hourly cost of the employer's share of the health insurance premium. This Contractor certifies that the per employee hourly cost of the employer's share of the premium for that health insurance is $_____.
(Must submit supporting documentation showing the employee labor category of all employee(s) who will perform measurable work under the City contract, the hourly wage the Contractor pays for that employee labor category, the name of the health insurance provider and plan name, and the employer's share of the monthly health insurance premium.)

Contractor Certification and Signature

Contractor submits this certification in accordance with _Takoma Park Code_ section 7.08.200.B. Contractor certifies, under penalties of perjury, that all of the statements and representations made in this Living Wage Requirements Certification are true and correct. Contractor and any of its subcontractors that perform services under the resultant contract with the City of Takoma Park will comply with all applicable requirements of the City's living wage law.

Authorized corporate, partner,
member or proprietor signature: _____

Print name:_____

Title of authorized person:_____

Date:_____

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3. Transition and ongoing assistance:
  a. Describe the process for knowledge transfer to the city throughout the project.

Response: With the project management policies CDI has implemented, the project manager is required to formally close out projects with the clients at the conclusion of a project. This consists of generating a closed-out document and holding a formal meeting with the client to ensure everything is completed successfully. Any training documentation will be issued to the client as well as any formally drafted documentation that is requested.

2000 O'Neil Rd., Suite 100
Hudson, WI 54016
www.cdi.support
email | laura@citiesdigital.com
phone | 855.714.2800
fax | 866.592.7374