

Criminal Justice & Public Safety Committee
Assigned Counsel
AGENDA
7/29/2019

Committee Members: LEGGETT, Geraghty, Simpson, Wild, Macgowan, Sokol, Hogan, Braymer, Driscoll, Merlino, VACANT

- I. Committee Meetings called to order by Chairman
- II. Motion to approved minutes of prior Committee Meeting
- III. Action Items
 - a. Reso to Amend 2019 Budget to accept NYSOILS Distribution #7 (C700052)
 - b. Reso to Authorize agreement with Legal AID Society of Northeastern NY (OILS Distribution #7 C700052)
 - c. Reso to Authorize agreement with General Code for purchase of Content Management System (Laserfiche Avante)

RESOLUTION REQUEST FORM NO. 7

Request to Amend County Budget*

****If this is the result of a grant award, also complete and submit Form No. 5 or 6***

DEPARTMENT NAME: Assigned Counsel

DATE: 7/29/2019

- (a) Purpose of Amendment: **To Amend the 2019 Budget due to receipt of OILS Distribution #7 C700052 Contract**

- (b) Appropriation Code, Object Code, Full Title and Amount: **A.1170 Legal Defense - Indigents, Contracts \$51,710.50**

- (c) Revenue Code (with title), and Amount: **A.1170 3045 Legal Defense - Indigents, Office of Indigent Legal Services Distribution \$51,710.50**

RESOLUTION REQUEST FORM NO. 3

Request for New Contract

DEPARTMENT NAME: Assigned Counsel

DATE: 07/29/2019

- (a) Is this a Result of a Bid or Request for Proposal? No
- (b) Purpose of Contract: **To authorize an agreement with Legal Aid Society of Northeastern New York, Inc. for paralegal/case management support services for indigent persons in the Warren County Family Court with funding from the Office of Indigent Legal Services (OILS) grant (Contract #C700052)**
- (c) Name of Contractor: **Legal Aid Society of Northeastern New York, Inc**
- (d) Address of Contractor: **55 Colvin Avenue, Albany, NY 12206**
- (e) Contractor's Contact Person and Telephone Number: **Lillian Moy**
- (f) Has or will the Contract be provided, if so, please attach:
- (g) Commencement Date of Contract: **07/01/2017**
- (h) Termination Date of Contract: **Upon termination of grant funds from NYS**
- (i) Payment Provisions:
 - i) lump sum amount
 - ii) hourly rate amount
 - iii) total amount not to exceed **\$45,000**
 - iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc.
- (j) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title* and Amount: **OR Capital Project OR Capital Reserve Project Number, Title, and Amount: **A.1170 470 Legal Defense - Indigents, Contract****

Sample: A.1010 470 Legislative Board – Contract Sxx.xx
Capital Project No. H289.9550 480 – Old Jail Renovations Sxx.xx

*as listed in budget and LOGOS

RESOLUTION REQUEST FORM NO. 3

Request for New Contract

DEPARTMENT NAME: Assigned Counsel

DATE: 07/29/2019

- (a) Is this a Result of a Bid or Request for Proposal? No
- (b) Purpose of Contract: **To authorize an agreement with General Code for Case Management Software**
- (c) Name of Contractor: **General Code, CMS, LLC**
- (d) Address of Contractor: **781 Elmgrove Road, Rochester, NY 14624**
- (e) Contractor's Contact Person and Telephone Number: **Liz Mistretta (585)705-7412**
- (f) Has or will the Contract be provided, if so, please attach: **YES**
- (g) Commencement Date of Contract: **TBD**
- (h) Termination Date of Contract:
- (i) Payment Provisions: i) lump sum amount
ii) hourly rate amount
iii) total amount not to exceed **\$42,228.17 Year 1 (\$8,380.76 2nd year forward Annual support fee)**
iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc. **50% of Project Price @ agreement authorization, 50% of Project Price upon completion**)
- (j) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title* and Amount: **OR Capital Project OR Capital Reserve Project Number, Title, and Amount: A.1170 470 Legal Defense - Indigents, Contracts**

Sample: A.1010 470 Legislative Board – Contract \$xx.xx
Capital Project No. H289.9550 480 – Old Jail Renovations \$xx.xx

*as listed in budget and LOGOS

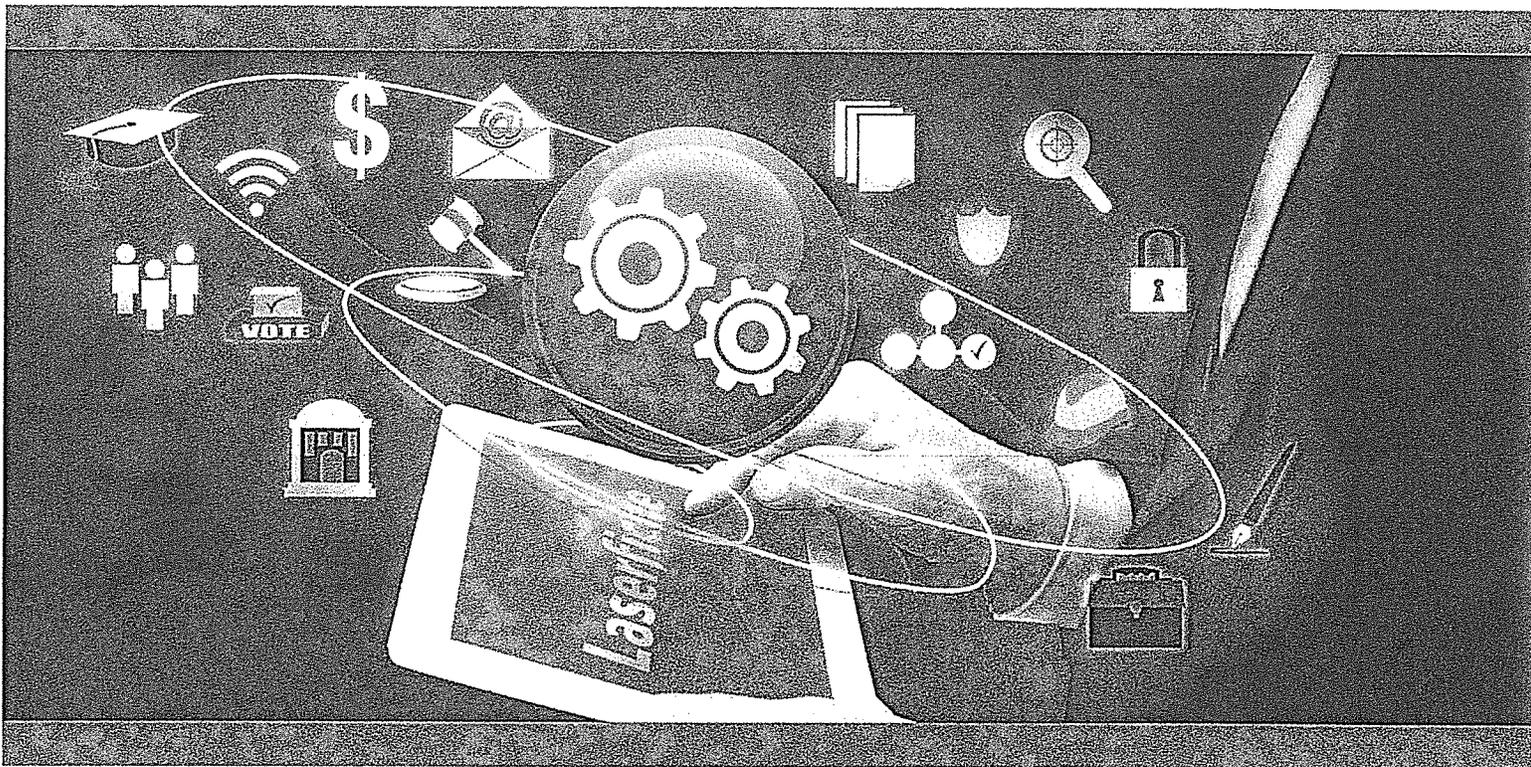
Warren County

New York

Enterprise Content Management System

July 15, 2019

Valid for 3 months



Liz Mistretta
Solutions Account Executive
585-705-7412
LMistretta@generalcode.com

**GENERAL
CODE**

CMS Division

CONTENTS

INTRODUCTION.....3
LASERFICHE AVANTE SYSTEM OVERVIEW4
PRELIMINARY DOCUMENT MANAGEMENT PROJECT PLAN5
DESCRIPTION OF RECOMMENDED COMPONENTS.....6
INVESTMENT DETAIL & OPTIONS.....9
AUTHORIZATION & AGREEMENT.....11
APPENDIX A – RECOMMENDED SERVER/WORKSTATION SPECIFICATIONS12
APPENDIX B – INSTALLATION, TRAINING AND SUPPORT13
APPENDIX C – REFERENCES.....16
APPENDIX D – GC Streamline assigned counsel STATEment OF WORK17

INTRODUCTION

RECOMMENDED SOLUTION

Based on the County's current needs and looking to the County's potential future uses of electronic content management, General Code recommends implementation of Laserfiche Avante.

Laserfiche Avante is a robust system that provides the flexibility to configure the system to your specific way of doing business without your having to "shoehorn" your processes to fit the mandates of a software solution. Laserfiche is also easily expanded – to different departments, different types of documents, and many other users in the future as you see other uses.

General Code's experienced staff will help you configure your system to maximize efficiencies now and for decades to come.

ABOUT GENERAL CODE

General Code provides a variety of information management solutions to more than 2,700 local governments, educational and commercial organizations throughout the United States. We set the standard for improving document management processes and are on the cutting edge of technology, providing new and reliable tools to our customers to better serve their clients. We pride ourselves in our level of experience, our technical knowledge in the industry and our focus on the customer.

General Code is a top 5 government reseller of Laserfiche in the United States, offering more than 14 years of experience, coupled with an industry-leading service, integration, training and helpdesk team.

With Laserfiche at the center of your Enterprise Content Management Solution, you get what nearly 30,000 other public and private organizations are already getting – the most powerful combination of electronic capture, storage and business process automation tools available today. We selected Laserfiche as our technology platform because of its open architecture, integration capabilities and the capacity to scale up as your demand for information sharing and access grows.

Every system designed and implemented by General Code fits your specific needs and requirements. Configuration of your Enterprise Content Management Solution to your situation reduces the time and additional resources required to "adjust" or "optimize" a one-dimensional system.

As a values-based company we adhere to the principles outlined in our "General Code." These guides for conduct are integral to building a comprehensive content management solution – one that leverages our 50+ years of service to public organizations and governments of all sizes.

Elements of our "code":

Digital information must be designed and implemented in ways that support the success of the entire organization.

Our content management solutions must run on a platform that we believe in.

The quality of our service and support determines the ultimate value of the solution we develop.

Our content management solutions are based on the practical—if there is a better way to do something we will design and implement it.

LASERFICHE AVANTE SYSTEM OVERVIEW

Today, successful organizations need more than document management; they need to optimize the decision-making process by getting the right content – whether structured or unstructured, paper or electronic, audio or video, photograph or e-mail – into the right hands at the right time.

Laserfiche Avante is a cutting-edge solution that combines comprehensive content management functionality with business process management (BPM) tools to both manage and process information – turning it into an asset that enables efficiency and smart decision making organization-wide. Laserfiche Avante provides all of the elements for today’s comprehensive needs:

- **Document Imaging** – Converts paper documents or film into an electronic or digital format.
- **Document Management** – Manages documents (physical or digital) through their lifecycles.
- **Business Process Management** – Applies workflow technology to content-related processes in order to standardize and optimize them.
- **Integrative Middleware** – Provides many ways to interface with other business-specific applications to enable you to have one document repository that can be accessed from other applications and to enable “sharing” of data between other applications and Laserfiche.

The Laserfiche workflow engine gives you a platform to map, model and manage your business processes in order to obtain a better understanding of how to achieve your overall goals by:

- **Increasing productivity** by automating manual, repetitive processes.
- **Modeling, executing and managing business processes without writing code.**
- **Triggering workflows based on actions taken in Laserfiche or in 3rd party applications, such as CRM, GIS, ERP and more.**

Laserfiche Avante readily fits into your existing networked environment, without requiring custom programming or extensive hardware and software updates. Laserfiche is developed to support close integration with industry-standard operating systems and database management systems. See specifications in Appendix A for more detail.

Technology represents one of the most significant investments you make in your organization’s success, and General Code and Laserfiche are committed to providing a comprehensive framework for delivering value quickly, easily and without the need to bring in expensive experts at every turn. General Code has seasoned professionals to guide you through the planning and implementation process and will be there to provide on-going support.

PRELIMINARY DOCUMENT MANAGEMENT PROJECT PLAN

- I. Upon finalization of the agreement, General Code's Project Manager will call you to review the Project Plan and discuss the following:
 - Designate the main contacts for the project from General Code and your organization
 - Discuss the proposed schedule and set dates
 - Determine any necessary hardware purchases, installation or configuration that must take place prior to the system installation, and set a date for completion of that work
 - Confirm availability of required personnel, equipment and facilities
 - Address any outstanding questions, concerns or issues

- II. The Initial Design and System Implementation Phase will include the following:
 - Installation and configuration of the main server components
 - Installation and configuration of the named user licenses, including Laserfiche client software, Snapshot Plug-In and E-mail functionality, as well as scanner configuration and testing, if applicable
 - Complete system testing of all installed components
 - A file structure review and creation of a hierarchical tree structure designed to maximize efficient use of the document management system
 - Discussion of file-naming conventions to be used in the document management system
 - Establishment of an initial set of templates (electronic index cards)
 - Configuration of users, groups and user rights (security)
 - Training for users
 - Administrator training for up to two (2) people who will be responsible for administration of the system

DESCRIPTION OF RECOMMENDED COMPONENTS

<p>Laserfiche Avante™ Server Software</p>	<p>Laserfiche Avante MS SQL server software is a complete electronic content management solution with <u>fully integrated</u> business process management. Laserfiche Avante includes the Laserfiche Automated Workflow Module and other important business-process functionality “baked into” the core software.</p> <p>The Laserfiche Automated Workflow Module is a robust component that facilitates the flow of documents, auto-files and auto-names folders and documents and enforces time schedules, where desired, by providing e-mail reminders or notifications to backups or supervisors or by re-assigning documents to others’ folders. By automating processes, you can ensure that proper process is followed, and work can be distributed to users in an orderly and predetermined manner.</p> <p>Laserfiche’s robust security enables you to limit both access and functional rights of users. Your IT staff will appreciate the ability to set security by user or group, as well as the option to use Windows Authentication for single log-in.</p> <p>System administrators have access to the Laserfiche Administrator Console either in a client or a web format.</p>
<p>Named Users</p>	<p>Laserfiche named users have the ability to utilize all of the features of the software, including scanning, importing, file and volume management, search and retrieval, annotations, e-mail routing and workflow participation, as applicable and as security rights permit. Additional named user licenses can be added at any time, in any increment.</p> <p>SnapShot Functionality: The SnapShot functionality allows designated users the ability to “print” existing electronic files into the Laserfiche system directly and automatically convert them to inalterable Laserfiche images rather than having to print them out and then scan them into the system.</p> <p>E-Mail Functionality: The E-Mail Plug-in allows users to send Laserfiche documents as e-mail attachments to anyone using a MAPI-compatible E-mail system. All or part of a document can be e-mailed; multiple files can be “zipped” into one e-mail; and you can choose the format in which the documents will be sent (e.g., PDF, TIFF, JPEG, etc.).</p> <p>Web Access: Laserfiche Web Access is a browser-based thin client offering virtually all of the document management capabilities of the thick client interface. Authorized users organization-wide can simultaneously access documents, whether they are accessing Laserfiche from their desks or a remote location. IT can add new users without installing software on individual workstations. Users access Laserfiche through a Web browser. Authorized users scan,</p>

	<p>index and otherwise manage documents with Web Access. Staff can also search, retrieve, create, move, rename and annotate documents from the Web, as well as participate in workflow processes. Web Access has real-time access to the Laserfiche repository, which means that information input into Laserfiche is instantly available to all users, whether connected directly to your server, or using Web Access. Also included with Web Access is the Laserfiche SharePoint integration. Laserfiche was the first electronic records management solution to obtain joint Department of Defense records management certification with SharePoint. Laserfiche Web Access also provides real-time access to your Laserfiche repository through the use of mobile devices. The Laserfiche iPad and iPhone apps provide impressive access, and Web Access Light is very useful for other tablets and mobile phones. Laserfiche mobile and Web Access Light are included with Web Access.</p> <p>Laserfiche Mobile/App is an app that lets you capture, upload, and securely access and work with documents in and outside your Laserfiche repository while on the go. You can review and submit forms from the app as well. You can browse for documents in a folder structure; search the entire repository or a specific folder; create, copy, move, rename, sign, download, print, and delete documents; modify document fields; view annotations; submit and approve forms; view and work with offline documents and forms; and start and view business processes. Additionally, you can add documents to your repository from other apps, the mobile device's gallery, or its camera. Gallery and camera images can be processed and enhanced for easier viewing.</p> <p>Laserfiche Forms Essentials comes with all Laserfiche Rio and Avante 10.2.1 installations and upgrades. All full named users can sign in to Laserfiche Forms, submit forms, access tasks, and perform any other action in Laserfiche Forms that their Laserfiche Forms security settings allow them (e.g., creating or administering business processes). These users are automatically retrieved from the Laserfiche Server and are managed on the System Security page in Laserfiche Forms. Forms Essentials Full Users have access to the core features necessary to design processes and forms. Essential Users also have access to the Operational Dashboard where they can view statistics on process in progress.</p>
<p>Laserfiche Forms Automation* <i>*limited to installation on one server</i></p>	<p>Laserfiche understands that forms are a key component of many organizational business processes. If the base ECM application is considered the "engine," many consider automated forms the "transmission" that drives paperless business processes.</p> <p>Therefore, Laserfiche has designed forms automation solutions to help you integrate this key element into your overall ECM strategy:</p>

	<ul style="list-style-type: none"> • PDF Forms Automation through Laserfiche Workflow. Built into the core Laserfiche Workflow are activities specifically designed around automating PDF forms. Some of these workflow/process activities include: retrieving values from a PDF form and storing them as tokens; pre-filling portions of a PDF form; verify PDF signatures, and more. • Laserfiche Forms Professional is a product that provides a solution for organizations to build web forms and manage their business processes. Laserfiche eForms has a drag and drop graphic user interface which allows business users to easily model their processes and design the forms associated with the process. The web based application provides out-of-the-box integration with the Laserfiche ECM suite, as well as the ability to automate complicated processes and integrate with external systems. You can set security levels to designate administrators or users for each process. Also, you can assign a form to a specific user or group, making team collaboration easy and secure. • Forms Portal expands the functionality in Laserfiche Forms to include publicly available forms that users can fill out anonymously. Without Forms Portal, users must sign in before filling out any forms. Forms Portal is licensed per instance, meaning you have a separate Forms Portal activation key in addition to your standard Forms activation key. If you have the Forms Portal, anybody can submit a form. Public users do not need to sign in to Forms or have a Laserfiche account.
<p>Laserfiche Participant Users (Subscription)</p>	<p>Participants are limited-functionality users. Directory Server user accounts with participant licenses can sign in with their expected user names. Participant users can start process instances and perform user tasks, but they cannot create or administer business processes. Participant Users can also access the Laserfiche repository in a read-only fashion.</p>

INVESTMENT DETAIL & OPTIONS

Hardware or any applicable taxes are not included in price, unless otherwise noted.

**Priced via NCPA Contract 11-25 (3.1% Discount on software and support) ¹*

Line Item Description	Model #	Quantity	Unit Price	Total
Base Software				
Avante Server for MS SQL with Workflow	MSE30	1	\$4,845.00	\$4,845.00
Avante Named Full User with Snapshot, Web Access & Email	MNF16	3	\$581.40	\$1,744.20
Base Software Subtotal				\$6,589.20
Add-Ons/Plug-Ins				
Avante Forms Portal Add-on	MPFRM	1	\$7,747.16	\$7,747.16
Avante Advanced Audit Trail	MATX16	3	\$96.90	\$290.70
Avante Forms	MFRM16	3	\$48.45	\$145.35
Subscription Participants (50-199 users)	JPARB	52	\$65.89	\$3,426.28
Add-Ons/Plug-Ins Subtotal				\$11,609.49
Support				
LSAP Avante Server for MS SQL with Workflow	MSE30B	1	\$969.00	\$969.00
LSAP Avante Named Full User with Snapshot, Web Access & Email	MNF16B	3	\$116.28	\$348.84
LSAP Avante Advanced Audit Trail	MATX16B	3	\$19.38	\$58.14
LSAP Avante Forms Portal Add-on	MPFRMB	1	\$1,549.43	\$1,549.43
LSAP Avante Forms	MFRM16B	3	\$9.69	\$29.07
SAP GC Streamline Assigned Counsel Business Process Automation	GCSL1_SAP	1	\$2,000.00	\$2,000.00
Support Subtotal				\$4,954.48
Professional Services				
*GC Streamline Assigned Counsel Business Process Automation		1	\$12,000.00	\$12,000.00
Laserfiche Forms Install and Training		2	\$1,650.00	\$3,300.00
Laserfiche Install and Training On-Site Days		1.5	\$1,650.00	\$2,475.00
Laserfiche Project Management		1	\$800.00	\$800.00
Remote Installation Services		1	\$500.00	\$500.00
Professional Services Subtotal				\$19,075.00
Grand Total				\$42,228.17

¹ *This is a one-time discount and will not take effect on any future renewal quotes and invoices.*

**See Appendix D for additional information on Assigned Counsel Automation.*

Anticipated annual LSAP fees after the included 1st year for the above configuration would be \$8,380.76

Note: This estimate is subject to change based upon the then-current support prices for that year.

Automated Workflow Module (software) is included with Laserfiche Avante. If/when the County wishes to implement Automated Workflow other than Assigned Counsel, there will be additional development and configuration time required. We will be happy to assess any Workflow implementation desires with you and provide any relevant fees at your request. (Fees will be based on the number and complexity of the desired workflows to be implemented.) These additional service fees would not apply until you are ready to implement this component.

1. Adjustments to Performance Schedule; Rescheduling:

Adjustments to Schedule. Upon the mutual consent of the County and General Code, the "Performance Schedule" may be changed or extended as outlined below.

Rescheduling. The County must notify General Code, in writing, immediately upon learning or otherwise becoming aware, of any difficulties that may delay the delivery of services or deliverables. Such notification must identify the reason for the delay, as well as the anticipated period of delay.

Travel-related penalties incurred by General Code due to a change in the Installation / Training schedule by the County may be charged directly to the County unless the delay is a result of a state of emergency.

2. Contract Cancellation Policy:

If the County chooses to cancel this contract, it must do so in writing. The County will be billed for the following contract-related expenses incurred and services provided up to the receipt of written contract cancellation, including:

- Any and all travel-related expenses incurred by General Code,
- Any and all consultation, installation and training services performed by General Code,
- Any and all software-related expenses incurred by General Code as per the Laserfiche Software Return Policy.

3. Laserfiche Software Return Policy:

- Unopened and not activated products can be returned within 30 days from the date of purchase at no charge.*
- Unopened and not activated products returned between 31 days to 120 days from the date of purchase will incur a 15% restocking fee on the original purchase price.*
- There is no return of products over 120 days from the date of purchase.
- There is no return of products that have been opened or activated.

**Return Credit, less applicable charges, will only be given after Laserfiche receives a letter of confirmation that the software was not opened or activated.*

AUTHORIZATION & AGREEMENT

The County of Warren, New York hereby agrees to the procedures outlined above, to General Code's Content Management Solutions Terms & Conditions and to the License Agreements for the software referred to above, all of which are available at <http://cms.generalcode.com/terms-conditions>, and are incorporated herein by reference, and authorizes General Code to proceed with the project.

Electronic Document Management Project **\$42,228.17**

Estimated Annual support fee second year forward (LSAP): \$8,380.76

Note: This estimate is subject to change based upon the then-current support prices for that year.

SOFTWARE ORDER, PAYMENT AND PERFORMANCE SCHEDULE

All software components will be ordered approximately three weeks prior to installation and shipped to customer. The software maintenance (annual support) will start 30 days after software order.

- 50% of the project price shall be invoiced upon authorization of the project – payable within 30 days of authorization.
- 50% of the project price shall be invoiced upon completion of the installation and training.

(Client please fill out) Invoice for this Project to be sent to:

Department: _____ **Contact Name:** _____

WARREN COUNTY, NEW YORK

By: _____ In the Presence of: _____

Title: _____ Title: _____

Date: _____ Date: _____

GENERAL CODE, CMS, LLC

By: _____ In the Presence of: _____

Title: _____ Title: _____

Date: _____ Date: _____

In order to authorize the project:

1. **Sign the Proposal**
2. **Fax or email the Authorization & Agreement Section only to: Sales@generalcode.com • fax (585) 328-8189**
3. **Mail the signed Proposal to General Code at: 781 Elmgrove Road • Rochester, NY 14624**

General Code will then sign and mail a copy of this agreement back to the County for its records.

APPENDIX A – RECOMMENDED SERVER/WORKSTATION SPECIFICATIONS

Please click on the below links to view current specifications:

[Laserfiche Avante Minimum Recommended Hardware Specs](#)

[Laserfiche Default Ports](#)

[Virtualization Considerations for Laserfiche](#)

APPENDIX B – INSTALLATION, TRAINING AND SUPPORT

Pre-Installation Teleconference and Technical Review

Prior to the on-site installation and training, one of General Code's technicians will work with your technical staff or consultant to review the hardware and other technical requirements and ensure that all hardware is ready for the installation. We will also work with your designated contact person to establish the agenda for the on-site days.

Customized, Hands-On Training

General Code provides practical hands-on training sessions to ensure that your users keep pace with "best practices" and that your Laserfiche system continues to provide your organization with the maximum efficiencies possible. Our training experts will come on-site to your facility and provide thorough training for your staff with manuals customized to your specific system and needs. Whether you are a new Laserfiche user or an existing user seeking refresher training, we pride ourselves on maintaining a team of trainers who can relate to users at any level of expertise.

Our standard Laserfiche user training covers the basic functions of the program and provides you with the necessary skills to put the system into immediate use. Based on the file organization and file naming structures that were determined by your organization, the training covers input, search and manipulation features using your documents to address file-organization and file-naming structures

Administrator Training covers the system administrative functions and typically takes place throughout the on-site sessions, as appropriate.

Laserfiche Software Assurance Plan (LSAP)

LSAP is renewable on an annual basis and was created to deliver critical program updates and provide on-going technical support for your Laserfiche document management system. With LSAP you will always be confident that you are receiving the very best performance and quality possible.

TECHNICAL SUPPORT

Technical Support covers all questions that might arise with your Laserfiche system should a technical issue arise. Technical Support covers the installation of software patches and minor upgrades, as appropriate.

The first line of technical support is via telephone, using our toll-free number (855-436-5500) or via e-mail at lfsupport@generalcode.com. With Basic LSAP service, technical support requests not immediately addressed will be acknowledged within 8 business hours, with the majority of response times within 2 hours. General Code's support technician will discuss the issue with you. If there are more detailed diagnostics needed, the technician will log into your system remotely, using the Internet. In this way, the technician can see what the user is seeing, do diagnostics, and generally remedy the situation remotely during this initial contact. In situations that require additional research or work by the technician, we will let you know what still needs to be done, along with a timeframe for getting back to you. You will also receive a Case number for future reference. By providing remote diagnostics and remediation to our clients, we can provide you with quick resolution of your issues to keep you up and running.

SOFTWARE PATCHES AND UPGRADES:

In addition to receiving technical support, customers with a current LSAP contract will receive **critical program updates within the current version of Laserfiche**. This is extremely important because Laserfiche is continuously improved to be even more powerful and efficient. You will receive routine system updates released by the manufacturer after a period of additional General Code in-house testing, as applicable. These patches and software upgrades are available for download at our FTP site. Customers are given the option of applying the patches themselves or having one of our Laserfiche technicians apply the patch remotely.

There is no additional cost for the installation of minor software updates or patches (typically called 'point releases'). Major software updates (typically called 'version releases') may have associated service charges to install, upgrade, or to migrate your Laserfiche software to the new major release level. Related training on new functionality of the upgraded software may also have associated service charges. Any additional charges will be outlined and quoted to you in advance.

LASERFICHE OFF-HOURS SYSTEMS UPGRADES:

At times it is a requirement that Laserfiche systems upgrades are done during off hours or over the weekend to minimize operational interruptions. General Code is happy to work with our customers to accommodate these requirements. With changes in the law regarding payment of overtime for non-exempt helpdesk staff that are involved in doing work after hours or over the weekend, they must be paid overtime. General Code is going to begin charging a nominal fee for the off-hours work to cover this new expense. The charge will not exceed \$500.00 for the time involved.

Services covered under LSAP:

- Remote troubleshooting and repair to the best of our ability of any errors generated by Laserfiche
- Remote troubleshooting and repair to the best of our ability any Laserfiche functionality that is not working
- Provide and remotely apply minor patches/point releases on an as needed basis
- Respond to request calls within 8 business hours, if not immediately
- Provide technical support between the hours of 8:00 AM - 5:00 PM EST
- Provide access to all major and minor patches provided by Compulink Laserfiche
- Access to TIPS and FAQs on the General Code website
- User group meetings
- Access to Laserfiche's knowledgebase
- Regular newsletters - Laserfiche & The Decoder
- Access to webinars

Services not covered under LSAP:

- Training - New user or refresher training - either on-site or remote
- Repair of damaged databases
- Establishment of SQL maintenance plan

- Addition of custom features or functionality to the software
- Support or troubleshooting of third party software
- Faults or problems caused by unauthorized access to configuration information or changes to components by the user or a third party.
- Installation, Migration, Upgrading of software related to major software releases
- Problems or faults caused by use of the product outside its normal operating conditions.
- On-site technical support, unless it is specifically included as part of the selected Agreement or funded by the Customer on a per-day basis as part of a signed Change Order.
- On-site consulting or training, unless it is specifically included as part of the selected Agreement or funded by the Customer on a per-day basis as part of a signed Change Order.

Customer's Obligation:

- To maintain appropriate backups of the Laserfiche database and associated files.
- To contact General Code prior to implementing significant network changes that has the potential to impact the Laserfiche system. Some examples are, operating system changes on either the server or PC, replacement of existing PCs or server(s), and changes in network configurations, such as server name, IP address or workgroup on PCs.
- To have Internet access on the Laserfiche server and all workstations where the Laserfiche client is installed and be willing to allow our Support Technicians remote access to the Customer's Laserfiche system via GoToAssist or other acceptable remote access tool.
- To designate an IT contact and to provide the name, phone number and e-mail address on the registration form.
- To describe technical issues completely in order to provide General Code's Support Technician sufficient information to be able to diagnose and reproduce the problem, including any identified error codes.

APPENDIX C – REFERENCES

The following references are current General Code clients who have completed similar projects. Please feel free to contact anyone on the list.

Tompkins County, NY
Greg Potter, Director of ITS
(607) 274-5417

Oneida County, NY
Kim Flint, Contract Administrator
(315) 793-6042

APPENDIX D – GC STREAMLINE ASSIGNED COUNSEL STATEMENT OF WORK

GC STREAMLINE FOR ASSIGNED COUNSEL

In addition to seeking General Support Services, Tompkins County is looking to develop a solution, to be hosted by the County in the Laserfiche Rio platform, to improve case management processes, communications, data, reporting and financial requirements for the County's Assigned Counsel Department. The GC Streamline for Assigned Counsel solution provides the business analysis knowledge, processing planning, Laserfiche templates, forms and workflows to automate the Assigned Counsel process for the County. General Code reviews the GC Streamline functionality with the County to identify areas where configuration and customizations are required. This allows the County to have a solution built for their specific needs while leveraging General Codes experience in building this solution for other customers.

PROCESS SUMMARY

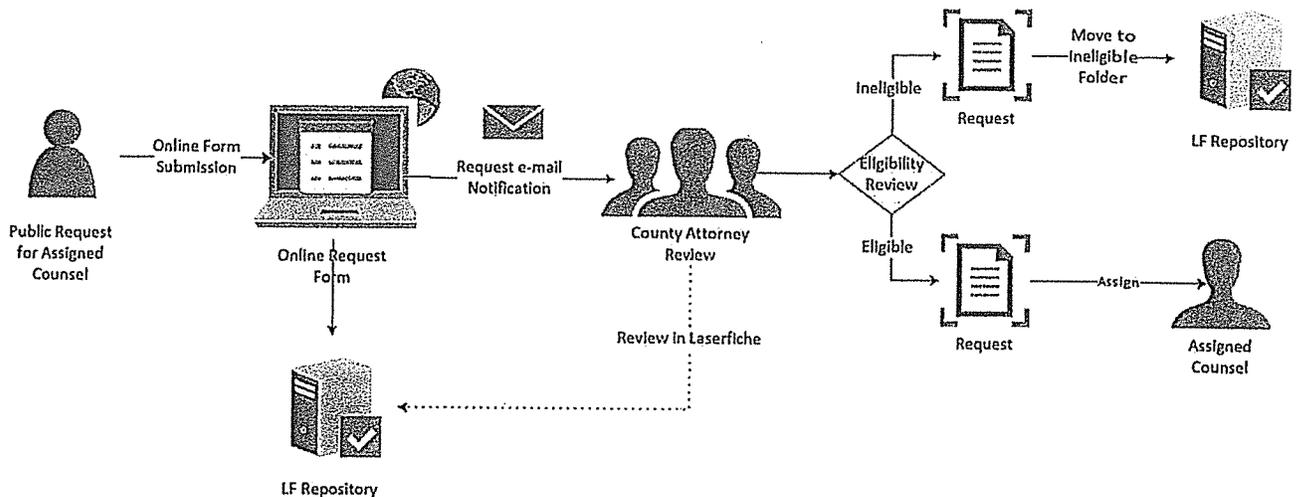
When a defendant is indigent, a Public Defender is assigned to the case. In instances where the Public Defender is not available, the Court will assign an attorney (known as Assigned Counsel). In order for the Assigned Counsel to be paid for their service, they must complete a timesheet to record all the time they spent on the case and the services provided. At the completion of the case, the timesheet is submitted to the Court for review. The timesheet is compared to the Court Records to confirm the information. Once the information is confirmed or revised it is signed by the presiding Judge and returned to the Attorney. The Attorney will submit the signed copy to the County Attorney's Office for payment. The County Contract Administrator will review the timesheet for accuracy and then pass it to Audit and Control for final payment.

The GC Streamline solution for Assigned Counsel provides:

- Online form for the request of an Assigned Counsel.
- Online form for the assignment of cases to attorneys with email notification.
- Online form for the preparation of timesheets for attorneys.
- Automatic form calculations, including current mileage rates.
- Approval routing for submitted timesheets.
- Online form for timesheet approval process including the option to reject parts or the entire submission.
- Digital signatures.

Application and Assignment of Counsel

General Code will create a Laserfiche form that will replicate the current Application for the Assigned Counsel (similar to the form pictured below). This form will be available to potential clients via the Internet. Once submitted, the form will be stored in a Laserfiche for review. Once eligibility is determined the status on the document will change and will be routed based on its status.



Eligible Applications: Applications that are determined to be “eligible” will notify the person responsible for assigning cases to attorneys. They will assign the case to an attorney and update the case status to “Assigned”. Laserfiche workflow will then create a case file and assign all pertinent data to the case folder template. The folder will be routed to the assigned attorney’s folder within Laserfiche and an email notification will be sent to the attorney containing a shortcut to the case folder.

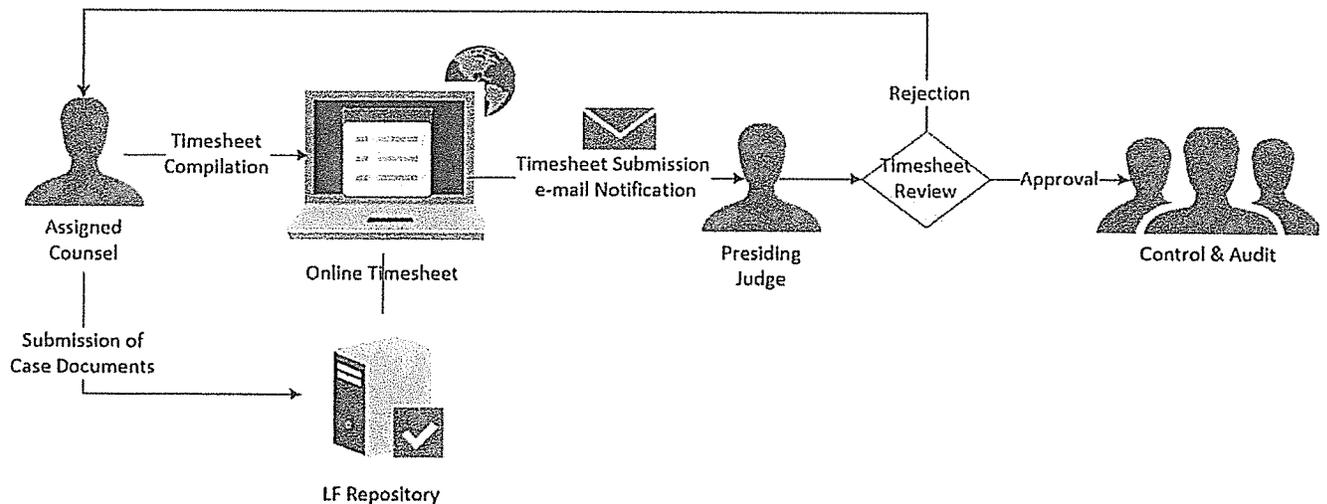
A Laserfiche “New Case Assignment” form will be used to notify attorneys of a new case assignment. The online form will record the information about the case and provide an “upload” button to attach the assignment letter. Once completed, a folder for the case will be created in Laserfiche and an email notification will be sent to the attorney with the case information.

Ineligible Applications: Applications which are deemed “ineligible” will be routed to an Ineligible folder in Laserfiche, organized by date. If required, email notification can be sent to the applicant and the Court. If the County provides an electronic copy of a denial letter, General Code can populate the letter with data provided on the form and send it via email.

If required, email notifications containing PDF form letters can be sent to the applicant and Court to notify them of the decision. The County will need to provide an electronic copy of the letter/s sent and General Code will use the data provided in the form to auto-populate the letter and send it via email to the applicant.

Case Processing and Time Reporting

Using the link in the "Attorney Assignment" notification, the Assigned Counsel will be able to add documents to the case folder directly in Laserfiche. Usage of the Case Documents template, added documents will be renamed based on the type and date of the document.

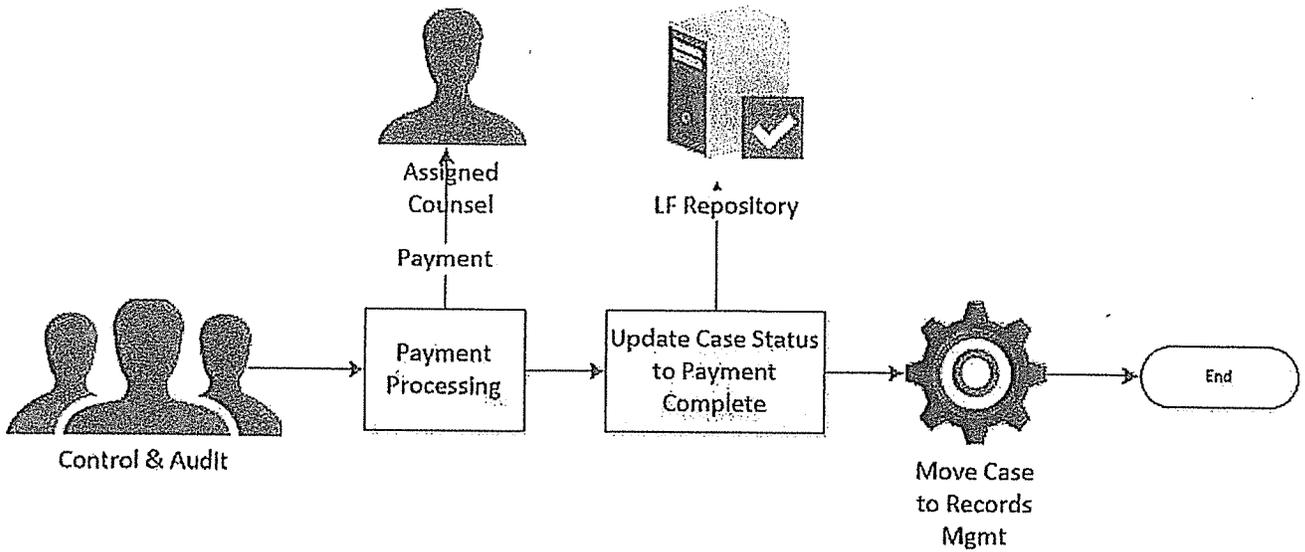


The attorney will also be able to access the online activity form (timesheet) from anywhere at any time. They can use the form to record their activities as the case progresses, saving the timesheet in a draft form until the case is complete, or wait to the conclusion of the case and record activities all at once. The form will automatically calculate totals based on the current rates of activities. When required, receipts can be uploaded to the form. When the attorney completes recording their time they will sign the form and complete the Judicial Conference Report.

Upon report submission, an email notification goes to the presiding Judge. Using the link in the email the judge can review the timesheet online at any time. During their review the Judge will have the option of altering or deleting any of the line items. For every item that is approved they will check the "Approved" box. If needed, additional review step can be included prior to the submission to the Judge.

After review is complete, the Judge will sign and submit the timesheet. The submitted timesheet will be saved to the case folder in Laserfiche and the entire folder will be routed to Finance for payment. Finance receives an email notification as timesheets are submitted. Once they indicate that payment is complete the case folder will be routed to the Records Management folders with shortcuts to the folder available for the Finance and Assigned Counsel.

Attorney Payment and Case Closure



The approved Timesheet will be saved to the case folder in Laserfiche and the entire folder will be moved to Control & Audit for payment. Control & Audit will receive an email notification as timesheets are submitted. After payment processing is made to the attorney, the department will update the case folder payment status to "Complete". Workflow will then route the case folder to Records Management with shortcuts available for the Control & Audit and Assigned Counsel within the "Closed" cases.

The update of the case status to "Closed" will automatically update the "Closed Date" field to the current date. Once both fields are set, workflow will move the case to the Records Management folder and create a shortcut in the Closed Cases folder structure.