Laserfiche RFP Addendum

Questions:

Question: Which anti-virus software?

Answer: Microsoft Forefront

Question: Are there outstanding performance issues with the system currently?

Answer: There are currently no performance issues.

Licenses used by the County

The County of Fresno has recently upgraded to Laserfiche RIO. The licensing scheme is now Named user licenses outlined below.

RIO Licensing:

ACTTC	Full	30	Read	53
Assessor	Full	101	Read	1
DSS	Full	2	Read	30
Public Works	Full	2	Read	7
Sheriff	Full	30	Read	1
Total	**Full**	**165**	**Read**	**92**

Breakdown of Quickfields Licenses

Assessor:
(3) Quickfields Complete – All Modules
(8) Quick Fields, Quick Fields Scripting Kit and Validation packages for Bar Code, Real-Time Lookup
(1) Quickfields Agent
Public Works:
(2) Quick Fields, Quick Fields Scripting Kit and Validation packages for Bar Code, Real-Time Lookup
ACTTC:
(1) Quick Fields and Validation packages for Bar Code and Real-Time Lookup
(1) Quick Fields, Quick Fields Scripting Kit and Validation packages for Bar Code, Real-Time Lookup
(4) Quickfields
Sheriff:
(1) Quickfields

Version of Laserfiche
Server: 8.1.2 build 734
Clients: 8.1.1.600
Quickfields: 8.0.2.347
Workflow: 8.0.1.498

Server Information
This is an Enterprise wide license with 2 Laserfiche production servers on two separate domains.
Laserfiche Server 1 has 4 repositories (ACTTC, Assessor, Public Works, Social Services) – Domain (Intra)
Laserfiche Server 2 has 1 repository (Sheriff) – Domain (Sheriff) – Including Laserfiche WebLink

Weblink
Only one instance of Weblink is used by the County of Fresno. The Sheriff's Office utilizes this service.

Servers: Hardware - Software
The County of Fresno IT Department installs, monitors, and supports all hardware for all departments besides the Sheriff's Office. The Sheriff's Office IT Staff maintains all hardware for their department. The installations of all Laserfiche server products are installed by the vendor for the County of Fresno besides the Sheriff's Office. The Installations of all Laserfiche Server products are installed by the Sheriff's Office IT Staff.

Server Software Updates
The software updates for the County of Fresno are performed by the vendor. The Sheriff's Office IT Staff performs all updates of the Sheriff's servers.

Future of Laserfiche Workflow
The County of Fresno has added Laserfiche Workflow to its system. With the implementation of Workflow, the County departments seek to develop workflows for the department to assist in day-to-day operations. Please describe the following:
1. Experience with Workflow.
2. Specific experience with county departments developing or assisting in workflows.
3. Level of assistance in the creation of workflows.
4. Future development ideas for the County of Fresno.

Future Growth of Laserfiche Licenses
Please give an itemized list of prices for future licenses purchased.
1. Laserfiche RIO User Licenses
2. Quick Fields and Plug-ins

Sheriff's Office

Sheriff Implementation of RIO Licensing

The Fresno County Sheriff's Office (FSO) has put many hours of effort into implementing the Laserfiche RIO Licensing model. As a result of our 24x7x365 operations, many different users may be scanning documents. The Named Device model allows them to share the scanning hardware and licenses in the most efficient manner for our agency.

Due to the number of users who need read-only access to the documents scanned by the FSO, the WebLink product is the primary interface for retrieving documents. The FSO is currently the only user of WebLink within Fresno County.

The FSO is currently utilizing Named Devices as our primary method of licensing for our scanning kiosks. Each kiosk utilizes an application developed and maintained by the FSO to scan documents into the Laserfiche repository through scanning devices with TWAIN drivers.

It is a requirement of the FSO to be able to audit all access to our documents at all times and be able to track activity within Laserfiche. In order to retain the required auditing functionality when using Named Devices and the Public Portal licensing the FSO was required to utilize both Active Directory authentication (for the Public Portal) and implement LDAP authentication for our scanning application. This allowed us to configure the Active Directory users as Read-Only to utilize the Public Portal licenses.

RMS Interface into Laserfiche

The FSO is currently using the Motorola NetRMS product for our Records Management System. Within the NetRMS system there is an interface which allows users to click an icon/hyperlink and perform searches within Laserfiche. The hyperlink passes information to an intermediate web page which builds the appropriate URL for the query (based on where the link was clicked and what type of data is being used by the query) and redirects the user into WebLink to perform he appropriate search.

The interface between NetRMS and Laserfiche is currently planned to be enable within the next 90 days.

At this point in time, our interfaces with Laserfiche are primarily bound to the Laserfiche WebLink product. In the future there may be a need to interface an application directly with the Laserfiche Server product but at this point nothing has been implemented.

Toolkit Scanning Application

When the FSO was implementing the Laserfiche product, the QuickFields software was evaluated and determined not to be the best choice for our environment. The primary reason was the ease of use for end users who will be scanning documents with minimal training. Secondary reasons included the cost to deploy the licenses and the lack of consistent definable document types that are scanned by our organization. Many of the documents that our agency scans are printed on different forms, handwritten or produced from many systems which we do not have control over. As a result there is no effective way to come up with a template for users when scanning.

The FSO has developed a scanning application called SRIS (Sheriff Records Imaging System) in VB6 which allows users to scan or import documents into the Laserfiche system. This application utilizes TWAIN devices to capture the image or file browsing to import the document into Laserfiche. The FSO is responsible for changes and maintenance to the SRIS application and at times will request support from our VAR regarding the use of the toolkit APIs.

The FSO requires that the vendor be able to support the toolkit APIs and application within a VB6, VB.Net and ASP.Net development environment.

Software Versions

The FSO is currently running Laserfiche Server 8.1.2 and are planning to upgrade to 8.2.1 within the next 30 days.

Weblink is the primary retrieval application for documents within Laserfiche. Currently WebLink is not available to the public and is only accessible through computers which can access the FSO domain or its trusted domains (this includes County devices and FSO allied agencies).

The Laserfiche Client is currently loaded on a minimal number of computers which are mostly used for administrative purposes.

The Snapshot and Email plug-ins are not currently being used but we anticipate that these plug-ins may be useful as we expand the use of Laserfiche within our organization.

Workflow

The FSO is not currently utilizing the Workflow product that is included with our RIO licenses. There is some potential to start using the workflow product but at this time we have not been able to evaluate how well it would fit into the workflow of our organization. The chosen vendor should be able to assist our agency in evaluating the value of using the workflow product within our operations.

Vendor Availability

The FSO is a 24x7x365 operation and the Laserfiche is a key system that is used on a regular basis by many of the users on duty throughout the day. When the Laserfiche system encounters issues the FSO IT staff is typically able to resolve the problem without calling the Laserfiche vendor.

If the problem cannot be resolved by the FSO IT staff, the vendor needs to be available to assists with resolving any issues that are occurring with Laserfiche. While this does not happen very often (1-2 times per year at most), the vendor needs to be available when called upon.

Most of the need for vendor assistance has been a result of making changes to our Laserfiche server and ensuring that they will not negatively impact our operations.

Sensitivity of Information Stored within Laserfiche

Due to the sensitive nature of the documents and information stored within the Laserfiche system by the FSO, technicians accessing the FSO Laserfiche system may be required to pass a background check prior to accessing the FSO network or systems.

Future Use of Laserfiche

The FSO is currently exploring the use of Laserfiche for photographic evidence purposes and the legal precedents of using Laserfiche within the California Court systems. Any experience with using Laserfiche documents within the legal system and other law enforcement agencies should be documented within the presented proposal.

In addition to the using Laserfiche within the legal environment, we are investigating the use within our detective units and business office. This may include the need for scanning services depending on FSO resources available. The chosen vendor should be able to assist our agency in getting the maximum value out of Laserfiche within our operations through sharing of previous experience and providing references to other Laserfiche customers with similar operations.