Proposal Response

Request for Proposal Number: FY 2024-2025-25
Records Archival and Management
City of Hallandale Beach
Hallandale Beach, Florida

Due Date: July 10, 2025, 11:00 AM EDT

Submitted to:
Kyle Vohwinkel, Senior Procurement Specialist

City of Hallandale Beach
City Hall Commission Chambers
400 South Federal Highway
Hallandale Beach, FL 33009

Submitted by:
Global Solutions Group, Inc.

31681 Dequindre Road
Madison Heights, MI 48071
www.GlobalSolGroup.com

Offeror

Global Solutions Group, Inc.
31681 Dequindre Road
Madison Heights, MI 48071
www.GlobalSolGroup.com

UEI	VH3UE9S2T6E5
CAGE	6M9L5
DUNS	078343325
EIN	20 0010736

US DoD Top-Secret Facility Clearance

CMMC C3PAO Candidate – ML3

Contracting Vehicles

GSA Multiple Awards Schedule Contracts
Contract Number: GS-35F-171AA
Categories: 511210, 54151, 54151HACS, 54151S
Contract Number: GS-03F-132DA
Categories: 493110RM, 518210DC, 518210ERM, 541611LIT, 5416110, 561439, 561990
Contract Number: GS-02F-025GA
Categories: 561320SBSA

8(a) Streamlined Technology Acquisition Resource for Services III (8ASTARS3)
Contract Number: 47QTCB21D0281

GSA OASIS+ MAC Small Business
Contract Number: 47QRCA25DSB10

Persons authorized to negotiate with the Government and sign the proposal and subsequent award on Offeror's behalf:

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

Acknowledgement of Addenda, Questions and Answers, and other Modifications

GSG acknowledges Addendum #1 received on Jun 25, 2025.

Submit to:

Kyle Vohwinkel, Senior Procurement Specialist

City of Hallandale Beach
City Hall Commission Chambers
400 South Federal Highway
Hallandale Beach, FL 33009

1. Title Page

RFP #	FY 2024-2025-25
RFP Title	Records Archival and Management
Proposer's Name	**Global Solutions Group, Inc.**
Contact Person Name	Lisa Salvador, Vice President
Address	31681 Dequindre Road, Madison Heights, MI 48071
Telephone Number	Direct: (248) 291-5440 Mobile: (313) 333-0188
Email Address	lisas@globalsolgroup.com

2. Table of Contents

3. Transmittal Letter

July 10, 2025

Kyle Vohwinkel, Senior Procurement Specialist
City of Hallandale Beach
City Hall Commission Chambers
400 South Federal Highway
Hallandale Beach, FL 33009

Subject: Global Solutions Group's response to **Request for Proposal Number: FY 2024-2025-25** for **Records Archival and Management.**

Dear Mr. Vohwinkel,

Global Solutions Group, Inc. (GSG) is pleased to submit our proposal in response to RFP #FY 2024-2025-25 for Records Archival and Management Services. We understand that the City of Hallandale Beach is seeking a qualified contractor to support the digitization, metadata structuring, and archival of departmental records into Laserfiche.

GSG's proposed solution focuses on unifying all departmental records under a central Laserfiche system, supported by structured metadata enforcement, full OCR integration, and modular quality assurance processes. This centralized model reduces long-term storage and retrieval costs, eliminates redundancy across departments, and streamlines compliance with public records laws and retention schedules. By leveraging automated workflows, ERP integration, and scalable metadata templates, GSG minimizes manual intervention—resulting in faster processing times, fewer indexing errors, and measurable labor savings. Our flexible import and QA approach ensures each department's needs are met without disrupting daily operations, making GSG the ideal partner for a cost-effective and future-ready records modernization initiative.

GSG's Solution Overview

Feature	Benefit to the City of Hallandale Beach
Laserfiche Import Agent	Automates structured import of over 2 million digital records from HR, Sustainable Development, and legacy systems with full folder hierarchy and timestamp preservation.
Metadata Templates + ERP Integration	Enforces city-approved templates (e.g., "HR Employee Record Template") and pulls indexed values directly from Tyler ERP systems for consistency.
OCR & Searchability (600 DPI)	Delivers 99.5% OCR accuracy using ABBYY and Laserfiche OCR modules; supports full-text search for all scanned and imported documents.
Task-Based QA Reporting	GSG will deliver quality assurance reports after each task, listing failed imports, misindexed files, and discrepancies between Laserfiche and ERP metadata.
Citywide Records Framework	Establishes a scalable Laserfiche-based governance model, metadata schema, retention rules, and modular workflows across all departments.
Secure Physical Scanning	Physical records (250,000 pages) will be scanned at 600 DPI, indexed using a standardized "Scanned Records Template," and imported with chain-of-custody tracking.

Feature	Benefit to the City of Hallandale Beach
🏛 Proven FL Municipal Experience	GSG is actively providing Laserfiche and digitization services to two FL cities: Gainesville and Pembroke Pines.

As a **Platinum Certified Laserfiche Value-Added Reseller (VAR),** GSG has over two decades of experience supporting citywide document management initiatives. We bring the staff, technology, tools, and proven methodology to support all five major tasks defined by the City—including high-volume import, legacy data reconciliation, departmental workflow automation, and the creation of a citywide records governance framework. Recognized for work excellence, GSG has been awarded the Laserfiche Winners Circle award for three straight years.

GSG will execute this project with a dedicated team led by certified Laserfiche professionals, and we commit to providing error-tracked imports, indexed search-ready files, and structured documentation that fully aligns with the City's retention and accessibility standards. Our approach meets all requirements in the RFP and Addendum #1, including the two-year timeline and department-specific priorities.

> **Proven FL Track Record Delivering Quality Laserfiche and Digitization Services**
>
> GSG has a proven track record delivering Laserfiche and digitization services to government agencies across Florida. Our team has successfully completed high-volume, compliance-driven projects for the Cities of Pembroke Pines, Gainesville, and Homestead, as well as Tyndall Air Force Base—digitizing over 1.6 million records with 99%+ accuracy. These engagements demonstrate our deep familiarity with Florida retention schedules (GS1-SL, GS4), legacy system integration, and automated workflow deployment tailored to municipal needs.

We look forward to working collaboratively with the City of Hallandale Beach and are prepared to begin implementation within ten (10) business days of award. If you require any additional information, I may be reached directly at (248) 291-5440 or lisas@globalsolgroup.com.

As Vice President of Global Solutions Group, Inc., I am fully authorized to negotiate and bind GSG during the period in which the City is evaluating proposals. You may contact me at any time.

Regards,

Lisa Salvador
Vice President

Project Manager	Laserfiche Sr. Technical Program Manager Nish Dani, PMP, ITIL, CSM Cell: (313) 492-0705 | NishD@GlobalSolGroup.com
Scanning Project Manager	Krishal Dalal Cell: (313) 461-5182 | Office: (313) 397-8311 | KrishalD@globalsolgroup.com
Point of Contact Details	Lisa Salvador, Vice President lisas@globalsolgroup.com Cell: (313) 333-0188 | Office: (248) 291-5440

Sunbiz Status

State of Florida
Department of State

I certify from the records of this office that GLOBAL SOLUTIONS GROUP (MICHIGAN), INC. is a Michigan corporation authorized to transact business in the State of Florida, qualified on February 11, 2021.

The document number of this corporation is F21000000821.

I further certify that said corporation has paid all fees due this office through December 31, 2022, that its most recent annual report/uniform business report was filed on March 23, 2022, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Fifteenth day of June, 2022

Secretary of State

Tracking Number: 1046260385CU

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

4. Executive Summary

Global Solutions Group, Inc. (GSG) is pleased to submit this proposal to provide comprehensive Records Archival and Management Services to the City of Hallandale Beach. We understand the City seeks to unify departmental records under a centralized Laserfiche platform that supports compliance with metadata, retention, and quality standards—streamlining document access, improving governance, and reducing paper-based inefficiencies across all departments.

GSG brings over twenty-two years of experience delivering high-performance document digitization and records management solutions to municipal, state, and federal clients. Our solution includes high-resolution scanning, metadata association, structured OCR indexing, workflow creation, and quality-controlled digital imports to Laserfiche. We specialize in preparing, digitizing, indexing, and converting a wide range of records—from standard-size pages to large-format drawings, microfilm, microfiche, books, binders, and various legacy media formats.

Florida Government Experience

We are currently providing Laserfiche and digitization services to municipalities across Florida, including:

City of Pembroke Pines
Historic document digitization and Laserfiche system migration.

For Pembroke Pines, we succesfully implemented Laserfiche workflows and metadata standards across legacy formats maintaining over 99% accuracy during data reconciliation and import.

City of Gainesville
Records management consultation and large-scale document conversion across multiple departments

In Gainesville, GSG digitized and indexed over 200,000 records across Planning, Code Enforcement, and HR divisions—mirroring the scope of Hallandale Beach's Tasks 1–3.

All physical records will be securely picked up, scanned at 600 DPI, processed with Optical Character Recognition (OCR), and indexed using predefined templates to ensure consistency. Our structured import process maintains original folder structures, naming conventions, and file timestamps. Laserfiche's open architecture allows seamless integration with ERP systems such as Tyler Technologies, and our use of Laserfiche Workflow Designer enables automated metadata population, routing, and retention enforcement. We also normalize and reconcile unstructured data prior to import to improve organization and searchability.

GSG's system supports full-text search through embedded OCR and enforces department-specific metadata templates across all digital imports. Each department's needs are addressed through configurable workflows, while a citywide records governance framework provides a consistent metadata schema, retention schedule alignment, and flexible user access—aligned to Task 4.

To support quality assurance and transparency, GSG will provide detailed QA reports for all five tasks. These reports will identify records that failed to import, documents not indexed correctly, and any mismatches between ERP data and Laserfiche metadata. Our QA approach ensures every record is accurate, complete, and retrievable, with traceable error correction and continuous improvement across the engagement lifecycle.

As a **Platinum Certified Laserfiche Value-Added Reseller (VAR)**, GSG has deployed and supported Laserfiche systems across a broad range of clients—from single-department implementations to full enterprise rollouts within federal agencies. Our familiarity with Laserfiche's modular tools, including Import Agent, Workflow Designer, Quick Fields, and Audit Trail, ensures a scalable, compliant, and performance-optimized solution tailored to the City's operating environment.

Why Laserfiche Cloud?
✓ Flexible pricing
✓ Rapid user onboarding
✓ Straightforward Administration
✓ One - click integration
✓ Best of Breed, secure and Portable
✓ No server Administration

Florida Government Experience

GSG is actively providing Laserfiche and digitization services across Florida, including:

- **City of Pembroke Pines** – Historic document digitization and Laserfiche system migration. GSG implemented metadata standards and workflow automation across legacy formats with 99%+ import accuracy.

- **City of Gainesville** – Records management consultation and large-scale digitization of over 200,000 records across Planning, Code Enforcement, and HR divisions—mirroring the scope of Hallandale Beach's Tasks 1–3.

- **City of Homestead -** GSG digitized over 150,000 pages of historical municipal records—including microfilm and oversized documents—with 100% chain-of-custody tracking and under 1% rescan rate due to quality errors.

- **Tyndall AFB FL** - GSG configured and supported a Laserfiche deployment involving over 1.2 million records, implemented automated metadata tagging and retention workflows, and achieved 99.7% import accuracy across DoD-compliant repositories.

	GSG Value-Add Service	GSG's Florida-based engagements showcase our ability to execute large-scale Laserfiche deployments with precision, automation, and compliance. Across projects for Pembroke Pines, Gainesville, Homestead, and Tyndall AFB, GSG digitized over 1.6 million records, implemented workflow automation and metadata standards, and consistently delivered import accuracy rates above 99%—directly aligning with the City's requirements under Tasks 1–5.

5. Minimum Qualification Requirements (MQRS)

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

MINIMUM QUALIFICATION REQUIREMENTS (MQRs):

1. This RFP contains Minimum Qualification Requirements (MQRs) which the Firm **must** meet for the Firm to be considered responsive.

2. Please read the MQRs to ensure the Firm meets these requirements **prior** to submitting a response to this RFP.

3. All Minimum Qualification Requirements (MQRs) must be submitted with Firm's response.

4. Firm(s) that do not comply with MQRs will be determined non-responsive and disqualified from the evaluation process and their Proposal will not be evaluated.

5. Firm awarded the Contract will be required to maintain Minimum Qualification Requirements during the term of the Contract and any Contract extensions.

MINIMUM QUALIFICATION REQUIREMENT # 1: SUNBIZ:

a. Proposer must be incorporated through Sunbiz with a status of "Active".

MINIMUM QUALIFICATION REQUIREMENT # 2: FIRM'S PREVIOUS EXPERIENCE:

a. Proposer must include the completed affirmation below with their submittal.

Proposer fully affirms that firm possesses the requisite experience, qualifications, and technical expertise necessary to fully perform the services outlined in this formal solicitation.

Company: Global Solutions Group, Inc.

Name of Authorized Signer: Lisa Salvador, Vice President

Signature: *Lisa Salvador*

Date: July 08, 2025

---

6. Required Forms:

6.1. Form A - Proposal Submitted By

FORM A: PROPOSAL SUBMITTED BY

COMPANY: Global Solutions Group, Inc.	
ADDRESS: 31681 Dequindre Rd	
CITY, STATE, ZIP: Madison Heights, MI 48071	
TELEPHONE: 313-397-8311	**FAX NUMBER:**
DUE DATE OF BID: July 10, 2025	
E-MAIL ADDRESS: lisas@globalsolgroup.com	
FEDERAL ID NUMBER: 20 0010736	
NAME & TITLE PRINTED: Lisa Salvador , Vice President	
SIGNED BY: *Lisa Salvador*	

We/I, the above signed hereby agree to furnish the item(s), service(s) and have read all attachments including specifications, terms and conditions and fully understand what is required.

The Solicitation, Specifications, Proposal Forms, and/or any other pertinent document form a part of this proposal and by reference made a part hereof. Signature indicates acceptance of all terms and conditions of the solicitation.

6.2. **Form B - Variance Form**

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RECORDS ARCHIVAL AND MANAGEMENT

FORM B: VARIANCE FORM

The Proposer must provide and state all variances to this solicitation, specifications, the Terms and Conditions on this variance form (provide additional pages if necessary).

After award of Contract through City Commission, via Resolution, the awarded Firm's Variance Form will be reviewed by appropriate City Staff, the City Attorney, and the Risk Manager. If the Variances presented by the Firm are acceptable to the City, a City Agreement will be routed to the awarded Firm for execution by the authorized officer per Sunbiz. The Project Manager will manage the execution of the agreement process.

Variances requested to either the Bid/RFP, Terms and Conditions and Agreement may result in the City rescinding award of Contract.

If Firm has no Variances, Firm must state "None" below. This form must be provided back in the Firm's response.

None

6.3. Form C - Legal Proceedings Form

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

FORM C: LEGAL PROCEEDINGS FORM

Proposing Firm **must** provide Items a - e with response. Provide all applicable documents per category checked as an attachment. Firm must ensure response is addressing by title for each item a-e below. If an item(s) is not applicable, Firm must check off "N/A" and authorized officer per Sunbiz to provide signature.

a. Arbitrations: List all arbitration demands filed by or against your Firm in the last five (5) years, and identify the nature of the claim, the amount in dispute, the parties, and the ultimate resolution of the proceeding. Must include the disclosure of the court and case number.

☐ Check here and provide documentation ☑ Check here if Not Applicable (N/A)

b. Lawsuits: List all lawsuits filed by or against, your Firm in the last five (5) years, and identify the nature of the claim, the amount in dispute, the parties, and the ultimate resolution of the lawsuit. Must include the disclosure of the court and case number.

☐ Check here and provide documentation ☑ Check here if Not Applicable (N/A)

c. Other Proceedings: Identify any lawsuits, administrative proceedings, or hearings initiated by the National Labor Relations Board, Occupational Safety and Health or similar state agencies in the past five (5) years concerning any labor practices or project safety practices by your Firm. Identify the nature of any proceeding and its ultimate resolution. Must include the disclosure of the court and case number.

☐ Check here and provide documentation ☑ Check here if Not Applicable (N/A)

d. Bankruptcies: Has your Firm or its parents or any subsidiaries ever had a Bankruptcy Petition filed in its name, voluntarily or involuntarily? (If yes, specify date, circumstances, and resolution).

☐ Check here and provide documentation ☑ Check here if Not Applicable (N/A)

e. Settlements: Identify all settlements for your Firm in detail in the last five (5) years.

☐ Check here and provide documentation ☑ Check here if Not Applicable (N/A)

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: _____July 1_____, 20 25   Signed: _Lisa Salvador_

Entity: _Global Solutions Group_   Name: _Lisa Salvador_

Title: _Vice President_

STATE OF _MI_
COUNTY OF _Oakland_

The foregoing instrument was acknowledged before me, by means of ☑ physical presence or ☐ online notarization, this _1_ day of _July_, 20 25, by _Randy Burbach_, as _Notary_ for _Global Solutions Group , Inc._, who is personally known to me or who has produced _N/A_ as identification.

Notary Public Signature: _Randy Burbach_   State of Michigan at Large (Seal)
Print Name: _Randy Burbach_   My commission expires: 8-24-2025

RANDOLPH BURBACH
NOTARY PUBLIC, MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of Oakland

City of Hallandale Beach, 400 South Federal Highway, Hallandale Beach, FL 33009
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6.4.   Form D - Public Entity Crime Form

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FORM D: PUBLIC ENTITY CRIME FORM

SWORN STATEMENT PURSUANT TO SECTION 287.133(2) (a),
FLORIDA STATUTES,
PUBLIC ENTITY CRIME INFORMATION

"A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a Contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list."

By: Lisa Salvador
_____

Title: Vice President
_____

Signed and Sealed ___1___ day of ___July___, 2025

6.5. Form E - Domestic Partnership Certification Form

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

Beach
Hallandale Beach

FORM E: DOMESTIC PARTNERSHIP CERTIFICATION FORM

Equal Benefits Requirements As part of the competitive solicitation and procurement process a Contractor seeking a Contract shall certify that upon award of a Contract it will provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses. Failure to provide such certification shall result in a Contractor being deemed non-responsive.

Domestic Partner Benefits Requirement means a requirement for City Contractors to provide equal benefits for domestic partners. Contractors with five (5) or more employees contracting with City, in an amount valued over $50,000, provide benefits to employees' spouses and the children of spouses.

The Firm providing a response, by virtue of the signature below, certifies that it is aware of the requirements of City of Hallandale Beach Ordinance 2013-03 Domestic Partnership Benefits Requirement, and certifies the following:

Check only one box below:

☐ 1. The Contractor certifies and represents that it will comply during the entire term of the Contract with the conditions of the Ordinance 2013-03, Section 23-3, Domestic Partner Benefits Requirement of the City of Hallandale Beach, or

☐ 2. The Firm does not need to comply with the conditions of Ordinance 2013-03, Section 23-3, Domestic Partner Benefits Requirement of the City of Hallandale Beach, because of allowable exemption: (**Check only one box below**):

    ☐ The Firm's price for the contract term awarded is $50,000 or less.
    ☐ The Firm employs less than five (5) employees.
    ☐ The Firm does not provide benefits to employees' spouses nor spouse's dependents.
    ☐ The Firm is a religious organization, association, society, or non-profit charitable or educational institution or organization operated, supervised, or controlled by or in conjunction with a religious organization, association or society.
    ☐ The Firm is a government entity.
    ☐ The contract is for the sale or lease of property.
    ☐ The covered contract is necessary to respond to an emergency.
    ☐ The provision of Ordinance 2013-03, Section 23-3 Definition, of the City of Hallandale Beach, would violate grant requirements, the laws, rules or regulations of federal or state law.

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: ___July 1___, 20_25_   Signed: _Lisa Salvador_

Entity: _Global Solutions Group, Inc._   Name: _Lisa Salvador_

Title: _Vice President_
STATE OF _MI_
COUNTY OF _Oakland_

The foregoing instrument was acknowledged before me, by means of ☑ physical presence or ☐ online notarization, this _1_ day of _July_, 20_25_, by _Randy Burbach_, as _Notary_ for _Global Solutions Group, Inc._, who is personally known to me or who has produced _N/A_ as identification.

Notary Public Signature: _Randy Burbach_   State of Michigan at Large (Seal)
Print Name: _Randy Burbach_   My commission expires: 8-24-2025

RANDOLPH BURBACH
NOTARY PUBLIC, MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of Oakland

6.6. Form F - Conflict of Interest Notification Requirement Questionnaire

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RECORDS ARCHIVAL AND MANAGEMENT

FORM F: CONFLICT OF INTEREST NOTIFICATION REQUIREMENT QUESTIONNAIRE

If you are an employee, board member, elected official(s) or an immediate family member of any such person, please indicate the relationship below. Pursuant to the City of Hallandale Beach Standards of ethics any potential conflict of interest must be disclosed and if requested, obtain a conflict-of-interest opinion or waiver from the Board of Directors prior to entering a contract with the City.

1. Name of Firm submitting a response to this solicitation:

2. Describe each affiliation or business relationship with an employee, board member, elected official(s) or an immediate family member of any such person of the City of Hallandale Beach or Hallandale Beach Community Redevelopment Agency; if none so state.

3. Name of City of Hallandale Beach or Hallandale Beach Community Redevelopment Agency employee, board member, elected official(s) or immediate family member with whom filer/respondent/Firm has affiliation or business relationship; if none so state.

4. Describe any other affiliation or business relationship that might cause a conflict of interest; if none so state.

_____   _____
Signature of person/Firm   Date

6.7. **Form G - Drug-Free Workplace Form**

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FORM G: DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087

Hereby certified that _____Global Solutions Group, Inc._____ does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of or plea of guilty or nolo contendere to, any violation of Chapter 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through I implementation of this section.

As a person authorized to sign the statement, I certify that this Firm complies fully with the above requirements.

_____7-1-2025_____
DATE

_____
FIRM'S SIGNATURE

6.8. **Form H - Anti-Kickback Affidavit**

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

FORM H: ANTI-KICKBACK AFFIDAVIT

STATE OF __MI_____)

COUNTY OF __Oakland_____)) SS:

I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein Bid/RFP will be paid to any employees of the City of Hallandale Beach and its elected officials, as a commission, kickback, reward, or gift, directly or indirectly by me or any member of my Firm or by an officer of the corporation.

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: ___July 1_____, 20 _25_   Signed: _____

Entity: ___Global Solutions Group, Inc.____   Name: ___Lisa Salvador_____

Title: _Vice President_____

STATE OF __MI_____

COUNTY OF _Oakland_____

The foregoing instrument was acknowledged before me, by means of ☑ physical presence ☐ online online notarization, this __1__ day of ___July_____, 20_25_, by ___Randy Burbach_____, as ___Notary_____ for ___Global Solutions Group, Inc._____, who is personally known to me or who has produced ____N/A_____ as identification.

Notary Public Signature: ___Randy Burbach_____   State of Michigan at Large (Seal)

Print Name: __Randy Burbach_____   My commission expires: _8-24-2025___

RANDOLPH BURBACH
NOTARY PUBLIC, MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of Oakland

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6.9.   Form I - Confidentiality Form

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FORM I: CONFIDENTIALITY FORM

Sealed bids/proposals or replies received by an agency pursuant to a competitive solicitation are exempt from Chapter 119, Florida Statutes. The Proposer must include any materials it asserts to be exempted from public disclosure under Chapter 119, Florida Statutes, in a separate bound document labeled "Attachment to Request for Proposals, *BID Number and Name* - Confidential Material".

The Proposer must identify the specific Statute that authorizes exemption from the Public Records Law. Any claim of confidentiality on materials the Proposer asserts to be exempt from public disclosure and placed elsewhere in the proposal will be considered waived by the Proposer upon submission, effective after opening.

The Proposer should take special note of this as it relates to proprietary information that might be included in this solicitation.

If N/A please circle: N/A

I, _____Lisa Salvador_____, ____Vice President_____
Name of authorized Officer per Sunbiz and/or legal documentation Title

of ___Global Solutions Group, Inc._____
Name of Firm as it appears on Sunbiz and/or legal documentation hereby, attest that I have the authority to sign this form and certify that the Firm complies with the above requirements.

_____   ____Vice President_____
Signature   Title

City of Hallandale Beach, 400 South Federal Highway, Hallandale Beach, FL 33009
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6.10. Form J - Scrutinized Companies

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FORM J: SCRUTINIZED COMPANIES

Global Solutions Group, Inc. _____ (Name of Vendor) hereby certifies that it has not

been placed on the discriminatory vendor list as provided in Section 287.134, Florida Statutes,

and that it is not a "scrutinized company" pursuant to Sections 215.473 or 215.4725, Florida

Statutes. Contractor further represents that it is not, and for the duration of the Contract will not

be, ineligible to contract with the City on any of the grounds stated in Section 287.135, Florida

Statutes. Contractor represents that it is, and for the duration of this Contract will remain, in

compliance with Section 286.101, Florida Statutes

☑Affirm

6.11. Form K - Compliance With Foreign Entity Laws

FORM K: COMPLIANCE WITH FOREIGN ENTITY LAWS

The undersigned, on behalf of the Firm listed below ("Firm"), hereby attests under penalty of perjury as follows:

1.   Firm is not owned by the government of a foreign country of concern as defined in Section 287.138, Florida Statutes. (Source: § 287.138(2)(a), Florida Statutes)

2.   The government of a foreign country of concern does not have a controlling interest in Firm. (Source: § 287.138(2)(b), Florida Statutes)

3.   Firm is not organized under the laws of and does not have a principal place of business in, a foreign country of concern. (Source: § 287.138(2)(c), Florida Statutes)

4.   Firm is not owned or controlled by the government of a foreign country of concern, as defined in Section 692.201, Florida Statutes. (Source: § 288.007(2), Florida Statutes)

5.   Firm is not a partnership, association, corporation, organization, or other combination of persons organized under the laws of or having its principal place of business in a foreign country of concern, as defined in Section 692.201, Florida Statutes, or a subsidiary of such Firm. (Source: § 288.007(2), Florida Statutes)

6.   Firm is not a foreign principle, as defined in Section 692.201, Florida Statutes. (Source: § 692.202(5)(a)(1), Florida Statutes)

7.   Firm is in compliance with all applicable requirements of Sections 692.202, 692.203, and 692.204, Florida Statutes.

8.   (Only applicable if purchasing real property) Firm is not a foreign principal prohibited from purchasing the subject real property. Firm is either (a) not a person or Firm described in Section 692.204(1)(a), Florida Statutes, or (b) authorized under Section 692.204(2), Florida Statutes, to purchase the subject property. Firm is in compliance with the requirements of Section 692.204, Florida Statutes. (Source: §§ 692.203(6)(a), 692.204(6)(a), Florida Statutes)

Date: _____July 1_____, 20_25_   Signed: _____

Entity: __Global Solutions Group, Inc.___   Name: __Lisa Salvador_____

Title: __Vice President_____

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6.12. Form L - Byrd Anti-Lobbying Amendment Certification

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RECORDS ARCHIVAL AND MANAGEMENT

Hallandale Beach

FORM L: BYRD ANTI-LOBBYING AMENDMENT CERTIFICATION

The undersigned [CONTRACTOR] certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the CONTRACTOR shall complete and submit Standard Form- LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than
$100,000 for each such failure.

The CONTRACTOR certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Global Solutions Group, Inc.
_____
COMPANY NAME:

Lisa Salvador   Vice President
_____   _____
NAME OF AUTHORIZED OFFICIAL   TITLE

_____   7-1-2025
SIGNATURE OF AUTHORIZED OFFICIAL   _____
                                            DATE

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6.13. Form M - Non-Collusion Affidavit

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

Beach Hallandale Beach
PROGRESS, INNOVATION, OPPORTUNITY

FORM M: NON-COLLUSION AFFIDAVIT

STATE OF ___MI___)
) SS:
COUNTY OF ___Oakland___)

I, the undersigned hereby duly sworn, depose and say that:

1. He/she is the Bidder that has submitted the attached bid proposal.

2. He/she is fully informed respecting the preparation and contents of the attached bid proposal and of all pertinent circumstances respecting such bid proposal.

3. Such bid proposal is genuine and is not a collusive or sham bid proposal.

4. Neither the said Bidder nor any of its officers, partners, owners, agent representatives, employees or parties in interest including this affiant, has in any way, colluded, conspired, or agreed, directly or indirectly, with any other bidder, firm or person, to submit a collusive or sham proposal in connection with the Agreement for which the attached bid proposal has been submitted or to refrain from proposing in connection with such Agreement, or has in any manner, directly or indirectly, sought by Agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid proposal or of any other bidder, or to fix any overhead, profit or cost element of the bid proposal price or the bid proposal price of any other bidder, or to secure through any collusion, conspiracy, connivance or unlawful Agreement any advantage against the City of Hallandale Beach, Florida, or any person interested in the proposed Agreement.

5. The price or prices quoted in the attached bid proposal are fair and proper and are not tainted by any collusion, conspiracy, or unlawful Agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties of interest, including affiant.

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: ___July 1___, 20_25_   Signed: _____

Entity: ___Global Solutions Group, Inc.___   Name: ___Lisa Salvador___

Title: ___Vice President___
STATE OF _MI_
COUNTY OF _Oakland_

The foregoing instrument was acknowledged before me, by means of ☑ physical presence or ☐ online notarization, this __1__ day of ___July___, 20_25_, by ___Randy Burbach___, as ___Notary___ for ___Global Solutions Group, Inc.___, who is personally known to me or who has produced ___N/A___ as identification.
Notary Public Signature: _____   State of Michigan at Large (Seal)
Print Name: ___Randy Burbach___   My commission expires: ___8-24-2025___

RANDOLPH BURBACH
NOTARY PUBLIC, MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of _Oakland_

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6.14. Form N - Americans With Disabilities Act Affidavit

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

Beach
Hallandale Beach

FORM N: AMERICANS WITH DISABILITIES ACT AFFIDAVIT

The undersigned swears that the information herein contained is true and correct and that none of the information supplied was for the purpose of defrauding the City of Hallandale Beach, Florida.

The Contractor shall not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to comply with the rules, regulations and relevant orders issued pursuant to the Americans with Disabilities Act (ADA), 42 USC s. 12101 et seq. It is understood that in no event shall the City of Hallandale Beach be held liable for the actions or omissions of the Contractor or any other party or parties to the Agreement for failure to comply with the ADA. The Contractor agrees to hold harmless and indemnify the City of Hallandale Beach, its agents, officers or employees from any and all claims, demands, debts, liabilities or causes of action of every kind or character, whether in law or equity, resulting from the Contractor's acts or omissions in connection with the ADA.

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: July 1 , 20 25   Signed: _____

Entity: Global Solutions Group, Inc.   Name: Lisa Salvador

Title: Vice President
STATE OF MI
COUNTY OF Oakland
The foregoing instrument was acknowledged before me, by means of ✓ physical presence or ☐ online notarization, this 1 day of July , 20___ , by Randy Burbach , as
_____ Notary _____ for Global Solutions Group, Inc. _____,
who is personally known to me or who has produced N/A as identification.
Notary Public Signature: _____   State of Michigan at Large (Seal)
Print Name: Randy Burbach   My commission expires: 8-24-2025

RANDOLPH BURBACH
NOTARY PUBLIC MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of Oakland

6.15. Form O - Certification Regarding Debarment, Suspension, Ineligibility

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

FORM O: CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

1. Contractor Covered Transactions

   a. The prospective contractor certifies, by submission of this document, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any State or Federal department or agency.

   b. Has not within a three (3) year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

   c. Is not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph 1(b) of this certification; and

   c. Has not within a three (3) year period preceding this application/proposal had one or more public transactions (federal, state, or local) terminated for cause or default.

2. Where the prospective contractor is unable to certify the above statement, the prospective contractor shall attach an explanation to this form.

The undersigned is authorized to execute this on behalf of the Firm and certify that the above referenced information is true, complete and correct.

Date: _____July_____, 20_25_   Signed: _____

Entity: _Global Solutions Group, Inc._   Name: _Lisa Salvador_

Title: _Vice President_
STATE OF _MI_
COUNTY OF _Oakland_

The foregoing instrument was acknowledged before me, by means of ☑ physical presence or ☐ online notarization, this __1__ day of __July__, 20_25_, by _Randy Burbach_, as _____Notary_____ for _Global Solutions Group, Inc._,
who is personally known to me or who has produced _____N/A_____ as identification.
Notary Public Signature: _____   State of Michigan at Large (Seal)
Print Name: _Randy Burbach_   My commission expires: _8-24-2025_

RANDOLPH BURBACH
NOTARY PUBLIC, MICHIGAN
COUNTY OF WAYNE
My Commission Expires 08/24/2025
Acting in the County of _Oakland_

6.16. Form P - Affidavit of Compliance With Anti-Human Trafficking Laws

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

FORM P: AFFIDAVIT OF COMPLIANCE WITH ANTI-HUMAN TRAFFICKING LAWS

The undersigned, on behalf of the entity listed below ("Entity"), hereby attests under penalty of perjury as follows:

1.   Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes. (Source: § 787.06 (13), Florida Statutes – Human Trafficking).

Date: _____July 1_____, 2025

Entity: __Global Solutions Group, Inc.__

Signed: _____

Name: __Lisa Salvador__

Title: __Vice President__

6.17. Form Q - Acknowledgement of Addenda

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

FORM Q: ACKNOWLEDGEMENT OF ADDENDA

Instructions: Complete Part I or Part II, whichever is applicable.

The Proposer shall indicate below each Addendum received. The Proposer may contact the Procurement Division at 954-457-1331 or visit the City of Hallandale Beach website at https://www.hallandalebeachfl.gov/417/Solicitation-Notifications to confirm the number of addenda (if any) that have been issued.

PART I: Please list below each of the Addendum received in connection with this solicitation. Please include the Addendum number, the title is not required.

Addendum #
Addendum # 1

PART II:

_____ No Addendum was received in connection with this solicitation.

Authorized Signature: _____ Date: 7-1-2025

Print Name: Lisa Salvador _____ Title: Vice President _____

Firm Name: Global Solutions Group, Inc. _____

7. GSG's Qualifications and Experience

7.1 GSG's Detail Information

i.   Organization, Size and Experience

Global Solutions Group, Inc. (GSG) is a full-service records management and digitization firm headquartered in Oak Park, spikes or compressed timelines.

Currently, GSG has the following number of Resources:

50	22	2	2	5
Full –Time Staff	IT professionals placed with clients	Account/ Program/ Contact Managers	Recruiting Managers	Recruiters

GSG will provide qualified, effective staff to the City. GSG offers support for all facets of your IT consulting needs. Our professional employees are diverse and capable of working on multiple long or short-term projects, with a full complement of Qualifications, Education, Licenses, and Certifications. In the following table, we are offering highly skilled staff resources with various industry certifications and experience.

Certifications and Compliance

GSG is certified under:

- **ISO/IEC 27001:2013** – Information Security Management Systems
- **ISO 9001:2015** – Quality Management Systems
- **ISO 20000:2018** – Service Management Systems

These standards directly support RFP compliance tasks including metadata standardization (Task 1), QA reporting (Tasks 1–5), retention enforcement (Task 4), and secure handling of physical and digital documents (Task 5).

GSG's ADA/508 compliance practices are embedded into every digitization project. All scanned PDFs undergo accessibility validation including tag structure, reading order, and alternate text where applicable.

ii.   Major Clients

GSG has supported a wide range of municipal and federal customers with digitization, Laserfiche integration, and workflow design services. Recent relevant clients include:

Customer Type		Customer Name
State	IA: Dept. of Admin. Services SD: Bureau of Administration TX: Fort Worth Housing Solutions	NC: Army National Guard Department of Agriculture and Consumer Services
Local Government	MI: City of Detroit, City of Dexter, City of Farmington Hills, City of Inkster, City of Livonia, City of Southfield, Washtenaw County	CA: City of Rancho Cucamonga FL: City of Gainesville, City of Pembroke Pines NJ: Bernard's Township TN: City of Athens
Federal	US Air Force US Army Department of Commerce Department of the Interior	Coast Guard Dept. of Health and Human Services Department of State Department of Veterans Affairs

Education	NH Department of Education National Defense University Howard University	MI Grand Rapids MI Comm. College TN Higher Education Commission
Utility	MI: Great Lakes Water Authority, TX: Port Arthur Housing Authority	CA: San Bernardino County Transportation Authority NV: Housing Authority of the City of Reno, NV
Commercial	Universal Load Bank, Wixom, MI	Detroit Transportation Corporation, Detroit, MI

iii.   Areas of Expertise

Over the past five years, GSG has expanded from annual billings under $500,000 to over $10 million, driven by deliberate investment in adjacent services that reinforce our core competencies. This growth has been achieved without debt and with a consistent focus on enhancing service value, technical depth, and customer outcomes across every engagement.

GSG's growth strategy is anchored in disciplined expansion—targeting markets that align with our strengths in records management, Laserfiche implementation, digitization, and compliance-driven automation. We continue to develop strategic partnerships to enter high-value public sector verticals while maintaining operational control and delivery excellence. This approach supports scalable growth while protecting quality, staffing stability, and performance integrity for our clients.

GSG's four areas of expertise include Cybersecurity, IT Services, Document & Data Management, and Physical Security. We deliver integrated solutions that secure systems, streamline operations, digitize records, and protect physical assets.

IT Support   Cybersecurity   Document/Data Management   Physical Security

Technical Qualifications

- **Laserfiche Licensing & User Management:** GSG is a **Platinum Certified Laserfiche Value-Added Reseller (VAR)** and directly supplies, configures, and maintains Laserfiche systems—including LSAP provisioning, license upgrades, user rights configuration, and technical support.

- **Retention Schedule Expertise:** GSG has direct implementation experience with Florida's **GS1-SL** and **GS4** retention schedules across multiple cities, ensuring policy-aligned metadata and automated archival workflows.

- **Metadata + ERP Integration:** Our engineers design department-specific metadata templates that integrate with ERP and SQL sources (e.g., Tyler Technologies), improving classification and reducing manual indexing.

- **Laserfiche Workflow Engineering:** We maintain in-house **Laserfiche Workflow Designers** and **Metadata Specialists** who support department-based automation, file routing, and retention logic (Tasks 1–4).

iv.   Approximate number of staff to be assigned to projects for this RFP

For this engagement, GSG anticipates assigning a dedicated team of 6–8 personnel, with scalability based on volume and departmental rollout phases. This team includes senior project managers, scanning leads, QA/QC specialists, and technical resources focused on Laserfiche workflow, metadata mapping, and retention schedule compliance. Our staffing plan ensures task alignment to the City's five project areas and enables parallel processing of physical and digital records with full quality assurance and client coordination. The personnel listed below are pre-assigned and ready for immediate deployment within 10 business days of contract award.

Project Manager - Krishal Dalal	Lead Scanner - James Coe
• Lead project planning, execution, and delivery • Define scope, schedule, and budget • Conduct resource and risk planning • Facilitate meetings, quality reviews, and client communication • Manage all project phases from initiation to closeout	• Supervise scanning personnel • Perform batch naming, QC, and machine calibration • Ensure proper scan resolution and image quality • Coordinate maintenance and troubleshoot scanning issues
Project Manager - Nish Dani	QA/QC Lead - Cynthia Carter
• Oversee Laserfiche design and deployment • Manage business process mapping and workflow configuration • Ensure proper integration of metadata templates and automation	• Validate incoming and processed images • Perform visual inspections and logging • Enforce quality thresholds and rework standards • Maintain inspection logs and compliance documentation

v.   Unique Qualifications

Features and Benefits of GSG's Solution for Scanning Services

The table below details our understanding of the City's requirements and how our team's knowledge and experience will result in the successful execution of those requirements:

Staffing, Personnel, and Capacity

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Qualified Personnel	Highly trained and certified staff in digitization, indexing, and Laserfiche integration.	Ensures record integrity and accuracy across all project tasks.	100% key staff trained on Laserfiche + QA SOP
Skilled & Technically Certified Team	Certified in Laserfiche Admin I/II, Workflow, BPM, Capture.	Accelerates setup, reduces tech debt, and increases system resilience.	10+ Laserfiche certifications held by team
Capacity and Surge Readiness	Core team of 6–8 FTEs, with surge capacity for 10+ additional resources within 10 business days.	Scales project execution to meet timeline demands.	Up to 20,000 pages scanned per week

Technical Approach & Laserfiche Expertise

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Laserfiche Platinum VAR	Full lifecycle Laserfiche support, licensing, and user provisioning.	Seamless implementation and administration.	25+ government clients supported via Laserfiche
Customization Expertise	Tailored workflows and templates per department.	High adoption rates and efficient retrieval.	100% of metadata templates client-approved
Professional Services	System admin setup, end-user training, documentation, and support.	Reduces onboarding time and user friction.	2-day average user training turnaround
Warranty and Support	24/7 access, LSAP, technical break/fix, and rapid case resolution.	Faster recovery and reliable uptime.	95%+ issue resolution within SLA

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Agile Information Governance	Supports retention, audit trail, metadata security, and role-based access.	Aligns records with compliance and searchability needs.	100% retention tagging for eligible documents

Scanning, Indexing & Lifecycle Management

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Document Lifecycle Expertise	OCR, indexing, QA, and Certificate of Destruction.	Secure, efficient end-to-end record conversion.	99.8% average indexing accuracy
Security & Environmental Safeguards	Secure logistics and climate-controlled storage.	Prevents damage, unauthorized access, and loss.	0 security breaches across 1.6M+ scanned pages
Standards-Based Operations	Certified under ISO 9001, 27001, 20000.	Supports audit-readiness and consistent quality.	Annual ISO audits passed with zero findings
Quality Management	ANSI/ASQC Z1.4 (1.0 AQL), rework triggers, batch controls.	Detects and resolves issues before delivery.	<1% rescan rate across all batches

Project Management and Client Alignment

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Proven Project Management	PMP-led planning, risk mitigation, milestone tracking, and delivery validation.	Reduces delays and drives on-time performance.	100% of scanning projects delivered on schedule
Close Client Collaboration	Onboarding workshops, feedback cycles, and approval check-ins.	Keeps departments aligned and confident in deliverables.	95% client satisfaction rating on past projects
Centralized Management	HQ coordination with regional deployment.	Single point of contact ensures clarity and accountability.	24-hour response time for any escalation

Experience & Performance Record

GSG Capability	Solution Details	Benefit to the City	Key Metrics
Applicable Experience & Past Performance	Over 1.6M records digitized in Florida (Pembroke Pines, Gainesville, Homestead, Tyndall AFB).	Proven ability to meet scale, scope, and compliance needs.	99%+ accuracy rate maintained across projects
Cost-Effective Implementation	Streamlined workflows and lean staffing for predictable delivery.	High ROI without compromise in quality or speed.	No cost overruns on past 25+ scanning contracts

7.2 GSG's Unique Circumstances

GSG is a full-service Document Management Solutions provider with over twenty-two years of experience providing document management-related services to local, state and federal government projects. We are a Platinum Certified Laserfiche Value-Added Reseller (VAR) with the knowledge, experience and proficiency to successfully install any size Laserfiche System for any type of business. We provide Laserfiche systems, implementation, and support services to individuals of any size organization, from a single department through enterprise-wide implementations. Our proven staff management process provides for a lean, scalable, flexible support management structure coupled with strong internal controls to ensure highly effective professional oversight and support, on site and at the corporate headquarters. We will not be utilizing any partner for this engagement as we have required certified key personnel, minimum experience and qualifications. GSG has reviewed your requirements, and we are confident we can provide Laserfiche Software Application Support services as required.

Through twenty-two years of lessons learned, we have developed a lean, flexible corporate culture that can adapt to the needs of our clientele while building a solid foundation both in operational and financial stability upon which we can continue our growth. GSG maintains a strong commitment to continuous improvement in all aspects of our business.

GSG's Laserfiche Implementation and Support Delivery Model

To execute this engagement, GSG will deliver a proven, high-performance Enterprise Content Management (ECM) team to support the City's Laserfiche-based objectives. Our approach combines deep expertise, certified personnel, strategic capacity, and tailored configuration—all aligned to reduce risk and accelerate impact.

1. Certified Expertise and Proven Performance
- GSG's delivery team includes multiple **Laserfiche-certified professionals**, including certifications in Admin I/II, Business Process Management, Workflow Designer, and Capture.
- We are a **Gold and Platinum Certified Laserfiche Value-Added Reseller (VAR)**, recognized for excellence in implementation, support, and customer satisfaction.
- GSG has completed **30+ enterprise Laserfiche projects**, with an average post-implementation satisfaction rating of **95%+**.

2. Integrated Project Management and Governance
- The project will be led by a **PMP-certified Project Manager** responsible for scheduling, resource allocation, risk analysis, and ongoing coordination.
- Our PM model includes real-time tracking dashboards and milestone logs, ensuring delivery across tasks is **on time and within budget**.
- GSG maintains **clear lines of communication** between the City, implementation teams, and executive oversight to ensure full transparency.

3. Scalable Capacity and Seamless Integration
- GSG provides both a core delivery team and **reach-back staffing support** for surge capacity and specialized development needs.
- We maintain a blended model of **on-staff and contract-cleared Laserfiche personnel** to support peak demands and client-specific integrations.
- Our model allows for **seamless integration with minimal disruption**, enabling departments to maintain daily operations during deployment.

4. Customization and Technical Flexibility
- Our Laserfiche developers specialize in creating custom **workflows, forms, API integrations**, and repository architecture that align with City needs.
- GSG has developed and deployed **100+ custom workflows** for public-sector clients to automate tasks such as document routing, approvals, indexing, and retention compliance.
- All configurations comply with the City's policies on metadata, business rules, and workflow escalation logic.

5. ECM Experience and Active Support Contracts
- GSG is actively delivering ECM services, including Laserfiche administration, support, and workflow development, to the following clients:
  - Department of Commerce (Laserfiche Workflow & DevOps)
  - Department of State
  - City of Southfield (Digitization + Workflow Development)
  - City of Farmington Hills
  - Howard University (Multi-user Repository & Retention Design)
  - Fort Worth Housing Solutions (TX)

o City of Inkster, MI

	**GSG
Value
Add Service**	Across these engagements, we maintain an average workflow deployment time of < 3 weeks and a Laserfiche system uptime of 99.9%.

8. Personnel

8.1 Resume of Key Management Personnel

Our key personnel provide exceptional experience and leadership to our scanning team. When new personnel are hired, the following personnel will provide the required training in the relevant aspects of document scanning.

Position/Key Name	Roles and Responsibility
Project Manager **Krishal Dalal**	• Oversee organizing of digitized documents and materials into a database, storage into the client's requested medium, and transfers to the client. • Briefs all team members on quality requirements, index requirements and any "special handling" requirements. • Understands the City's requirements clearly and develops project plan, scope, and deliverables. • Resource Planning. • Develop Schedules. • Develop Budgets. • Time Estimating. • Risk Analysis. • Monitors project progress on a regular basis, identify, and corrects delays if any. • Conducts regular team meetings to discuss project status and issues. • Strategic Influencing. • Controlling Quality. • Take Overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of a project.
Project Manager **Nish Dani**	• Mr. Nishi Dani manages Laserfiche projects and has a deep understanding of business process requirements and delivers large-scale, complex projects and programs that combine processes with technology to assist in application design, development, integration, testing, and deployment, and application technical architecture.
Lead Scanner **James Coe**	• Manages the scanning team. • Assigns duties to other scanners and provides guidance as needed. • Inform team members of any anticipated issues in an assigned set of documents. • Select the proper batch class and names the batch according to the Project specifications. • QC scans documents according to Project specifications. • Identifies and reports inconsistencies to the Project Manager. • Ensure each scanner conducts required daily and scheduled maintenance tasks on the assigned machine. • Identifies equipment requiring extensive maintenance or recalibration.
QA/QC Lead **Cynthia Carter**	• Approves incoming materials by confirming specifications; conducting visual and measurement tests; rejecting and returning unacceptable Images. • Approves in-process production by confirming specifications; conducting visual and measurement tests; communicating required adjustments to supervisor.

Position/Key Name	Roles and Responsibility
	• Document inspection results by completing reports and logs; summarizing re-work and waste.
	• Inputting data into quality database.
	• Maintains a safe and healthy work environment by following standards and procedures.
	• Complying with legal regulations.
	• Accomplishes quality and organization mission by completing related results.
	• Organizes materials for scanning, such as sorting, sequencing, and merging.
	• Maintains a log of scanned materials and performs other duties as assigned.

Key Personnel Resumes

Through our twenty-two years of extensive digitization and document management experience, GSG has developed a systematic and process-driven approach to digitization. Our team has managed numerous Document Digitization projects and programs. Our experience includes digitizing a variety of formats and sizes of documents, including microfilm, microfiche, video and audio tape, and all formats of hard copy documents, including documents that are oversized, faded, fragile, or otherwise in need of special handling.

The following key personnel representing our core team for this project will be directly involved in the digitization process and will oversee any additional personnel required. If the final schedule determines a need for further personnel, we have an extensive internal corporate pool of highly skilled personnel available to join our effort for this project.

Staff Qualifications	
Project Manager KRISHAL DALAL B.S., Engineering +20 years	• Over twenty years as a Project Manager for over 100 major Microfilm/Microfiche Conversion and Document Digitization projects. • Coordinates the clearance process, communicates with end customers and procurement team. • Consults with customers, resources, performs internal DTR including status report, time sheet, expense approval, and financial tracking. • Ensures that all employee records, including CJIS required background investigations, are maintained and up to date. **YEARS EXPERIENCE 20**
Digitization Manager JAMES COE BS, West Point +12 years	• Over twelve years of experience in directing Document Digitization Scanning, OCR, wide format scanner operation, and overhead camera/flatbed digital imaging (bound documents) projects short-term and long-term projects on-site and off-site. • Provides planning, organizing, and overall control of contracts from inception through to closure. • Experience managing the overall quality of the work, maintenance of schedules, and ensuring transfer of required deliverables. **YEARS EXPERIENCE 12**
Digitization/ Content Prep Supervisor JENNIFER DEVARY Diploma +8 years	• Over eight years of experience providing digitization services for documents and other records that contain sensitive and confidential information. • Experienced and able to perform all Digitization tasks. • Experience training and supervising staff to perform all the activities of operations according to client guidelines. **YEARS EXPERIENCE 8**

QA/QC Lead
CYNTHIA
CARTER
Diploma
+7 years
	• Over seven years as an expert in Digital Imaging Scanning Lead.
	• Providing quality assurance for Scanning/Digitization projects such as:
	  – Strong experience in Documentation.
	  – Experienced in preparation of imaging QA manual control and supervision.
	  – Monitors the progress and effectiveness of the project quality management system.
	  – Recommends and implements improvements to quality management protocols.

YEARS EXPERIENCE 7

8.1.1. Project Manager - Krishal Dalal

KRISHAL DALAL - Project Manager	
Career Highlights	• Over twenty years' experience; B. S. Engineering • Project Manager for multiple major Microfilm/Microfiche Conversion and Document Digitization projects • Coordinates clearance processes and communicates with the end customers, as well as the procurement team • Consults with customers and resources • Performs internal DTR including status report, time sheet, expense approval, and financial tracking • Ensure that all employee records, including CJIS required background investigations, are maintained and up to date
Customers Supported	• US Chess Federation • U.S. Army Corps of Engineers • Veterans' Health Administration Central Office • Howard University
Skills	• Project Management • Product/Service Portfolio Management • Team Building and Leadership • New Product Rollouts • OEM Relationships • Strategic Planning • Time Management • Training
Experience with RFP Requirements	**Image Creation** **Image Tracking, Quality and Process Control** ✓ Conversion ✓Enhancement and Formatting ✓Poor Quality Image Report ✓Border Removal ✓Document Tracking ✓Double Inspect and Verify ✓Review, Index, Verify ✓Correction/Re-Scan ✓Team Coordination ✓Import into County System
Work History	
2023 – Ongoing	**Scanning Services** **City of Southfield**

- Monitors scanning of Engineering Drawings, Engineering Documents, Building Permits, and Service Cards.
- Formulates strategies for efficient document handling, preparation, scanning, indexing, and quality control processes.
- Conducts regular checks and audits to maintain high-quality output, addressing any issues promptly.

2023 – Ongoing	**Scanning Services** **City of Lancaster**

- Performed scanning of various documents such as Clerks of Court Documents, Register of Wills, Other Legal, Admin Documents, and Microfiches.
- Perform and monitor all activities required to scan the documents.

2023 – 2023   Scanning Documents
**   USDA Forest Services, Silver King Mine Reclamation**

- Performed scanning of various documents such as Water Quality Reports, Engineering Analysis, Cost Evaluation, and Other Reports/Misc.
- Documents and Correspondence manage replacement of worn-out folders and maintains a log of replacements.
- Coordinated the removal of binding materials and ensures proper page orientation for scanning.
- Inspected scanned images for pixel fallout, clarity, skew, and other issues.
- Collaborated with the scanning team to resolve image-related problems.

2023 – 2023   Department of Transportation
**   Federal Highway Administration, Tennessee Division Office**

- Acted as the main point of contact between GSG and FHWA, addressing concerns and ensuring client satisfaction.
- Conducted quality checks on scanned documents, verifying image quality, accuracy, and completeness.
- Identified/rectified any issues related to pixel density, color accuracy, and overall document quality.
- Collaborated with scanning technicians to ensure high-quality digital output.
- Captured metadata and relevant data from scanned documents for indexing purposes.

2022 – 2023   US Chess Records Digitization
**   US Chess Federation**

- Performed digitization of diverse types of documents/files such as photo archive, cross tables (tournaments reports), school mates' magazines, delegates' calls, annual reports, publications of pages, and VHS tapes.
- Performed research and analysis to identify US Chess and GSG needs and coordinated with different teams to ensure quality and accuracy of projects.
- Managed schedule and budgeting activities.

2022 – 2023   Conversion Service
**   USPFO-NDANG**

- Managed teams to ensure that delivery is on time, within schedule, and met the specifications and requirements.
- Reviewed and prepared files and documents based on conversion requirements.

2022 – 2022   Historic Document Digitization
**   City of Homestead**

- Performed Microfilm digitization which contains historical News Paper Records.
- Performed conversion of paper records/documents to digital media in TIFF format.
- Provided project schedule activities such as schedule management, project activities, estimated resources, estimated duration of the project, developed project schedule, monitoring, and controlling of the City project.

2021 – 2023   Document Conversion Services and Records Management Consultation
**   City of Gainesville**

- Converted Legal Documents, Meeting Minutes, Permits, Admin and HR Documents, Drawings and Maps, and Laserfiche Uploads.
- Provided Document Conversion, File Indexing, Document Preservation, and Records Management services.

- Plans and directs documentation projects and timelines.
- Ensures all the documents are reviewed and properly stored in the Cloud.

2021 – 2022   **Microfiche Conversion**
                      Grand Rapids Community College (GRCC)

- Led GRCC's IT accessibility/508 programs to compliance, a complex agency-wide responsibility that provided microfiche conversion services.

2020 – 2021   **NH-Vocational Rehabilitation Archive Scanning, Indexing, and Imaging**
                      New Hampshire Department of Education

- Managed and oversaw day-to-day operations for the Document Scanning facility. Responsible for managing the workflow processes of the contract that performed scanning, indexing, and imaging services.

2020 – 2021   **Digitization of Historical and Legacy Documents**
                      Veterans' Health Administration Central Office (VACO) Library

- Digitized large collections of 16mm and 35mm microfilm and microfiche legacy, historical, and other relevant documents deemed essential in chronicling the legacy of the Agency.
- All resultant PDF files were ADA 508 compliant in accordance with State and Federal laws.

2020 - Ongoing   **Map and Drawing Plan Scanning**
                      Washtenaw County

- Oversaw budgeting, scheduling, and ensuring that the work products and performance meet or exceed the contract provisions.
- Currently converting approximately 40,000 Maps and Drawings for electronic storage per water resources specifications. Documents consist of paper, mylar, blue line and onion skin dating back to the early 1900's. Sizes range from 24" X 36" (75%) and 18" X 24" (25%).
- Organized, grouped, and indexed documents on hard drives ready for importing into On Base.

2019 –2022   **Regulatory Scanning Service**
                      U.S. Army Corps of Engineers (USACE)

- Provided Scanning services for 125 boxes of files containing approximately 350,000 pages providing digitized files to USACE within twenty-four hours of scanning.
- Managed the staff in the day-to-day performance of their jobs.

2016 –2022   **Student Records Digitization,**
                      Howard University

- Project Manager for Digitization of Student Records including financial aid and academic records that contain confidential data.
- Developed and maintained the project schedule and budget.

2022 - Ongoing   **Scanning and Conversion Services**
                      City of Farmington Hills

- **Previous Contract May 2017 – April 2022**
- Convert Microfilms/Microfiches, HR and Office Documents, Drawings, Legal Files, and upload to Laserfiche software.
- Provides Scanning, indexing, OCR services and Conversion of backlogged documents and digitization for microfilm and microfiche documents for all the City's departments.
- Coordinates between the City's departments and the scanning team regarding document pick-up and delivery, quality requirements, chain-of-custody, schedule, and invoicing.

2021 - Ongoing   **Scanning and Document Services**
                      Great Lakes Water Authority (GLWA), Detroit

- **Previous Contract April 2018 -January 2019**
- Scanned Legal Documents, Project Documents, Construction Drawings, Photos, VHS Taps, CD/DVD Scanning, Contract Files, O&M Manuels and uploaded on OnBase.

- Provided Scanning and Media conversion of records of varied sizes and composition with search/indexed access to the GLWA OnBase document retention application. In addition to managing contract requirements.
- Coordinated with GLWA to obtain confirmation to provide document destruction and disposal services.

8.1.2. Project Manager - Nish Dani

Education	BS, Information Technology							
Laserfiche Certifications	Gold ★	Specialist ★	Admin I ★	Admin II ★	Capture I ★	Capture II ★	BPM ★	Repos. Arch ★
Certifications and Licenses	• Project Management Professional • MCSA: SQL 2016 Database Administration							
Experience Summary	• Laserfiche Gold Certified Professional, PMP, and ITIL V3. • Over ten years leading successful implementing of Laserfiche Document Management software and services. • Project Management Professional (PMP) with considerable experience delivering large-scale, complex projects, and programs that combine processes with technology assist in application design, development, integration, testing, deployment, and application technical architecture. • Experienced and certified in Laserfiche Project Management principles, technologies, best practices, and trends, understands what is required to ensure full compliance with related laws and regulations (i.e., Section 508 compliance). • Experienced with integration of the Laserfiche client and workflows and has designed, implemented, and administered document imaging and workflow solutions using Laserfiche Workflow, Quick Fields, and Web link. • Currently working with the Department of Commerce on an ongoing DMS project.							

	Team Experience	GSG Employment	Time with Other Key Employees	Number of Projects Worked with Key Employees
		15 Years	**13 Years**	**40+ Projects**

Work History	
2021 - Ongoing	**State of Tennessee – Higher Education Commission (THEC) Laserfiche Document Management System**

- Monitored and controls the progress of the project and ensures that key milestones, actual performance against planned and scheduled performances.
- Supported and provided guidance for issue identification and resolutions, cost estimating and time management.

2019 - Ongoing	**State of North Carolina – Department of Agriculture (NCDA&CS) Laserfiche Document Management and Retrieval System**

- Supported developing, implementing, and refining the server applications that lie at the heart of the Laserfiche product line — all while optimizing security, scalability, and performance underload.
- Developed project plan and provided the solutions ideas.
- Maintained the projects progress and setting deadlines.

2019 - 2022	**Fort Worth Housing Solutions, Texas** **Electronic Document Management/Workflow Software**

- Worked with a contract manager and FWHS for requirement gathering.
- Assigned task to technical lead and business analyst for requirement analyzing, guiding client and team.

2019 – 2020	**Department of Health and Human Services, Centers for Medicare and Medicaid Services (DHHS-CMMS), CMS Laserfiche Maintenance Support**

- Managed project plan for Laserfiche installation, maintenance, and support for DHHS-CMMS.
- Provided guidance for all Laserfiche required modules and manage support services staff.

2017 – Ongoing	**U.S. Department of Commerce, Office of the General Counsel (OGC)** **Law Firm Document Management System**

- Provided a Laserfiche Document Management Application to the Department of Commerce that was customized to meet legal office requirements.
- Managed Go-Live Implementation and Post Go-Live Operations Support.

2017 - Ongoing	**U.S. Department of State** **Laserfiche Upgrade and Support**

- Managed the upgrade of the State Department Laserfiche server and client from version 8.1 to 9.2.
- Supported sixteen desktop clients with Laserfiche client applications (see TOC for application details) running on a Windows XP operating system. Upgrading the desktops with Windows 7 Professional operating system.
- Created a Security model and implemented across the users of the repository for restricting the access of the users only to certain documents by using Laserfiche Administration Console.
- Performed troubleshooting and rapid response when the Laserfiche system is malfunctioning.
- Identified which component is problematic and recommended a course of action and alternatives, updating, or reconfiguring the Laserfiche server, client application, or components.
- Performed security configuration changes on the operating system, database, and application servers as a part of the continuous security monitoring of these systems.

2017 - Ongoing	**Department of the Interior, Office of the Chief Information Officer** **Laserfiche Document Management System (LDMS) Support**

- Managed support for Laserfiche Avante, Laserfiche Rio, Laserfiche SQL Server, Laserfiche Workflow, Laserfiche Quick Fields, Laserfiche Scanning, Laserfiche Weblink, Laserfiche Audit, Laserfiche Plus, Laserfiche Software Development Toolkit (SDK), and Laserfiche iPad.
- Provided technical support for ongoing Federal Information Security Management Act (FISMA) and Third-Party Intrusion Detection security sweeps, corrections, and testing as appropriate and only in relation to Laserfiche. Serving as the primary Laserfiche technical support as the point of contact.

2017 - Ongoing	**State of Iowa – Veterans Home (IVH)** **Laserfiche Document Management System**

- Planned the project schedule and executed each phase, troubleshooting, and maintaining project.
- Managed resources and team members, arranging meetings with team members and status reports, and tackling any current issues.

2015 - Ongoing	**Howard University** **Student Records Digitization and Document Management Implementation**

- Provided Project Management support for the implementation of a Laserfiche system to automate management of student financial aid and academic records.
- Gathered requirements from clients for their current workflow and design custom business processes and develop workflows using Laserfiche Workflow Designer 9.1.
- Captured information from hard paper using regular expressions and attach the data into the SQL database by using Laserfiche Quick Fields 9.1.

8.1.3. Digitization Manager – James Coe

JAMES COE	Digitization Manager

- Fifteen years of experience in directing Document Digitization Scanning, OCR, wide format scanner operation, and overhead camera/flatbed digital imaging.
- Bachelor of Science, United States Military Academy, West Point.
- Experience providing planning, organizing, and overall control of contracts from inception through to closure.
- Oversees work quality, schedules, and ensured transfer of required deliverables.

Scanning Customers Supported
- Digitization Services – National Defense University
- Student Records Digitization – Howard University
- Regulatory Scanning – U.S. Army Corps of Engineers
- Document Digitization – U.S. Army, Fort Drum
- Document Digitization – Department of the Interior Fish and Wildlife Administration
- Digitization of Personnel Records - Army National Guard – North Carolina

Skills
- Develops project plan, scope, and deliverables
- Resource Planning
- Develops Schedules
- Monitors Budget
- Time Estimating
- Risk Analysis
- Monitoring and Reporting Progress
- Monitors project progress
- Team mentoring
- Controlling Quality

Experience with RFP Requirements

Image Creation				
Conversion	Enhancement and Formatting	Border Removal	Double Inspect and Verify	Correction/ Re-Scan
X	X	X	X	X

Image Tracking, Quality and Process Control				
Poor Quality Image Report	Document Tracking	Review, Index, Verify	Team Coordination	Import into City System
X	X	X	X	X

Work History	
2023 - Ongoing	**Scanning Services** **City of Southfield**

- Supervises the scanning process, ensuring microfilm reels or sheets are scanned accurately and at the appropriate resolution.
- Directs the preparation team in organizing microfilm reels/sheets, removing any damaged sections, and ensuring proper alignment.

2023 - 2023	**U. S. Department of Transportation** **Federal Highway Administration, Tennessee Division Office**

- Collaborate with project stakeholders, particularly FHWA, to understand digitization requirements and objectives.

- Develop a comprehensive project plan detailing the digitization process for approximately 140,000 documents.
- Verify that documents are scanned at a pixel density of 200 DPI with appropriate color and black-and-white settings.

2023 - Ongoing	**Digitization Services** **City of Lancaster**

- Conducts regular evaluations of the digitization process, identifying areas for improvement and implementing best practices.
- Oversee the use of specialist equipment to ensure high-quality image capture and processing.

2022 – Ongoing	**Scanning and Conversion Services** **City of Farmington Hills** **(Previous Contract May 2017 – April 2022)**

- Manages and coordinates the preparation team responsible for document sorting, repairing, and pre-scanning tasks.
- Generates regular reports outlining the progress of the digitization project, highlighting completed tasks and any challenges faced.

2022 – 2023	**Scanning Documents** **USDA Forest Services, Silver King Mine Reclamation**

- Generate regular progress reports detailing the number of documents scanned, OCR results, and any issues encountered.
- Collaborate with the team to implement improvements based on feedback, aiming for enhanced efficiency and quality in future projects.

2022 – 2023	**US Chess Records Digitization** **US Chess Federation**

- Oversaw the scope, planning, budgeting, definition and initiation of US Chess digital accounts and project.
- Digitized all the records and stored in the hard drives and submitted to the US Chess which included various document/files such as Photo archive, cross table (Tournaments reports), School Mates Magazines, Delegated Calls, Annual Reports, and VHS Tapes.

2022 – 2022	**Historic Document Digitization** **City of Homestead**

- Responsible for daily operations, workflows, and activities to a variety of the City's files.
- Provided a comprehensive plan to digitize historical documents ensuring ADA compliance and TIFF format.

2021 - Ongoing	**Scanning and Document Services** **Great Lakes Water Authority (GLWA), Detroit** **(Previous Contract April 2018 -January 2019)**

- Develops a detailed plan for document scanning, indexing, and imaging services, ensuring alignment with GLWA requirements and standards.
- Supervises document imaging and scanning processes, ensuring seamless integration of digital images into the On Base document retention application.

2020 - Ongoing	**Map and Plan (Drawing) Scanning** **Washtenaw County**

- Develop a detailed project plan outlining the digitization process for approximately 40,000 Maps and Drawings.
- Oversee the scanning of diverse materials, including paper, mylar, blue line, and onion skin, ensuring each material is handled appropriately for optimal digitization quality.
- Develop a comprehensive indexing system to facilitate efficient retrieval and management of digitized Maps and Drawings.

8.1.4. Digitization and content Prep supervisor – Jennifer DeVary

JENNIFER DEVARY	Digitization and Content Prep Supervisor

- Ten years scanning experience with a Diploma in General Studies.
- Experience providing digitization services for documents and other records that contain sensitive and confidential information.
- Capable of all Digitization tasks and has experience training and supervising staff to perform all the activities of operations according to client guidelines.

Scanning Customers Supported
- Howard University
- Air Force
- Department of the Interior
- US Army Corps of Engineers
- City of Dexter
- City of Ottawa
- Detroit Transportation Corporation
- City of Farmington Hills

Skills
- Managing, organizing, and coordinating production schedules and job tasks.
- Training of personnel and management of equipment assigned to each project.

Experience with RFP Requirements

Image Creation				
Conversion	Enhancement and Formatting	Border Removal	Double Inspect and Verify	Correction/ Re-Scan
X	X	X	X	X

Image Tracking, Quality and Process Control				
Poor Quality Image Report	Document Tracking	Review, Index, Verify	Team Coordination	Import into City System
X	X	X	X	X

Work History	
2021 - Ongoing	**Scanning and Document Services** **Great Lakes Water Authority (GLWA), Detroit** **(Previous Contract April 2018 -January 2019)**

- Establishes and enforces stringent quality control measures to ensure all scanned documents meet the minimum requirement of 300 dpi and adhere to ANSI and AIIM standards.
- Conducts regular quality checks to validate proper orientation, indexing accuracy, and overall image quality.

2022 – 2022	**Records Digitization** **US Chess Federation**

- Provided Digitization of diverse types of document/files such as Photo archive, cross table (tournaments reports), School Mates Magazines, Delegated Calls, and VHS Tapes.
- Provided technical support for imaging and processing equipment.

2022 – 2022	**Historic Document Digitization** **City of Homestead**

- Provided a comprehensive plan to digitize historical documents.
- Ensures to convert digital conversion of paper-based and media materials.
- Monitors evaluate and improve workflow and procedures for production efficiency and quality of the documents.

2020 – 2021	**NH-Vocational Rehabilitation Archive Scanning, Indexing, and Imaging** **New Hampshire Department of Education**

- Performed Scanning, Indexing, and Imaging Services to New Hampshire.
- Monitors and documents use of resources, data, and analyses statistics for annual reports, budgets, and planning purposes.

- Collaborates with other departments and staff that support the complete life cycle for digital collections.

2020 – 2021	**Conversions Services** **Grand Rapids Community College (GRCC)**

- Provided microfiche conversion services which included: document storage, data protection, digital/electronic document management and destruction services.

2016 – 2022	**Student Records Digitization,** **Howard University**

- Supervise the scanning process, ensuring documents, including student files, and building plans, are scanned accurately, maintaining high resolution and clarity.
- Monitor OCR processes to validate accurate text recognition and oversee the extraction of relevant data from scanned files

8.1.5. QA/QC Lead - Cynthia Carter

CYNTHIA CARTER	QA/QC Lead

- Ten years scanning experience with a Diploma in General Studies.
- Ensures the quality of production by confirming specifications.
- Conducting visual and measurement tests.
- Communicating required adjustments to supervisor.
- Ensuring that all indexing follows the client requirements.

Certifications	Security Management System Training (SMS) (2009) Record Management Training (2008) Requirement System Management Course (2005) People Access Management System Training (CDCS) (2005) Personnel Access Tracking System Training (PATS) (2003)

Skills

- Experience providing quality assurance/quality control on large volume scanning programs.
- Monitors the progress and effectiveness of the project quality management system.
- Expertise in documentation and Preparation of imaging QA manual control.
- Ability to produce project quality review documentation.
- Recommends and implements improvements to quality management protocols.

Experience with RFP Requirements

Image Creation				
Conversion	Enhancement and Formatting	Border Removal	Double Inspect and Verify	Correction/ Re-Scan
X	X	X	X	X
Image Tracking, Quality and Process Control				
Poor Quality Image Report	Document Tracking	Review, Index, Verify	Team Coordination	Import into City System
X	X	X	X	X

Work History	
2023 - Ongoing	**Scanning Services** **City of Southfield**

- Developed and enforced stringent quality control protocols to ensure consistent and accurate scanning and indexing of documents, taking care of their age, material, or size variations.

2022 – 2023	**Scanning Documents**

	USDA Forest Services, Silver King Mine Reclamation
	• Conducted thorough quality control inspections during the scanning process, ensuring that all documents were scanned clearly and accurately.
	• Involved regular checks for issues such as pixel fallout, lack of clarity, skew, and other image-related problems.
2022 - Ongoing	**Scanning and Conversion Services** **City of Farmington Hills** **(Previous Contract May 2017 – April 2022)**
	• Develops and implements comprehensive quality standards and procedures for scanning, OCR, and indexing processes.
	• Maintains detailed records of QA/QC activities, including issues identified, corrective actions taken, and resolutions implemented.
2021 - Ongoing	**Scanning and Document Services** **Great Lakes Water Authority (GLWA), Detroit** **(Previous Contract April 2018 -January 2019)**
	• Maintained a log of scanned materials.
	• Part of a team that provided all labor, materials, tools, and equipment required for Scanning, Indexing, and Imaging Services and managing the On-Base document retention application.
2020 - Ongoing	**Map and Plan (Drawing) Scanning** **Washtenaw County**
	• Established rigorous quality control protocols, tailored to the unique characteristics of paper, mylar, blue line, and onion skin documents, ensuring consistency and accuracy in the scanning process.
2017 - 2018	**Image Scanning Service** **Department of the Army - Army Contracting Command, MICC**
	• Provided Quality Assurance and Metadata review for all Digitized documents.
	• Coordinated activities of QA Documentation processes including assisting in assembly of traceability documentation.
	• Managed Scan Work Orders, procured Material Test Reports, Certificates of Compliance, and other associated documentation for quality work.
	• Approved production and confirmed specifications, conducting visual and measurement tests, communicating required adjustments to supervisor.
	• Completing reports and logs that summarize re-work and waste.

8.2 Principal Point of Contact

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

8.3 Table of Organization roles to be performed

GSG has assembled a highly qualified team to support the successful implementation of the Laserfiche solution and the City's Records Archival and Management services objectives. Our team structure combines experienced professionals in Laserfiche deployment, workflow automation, system integration, digitization, and quality control, ensuring both technical precision and operational efficiency throughout the project.

Records Management and Digitization Team

Position/Title	Function	Role on Project
Digitization Manager	Oversee all digitization operations, scheduling, and coordination.	Manages scanning tasks, resource allocation, and reporting.
Digitization and Content Prep Supervisor	Manages document preparation, scanning workflows, and scanner teams.	Ensures document integrity, prepares records, and manages scanning accuracy.
QA/QC Team Lead	Ensures quality of scanned images, metadata accuracy, and error tracking.	Reviews scanned records, generates QA reports, and verifies OCR/search readiness.

Laserfiche Implementation Team

Position/Title	Function	Role on Project
Laserfiche SME (Subject Matter Expert)	Provides strategic guidance on Laserfiche capabilities, best practices, and system alignment.	Leads system architecture decisions; ensures compliance with Laserfiche standards.
Business Analyst	Gathers requirements, analyzes workflows, and defines metadata and user needs.	Serves as liaison between the City's departments and technical team; defines specifications.
Implementation Engineer	Builds and deploys Laserfiche solutions including configurations and integrations.	Executes imports, builds workflows, applies metadata templates, and handles deployment.
Laserfiche Solution Engineer	Designs automated workflows and custom solutions using Laserfiche Workflow Designer.	Develops department-specific workflows and citywide framework components.
Support Engineer	Provides technical support during and after implementation.	Ensures system performance, error resolution, and user assistance post-deployment.

Our process ensures that the right expertise is aligned to the technical (Laserfiche) and operational (digitization and records management) needs of the project.

9. GSG's Skills, Capacity, and Ability to Complete the Requested Services

9.1 GSG's Experience, Qualifications and Technical competence

Experience and Qualifications

GSG was founded in 2003 to provide IT support services to government agencies and private sector clients. Through our IT support services, we recognized a need for document management support and started providing document digitization/conversion, scanning, and storage services, as well as database management to our clients in 2008.

We have proven past performance and a record of servicing and maintaining projects for municipal, state, and federal agencies. Services provided included document digitization, database management cybersecurity consultation and assessments, Cloud support, software implementation, help desk support, mobile technology, and networking support. We provide top-notch, proven components of success to our clients, exceeding industry standards and client expectations. We started implementing document management systems when we on-boarded several experienced Document Management Solution specialists, each with certifications from a leading solution provider – Laserfiche.

We are a Microsoft Gold Partner, recognizing our capabilities in providing Microsoft Managed Services as well as Azure Cloud Services, and we are Amazon Web Service (AWS) partners, giving us the ability to support AWS Cloud services. We are a Platinum Certified Value-Added Reseller (VAR) for Laserfiche, the leading document management, records management, case management, enterprise content management, and workflow platform.

OUR PARTNERS

GSG CORE COMPETENCIES

DOCUMENT/DATA MANAGEMENT	IT SERVICES
• Digital Transformation • Enterprise Document Management Solutions • Laserfiche • OpenText • Enterprise Records Management • Enterprise Content Management • Case Management • Workflow Management • Document Imaging System and Services • Document Digitization • Customer Relationship Management Systems	• Cloud Hosting • Licensing, Implementation, Renewal Support • IT Support • Help Desk • Backup/Disaster Recovery • Database Management and SQL • SharePoint and IT Managed Services • Telephony • IT Staffing • Network Architecting and Administration • Hardware and Firewalls
CYBERSECURITY	**PHYSICAL SECURITY**

• Penetration Testing • Policy and Procedure Development • Risk Assessment • Security Audits • Information Assurance • Social Engineering Security Compliance • Incident Response Planning • Operational Continuity Planning • Education and Training • Security Engineering • Security Hardware and Software • Security Information and Event Management • Payment Card Industry Assessment	• Security Cameras/CCTV • Entry Systems • PIV, Access Control, and Personal Identification Systems • Proprietary *alerteer™* Security Monitoring Software

Special Qualification

- GSG is a Laserfiche Gold and Platinum Certified Value-Added Reseller (VAR) with experience and certified team members.
- We provide all Laserfiche-oriented all the services.
- Our key personnel are Laserfiche certified to provide all Laserfiche support, including Upgrades, Installation, and Maintenance.
- Prompt response to our clients Laserfiche technical support issues and how-to inquiries with fast case resolution.
- GSG has experience providing large-scale Laserfiche Implementation, Maintenance and Support services with Laserfiche certified personnel.
- We provide support to municipal, state, and federal government agencies, including cities.
- Dedicated to providing cost-effective and secure implementation with a strong reputation for timely support.
- GSG has over twenty years of expertise in services and solutions needed for fulfilling requirements, improving government operations through smart management.
- Our PMP certified Project Manager will direct effective project use, including scheduling, tracking tools, status reports, and resource allocation.
- We will not replace the project manager without client approval.
- Our records management Software Suite facilitates an agile information governance strategy, reducing risk and costs while focusing on information for growth and innovation.
- Our project manager will work closely with the client to understand requirements and prepare each phase of the project plan.
- Experts in customizing and managing implementation in an optimal way for your organization.
- Providing configuration, administrative and support services, and training for end-users and system administrators, along with project documentation.
- Quick-response technical support, 24/7 online assistance, access to updates, troubleshooting services, and break/fix for all software or hardware provided.
- GSG has the capacity and personnel with similar experience to manage this contract effectively, combining experience and innovation.
- Our Management Approach is based on building long-term relationships with our clients. Our client's satisfaction is the key metric for project success.

Partial List of Clients GSG has provided document scanning and records management services to recently:

City Customers		Federal Customers
CA	City of Rancho Cucamonga	US Air Force
FL	City of Gainesville	US Army
	City of Pembroke Pines	Coast Guard
MI	City of Detroit	Department of Commerce
	City of Dexter	Department. of Health and Human Services
	City of Farmington Hills	Department of Interior *
	City of Inkster	Department of State
	City of Livonia	Department of Veterans Affairs
	City of Southfield	
	Washtenaw County	
NJ	Bernard's Township	
TN	City of Athens	

State Customers		Utility Customers	
IA	Dept. of Administrative Services	CA	San Bernardino County Transportation Auth.
SD	Bureau of Administration	NV	Housing Authority of the City of Reno, NV
TX	Fort Worth Housing Solutions	TX	Port Arthur Housing Authority
NC	Army National Guard Department of Agriculture and Consumer Services	MI	Great Lakes Water Authority
			Detroit Transportation Corporation

Educational Customers	Commercial Customers
Howard University, Wash. DC	Detroit People Mover
Grand Rapids MI Comm. College	Universal Load Bank, Wixom, MI
TN Higher Education Commission	
NH Department of Education	
National Defense University	

Technical Competence

GSG understands that the City is looking for experienced and qualified vendors to provide professional services to support the archival and digitization of departmental records into Laserfiche. GSG understands that the project includes digital imports, metadata association, workflow creation and scanning/indexing of physical records. GSG offers comprehensive, high-quality scanning and digitization services, including document preparation, scanning, Optical Character Recognition (OCR), indexing, secure storage, retrieval, scan-on-demand, and secure destruction. We specialize in scanning a wide range of materials such as business cards, standard (8.5"x11"), legal (8.5"x14"), ledger (11"x17"), large-format drawings and maps (24"x36" and wider up to 44" with virtually unlimited length), photographs, index papers, historical and fragile documents (handled with protective carrier sheets), onion skin papers, blueprints, books, binders, microfilm, microfiche, tapes, CDs, DVDs, and slides. Our experience spans bulk scanning, large-format scanning, OCR scanning, and both offsite and onsite scanning services.

Our process ensures meticulous document preparation, high-resolution scanning, re-assembly, OCR, and quality control to guarantee readability and accuracy. We deliver files in both PDF and TIF formats, adhering to file naming and compression standards provided by the Development Review/Plan Check Division and the Survey Division for each work order. GSG's scanning solutions are built on the pillars of quality, cost-effectiveness, accuracy, completeness, timeliness, support, and effectiveness, ensuring tailored results for each client's specific needs.

We have an experienced and qualified team of personnel with gold and platinum certified personnel to import all the scanned documents. We are a VAR of Laserfiche, which provides end-to-end solutions to our clients.

9.1.1 Scope of work:

- **Task 1: Human Resources Archive Import The Contractor shall import approximately 350 GB of digital records currently stored in a well-structured network folder into Laserfiche using the Laserfiche Import Agent. These files are primarily categorized by department, employee, and document type. The Contractor will:**

Laserfiche supports structured record imports using the **Laserfiche Import Agent**, which automates bulk file transfers from network folders. With customizable **import profiles**, it maps folder paths to document metadata, applying **templates and fields** based on file names or directory structure. It allows accurate classification by department, employee, and document type. **Validation tools and logging** track the status of each import and generate reports. **Workflow integration** can also initiate automated actions after the import process is completed.

City's Requirements	GSG Response to City's Requirements
Implement a department-specific Laserfiche Workflow to automate document routing and archival.	GSG implements department-specific Laserfiche Workflows using the **Laserfiche Workflow Designer**, which allows creation of automated routing based on metadata such as department name or document type. Using **conditional logic** and **lookup rules**, documents are routed to designated folders or personnel for review or archival. **Task automation tools** like email notifications, status updates, and document field modifications support seamless department-level processing.
Define and apply a standardized metadata template titled "HR Employee Record Template."	Laserfiche provides the creation and application of the "HR Employee Record Template" using the **Metadata Template Designer**, a built-in feature that allows administrators to define custom templates with specific field types (e.g., text, number, date, dropdown). These templates are assigned to documents manually, through the **Import Agent**, or automatically via **Workflow** based on folder paths, document names, or user-defined rules. The use of templates standardizes data entry, improves searchability, and supports compliance with HR recordkeeping policies.
Maintain the original folder hierarchy, file naming conventions, and file timestamps during import.	Laserfiche uses the **Import Agent** to preserve the source folder hierarchy and file naming conventions during batch imports. Configuration options within the Import Agent allow for the retention of original file **timestamps** (creation and modified dates) and the **folder structure**, enables accurate reconstruction of the file organization within Laserfiche.
Integrate the workflow with the City's Enterprise Resource Planning (ERP) system to automatically retrieve and apply relevant employee data such as: o Employee Number o Employee Name.	Laserfiche integrates with the City's ERP system by using **Laserfiche Workflow** combined with **database queries** or **API calls**. The workflow extracts an identifier from the document, then performs a **lookup** via an **ODBC connection** or **web service** to retrieve employee data like Employee Number and Name. This information is then automatically populated into the document's metadata fields, streamlining indexing and ensuring accuracy without manual input.

City's Requirements	GSG Response to City's Requirements
Perform error handling throughout the import and workflow execution process.	Laserfiche manages error handling during import and workflow execution using **Exception Handling** activities within workflows to catch and respond to errors such as failed imports or metadata mismatches. Workflows can route problematic files to specific folders for manual review, log error details for auditing, and trigger automated notifications to alert administrators promptly, enables quick resolution while maintaining process continuity.
Submit a quality assurance report identifying: o **Records that failed to import** o **Items that were not indexed correctly** o **Any discrepancies between the ERP data and imported file metadata**	Laserfiche generates quality assurance reports through custom **Workflow reporting** and **logging features** that track import status, indexing results, and metadata validation. Workflows collect data on records that failed to import or were improperly indexed and compare imported metadata against ERP data using lookup results. The consolidated report can be exported or emailed automatically, highlighting failures and discrepancies for review and corrective action.

- **Task 2: Sustainable Development Archive Import the Contractor shall import approximately 293 GB of digital records stored in a network folder into Laserfiche using the Laserfiche Import Agent. These files include a combination of structured and unstructured data originating from the Department of Sustainable Development, such as building permits, code enforcement records, and inspection documentation.**

GSG imports the Sustainable Development documents into Laserfiche by configuring the **Laserfiche Import Agent** to process the 293 GB of records from the network folder. Laserfiche create tailored **import profiles** that map folder structures and document types to specific metadata templates, ensuring accurate classification of building permits, code enforcement, and inspection files. GSG manages the import in batches to maintain file integrity and folder hierarchy, delivering a well-organized, searchable archive within Laserfiche.

City Requirements	GSG's Response to the City Requirements
Develop and implement a department-specific Laserfiche Workflow tailored to the Department of Sustainable Development's processes.	GSG develops and implements a department-specific Laserfiche Workflow using the **Laserfiche Workflow Designer**, customizing the process to match the Department of Sustainable Development's unique needs. Laserfiche workflow automates routing, review, and approval steps for documents like permits and inspection reports, applying conditional logic based on document type and status. Laserfiche integrates metadata updates, notifications, and archival actions to streamline operations and ensure compliance with department protocols.
Apply a standardized metadata template titled "Sustainable Development Record Template," which shall include the following fields: o **Parcel ID (Text – Required)** o **Permit/Case Number (Text – Optional)**	GSG creates the "Sustainable Development Record Template" using Laserfiche's **Metadata Template Designer**, defining required and optional fields with appropriate data types and dropdown options. During import, GSG applies this template via the **Import Agent**, mapping folder paths and filenames to metadata fields. Additionally, GSG configures **Laserfiche Workflows** to automatically populate or validate metadata, promoting

o **Document Type (Dropdown: Permit, Inspection, Violation, Plan, Other – Required)** o **Date of Document (Date – Required)** o **Assigned Division (Dropdown: Building, Planning, Code Enforcement, Other – Optional)**	consistent data entry and improving document organization and searchability within the system.
Perform a data organization pass to reconcile folder structure inconsistencies and normalize filenames prior to import.	GSG uses **pre-import data preparation tools** such as file management scripts (e.g., PowerShell or Python) alongside Laserfiche's **Import Agent** configuration to reconcile folder structures and normalize filenames. Automated scripts rename files and reorganize folders based on standardized rules, while the Import Agent applies consistent metadata mapping during import, resulting in a clean, well-structured archive in Laserfiche.
Submit a quality assurance report identifying: o **Records not imported correctly** o **Items requiring further indexing.**	GSG generates a quality assurance report using **Laserfiche Workflow's logging and reporting features**, which track import outcomes and metadata application. The workflow compiles data on records that failed to import, and items flagged for additional indexing, producing a detailed summary. This report can be exported or automatically emailed to stakeholders for review and follow-up actions.

- **Task 3: Legacy Software Records Integration The Contractor shall import approximately 1.4 million digital records into Laserfiche, originating from legacy software systems used by the City. All documents are associated with metadata currently housed in an existing SQL Server database. The Contractor will:**

GSG completes the legacy records integration using **Laserfiche Import Agent** and **Workflow**, combined with **custom scripts** or **SDK/API integrations** to link documents with metadata from the SQL Server database. Metadata is retrieved using **ODBC connections** or **database lookups** and applied during or immediately after import using **Set Field Value** activities in Workflow. Our process preserves original file structures and applies consistent templates. Error handling and detailed logging are implemented through Workflow to track failures and mismatches, supporting accurate reconciliation and reporting.

City's Requirements	GSG's Response to the City Requirements
Create a detailed metadata mapping document to align SQL fields with Laserfiche metadata fields. This mapping must be reviewed and approved by the City prior to execution.	Laserfiche repository can create a mapping report for metadata field that has been applied to a particular template. Once the report is generated, that report can be used to compare against the original corresponding metadata table column headers which is generated with the scanned files. This report will be shared with City prior to execution for approval.
Define and apply a standardized metadata template for legacy records	GSG applies the template during import using **Laserfiche Import Agent** with support from **Laserfiche Workflow**. Metadata values are pulled from the legacy SQL Server database via **ODBC connection** and assigned to documents using **Set Field Value** activities. Our structured approach allows consistent tagging and easy access to imported legacy content across departments. Metadata template fields

	include Field Name, Type, Required and Description. Below is our metadata template for the City's reference.

Field Name	Type	Required	Description
Document ID	Number	Yes	Unique identifier linked to SQL record.
Document Type	Dropdown	Yes	Defines type of record (e.g., Permit, Inspection)

Implement a workflow in Laserfiche that enables logical navigation, search, and filtering of these legacy records based on the assigned metadata.	GSG implements a Laserfiche Workflow that enhances navigation, search, and filtering of legacy records using the assigned metadata from the **Legacy Record Template**. Laserfiche workflow assigns metadata fields (such as Document Type, Department, and Document Date) during import and organizes documents into a structured folder hierarchy based on these values. Using **Laserfiche Search syntax** and **Metadata-based folder routing**, users can easily filter and retrieve documents through: • **Dynamic folder paths** (e.g., \Legacy Records\Department\Document Type\Year) • **Quick Fields or Workflow-generated search links** embedded in dashboards • **Custom search filters** built with metadata conditions (e.g., all permits from 2020 in Planning) Laserfiche workflow promotes intuitive browsing and precise filtering without manual sorting, leveraging metadata to power efficient document access across departments.
Maintain source document structure where applicable and ensure consistent naming and indexing conventions.	Laserfiche maintains the source document structure by configuring the **Laserfiche Import Agent** to mirror the original folder hierarchy during the import process. File naming conventions are preserved or standardized using **naming rules** within the Import Agent or **Laserfiche Workflow**. Consistent indexing is achieved by mapping metadata fields from the source SQL database to Laserfiche templates, allowing documents to retain both their original organization and structured metadata for reliable search and retrieval.
Submit a quality assurance report identifying: **o Records did not import successfully.** **o Items that were not indexed correctly**	GSG can generate a quality assurance report using Laserfiche Workflow where we can match the values in the database against the record names and confirm which records were not imported successfully. Workflow can also identify which records have incomplete metadata fields indexed. Any discrepancy then can be detected by identifying various values to compare in Laserfiche repository with the database

o Any discrepancies detected between source metadata and final values in Laserfiche	

- **Task 4: City Wide Record Management Framework The Contractor shall design and implement a modular, citywide records management framework within Laserfiche that can be adopted by all departments across the City of Hallandale Beach. The framework must align with the City's 2024 Records Management Plan and be adaptable to department-specific needs while keeping consistent architecture.**

GSG designs the citywide records management framework using **Laserfiche Records Management Edition**, which offers tools for retention scheduling, classification, and lifecycle automation. GSG configures a **modular folder structure** and applies **standardized metadata templates** across departments, maintaining consistency while accommodating department-specific needs. Through **reusable workflows**, GSG automates key processes such as review, archival, and disposition. **Security settings** and **access controls** are implemented using Laserfiche's repository features, and GSG provides user training and documentation to support citywide adoption.

City's Requirements	GSG Response to City's Requirements
• **Develop a standardized workflow structure in Laserfiche that supports:** o **Record intake (digital and scanned)** o **Metadata assignment** o **Routing/approval (if applicable)** o **Retention schedule application** o **Archival or destruction (based on policy)**	GSG develops a standardized Laserfiche workflow using Workflow Designer to manage record intake from digital and scanned sources. Laserfiche workflow automates metadata assignment, includes conditional routing for approvals, and applies retention schedules via Laserfiche Records Management. It concludes by archiving records or initiating destruction based on the City's retention policies, covering the entire records lifecycle efficiently.
• **Define metadata templates to be used across all departments, with fields such as:** o **Department Name** o **Record Type** o **Date of Record** o **Retention Schedule Code** o **Final Disposition Date**	GSG defines standardized metadata templates for all departments using Laserfiche's **Metadata Template Designer**. These templates include essential fields like **Department Name**, **Record Type**, **Date of Record**, **Retention Schedule Code**, and **Final Disposition Date**. All the templates are configured with appropriate data types and validation rules to maintain consistency, support retention policies, and facilitate accurate record classification and retrieval across the City.
• **Integrate retention schedules directly into the framework or as linked references for automated or guided record disposition.**	GSG integrates retention schedules into the framework using Laserfiche's **Records Management module**, linking each metadata template to specific retention codes and disposition rules. Our setup enables automated tracking of record lifecycles, triggering notifications or actions for archival or destruction based on schedule. For flexibility, linked references to external retention policies can be incorporated within metadata or workflow documentation to guide manual disposition when needed.
• **Provide the City with a Records Management Playbook, including:**	GSG provides the City with a comprehensive Records Management Playbook that includes detailed **workflow architecture diagrams** illustrating record intake, metadata assignment, retention, and disposition processes. The

o **Workflow architecture diagrams** o **Metadata field definitions** o **Instructions for initiating and managing retention workflows** o **Sample use cases**	playbook defines all **metadata fields** used across departments with descriptions and data types. It offers clear **instructions** for initiating and managing retention workflows within Laserfiche and includes **sample use cases** demonstrating common scenarios to guide users in daily records management activities.
Conduct one virtual or on-site training session for department records liaisons and administrative users.	GSG conducts a focused training session — virtual or on-site — for department records liaisons and administrative users, delivered by an experienced and qualified team holding Gold and Platinum Laserfiche certifications. Our training covers key aspects of the records management framework, including navigation, metadata entry, workflow use, and retention compliance, with interactive demos and Q&A to ensure effective adoption across departments.
Recommend best practices to minimize redundant processes such as duplicate scanning, unnecessary uploads, or manual indexing.	GSG recommends best practices including implementing **automated metadata capture** during scanning and import to reduce manual indexing, using **deduplication tools** within Laserfiche to identify and eliminate duplicate documents, and establishing clear policies for file uploads to prevent unnecessary or redundant submissions. Training users on standardized procedures and leveraging workflows to automate routine tasks, further minimize inefficiencies and improve overall records management quality.

- **Task 5: Physical Document Scanning, Indexing and Importing The Contractor shall scan, index, and import approximately 100 banker boxes of physical records stored throughout the City into Laserfiche. Each box is estimated to contain up to 2,500 pages, totaling approximately 250,000 sheets or 54.1 cubic feet of material. The Contractor will:**

GSG manages physical document scanning and import by coordinating document preparation and using high-speed scanners with OCR capabilities for clear, searchable images. We apply standardized **Laserfiche metadata templates** during indexing to maintain consistent classification. Scanned files are imported via the **Laserfiche Import Agent**, preserving folder structures and naming conventions. Throughout the process, GSG implements quality assurance checks and tracking systems to verify accuracy and maintain chain of custody, ensuring secure handling and compliance with the City's requirements.

City's Requirements	GSG Response to City's Requirements
Pick up, transport, and securely return all boxes to designated City facilities. Boxes must be clearly labeled with "Scanned" and the date of completion.	Our team will pick up, transport, and securely return all boxes to the designated City facilities. Each box will be clearly labeled with "Scanned" and the date of completion to provide easy identification. During pickup, we will inventory and barcode each box, documenting contents and any special handling requirements such as fragile or damaged materials. Our Project Manager maintains detailed logs tracking each box throughout the scanning process, ensuring full chain-of-custody and allowing the City to access documents as needed. After scanning, boxes will be securely transported back and delivered with proper labeling as required.
Scan all pages at a minimum of 600 DPI resolution, preserving original document size, layout,	All documents will be scanned at a minimum resolution of **600 DPI** to capture high-quality images. Our scanning process preserves the original document size, layout, and

and color fidelity (e.g., black and white, grayscale, or full color as applicable).	color fidelity — whether black and white, grayscale, or full color — based on the original material. Our scanning operators configure the equipment accordingly and conduct thorough image inspections to identify and correct issues such as skewing, pixelation, or clarity problems, ensuring accurate and faithful digital reproductions.
Apply optical character recognition (OCR) to all scanned documents to ensure full-text search capabilities within Laserfiche.	After scanning, all documents will undergo **Optical Character Recognition (OCR)** to convert images into searchable text, enabling full-text search capabilities within Laserfiche. All the electronic batches will then be indexed using metadata fields that describe each document for easy retrieval. While barcodes and OCR capture much of the data automatically, any missing information will be entered manually. GSG emphasizes accurate and efficient data capture to support effective document management and decision-making, with all documents indexed according to the City's required document types and verified for accuracy.
Index each document using a metadata template titled "Scanned Records Template," including: **o Department Name** **o Document Category** **o Date of Document** **o Box ID o Retention Schedule Code (if applicable)**	Each scanned document will be indexed using a standardized metadata template titled **"Scanned Records Template."** This template includes key fields such as **Department Name**, **Document Category**, **Date of Document**, **Box ID**, and **Retention Schedule Code** (where applicable). Applying this template ensures consistent classification, efficient retrieval, and compliance with retention policies across all scanned records.
Maintain proper order of documents and preserve staples/clips as batch dividers where necessary.	The first step is thorough document preparation to maintain proper order according to the City's requirements. Our team carefully reviews and organizes documents, replacing worn folders as needed and logging changes. Our team removes all the staples and clips are removed only when necessary for scanning but are preserved and used as **batch dividers** to mark document boundaries where applicable. Separator sheets are inserted between documents or folders to clearly delineate batches during scanning. Any special handling or irregularities are communicated to the project team to maintain accurate order and support reassembly after scanning.
Import all scanned records into Laserfiche using appropriate folder structures and naming conventions.	GSG imports all scanned records into Laserfiche using the **Laserfiche Import Agent**, configured to replicate the established folder structures and apply standardized naming conventions. Metadata captured during indexing is linked to each document to support organized storage and easy retrieval. The Import Agent automates batch imports while maintaining file integrity and folder hierarchy. Quality checks are performed post-import to verify accuracy and completeness, ensuring seamless integration into the Laserfiche repository.
Submit a quality assurance report identifying:	GSG submits a detailed quality assurance report documenting the **number of pages scanned per box**, **total**

o Number of pages scanned per box **o Number of files indexed** **o Error rates (e.g., skipped pages, misfeeds, corrupted scans)** **o Items that were not indexed correctly**	**files indexed**, and **error rates**, including skipped pages, misfeeds, and corrupted scans. The report also identifies any items not indexed correctly. Quality control follows the ANSI/ASQC Z1.4 Standard at a 1.0 AQL, using statistical sampling and multi-level inspections to verify document separation, page capture, image clarity, and indexing integrity. Any rejected items are rescanned, and batches exceeding error thresholds undergo full review to maintain the highest quality standards throughout the scanning and indexing process.

Basic Scanning Process:

GSG's Scanning Process

GSG's integrated approach to document management covers the entire service lifecycle. Our document conversion processes are fast, efficient, and extremely secure. Our process covers secure collection and care with chain of custody, quality assurance, project management, film conversion, and image enhancement. Starting with project design, we help determine the specifics of how your documents will be treated during each step of the process.

GSG believes that each scan should be perfect. To achieve this, our processes include nine steps to increase accuracy and efficiency.

Our Scanning Services Include the Following Nine Steps:
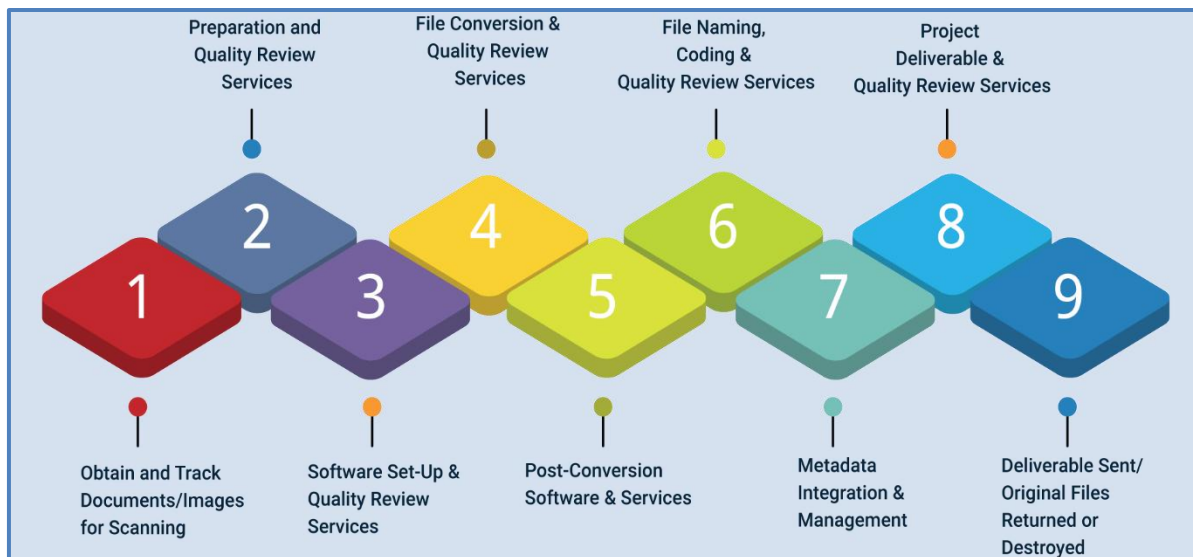
Below Summaries the Nine Steps:

Step 1 - Pick-up/Inventory/Track

Our team can pick up, organize, inventory, and sign for the documents from your location and deliver them to our secure facility. During the packaging and inventory process, we will barcode each box and identify the contents as per the City requirements. This process will also identify special handling requirements such as fragile materials, extremely faded originals, or severely damaged originals. Any originals that are missing sections, such as from a torn section of the blueprint, will be identified, and our Project Manager will inform the City prior to scanning.

Once received by our imaging team, the inventory will be checked to ensure all items are accounted for. The Project Manager will maintain a separate log with these details of the documents that will identify what stage of the digitization process each document is in at a given

time, ensuring that the City can retrieve any document at any time. These processes are also designed to provide our clients with verifiable chain-of-custody documentation.

Step 2 - Document Preparation and QRS

The first, and most critical, step in the scanning process is Document Preparation. First, our Prep Staff will analyze the documents to make sure that the documents are organized and are in order as defined by the City requirements. If not, they are rearranged. They will note the condition of any folder or jacket, replacing excessively worn-out folders by transferring any data on the folder to a new folder, and noting the replacement in the log file for that set of documents.

The staff will then remove paper clips and staples, and any other binding materials and properly orientate the pages for scanning. For bulk scanning, a separator sheet will be inserted between documents, folders, or cases to identify the end of the first document and the start of the next document. Depending on the platform, we will then typically use mark sense forms/logs to identify the type and location of all binders and fasteners for reassembly purposes. Any unusual situations or observations will be announced to the entire project staff.

Step 3 - Software Set-Up, QRS, and Scanning

Once the documents are arranged in order and properly oriented, they are provided to the Scanning Operator for scanning. The documents are then rechecked on the log sheet to identify document type and other information relevant to the folder along with any notations. Our Team will configure the scanners for the DPI, speed, color, document size, and output format (TIFF, PDF, etc.) to deliver effective and quick electronic conversions. The scanning operator inspects each image for issues such as pixel fallout, lack of clarity, skew issues, etc.

Step 4 – Quality Review Services

The Scanning Team focuses on general project requirements (such as image settings, file format, page size, and paper thickness), and specific project requirements (such as special processing of odd-size pages, color images, and double-sided pages). The Scanning Services Quality Lead performs the review of the scanned files. This entails a thorough review of the files to ensure that all imaging requirements are met, and that no variation is introduced into the process.

Step 5 - Post Conversion and QRS

The files are converted into the required file format and processed utilizing the required image enhancement filters. If defined as a project requirement, Optical Character Recognition (OCR) is performed to enable word level search and retrieval. All the papers will be assembled by our post-scanning staff and given back to the client in their original state. Before returning the documents to the customer, our Quality Control team counts the documents and checks to see if each page is serially ordered.

Step 6 – Indexing, Metadata, File Naming, and Coding

Once the documents have been scanned, the electronic batches of images will be opened, and each file will be identified by indexing fields (also known as metadata) that describe the document and make it easy to search and retrieve a document later. Whatever is not captured automatically with barcodes and OCR can be manually entered. GSG believes that accurate and efficient data capture is critical for proper execution, decision-making, and customer support. Documents are indexed according to document type and per specifications required by the City. We always do double-check to make certain that indexing attributes are accurate. GSG focuses on naming and coding accuracy and validation. GSG accomplishes this by leveraging our proprietary coding software to capture, review and name files based on the project requirements.

Step 7 – Metadata Integration and Management

The digital files and the coded fields are integrated utilizing GSG's technologies and processes to ensure the best possible search and retrieval options. These "Optimally Coded Page" technologies ensure that each file and its corresponding coded fields are integrated to create a

file that acts as a self-contained database. The result is files that are flexible and accessible from CDs, DVDs, PCs, Servers, or the City's Document Management System.

Step 8 – Project Deliverables and QRS

At GSG, we implement a proven, successful delivery model that enhances the City's capabilities and communicates your data effectively. We also deploy a combination of exceptional recruiting methods to deliver innovative talent to our clients. GSG takes pride in our ability to provide the best possible deliverables in the time required and has designed each stage in the conversion process with a focus on quality. GSG takes every measure to ensure consistency and quality while minimizing variation by continually improving our processes. We will provide the completed documents to back to the customers email, on DVD, external hard drives, or upload to their content management system. For uploading via secure server, we utilize:

- Microsoft SharePoint 2016
- SSL certificate
- BitLocker Version: 2.0
- Encryption Method: XTS-AES 256

Step 9 – Deliverables Sent/Original Files Returned or Destroyed

We will ensure that all project deliverables and objectives are met in a timely manner with the City's requirements. We will provide the necessary technical requirements and other hardware to ensure proper services. We will deliver PDF and searchable documents to the City.

Accessibility Checks - GSG will check all PDF files to ensure that they meet all the requirements on the City's checklist including, but not limited to, completeness/accuracy of tagged content; descriptive text for images, maps, figures, and other non-linguistic content; logical reading order; proper language and title identified under Document Properties; and the inclusion of bookmarks as appropriate.

Storage, Disposal, or Reassembly of Scanned Documents - We will provide full Cloud support for the storage of digital documents. Our proposed solution is available as a Software-as-a-Service (SaaS) enterprise document management software which offers a Cloud-based storage option to provide a central digital repository accessible from anywhere. Our team will place all the documents back into the box from which they were retrieved. Your digital documents are shipped, and the files Returned, Recycled, or Certified Destroyed. Once the City receives and reviews the digital files, GSG can initiate our electronic file destruction procedures, which permanently delete your files from our systems. Our 'electronic file shredder' software completely removes all the traces of your files and scrubs our hard drives to ensure that no file can be restored by data recovery utilities. We will provide the completed documents via encrypted email, DVDs, external hard drives, and/or upload them to your content management system.

Access to Documents - GSG will provide the City with access to the documents that have been collected for scanning. Upon the City's request, our team will provide electronic copies of the requested files within four hours for requests made during regular business hours. If any electronic copy is not acceptable, GSG will return the paper file to the City.

Achieving Accuracy - For any project to be successful, it is important for us to plan and set up the project in the optimal way using our proven processes. Upon award, our Project Manager will finalize the team composition according to the specific skills required for the project and will organize a meeting with associated project team members. Our team always identifies and understands our client's requirements thoroughly. We will also identify the deliverable requirements, as well as other expectations from the City as defined in the RFQ, associated addenda, and the final contract. Based on those requirements, we will identify the type and quantity of equipment to be assigned along with associated software, material storage space organization, and security, scanning, and indexing processes, QC plan, etc. Our team will take every measure to ensure consistency and quality while

minimizing variations by continual improvement in our process. We will follow the procedures below to accomplish our goal of 100% accuracy for each batch of records received from the City.

Imaging - We utilize sophisticated high-speed scanners, and we have the capacity and technical expertise to help manage any document conversion project. We will use our proven procedures for monitoring and evaluating work products and deliverables. Our methodology ensures management visibility by providing a comprehensive four-process approach — Monitor, Report, Consult, and Adjust — to ensure the continuity of quality service delivery and reduction of risk. Once each step of the conversion process is complete, every batch is passed to the team whose sole task is to find discrepancies in the process.

Our QA/QC team consists of experienced personnel who have a wealth of experience in document digitization. GSG follows strict procedures for verifying the accuracy of the process, as well as to ensure that every document has been scanned and classified as accurately as possible. GSG pursues a continuous process of improvement to ensure that our services provide a level of consistency and quality that exceeds industry standards and the City's expectations.

Documents Requiring Special Treatment - Damaged, faded, or fragile originals may require additional treatment beyond regular scanning to optimize the quality of the images and/or maintain the integrity of the original documents.

Special treatment activities include adjusting density controls, photocopying, and even utilizing special copy systems or photographic methods in some cases. If a book or document requires special handling, whether that is a condition stated by the City or discovered by our document prep team, our prep team will flag the document to inform the Project Manager of these problems or concerns. Upon request, we can provide printed versions of any optimized/enhanced documents in a separate blank folder with information maintained in the log sheet.

Quality Control Plan

GSG offers premium, safeguarded quality control by utilizing an ANSI/ASQC (American National Standards Institute/American Society for Quality Control) Standard Z1.4 at a 1.0 AQL (Acceptable Quality Level). The requisite number of images are randomly selected, examined, and compared to the original to ensure completeness and faithful representation. Rejected images are replaced with re-scans; if they reject quantity exceeds the acceptable limit, the entire batch undergoes 100% inspection and correction.

The ANSI standard is a statistically valid sampling plan that covers the sampling of data or records and specifically addresses defects and non-conformity. The plan specifies exactly how many items should be reviewed within each 'lot' based on statistics. It specifically states when a unit is acceptable or unacceptable based on the quality review results. This is our minimum standard for quality control measures and is applied to all imaging processes. The objective is to ensure that the products created by GSG are of the highest possible quality.

	GSG Value-Add Service	Our plan is specifically designed to review and monitor the quality of the City's information throughout the entire scanning process.

This plan is specifically designed to review and monitor the quality of the City's information throughout the entire scanning process. As the work passes through each phase of the scanning process, the quality is randomly checked by unit. Upon reaching the final phase of the scanning process, GSG will have produced a quality product that multiple people have reviewed prior to

delivery, and the City can rest assured that GSG has taken all precautions to prevent unacceptable images/indexes.

The Inspection Process Focuses on Four Primary Areas of Concern:

Document Separation	Page Capture	Image Clarity	Indexing Integrity

Document Inspection

We approach inspection with a THREE-LEVEL inspection system:

	LEVEL 1 Document Handling and Preparation	The documents will be identified and undergo preparatory work. Our prep staff will conduct a quality check to make sure that the documents are in order, and properly oriented, and other information is checked and analyzed to make sure that they are accurate and ready to scan.
	LEVEL 2 Quality Control	The scanning staff performs a quality check of all scanned documents to ensure that accuracy and integrity have been maintained, confirm the record type, and ensure proper orientation and order.
	LEVEL 3 Indexing and Final QC Check by the Project Manager	After scanning and indexing, the Q/A Lead performs a final quality check. This ensures that records from documents are properly scanned, accurate and legible, indexed properly (including original record type, indexing fields, and all metadata). Once approved, information is entered into the log sheet and records are copied to the proposed outputs and checked against the number of documents being scanned.

Document Services

Services Provided with Every Scan:

GSG believes that each scan should be perfect. In order to achieve this, our processes include steps we have added to increase accuracy and efficiency.

IMAGE ENHANCEMENT

The aim of image enhancement is to <u>improve</u> the quality of information contained in images, whether for direct use by people or for data extraction methods such as OCR. Some of the standard image enhancements we provide include automated:

➢ Straightening of skewed/angles
➢ Detection and removal of black borders
➢ Removal of unwanted lines in type text/forms
➢ De-speckling
➢ Edge enhancements

In addition to the above, there are several automated and manual procedures that can provide contrast adjustment, removal of blur, noise removal, mask sharpening, and other transformations to the image to improve its functionality and further maintain data integrity.

QUALITY CONTROL

While the overall quality of images is ultimately determined by the quality of the originals, our team incorporates detailed quality control measures to ensure that images accurately represent the originals, that all information captured during scanning is both correctly and consistently entered, and that the images are uploaded to the proposed output with no decompression errors (decompression errors result in lost images and can cause corruption of the entire batch of images).

Below is a brief list of inspections provided by our Quality Control Team on EACH IMAGE:

1. Ensuring that all the pages have been scanned and that all text and images are legible. GSG will notify City of any discrepancies in the quantity and/or quality of records inventoried.
2. Ensuring that the scanning process or equipment has not introduced any foreign or extraneous lines.
3. Ensuring that no 'pixel voids' occur via physical inspection.
4. Maintaining a clean environment around the scanning equipment to avoid the introduction of foreign material (i.e., dust, dirt, etc.) on records and documents. Any loose flecks of foreign particles clinging to a record must be softly brushed or air blown from the record in such a fashion so as not to damage or alter the face of the record.
5. If anything omits or renders illegible any of the substantive content of a record, it must be considered less than acceptable. The following are examples of major quality issues:

    o   Missing characters (e.g., illegible small characters or handwriting that is not legible on the source record).

    o   Missing lines or sections at the edge of an image.

    o   Consistent spots which obscure part of an image.

6.   Ensuring that the image includes the entire record or document and is at least as readable as the original. Images are to be scanned as they are read — right side up and not rotated.

Our Quality Control includes the following five Steps:

Initial 100% Quality Control	During the initial stages of the project, our Project Manager will check each reel after every phase of processing, reporting errors or inconsistencies to individual staff members to be corrected. They will also identify and announce any unusual situations to the entire project staff. This level of quality control continues until each staff member consistently meets the required quality levels.
Clarity Check	The scanning operator checks each image for quality and clarity as it appears on screen.
Daily Quality Monitoring	Team leaders are dedicated solely to quality control and management activities. If the team leader discovers specific patterns of errors, they will require scanning operators to review their previous work for errors.
Fallout Testing	When images are used in conjunction with a coded database, we run a special comparison program to check for any linkage errors between the images and the database records. This program ensures 100% complete, seamless linking between the images and coded data.
Client Consultation	As questions arise, the team leaders consult with the Project Manager and designated City contact person as needed. The team leaders make verbal announcements to the imaging teams and update procedure manuals as needed. GSG's 100% Quality Control Processes Minimize any Reprocessing.

	TRAINING
	We Train Our Teams. We Teach Our Teams How to Enhance Image Quality. At GSG we understand the importance of staff training in all aspects of the scanning cycle, as well as attention to detail and the ability to perform image enhancement in order to provide the highest quality output for our customers. As each customer's needs are different, GSG provides both project training and image enhancement training prior to each customer's engagement. Our past customers have appreciated our efficiency and organization starting Day 1.
Project Training	Because our team uses a wide variety of image acquisition programs in-house, staff members are trained in both the specific details of the project and on the selected imaging program for the project. Team leaders provide group training sessions on the systems. Each staff member performs test scanning on sample records before processing actual project documents.
Image Enhancement Training	Technicians run the images through dedicated programs before finalizing the images to ensure that all image enhancements have been applied.

Image Review

GSG analyzes several factors of scanned images. The following table details some of the most common issues faced in the digitization process. This supplement does not replace the tried-and-true 'eyeball' test — a direct visual comparison between the original and the digital images.

Image Assessment Guidelines	
Tone • Brightness • Contrast • Target assessment — aim points • Clipping — detail lost in highlights or shadows • Evenness of tonal values • Evenness of illumination	**Color** • Accuracy • Target assessment — aim points • Clipping — detail lost in individual color channels
Aim Point Variability o For RGB scanning: No more than a +3 RGB level variance from each aim point, and no more than a 3 RGB level difference in individual channels within each specified patch on the Kodak Gray Scale or Color Patches. o For grayscale scanning: No more than a +1% variation in % black from each aim point for the specified patches on the Kodak Gray Scale.	
Channel Registration (Alignment of a color channel with pixel locations)**:** • Examine hard edges for color fringing • Examine text for appearance of differing color borders	**Quantization** (transformation of the continuous range of values from an analog input into non-overlapping ranges and subranges) **errors:** • Banding (inaccurate color presentation) • Posterization (sudden shifts in tone)
Noise • Overall • In individual channels • In areas that correspond to the high-density areas of the original • In images produced using specific scanner or camera modes	**Artifacts** • Defects • Dust • Newton's rings (an interference pattern created by the reflection of light between a curved surface and a touching flat surface. In scanning, this can be caused by drops of moisture on either surface) • Missing scan lines, discontinuities, or dropped-out pixels
Detail • Loss of fine details • Loss of texture	**Sharpness** Lack of sharpness Over-sharpened Inconsistent sharpness
Flare (bands of light emanating from a source in the scan, often due to differing reflectivity)	**Vignetting** (drop-off in sharpness toward the edges of the scanned document) For camera-based imaging, this is referred to as 'light fall-off'

We maintain image review sheets (provided in the previous and following sections) for image quality, as well as an 'image scorecard,' shown below. When a scanned image may require non-standard enhancements, our Project Manager will contact the City representative for this project. The City's representative should have knowledge of the source materials and should have the authority to

approve those enhancements or other steps that may be required to obtain an optimal image which retains the integrity of the original. Using the image review sheets, as well as the above Image Assessment Guidelines, our Project Manager and the City representative will work together to determine approval for additional image enhancements. This table provides some image issues and their probable causes. Additional enhancement is usually (although not always) required in the case of problems originating with the source material.

Electronic Image Attributes	Cause
Size of image relative to the original (measured horizontally and vertically)	Scanner setting
Adequate contrast: • For text, there should be a high contrast ratio between the text and the background • For grayscale images, the contrast should represent the original image	Possible scanner setting, possible poor-quality original
Adequate brightness	Scanner setting/monitor setting
Poor thresholding (dropped low-contrast features, dark background obscuring foreground)	Possible scanner setting, possible poor-quality original
Image skew on page	Scanner issue or carriage/feeder issue.
Incorrect image orientation on page	Rotation issue
Speckle or noise in the background of the image	Possible scanner issue, possible poor-quality original
Character dropout (a missing character)	Generally, a scanning issue
Legibility of small characters or features (poor focus)	Generally, a scanning issue
Separation of black from white features (bar chart may be required)	Possible scanner issue, possible poor-quality original
Scan line dropout (missing scan line(s) across the image, either white or black)	Generally, a scanning issue
Repeated scan lines on successive images	Scanner issue
Repeated pixel on successive images (consistent noise or spot on each image at the same location)	Imaging camera or lens issue
Borders not cropped	Processing issue
Missing portion of edge of image	Scanning issue/carriage issue

Quality Control Score Sheet:

		Class – A Major Problems						Class – B Minor Problems							
Image Number	Size of Image	Character Drop Out	Illegible small characters	Poor Black/White Separation	Scan Line drop out	Repeated scan lines	Missing portion of edge of image	Inadequate Brightness	Color Drop Out	Poor Thresholding	Image skew	Incorrect Orientation	Speckle or Noise on Image	Repeated Pixels	Boarder not color

Quality Control Activities

While the overall quality of images is ultimately determined by the quality of the originals, our team incorporates detailed quality control measures to ensure that images accurately represent the originals, that all information captured during scanning is both correctly and consistently entered, and that the images are uploaded to the proposed output with no decompression errors (decompression errors result in lost images and can cause corruption of the entire batch of images). Specific quality control measures include:

Project Training

Because our team uses a wide variety of image acquisition programs in-house, staff members are trained in both the specific details of the project and on the selected imaging program for the project. Team leaders provide group training sessions on the systems. Each staff member performs test scanning on sample records before processing actual project documents.

Initial 100% Quality Control

During the initial stages of the project, our Project Manager will check each reel after every phase of processing, reporting errors or inconsistencies to individual staff members to be corrected. They will also identify and announce any unusual situations to the entire project staff. This level of quality control continues until each staff member consistently meets the required quality levels.

Clarity Check

The scanning operator checks each image for quality and clarity as it appears on screen.

Daily Quality Monitoring

Team leaders are dedicated solely to quality control and management activities. If the team leader discovers specific patterns of errors, they will require scanning operators to review their previous work for errors.

Image Enhancement Testing

Technicians run the images through dedicated programs before finalizing the images to ensure that all image enhancements have been applied.

Fallout Testing

When images are used in conjunction with a coded database, we run a special comparison program to check for any linkage errors between the images and the database records. This program ensures 100% complete, seamless linking between the images, and coded data.

Client Consultation

As questions arise, the team leaders consult with the Project Manager and designated the City contact person as needed. The team leaders make verbal announcements to the imaging teams and update procedure manuals as needed.

GSG's 100% Quality Control Processes Minimize any Reprocessing

Our quality control team inspects each scanned image to ensure that the image includes the entire record or document and is at least as readable as the original. Images are to be scanned as they are read — right side up and not rotated.

- Inspecting all the images to ensure that the scanning process or equipment has not introduced any foreign or extraneous lines.
- Maintaining a clean environment around the scanning equipment to avoid the introduction of foreign material (i.e., dust, dirt, etc.) on records and documents. Any loose flecks of foreign particles clinging to a record must be softly brushed or air blown from the record in such a fashion so as not to damage or alter the face of the record.
- Inspecting the images to ensure that no 'pixel voids' occur.

If anything omits or renders illegible any of the substantive content of a record, it must be considered less than acceptable. The following are examples of major quality issues:

- Missing characters (e.g., illegible small characters or handwriting that is not legible on the source record).
- Missing lines or sections at the edge of an image.
- Consistent spots which obscure part of an image.

GSG will perform quality control of scanned document images to ensure that all the pages have been scanned and that all text and images are legible. GSG will notify the City of any discrepancies in the quantity and/or quality of records inventoried.

Quality Control Plan (QCP)

GSG's Quality Control Plan (QCP) is a key aspect of our PMO methodology which incorporates mature and proven Quality Assurance (QA) and Quality Control (QC) elements. Our proactive approach to QA begins during the project planning stages, prior to commencing digitization. The QA team at this stage focuses on process engineering to prevent nonconformities from occurring. We have matured and proven procedures which ensure the accuracy and timeliness of contract deliverables, the recruitment/retention of qualified personnel, and transparent issue resolution. Our personnel are empowered to share their performance improvement ideas which, upon review and approval, will be recorded in our Lessons Learned Library and/or result in a procedure revision.

Quality Control Reports

We utilize several different procedures for documenting quality control and corrective activities. The following forms are maintained for each project and each item as part of the project log. These logs will be provided after acceptance of each digitized batch.

Receipt, Tracking, and Progress/Production Reports

No _____ Tracking Report Form_____ Page_____				
Code	Brief Description	Date	Time	SAMPLER

Quality Assurance Plan and Quality Review Form

Q/A/QC Inspection Report Forms				
Project Name:		**Project Number:**		
Date:	Time:	Scanned items/Log ID:		
Image ID	Clarity	Dimensions	Resolution	Indexing/Metadata
Description of Discrepancies				
Corrective Actions				

Quality Control Meeting Form

Quality Control Meeting			
No.	**Description of Item Discussed** **Required Corrective Action**	**Action Date**	**Action By**
Remarks			

9.2 GSG's Project Work Schedule

Project Management Plan

Our management approach provides timely and effective application of our corporate resources and proven methodologies, such as ISO, PMBOK and CMMI, to meet contract requirements and quality measures. Our approach provides a combination of best practices, proven methodologies, leading-edge technologies, and an extensive human capital portfolio. When awarded a contract, our designated Program Manager assigns a Project Manager, and together they develop schedules and milestones, assign resources, and define metrics and measurable based on the timeline and deliverables.

Some notable benefits our experience will bring to the client are:
- Special care for irregular size documents and fragile/damaged documents.
- Best image clarity, orientation, and accuracy for scanning, indexing services.
- Complete the project on time.
- Complete management of document storage and access.
- Digitized documents can be easily backed up, insuring against document loss.
- For greater search capabilities and complete document portability, images can be OCR'd provide for full text searching within the contents of the documents.

At the inception of every project, GSG works with the client to develop a plan for the project, including the project's goals and objectives. The project plan will include a schedule for all the deliverables including, but not limited to, sample scans, technical documentation, progress reports, quality

reviews, and security mechanisms. At a minimum, the Project Plan will define the following, which will be tailored to suit the project:

❖ Project purpose.
❖ Business and project goals and objectives.
❖ Scope and expectations.
❖ Roles and responsibilities.
❖Document security and privacy requirements.
❖ Assumptions and constraints.
❖ Project management approach.
❖ Ground rules for the project.

GSG's high-level Project Management plan is an outline of a set of processes by which we will accomplish your goals. GSG will work with the client personnel to identify critical information in each of the following steps.

➢ Project Kick-Off Meeting
➢ Requirement Gathering and SOW
➢ Document and Metadata Preparation
➢ Digitization and Post Scanning Activities
➢ Sample Approval
➢ Inspection and Acceptance
➢ Sorting, Reassembling, and Packing Records into Original
➢ Orientation

Our Project Manager maintains performance metrics, reporting requirements and project activities and monitors quality through constant interaction with both our personnel and designated client representatives. Our structured and disciplined approach to project management benefits clients by delivering the best practices and processes for timely delivery of reliable, secure, flexible, responsive, and compliant services, consistent, high quality service delivery on time and within budget, proactive risk management throughout the entire contract, and effective alignment of skilled resources with contract requirements.

Additionally, we will define a plan of action and identify project milestones as depicted in the template below:

Plan of Action and Milestones Template* (suggested)

Task	Priority (Low, Moderate, High)	Milestone *	Milestone Due Date	Status	Date of completion	Point of contact/ responsibility	Comments

Explanation:
- **Task** – Description of specific task that needs to be done.
- **Priority** – Depending on the circumstances, a priority level of low, moderate, or high can result.
- **Milestone** - Specific action steps that support the completion of the task. Multiple milestones can support the completion of a single task.
- **Milestone due date** – The date the individual milestone is scheduled to be completed.
- **Status** – Field for those responsible for the task to track the progress of the task.
- **Date of completion** – The date the task or milestone has been completed.

- **Point of contact/responsibility** – The name of the person responsible for ensuring the completion of the milestone or task.
- **Comments** – Can be used to provide additional information on the task or milestone.

GSG will develop a final project plan, in cooperation with the client, including project definition, goals and objectives. The agreed upon plan will serve as an agreement between all the parties such as the project sponsor, steering committee, Project Manager, project team and other stakeholders associated with and/or affected by the project.
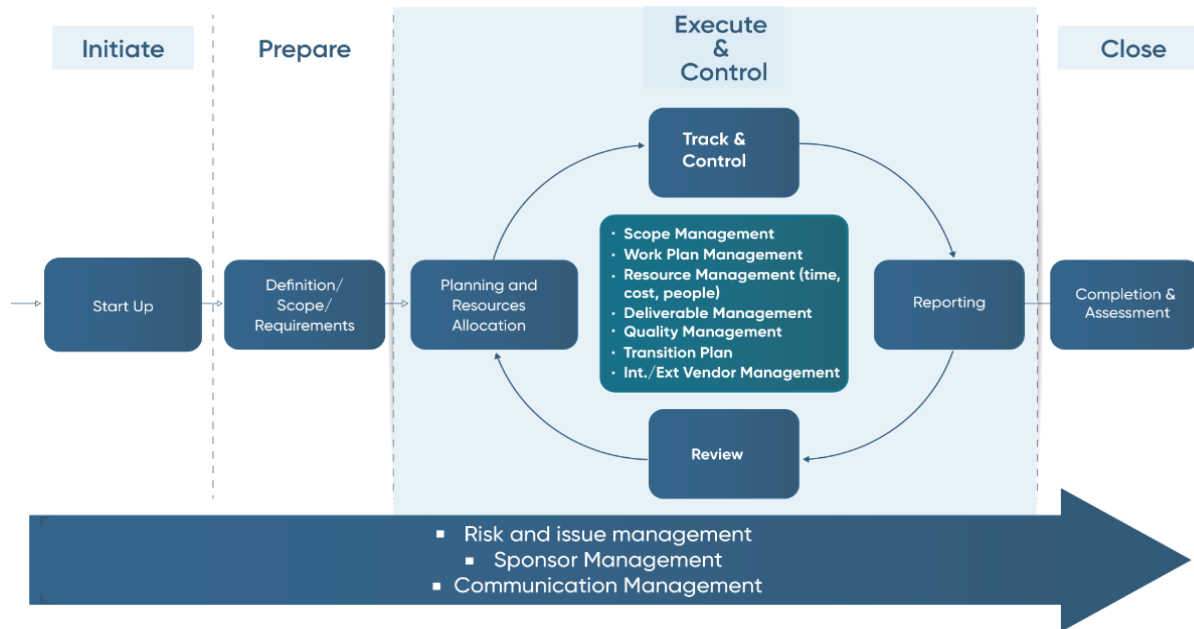
GSG Project Framework

Status, Progress, and Final Report

GSG will provide Weekly Activity Reports (WAR), Monthly Status Reports and Monthly Financial Status Reports that summarize the activities completed in a week and/or month, planned activities for the following week and/or month, and outstanding issues. These reports will be created and submitted to the client.

a) **Weekly Activity Report (WAR):** GSG will provide weekly accounts of documents at any stage of production – those being prepped, scanned, or indexed. We will identify any condition issues identified in original documents and any process issues. We will describe any mitigation procedures utilized.

b) **Monthly Status Report:** GSG is responsible for providing a monthly status report that will include:
   a. Acceptable Quality Level (AQL) measures and data supporting the attainment of the AQL. Performance standards/measures not met must be documented and an explanation of the deviation from AQL must be provided.
   b. All work completed during the reporting period.
   c. Work to be accomplished during the subsequent reporting period.
   d. Problems encountered or still outstanding with an explanation of the cause and resolution of the problem.
   e. Suspected or actual scope or schedule variances immediately upon discovery.
   f. Updates to the overall project plan and the agency security assessment project plan.

c) **Monthly Financial Status Report:** GSG is responsible for providing a monthly financial status

report that must include, at a minimum, the following:
a. The overall financial status of the task.
b. Funding status, issues, and risks if any.

Upon final acceptance of all scanned images, we will create a final report identifying all activities for digitization that were performed, the number of images that were rejected by the client and rescanned, any condition issues regarding the original documents, a catalog of scanned images with file names and other identifiers as agreed between GSG and the client, a final run down of project financials, and details regarding final transfer of digital images and final disposition of the original documents – whether returned in original order or destroyed.

GSG's high-level Project Management plan is an outline of a set of processes by which we will accomplish your goals. GSG will work with county personnel to identify critical information at each of the following steps.

At the onset of every project, GSG provides a project schedule, which includes the project's goals and objectives. Additionally, the plan will serve as an agreement between the applicable parties such as the project sponsor, steering committee, project manager, project team and/or other stakeholders associated with and/or affected by the project. Additionally, GSG's project plan will include a schedule for all the deliverables. At a minimum, the Project Plan will define the following as applicable to the project:

➢ Project purpose
➢ Business and project goals and objectives
➢ Scope and expectations
➢ Roles and responsibilities
➢ Assumptions and constraints
➢ Project management approach
➢ Ground rules for the project

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

9.3 Evidence of thorough knowledge and understanding of natural and manmade hazards

GSG recognizes the importance of protecting critical records from both natural and manmade hazards, particularly in a coastal city such as Hallandale Beach that is prone to hurricanes, flooding, and other environmental risks. Our approach ensures that all records — whether physical or digital — are safeguarded through a combination of secure digitization, robust Laserfiche-based solutions, automated workflows, and disaster recovery protocols. By addressing threats such as cyberattacks, data loss, and physical damage, GSG ensures long-term accessibility, security, and compliance for all the City's records. Below are some of the natural and manmade hazards such as:

Type of Hazard	Specific Hazard (Hallandale, Beach)	GSG's Solution
Natural Hazards	Hurricanes and Tropical Storms	Digitization of all physical records reduces loss risk; Laserfiche cloud or hybrid deployment ensures off-site, secure storage.
	Flooding and Storm Surge	Secure digital archive eliminates reliance on vulnerable paper records; data stored in redundant, flood-safe locations.

	Lighting and Power Outages	System backups and auto-save features in Laserfiche prevent data loss; use of UPS during digitization.
	High Humidity (paper degradation)	Paper records are digitized promptly; GSG's scanning process preserves integrity before degradation occurs.
Manmade Hazards	Cyberattacks (ransomware, unauthorized access)	GSG uses Laserfiche's encryption, role-based access controls, audit trails, and multi-factor authentication to secure data.
	Fire or Physical Theft of Documents	Physical records are converted to secure digital formats; digital repositories are protected and monitored.
	System Failures or Data Corruption	Regular automated backups, data validation, and QA processes ensure data recovery and integrity.
	Human Error (misfiling, misplacement, accidental deletion)	Automated workflows, standardized metadata, and permission-based access reduce manual errors.

Sample Project plan for Laserfiche Services

City of Hallandale Beach	August 4, 2025	May 4, 2026
Project Kick-off Meeting	*August 4, 2025*	*August 4, 2025*
Planning and Assessment	August 5, 2025	September 23, 2025
Baseline Requirements Specification Document	*September 23, 2025*	*September 23, 2025*
Preparing Development and Production Server	**September 24, 2025**	**November 20, 2025**
Gather Pre-requisites for Installation (Service accounts configuration, Servers, Database)	September 24, 2025	September 30, 2025
License Manager Installation & Configuration	October 1, 2025	October 7, 2025
Development Server - Installation & Configuration	October 8, 2025	November 5, 2025
Production Server - Installation & Configuration	November 6, 2025	November 20, 2025
Development and Production Server verification and acceptance	*November 20, 2025*	*November 20, 2025*
Laserfiche Configuration/Implementation	November 21, 2025	February 6, 2026
Configuration	November 21, 2025	December 19, 2025
Data Migration	December 22, 2025	January 16, 2026
Application Integration & Reports	January 19, 2026	February 6, 2026
Application Configuration completion	*February 6, 2026*	*February 6, 2026*
Deployment (on Production Server)	February 9, 2026	February 27, 2026
Import Configuration	February 9, 2026	February 20, 2026
Application Integration & Reports	February 23, 2026	February 27, 2026
Production Deployment Completion	*February 27, 2026*	*February 27, 2026*
User Acceptance Testing	March 2, 2026	March 20, 2026
Project UAT sign-off	*March 20, 2026*	*March 20, 2026*

User Guide Development	March 23, 2026	April 10, 2026
Training	April 13, 2026	April 24, 2026
Production Server - Release (GO-LIVE)	*April 27, 2026*	*April 27, 2026*
Project Sign-off	*May 4, 2026*	*May 4, 2026*

Timeline
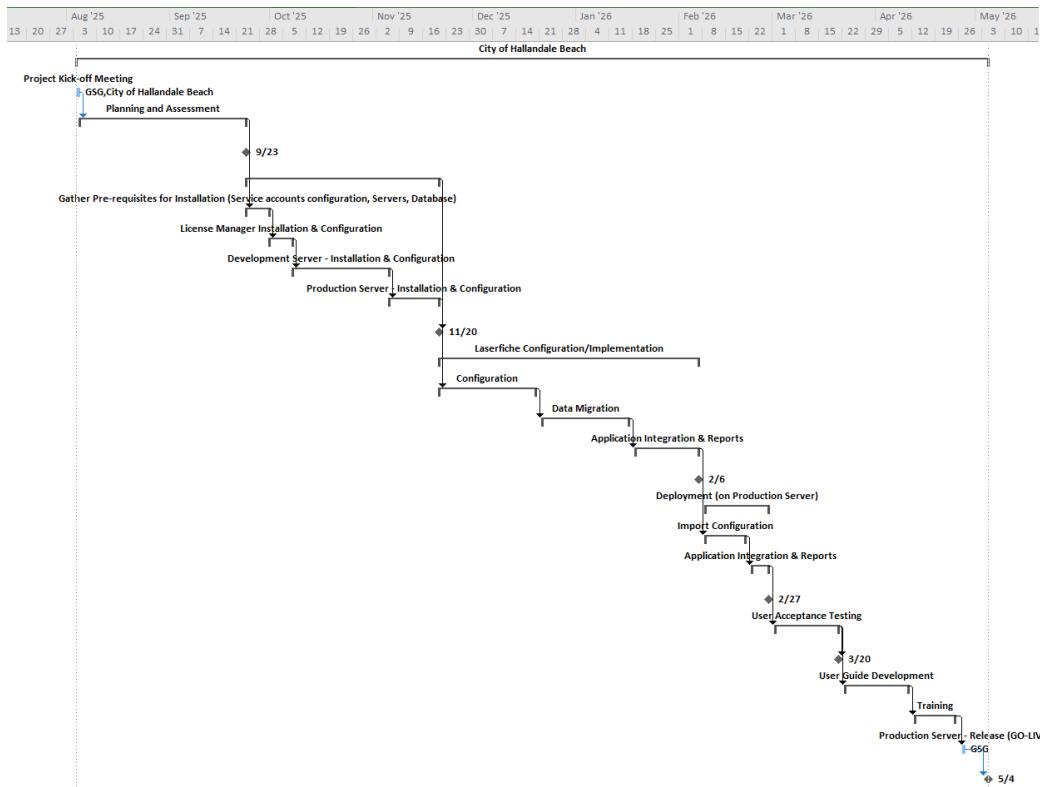
Sample Project plan for the Scanning Services

Assumption:	~250,000 document smaller than 11"x17" 600 dpi, color, PDF Integration with Laserfiche boxes cannot be picked up in one trip
Project Award:	August 1, 2025
Contract Finalization: Global Solutions Group Vice President and City of Allentown Personnel	August 4, 2025-August 8, 2025
Project Kickoff: Strategic Personnel	August 11, 2025
First Document Pickup: Document pickup will be done by company vehicle [or rented vehicle] and personnel. A detailed inventory of the documents packed into each box will be created by the City of	August 13, 2025-August 15, 2025

Hallandale Beach. For all existing packed boxes an inventory will be created to ensure that all documents are accounted for and acknowledged. One half of the total documents will be picked up on this trip. The truck will be locked and secure during transport. Once the boxes and documents are returned to Michigan, they are logged into our warehouse. The warehouse is secured and can only be accessed by company personnel via card or code access. The warehouse is constantly observed by CCTV.	
Test Sample: A test box of files be processed according to the City's requirements to be evaluated by the City. Test samples loaded to the secure Sharefile or City's secure choice.	August 18, 2025-August 22, 2025
Test Sample Approval:	NLT August 29, 2025
Document Processing: Once the test sample is approved, document processing will start with the planned completion within six months. At the end of each week, the work product for the week will be uploaded to a secure ShareFile or a site of the City's choosing. These documents are available for review by the city. The finished files and documents will be made ready for upload into Laserfiche. Reports will be created and uploaded on a weekly basis. The Project Manager will always be available via email or telephone for progress meetings, questions and discussions. The same availability is expected from the City's side for any questions. Throughout the processing time period, files can be requested, and the requested file will be loaded individually onto the Sharefile site for use.	September 1, 2025-January 9, 2026
Last Document Upload:	January 23, 2026
Final Approval of the City's documents: Approval is limited to the scanned documents themselves. Once the scanned files are approved, they will be loaded into Laserfiche. It is anticipated that there will be several Laserfiche uploads of the scanned deliverables.	January 30, 2026
Document Return: Document Destruction *[if required]*: Document destruction/shredding can be done and will	February 9, 2026-February 11, 2026

begin about 60 days after acceptance of the images. Proper notification will be given, and file destruction will be appropriately documented.	
Second Document Pickup: Boxes of documents that can be returned will be returned and the remaining boxes will be picked up.	November 3, 2025-November 7, 2025

Work Plan for the City of Hallandale Beach

Objective:

To perform and execute the document scanning project successfully within the City of Hallandale Beach Scope of Work requirements, within budget and time following quality control guidelines and security protocols.

General Scope of Work Summary

- Document Boxing and Pickup
- Secure Transportation and Storage of Documents
- Document Prep and Scanning
- Indexing at file level
- Quality Control
- Emergency Scanning Requests
- Reproduction of Drawings and Maps
- OCR and verification
- Weekly Status Reporting
- Delivery to City of Hallandale Beach
- Secure Shredding or Return of Documents

Global Solutions Group's Team to Perform the Services

- Lisa Salvador, Vice President, Contract Manager
- Krishal Dalal, Program / Project Manager, Digitization
- Jim Coe, Project Manager & Technical Lead, Digitization
- Craig Parker, Business Development Manager, Digitization
- Jen DeVary, Operations Manager, Digitization
- Team of Boxing and Transportation Personnel
- Team of Document Preppers, Scanners and Indexers
- Dana Warden, IT Administration

Document Packaging and Transportation

Time Frame: From Contract Award to Completion
- Global Solutions Group has the proven capability to transport documents from anywhere in the United State. We have successfully executed projects in Alaska to Florida and New Hampshire to California.
- We will coordinate and arrange single or multiple pickup trips to accomplish document picked up within identified period. Additionally, files can be shipped to Global Solutions Group's processing center.
- Our team is completely vetted at the time of hiring.
- If GSG personnel are boxing the documents, we will provide boxes to pack the documents.

- Our team will prepare an inventory list of documents based on the most logical inventory process for the specific conversion project.
- Our team will ensure that each type of document and/or media is packaged properly
- Our team will label the boxes with the associated contents that it contains.
- Our team will securely close and tape the boxes for better handling for transportation
- Our team will utilize a hand truck or cart to transfer boxes from storage location to our vehicle
- One copy of the document inventory will be delivered to the City of Hallandale Beach Project Manager.
- We will load the boxes to vehicle carefully
- We will securely transport the documents to our processing center.
- Upon arrival at our warehouse, the team will check and verify the boxes with the inventory list, and they will apply inventory control documents.
- Inventory control documents will help us to track the boxes and the documents within the box at all times, during the process of scanning, indexing, emergency scanning, shredding and/or document return and provide the customer with verifiable chain of custody.

Document Storage and Security

Time Frame: From Contract Award to Completion
- Our document storage facility is fully secured.
- It has keycode entry doors for authorized personnel only.
- It has 24x7 video surveillance for security.
- Only authorized personnel are allowed in. Anyone else entering sets off an alarm. Guests are escorted at all times.
- Fire and water prevention systems are in place and are wired to alarm systems.
- All the boxes are loaded onto racks and properly organized with front-facing labels.
- Any boxes taken out of the warehouse inventory to document processing area is documented as in/out and tracked appropriately.

Sample Approval – Scanning and Indexing

Time Frame: From Contract Award to Completion
This is an important step for smooth and successful project execution.
- For each individual document type in each project, we will prepare, scan, index and deliver a representative sample.
- Our team will Prep the Documents for scanning. We will perform Document straightening, Removing, Pins, Clips or Post it notes etc.
- We will scan all documents sizes in the appropriate dpi and in Black and White, Greyscale or Color.
- We will scan the document as a single page or multipage as per instructions. The final format can be TIFF, PDF, JPEG with or without OCR as appropriate.
- We will perform file naming and metadata indexing as described in the individual project description.
- We will perform our quality checks [QC] as per QC standard to make sure that each image has the best possible resolution and clarity.
- We will deliver the test sample via the approved delivery method: Upload to SharePoint; FTP to secure site; USB memory stick; external hard drive or any other method desired.
- Once the sample is approved: Image Quality, Naming, Metadata, we will continue to process the rest of the project. The weekly status reports will begin.

- During the projects process, emergency requests will be honored. The initial inventory of boxes and documents is critical to the success of processing requests.

Document Preparation

- The first and perhaps most critical step in the scanning process is Document Preparation.
- Our warehouse staff will bring the boxes identified for scanning to Preparation, after recording the box check out.
- Our Prep Staff will analyze the documents to make sure that the documents are organized and are in order as defined by the project requirements.
- They will perform prep work; such as removing clips, staples, rubber bands, post-it notes etc. and straightening and repairing documents.
- If needed [and accepted] they will cut the binding and prepare the pages for scanning.
- They will organize documents as a batch, arranging each file in the proper format and orientation.
- Documents such as Mylar or worn-out or old pages will be handled very carefully. Flatbed scanners will be utilized as needed. If documents require any repair, then it will be repaired utilizing best practices
- For bulk scanning, a separator sheet will be inserted between each set of documents to identify the end of the first set of documents and the start of the next set/file.
- Any unusual situation will be brought to the technical lead's attention and if needed communicated to the City of Hallandale Beach Project Manager/s.

Document Scanning

- Scanners are calibrated daily.
- Scanner will configure the scanners for the 200 dpi to 600 dpi (based on document type), speed, color, document size, and output format (TIFF, PDF or JPEG) to deliver effective and quick electronic conversions.
- We will be utilizing different types of scanners including large format, flatbed and regular document scanners to perform and scan each type of document.
- The prepped box of documents will be checked into the scanning team.
- The documents are then rechecked on the log sheet to identify the document type and other information relevant to the project, along with any notations.
- Once documents are scanned, the scanning operator will inspect each image for issues such as pixel fallout, lack of clarity, skew issues, etc.
- If an image has a quality concern, the operator will work to rescan the page to correct the issue and achieve the desired output.
- Once a box has been scanned, the images are stored securely on our production network.

Indexing

- After the documents have been scanned, the electronic batches of images will be opened, and each file will be identified by indexing fields (also known as metadata) that describe the document and make it easy to search and retrieve a document later.
- GSG believes that accurate and efficient data capture is critical for proper execution, decision-making and customer support.
- Documents are indexed according to document type and per the specifications identified by individual project scope of work.
- We always double check to make certain that indexing attributes are accurate. This is done either visually, by database or double keying.

- We will prepare a file [Excel, Text, Database] with appropriate metadata that include required details from the scanned files.

Quality Control

- GSG will perform premium, safeguarded quality control by utilizing an ANSI/ASQC (American National Standards Institute/American Society for Quality Control) Standard Z1.4 at a 1.0 AQL (acceptable quality level).
- The requisite number of images are randomly selected, examined, and compared to the original to ensure completeness and faithful representation. Rejected images are replaced with re-scans; if the rejected quantity exceeds the acceptable limit, the entire batch undergoes 100% inspection and correction.
- The Inspection process will be focused on below four primary areas of concern
    1) Document Separation and Preparation
    2) Page capturing
    3) Image clarity and Quality
    4) Indexing integrity
- Our team's intention is to make sure that the submitted images and metadata should be acceptable to each customer following sample approval process standards.
- If required, GSG will adjust the scanning approach based on document quality.
- If the project requires 100% quality checking, then 100% of the pages will be compared to the images to ensure that the project specifications are followed.

Deliverables

- The final deliverable will be submitted in the requested format and delivery method.
- Files can be single page or multipage: TIFF, PDF, or JPEG.
- Groups of files can be individually named, submitted with a metadata file, put into a document management software load ready format or configured in a multitude of ways.
- Projects can be delivered via an external drive, USB drive, FTP or acceptable delivery method. If a drive is utilized, that drive will be encrypted.
- After the entire project is accepted, the paper files can be returned. Additionally, GSG offers the service of securely shredding the files, under the supervision of our management. If the documents are securely shredded our Certificate of Destruction is issued. Destruction is only completed with specific written approval from the City of Hallandale Beach Project Manager/s.
- At the completion and acceptance of each individual project, the project's electronic data is deleted from our network drives. This process is only undertaken after confirmation that the project's files and data are securely under management at the City of Hallandale Beach's site.

Production Cycle

- Project processing can be scaled from a few personnel prepping, scanning, and indexing to a large team processing the project. Generally, we start with lower volume and increase to larger volumes as we progress further, and the project requires greater throughput.
- Regular weekly reports will be delivered to the project managers.

9.4 Evidence of knowledge and understanding of Federal, State and local requirements and guidelines relative to the planning process

GSG demonstrates a strong understanding of Federal, State, and local requirements that govern records management, data privacy, retention, and accessibility within the public sector planning process. We are fully knowledgeable of and operate in compliance with the Florida Public Records

Law (Chapter 119, Florida Statutes), including requirements for timely access, long-term preservation, and appropriate records destruction. We also align with Federal standards such as NIST cybersecurity guidelines, HIPAA (where applicable), and 42 CFR Part 433 for data integrity and access control.

At the local level, GSG ensures full compliance with each agency or municipality's individual Records Management Plans, retention schedules, and document handling protocols. Our team has experience integrating digital records systems like Laserfiche in accordance with municipal codes, state-approved retention schedules (per the Florida Department of State – GS1-SL and GS4 schedules), and city-specific metadata and workflow requirements.

By combining this regulatory knowledge with proven technology implementation practices, GSG ensures that every planning, archival, and digitization initiative is legally compliant, auditable, and aligned with the City's policies and statutory obligations.

10. Approach to the Project

10.1 Estimated Time Frame and Identification of Consultant's role and City's role in the sequence of events.

10.1.1 Estimated Time Frame

Estimated Time Frame: 9 to 12 months

10.1.2 Role of Consultant and City

GSG is expecting the following responsibilities from the City:

- We need the City's help in evaluating existing document management systems and procedures to determine current effectiveness and efficiency.
- We need the POC from the City to discuss the separation of documents based on priority, department-wise, database information, etc.
- We need the City's corporation in communicating with GSG's consultants and other staff when assessing, acquiring, or deploying new electronic document management systems to ensure a smooth transition and minimal disruption.
- If GSG's personnel are working onsite at the client location, we will need one good laptop/desktop with a good internet connection and working space.
- For personnel who are working on-site, the City should provide an access card for entry into the City's premises and an ID card for verification purposes.
- Need assistance or manual for developing the City's management policy, program, and procedures.

10.2 Ability to accomplish proposed work

GSG has the proven capability to execute the proposed work within the required time frame and budget by leveraging a structured, milestone-based project approach and a highly skilled team. Our methodology includes clear sequencing of tasks — project kickoff, requirements gathering, workflow development, digitization, importation, QA, and training — each tied to defined timelines and deliverables. This ensures continuous progress tracking, early issue detection, and timely stakeholder communication.

Our team includes Laserfiche Gold and Platinum Certified Professionals, who bring expert-level knowledge of Laserfiche architecture, workflow automation, system integration, and security configuration. Their certifications validate GSG's ability to efficiently implement complex Laserfiche solutions while ensuring performance, compliance, and scalability.

We also maintain robust internal resource planning, cost control mechanisms, and risk mitigation strategies that allow us to deliver high-volume projects on schedule without exceeding budget. With extensive experience working with public sector clients, GSG is fully prepared to deliver a seamless, compliant, and cost-effective implementation for the City.

11. Cost Proposal

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b. Information about the previous projects must include the following:
  i. Name of entity for which services were provided to/for
  ii. Date when Contract started and completed or expected to be completed
  iii. Detailed information on project as it relates to the scope of this solicitation

c. Proposing Firm must provide three (3) references, using Attachment A or similar format, that match the three (3) projects provided for 'Item a' above.
  i. References are required as a component of due diligence to determine the capability of the proposing Firm to be able to perform the required services.

13. Local Vendor Preference

a. All proposers must provide the documentation/paperwork requested below in order for the Procurement Department to grant the LVP status. Please note that the paperwork/documentation being requested below is retroactive, must be dated, one (1) year prior to the bid/proposal due date.

COST PROPOSAL:

Firms must provide all costs for all services to be provided as requested and outlined in this RFP in the format below. The Cost Proposal as submitted below constitutes as a formal offer from the proposing firm for the solicitation's scope of work

The cost must be inclusive of all related expenses including contract administration, technical assistance to the City, personnel training and certification, services for safety, travel, and associated actions necessary for the Project by the Consultant as defined in the RFP and Contract.

Each Respondent's Cost will be evaluated by comparing it mathematically to the other costs received. The lowest cost will receive the maximum score.

The City reserves the right to waive any minor informality or irregularity, in the best interest of the City.

Service	Unit	Estimated Quantity	Unit Cost	Total
Task 1 HR Archive Import	Hourly	40 hours	$100.00	$4,000.00
Task 2 Sustainable Dev. Archive Import	Hourly	60 hours	$100.00	$6,000.00
Task 3 Legacy Software Integration	Hourly	80 hours	$100.00	$8,000.00
Task 4 Citywide Records Framework	Hourly	200 hours	$100.00	$20,000.00
Task 5 (* as per attached breakdown) Scanning, Indexing, Importing	Per Box	100 boxes	$338.50	$33,850.00
			Total (For Evaluation Purpose Only)	$71,850.00

Unit cost for the Laserfiche System

Item Description	Unit Cost
Import Agent -LSAP	$292.50
Subscription Full Rights Keyed Concurrent User-LSAP	$300.00
Participant Users-LSAP	$52.50
Avante Laserfiche Connector -LSAP	$3.75
Standard Public Portal-LSAP	$3,750.00
Avante Records Management Module-LSAP	$900.00
Standard Audit Trail -LSAP	$11.25
Avante Forms Portal-LSAP	$1,200.00
Avante Forms Professional-LSAP	$7.50
Avante Named Full User with Web Client-LSAP	$90.00
Avante Server for MS SQL-LSAP	$750.00

Cost Assumptions for Laserfiche Avante LSAP

1. We have included tiered pricing for Laserfiche Avante LSAP. User licenses can be purchased based on the per-user rates outlined in the pricing table.
2. The Quote is valid until 90 Days from date of submission.

Detail Pricing for the Scanning

Serial number	Item	Unit	Rate/Unit	Assumed Quantities	Assumed Total Amount
1	Prep and Scan Document sup to 8.5" x 14" at 600dpi as B&W	Each Image	$0.048	250,000.00	$12,000.00
2	OCR of Images	Each Image	$0.008	250,000.00	$2,000.00
3	Reorganizing each Documents with clip or staples	Each Page	$0.010	250,000.00	$2,500.00
4	Indexing of the Documents at file level- Uo to 40 Keystrokes	Each Index	$0.280	10,000.00	$2,800.00
5	Document Pickup Trip - up to 100 Bankers size boxes	Each Trip	$ 6,000.000	1.00	$6,000.00

6	Document Return Trip - up to 100 Bankers size boxes	Each Trip	$ 6,000.000	1.00	$6,000.00
7	Preparing Laserfiche Briefcase	Each Hour	$200.000	12.00	$2,400.00
8	External USB HDD	Each HDD	$150.000	1.00	$150.00
	Total Amount (100 Boxes)				**$33,850.00**

	Total cost per Box				**$338.50**

NOTE

1. Laserfiche has built in OCR feature, you can eliminate OCR cost
2. Laserfiche has built in search feature, you can reduce Indexing field and save cost
3. If you decide to ship partial pickup, then suggestion is to allow FEDEX shipment which will reduce the cost of shipping

OPTIONAL ITEM PRICES

Serial number	Item	Unit	Rate/Unit
1	FEDEX Shipment (One way)	Each Box	$55.000
2	Storage of boxes after 60days of Scanning completion	Each Box/Month	$4.000
3	Additional Indexing - Each Keystroke	Each Keystroke	$0.007

Cost Assumptions for Scanning Services

A. Price Assumptions:
1. Please. find below our assumptions/ understanding based on original RFI and Q & A.
- We have quoted off-site (i.e. Contractor's facility) scanning only.
- As we do not know exact quantities, we have assumed quantities and sizes as below.
  - 250,000 Images from documents up to 8.5" x 14" size pages
- We have assumed that we will scan the documents at 600dpi as Black & White
- We have assumed OCR is expected.
- We assume up to 40 keystrokes per Index.
- We assumed 100 indexes per box, i.e. a total of 10,000 Indexes to be performed.
- We assume that city will keep the boxes ready for the pickup or to send through FEDEX at the Contractor's cost.
- We assume a total of 100 boxes will be required to pick up and return
- We will submit the final set of Images and Index files in an ext. USB HDD
- We will prepare Laserfiche Briefcase as final set of images to upload to Laserfiche,
- Ongoing images will be uploaded to secure ShareFile application for city review and approval.
2. Upon scanned file submission, the cityis responsible for reviewing submitted batches of images and reporting within 15 days after delivery of images for any rework, if required.
3. Invoices will be generated on Bi-weekly basis and Payment term is Net 30 days max.

4. We will perform one sample run at the start of a project to finalize deliverables of each type of images and Indexing requirement to avoid undue delay and bring efficiency in execution thereafter.
5. Quoted price is minimum. Total prices will be dependent upon actual quantities and services expected.

B. Preparation
1. We will perform the standard to medium prep to keep the Documents ready for the scanning

C. Scanning
1. We will scan the Documents at 600dpi as B & W as single page or multipage .PDF or .TIFF file.

D. Indexing
1. We assumed up to 40 keystrokes per Index
2. We assume a total of 10,000 Indexes from 100 boxes.
2. Any additional Indexing will be charged at $0.007/Keystroke

E. Quality Assurance
1. We have assumed automated software-based Digital enhancement techniques commonly used in imaging software (DE skewing, cropping image data beyond the document's content, and rotating an image to the proper orientation) will be performed such that the information on the record image is not altered by such processes

F. Deliverable
1. We will submit a single or multipage .TIFF or .PDF file as final deliverables
2. We will upload files through Secured "Share File" Application for ongoing approval and download
3. We will submit the final set of images and Index files in one external USB HDD.
4. We will prepare Laserfiche Briefcase of scanned images that help to upload to Laserfiche

G. Transportation
1. We will pick up the boxes or get it shipped through FEDEX
2. We will return the boxes or get it shipped through FEDEX

H. Shredding
1. We are not expected to provide the services.

J. Special Services
1. For any additional services if required, please refer to optional Item prices. If any Item is not included, then we will charge a mutually agreed cost

12. Previous Experience and References

12.1. Attachment A - References

12.1.1 Reference #1: Charles County Government, Department of Planning and Growth Management

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RECORDS ARCHIVAL AND MANAGEMENT

ATTACHMENT A – REFERENCES:

PROPOSING FIRM'S NAME(S):
Global Solutions Group, Inc.

PROJECT NAME:
Document Conversion Services & Records Management Consultation

NAME OF FIRM THAT AWARDED THE AGREEMENT:
Charles County Government, Department of Planning and Growth Management

Name of reference:	Cathy Reisinger	Phone:	301-645-0621
Title of reference:	Deputy Director	E-mail Address:	reisingc@charlescountymd.
Company/Employer:	Charles County Government		

PLEASE RATE BELOW FOR ITEMS 1 THROUGH 14, A SCORE FROM 1 TO 5, (1 BEING LOWEST, AND 5 BEING HIGHEST), FOR THE SERVICES RENDERED.

1. Rate the firm's success in providing their services as it relates to the project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

2. Rate the firm's knowledge of the services provided in # 1, above.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

3. Rate the level of commitment of the firm toward your project. Did the firm devote the time and personnel necessary to successfully complete your project?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

4. Rate the competence and accessibility of the personnel directing, supervising and performing the work on your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

5. Rate the firm's success at keeping you updated and informed about the progression of the project. Particularly, when special needs or problems arose.

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☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

6. Rate the firm's success at accomplishing the tasks established as required by the Agreement.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

7. Rate the firm's success at completing tasks within the timeline established for completion of your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

8. Rate the firm's success at providing the services as specified in the agreement meeting reporting dates and content.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

9. Rate the overall performance of the firm on your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

10. Did your firm and the Project Manager work well together?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

11. How would you rate the firms overall based on your experience with the project?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

12. Was the project provided on budget?

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RECORDS ARCHIVAL AND MANAGEMENT

☒YES	☐NO

13. Can you describe any instances in which there were errors in the project because of the firm, which resulted in delays to the schedule as outlined in the agreement? If so, what was it and how was it rectified.

> There were no errors or delays in the project.

14. If you had a similar project to undertake in the future, would the firm be considered to perform the work?

☒YES	☐NO

ADDITIONAL COMMENTS:

> Our project was completed on time and within budget. Krishal Dalal and his team always provided prompt responses and communicated as needed throughout the project.

PERSON PROVIDING REFERENCE (PRINT NAME):	Cathy Reisinger
PRINT TITLE:	Deputy Director

SIGNATURE: _Catherine Reisigner_ Date: 6/23/2025

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12.1.2 Reference #2: Great Lakes Water Authority, Michigan

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RECORDS ARCHIVAL AND MANAGEMENT

ATTACHMENT A – REFERENCES:

PROPOSING FIRM'S NAME(S):
Global Solutions Group

PROJECT NAME:
Enterprise Document Scanning

NAME OF FIRM THAT AWARDED THE AGREEMENT:
Great Lakes Water Authority

Name of reference:	Juan Brown	Phone:	313-410-1857
Title of reference:	IT Project Manager	E-mail Address:	juantonio.brown@glwater.o...
Company/Employer:	Great Lakes Water Authority		

PLEASE RATE BELOW FOR ITEMS 1 THROUGH 14, A SCORE FROM 1 TO 5, (1 BEING LOWEST, AND 5 BEING HIGHEST), FOR THE SERVICES RENDERED.

1. Rate the firm's success in providing their services as it relates to the project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

2. Rate the firm's knowledge of the services provided in # 1, above.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

3. Rate the level of commitment of the firm toward your project. Did the firm devote the time and personnel necessary to successfully complete your project?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

4. Rate the competence and accessibility of the personnel directing, supervising and performing the work on your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

5. Rate the firm's success at keeping you updated and informed about the progression of the project. Particularly, when special needs or problems arose.

RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

6. Rate the firm's success at accomplishing the tasks established as required by the Agreement.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

7. Rate the firm's success at completing tasks within the timeline established for completion of your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

8. Rate the firm's success at providing the services as specified in the agreement meeting reporting dates and content.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

9. Rate the overall performance of the firm on your project.

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

10. Did your firm and the Project Manager work well together?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

11. How would you rate the firms overall based on your experience with the project?

☐	☐	☐	☐	☒
1 Lowest	2	3	4	5 Highest

12. Was the project provided on budget?

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RFP # FY 2024-2025-25
RECORDS ARCHIVAL AND MANAGEMENT

☒YES	☐NO

13. Can you describe any instances in which there were errors in the project because of the firm, which resulted in delays to the schedule as outlined in the agreement? If so, what was it and how was it rectified.

No issues.

14. If you had a similar project to undertake in the future, would the firm be considered to perform the work?

☒YES	☐NO

ADDITIONAL COMMENTS:

Global Solutions is an excellent partner on our Document Scanning project.

PERSON PROVIDING REFERENCE {PRINT NAME}:	Juan Brown
PRINT TITLE:	IT Project Manager

SIGNATURE: _Juantonio Brown_ Date: 06/27/25

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12.1.3 Reference #3: City of Gainesville, FL - Document Conversion Services & Records Management Consultation

We have asked the City of Gainesville, Florida, our client, for the reference form.
Since we were unable to obtain the reference form from the City of Gainesville, Florida, we have included the comments from a few additional clients below.

Laserfiche Services Customer Feedback and Related Reference Letters

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

1. Customer Details

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

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

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

	Rating (Place a "Yes" wherever applicable)				
	Excellent	Good	Average	Below Average	Poor
Overall Satisfaction	Yes				
Quality of the Work Performed	Yes				
Delivery on Time	Yes				
Communication and Project Management	Yes				
Things that went well	No any system issue after upgrade done.				
Recognize any outstanding GSG team member(s)	Nishit Dani				

	(Place "X" Where Applicable)		
	Yes	May Be	No
Will you recommend our services to others?	Yes		
Can we provide your name as a Reference to potential clients?	1.800.562.1963		

3. Any Suggestions/Remarks

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

Signature: _Wei Tao -S_ Digitally signed by Wei Tao -S Date: 2020.05.06 10:06:19 -06'00'

Name: Wei Tao   Date: 05/06/2020

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

1. Customer Details

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

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

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

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

	Rating (Place a "Yes" wherever applicable)				
	Excellent	Good	Average	Below Average	Poor
Overall Satisfaction	X				
Quality of the Work Performed	X				
Delivery on Time	X				
Communication and Project Management	X				
Things that went well	Technician expertly performed the necessary actions to quickly and efficiently restore access to				
Recognize any outstanding GSG team member(s)	Mr. Nishit Dani				

	(Place "X" Where Applicable)		
	Yes	May Be	No
Will you recommend our services to others?	X		
Can we provide your name as a Reference to potential clients?	X		

3. Any Suggestions/Remarks

N/A

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

Name: Malott, Christopher A. CTR AFCEC/DSR

Date: 25 October, 2019

Universal Load Banks - Laserfiche Rio Enterprise Content Management System

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

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

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

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

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

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

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

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

I highly recommend Global Solutions Group for any similar work.

Sincerely,

Chirag Mehta
Accountant
Universal Load Banks

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

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

Recent and Relevant Experience: RREP tasks #

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

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

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

CPR Contract Name: Law Firm Document Management System

CPR Contract Number: DOCSS130117CN0019

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

CPR Contract Type: FFP

CPR Point of Contact Name: Laura Swift

CPR Point of Contact Telephone: 202-482-1610

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

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

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

Section I

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

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

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

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

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

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

Section II

Signature of Point of Contact:
_____

Date: Click here to enter a date.

LAURA SWIFT

Digitally signed by LAURA SWIFT
Date: 2023.02.27 11:51:13 -05'00'

13. Local Vendor Preference

GSG is not a Local Vendor for the City, but we perform similar services in Florida.