La Quinta
GEM of the DESERT

To Whom It May Concern:

The City of La Quinta desires to procure contract services for annual Laserfiche Avante Software Support. Through this Information Bid Request, the City seeks a contractor that can provide the most comprehensive, high-level services, at the most affordable prices. The City anticipates a partnership spanning multiple years with the selected contractor.

The posting period is from May 7, 2018, through May 18, 2018, at 5:00 p.m.

The City seeks proposals for the following Laseriche Avante Support Services:

Annual Laserfiche Software Support Services:
1) Laserfiche Avante SQL Server, including Workflow
2) Laserfiche Named Full User with Web Access, Snapshot, Email, and Forms Essentials *(4 full user licenses)*
3) Laserfiche Weblink Starter Portal (25 retrieval user licenses – *currently 10, the City desires to increase to 25 licenses*)
4) Laserfiche Plus Plug-in LSAP
5) Laserfiche Quick Fields LSAP
6) Laserfiche Zone OCR and Validation Package LSAP
7) Laserfiche Real Time Loop Up and Validation Package LSAP
8) Laserfiche Forms Professional LSAP
9) Laserfiche Forms Add-on LSAP

Annual Staff Support, Engineering Support, Remote & On-Site Training, & Laserfiche User Conference:
1) Dedicated agency service engineer as primary contact
   A dedicated support engineer will serve as the primary contact for Laserfiche support through a direct telephone line.
2) Remote & On-Site Priority Support
   Unlimited remote and on-site support, which can also be used for upgrade installation, problem solving, and consulting.
3) Professional Service Hours
   Provide 50 hours of professional service support annually – these will be in addition to the unlimited "Remote & On-Site Priority Support" annual services and will be specifically dedicated to enhance the City's records management project by designing complicated workflows, Weblink interactive maps, Weblink customizations, simple integration with other software, etc.
   - ➤ Three (3) custom workflows
   - ➤ Building Permits Workflow *(resolve issues with existing "Building Permits" workflow to ensure it recognizes all existing street names)*
   - ➤ Assessment Districts Interactive Map *(please see a sample of the map here:* http://archive.la-quinta.org/plancheck/districtzoom1.aspx*)*

- Specific Plans Interactive Map *(please see a sample of the map here: http://www.laquintaca.gov/business/design-and-development/planning-division/maps - click on the Specific Plans map located in the lower right-hand corner)*
- Agreements and Insurance Reports *(design workflow to allow staff to run reports on upcoming expiring agreements and insurance certificates)*
- Maintain Weblink custom home page
- Weblink search results – customize into a "table-view"

4) Training

   Unlimited remote training during the course of the year, including simple workflow design; this shall also include a minimum of four (4) days on-site training if requested.

5) Remote Access Support - **Unlimited**

   A dedicated support engineer shall remotely connect to the Laserfiche server or PC to troubleshoot any issues, error messages, etc.; including start troubleshooting process issues in advance of any on-site work needed.

6) Preventative Maintenance Guaranteed

   A minimum of two (2) on-site visits per year to ensure optimum system functionality. These semi-annual "on-site check-up," shall include installation of software upgrades, new releases, and new equipment; provide staff training on new features, fix operator errors, and make recommendations on system upgrades.

7) Integration Services with Other City Software Systems

   Provide preferred pricing on professional services such as integration with existing systems, workflow management consulting, and custom application development.

8) Laserfiche User Conference

   Up to three (3) free enrollment attendees to the annual Laserfiche User Conference.

9) Travel Costs

   All travel costs should be included as part of the service package.

Laserfiche Software Purchase:
   1) Laserfiche Weblink Starter Portal (25 retrieval user licenses)
      Upgrade from 10 to 25 retrieval user licenses
   2) Laserfiche Advanced Audit Trail with Watermark – quantity of 4

Proposals must be submitted by 5:00 p.m. on Friday, May 18, 2018, to Monika Radeva, Deputy City Clerk at MRadeva@LA-Quinta.org.

If you have any questions or need additional information please contact Monika Radeva via email or at (760) 777 – 7035.