

Date	9/19/2019
Project	Content Central
Document Type	Content Central
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OVERVIEW

The City of Gahanna is seeking a solution to manage public records with a portal for public record search requests. In addition to the portal they would like a fillable form to be able to request records as well. They have records that date back to 1849 in an existing solution called Intelliview. The proposed cloud-based solution, Content Central, will provide the requested solution including a migration of the content in Intelliview.

GOALS

Ademero will implement, an electronic document imaging/management system known as Content Central™. The system will utilize:

- Ademero's Content Central™ Enterprise Document Management Software to capture, index, and store all documents into Content Central™ relevant to this scope of work
- Migration of content currently located in Intelliview
- Provide anonymous access to public records via portal
- Fillable form to be available for a records request

Specific Goals identified with client management are to:

- Create digital storage Catalogs for:
 - Public Records
 - Create a document types for the following:
 - Ordinances
 - Minutes
 - Planning Commission docs
 - Site files
- Portal for DIY public record searches will use Quicklinks from City of Gahanna's website to the Power Search area in Content Central (users will be anonymous and will not need to create an account or login)

- Fillable form will be managed in Content Central to allow anonymous user to request a record – this will use Quicklinks to link from City of Gahanna’s website into the Forms Capture Area in Content Central and will assign the request to key member of the City of Gahanna’s team (users will be anonymous and will not need to create an account or login)
- Increase disaster recovery capabilities through anytime/anywhere document access
- Improve the sharing of documents, and document processing cycle time(s) through better workflow and collaboration
- Reduce legal risk / exposure to document loss through fire/water/theft through security and audit features
- Utilize digital indexing, and storage of scanned and faxed documents
- Minimize costs related to paper file storage
- Improve regulatory compliance through powerful security and auditing features

SOLUTION & APPROACH

Solution (Scope of Work)

The Scope of Work details the actual steps that will be used for Capture, Indexing, Scanning, Folder and File building, as it relates to these documents. The following tasks will be conducted:

Prior to Installation

- ✓ Obtain a signed copy of this Scope of Work
- ✓ Send and receive the completed Technical Discovery Workbook
- ✓ Obtain Remote Access to the server that will be used for Content Central
- ✓ Send and receive a signed copy of the software license Delivery and Installation document

Configure Content Central and Install

1. Create the new catalog and document types in Content Central in the aforementioned Goals
2. Create Content Central Fields:
 - a. To be determined (TBD) in Discovery call prior to installing Content Central
3. Create all necessary Users and Groups (recommended). Examples below:
 - a. **Admin** (Full Admin permissions)
 - b. **Users** (View and Search permissions)
 - c. **Capture** (Search, View, Add, Field Edit, and Delete permissions)
4. Content Central Job
5. Configure the Content Central Connection
6. Configure Email Capture Job for incoming documents
7. Configure the following settings for Folder and File Building:
 - a. Folder: To Be Determined at time of installation with client (TBD)
 - b. File: Item Description_.pdf (TBD)
8. Perform user training (1 hour session)

9. Perform admin training (2 hour session)
10. Review Helpdesk Support procedures with MOM and Ademero Helpdesks with users.

DELIVERABLES

- Signed Delivery and Installation document for receipt of software license keys allows work to start on the project
- Installation completed according to the agreed upon Scope of Work
- Signed Project Completion Form

ASSUMPTIONS

- Project time line is in place
- All workstations are fully functional and have the capability to utilize our solution

CLIENT RESPONSIBILITIES

- Purchasing of all hardware and software related to the current project; i.e. server hardware, disaster recovery and backup solution, scanners, and any supporting software and seat/software licenses.
- Any current hardware that will be utilized in this project is fully functional and can operate on a workable LAN and has access to the Internet.
- Provide a detailed list of all current and future participants in the solution workgroup along with a list of their respective locations within the organization and any limitations or restrictions to e-mail and Internet access.
- All cabling is in place and fully functional
- Client is responsible for making an individual available with expertise in the company's technical operation to assist Ademero personnel.
- Client designates an individual (s) as Project Manager and Project Sponsor. The client Project Manager and client Project Sponsor are responsible for allocating all resources required to complete this project.

ADEMERO RESPONSIBILITIES

- **ADEMERO** will designate a Project Manager.
- **ADEMERO** will provide the services as identified in the Professional Services Scope of Work
- **ADEMERO** will assist and help with specifications for any hardware and software relating to this project

Change Control Procedures

The following provides a detailed process to follow if a change to this Scope of Work is required.

1. A Project Change Order - (PCO) will be the vehicle for communicating change. The PCO must describe the change; the rationale for the change and the effect the change will have on the project.
2. The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
3. Both Project Managers will review the proposed change and approve it for further investigation or reject it. Ademero will specify and itemize any changes for such investigation. If the investigation is authorized, the Scope of Work will be amended and the PCO will be submitted for review to an authorized agent of the client.
4. Both Ademero and the Client Project Manager will sign the PCO, which will constitute approval for the project changes. Ademero will invoice on a time and material basis for any such changes.
5. The Ademero Project Manager will determine the effect that the implementation of the PCO will have on estimated charges and submit an estimated schedule for the changes.

SYSTEM REQUIREMENTS

Desktop Clients

Content Central™ clients can access the system using most modern operating systems, Web browsers or mobile clients.

Hardware

Minimum Requirements

- 2.5 GHz Dual-Core Processor or greater
- 8GB RAM or more recommended

Software

- Microsoft® Windows® 7 or higher recommended
- Mac® OS X or higher
- Microsoft® Internet Explorer 11.0 or higher
- Mozilla Firefox® 30 or higher
- Google Chrome 35 or higher

Optional Software

- TWAIN driver required for any desktop scanner you wish to use with the DirectScan™ applet



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AUTHORIZATION & ACCEPTANCE

I have reviewed this proposal in its entirety and agree to the scope and terms described. As an authorized representative of my organization, I authorize MODERN OFFICE METHODS to begin the project as described.

CLIENT SIGNATURE

DATE SIGNED

CLIENT PRINTED NAME & TITLE

9/19/2019

ADEMERO SIGNATURE

DATE SIGNED

Mike Ludden, VP of Sales

PRINTED NAME & TITLE