



Community Preservation Coalition
Preserving our past. Building our future.



COMMUNITY PRESERVATION COMMITTEE
TOWN HALL, 60 CENTER SQUARE
EAST LONGMEADOW, MA 01028
PROJECT PROPOSAL FORM

RECEIVED

MAR 31 2025

Town Manager's Office
East Longmeadow MA

PROJECT TITLE: Planning Department Digitization Project

CPA Funding Requested: \$ 28,369 Total Project Cost: \$ 28,369

Name of Applicant: Jeanne Quaglietti

Sponsoring Organization (if applicable): Town Clerk's Office

Mailing Address: 60 Center Square

City: East Longmeadow State: MA Zip: 01028

Daytime Phone: 413-525-5400 x1001 Email: jeanne.quaglietti@eastlongmeadowma.gov

Are supporting documents attached to this form? Yes Number of Pages: 26

Please indicate to which of the Community Preservation categories this project applies:

Open Space Preservation Historic Preservation

Affordable Housing Public Recreation

PLEASE ATTACH THE FOLLOWING INFORMATION. Please respond to each question separately, indicating the question number. Please type all responses.

1. General project description and goals and projected schedule for project completion, including target dates for interim tasks and goals.
2. Community Need: Why is this project needed?
3. Community Support: What is the nature of support for this project?
4. Budget: What is the total budget for the project and how will CPA funds be spent? All items of expenditure for CPA funds must be clearly identified. What other funding sources have been committed for this project? (use Budget Form provided)
5. Maintenance: If ongoing maintenance is required for this project, how will it be funded and who will be responsible?
6. Project location: Please include a map showing property location and any schematic drawings of the proposed project as appropriate.

Additional information, if applicable:

7. Documentation that the applicant has control over the site.
8. Evidence that the project conforms to the conservation, zoning, building and other regulations of the Town of East Longmeadow.

Applicant's Printed Name: Jeanne R. Quaglietti

Applicant's Signature: Jeanne R. Quaglietti Date: March 31, 2025

For Community Preservation Committee Use

Received on: _____ Project Number: _____
Reviewed on: _____ Recommendation: _____ Amount: _____



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COMMUNITY PRESERVATION COMMITTEE
 TOWN HALL, 60 CENTER SQUARE
 EAST LONGMEADOW, MA 01028
BUDGET FORM

Project Name: Planning Department Digitization Project

Applicant: Jeanne Quaglietti

SOURCES OF FUNDING		
Source	Amount	
Community Preservation Act Fund	\$ 7,224.00	Document scanning and related services for Planning Department maps and plans
	6,799.00	Document scanning and related services for Planning Department files
	14,346.00	Upgrade to LaserFiche software to needed to support additional files.
Total Project Funding	\$ 28,369.00	Vendor quotes attached
PROJECT EXPENSES		
Expense	Amount	Indicate if expense is funded by CPA
	\$	
Total Project Expenses	\$	

Copy or recreate this form if more space is needed.

1. General project description and goals and projected schedule for project completion, including target dates for interim tasks and goals.

PROJECT DESCRIPTION

The project is to begin to digitize the organized and categorized records that are currently stored in the Town Hall basement. After contacting department heads to see who was interested in digitizing existing files, the Planning Department and DPW responded. This project will digitize records, maps and plans which have been earmarked by the Planning Department with consultation with the vendor representative Lindsay Eisan. Once this project is complete, we will begin to identify DPW records for digitization with the next project.

The project includes document preparation, scanning and indexing as outlined in the attached quote. It also includes a USB hard drive for database searching, and the LaserFiche upgrade necessary to support the additional digitized files. LaserFiche is a software program we use to locate records (such as birth and death records, meeting minutes, election history, and annual reports) that had been digitized already.

GOALS

The goal of this project is to start digitizing the records, maps and plans that are stored in the Town Hall basement, or any other location, as requested by Town departments.

PROJECTED SCHEDULE

Once approved by the Community Preservation Committee and the Town Council, this project would be started immediately, given the availability of Inception Technologies Inc. Each project would take approximately four to six weeks to complete.

2. Community Need: Why is this project needed?

By digitizing Town records, it will further preserve historical documents, many of which have an indefinite retention period. It will also make it easier to access files for Town employees and residents.

The Planning Department will mostly benefit from this project; however, also benefiting will be other Town departments that need access to these records, as well as the public who may request information through public records requests or other purposes.

3. Community Support: What is the nature of support for this project?

The community needs and wants to be assured that all town records, have public access, and research capabilities.

4. Budget: What is the total budget for the project and how will CPA funds be spent?

The total project cost is \$28,369:

Digitize Planning maps and plans	=	\$7,224
Digitize Planning records	=	\$6,799
LaserFiche upgrade	=	\$14,346
		\$28,369

CPA funds will be used for the entire amount of the project, which includes, but is not limited to, document preparation, scanning and indexing as outlined in the attached quote. It also includes a USB hard drive for database delivery, storage and searching, for each quote.

The LaserFiche cost is an upgrade to our existing program we use for other digitized records, such as birth and death records, meeting minutes, election history and annual reports. The upgrade will allow for the additional digitized records in this and forthcoming applications. IT will continue to absorb the cost of the LaserFiche annual fee.

5. Maintenance: If ongoing maintenance is required for this project, how will it be funded and who will be responsible?

There should be minimal, if any, maintenance for this completed project. The Clerk's Office will house the hard drive as a searchable tool.

6. Project location: Please include a map showing property location and any schematic drawings of the proposed project as appropriate.

The project is digitization, which will result in digital output, to be transferred to LaserFiche, which is a software program that the Town already possesses and utilizes.

ATTACHMENTS:

1. Inception quote for digitizing boxed file records
2. Inception quote for digitizing maps and plans
3. LaserFiche quote for upgrade



East Longmeadow Scanning Proposal

Targeted Planning Board Records - Revised - 03/06/2025 MA SWC FAC 126

Document Scanning Proposal - *BOXED FILES*



TOWN OF EAST LONGMEADOW

60 Center Square, Suite 1

East Longmeadow, MA 01028

March 6, 2025

Jeanne Quaglietti

TOWN OF EAST LONGMEADOW

60 Center Square, Suite 1

East Longmeadow , MA 01028

Dear Jeanne and Rob:

Thank you for the opportunity to provide you with our **revised (revisions are in bold)** proposal for the scanning of your standard Planning Board records - a second **revised** proposal will follow for the scanning of the wide format subdivision plans.

We believe our experience, technical expertise, and local presence make Inception Technologies uniquely qualified to digitize your documents while making them searchable. **Inception Technologies Inc. is a FAC126 State Contract Vendor is presents this proposal in accordance with the state contract pricing.**

For the basis of our proposal, we have used the information gathered in our meeting, the inventory reports provided, and a general walkthrough of the records as boxed in the basement. This proposal specifically targets the Planning Board Meeting Minutes and standard subdivision files not the wide format plans (**Wide Format Subdivision Plans will be quoted separately**). The details of the proposed scanning were derived from our discussion and the inventory reports as follows:

- Record Title(s): Meeting Minutes and Subdivision files (per our conversation, these two titles were regarded as most important)
- Quantity: Meeting Minutes: 11 Standard (15x12x10) Boxes and Subdivision Records: 16 Standard boxes
- Estimated Image Count: 65,000 images (Please note that we have allowed for a ratio of 90% single-sided page and 10% double-sided page image count - only actual number of images scanned is billed)
- Document Condition: Have included prep for staple and paper clip removal as part of proposal
- File Output Type: One Full-Text Searchable PDF per file folder has been quoted - OCR will be processed through Laserfiche
- File Output Delivery: Have quoted a Portable USB Flash Drive as delivery media - other options available
- Disposition of Originals: Have quoted secure shredding but can be returned or stored at customer's option **Documents will be returned**

The **revisions** included in this proposal are:

- **Updated expiration date to June 30, 2025**
- **Updated scan resolution to 300DPI**
- **Increased indexing requirements to add additional information for Laserfiche**
- **Removed OCR Line-Item - Laserfiche can process this task**
- **Added Line-Item for Professional Services to coordinate technical services for CSV/File upload**
- **Replaced USB Flash Drive with Portable Hard Drive**
- **Remove Shred of records and modified shipping for return of records**
- **Include Statewide Contract Information - FAC126**

Our approach to the project is focused on e.g. common expectations, good communications, and comprehensive processing, team training and thorough testing of the images. This helps ensure predictable quality and results.

We, Inception Technologies Inc. understand that your records are extremely valuable, and you would like to start scan and store digitally moving forward.

Sincerely,



Lindsay Eisan



Quote

Inception Technologies, Inc.



Vendor Capacity, Capability and Qualifications

Company Introduction

Founded in 1996 and based in Manchester NH, Inception Technologies Inc. has provided document scanning services to public agencies and private corporations for over 18 years. Our experience, reputation, security, and dedication to quality are second to none in the New England region. In 2012-14, Inception Technologies Inc. processed over 35 million pages for a wide range of public and commercial clients.

Inception Technologies Inc. primarily was focused on providing microfilm and digital document solutions for insurance companies and other commercial clients, as well as large state agencies from 1996-2002. In 2002, with the availability of affordable digital scanning and storage solutions, Inception Technologies Inc. began offering both digital and microfilm scanning services. We provide document scanning services on both an on-going (daily, weekly, monthly) basis and as a project-based scanning project.

Our production employees have an average tenure of over 9 years with Inception Technologies. Our employees have a demonstrated commitment to quality, security and customer satisfaction. Inception Technologies Inc. utilizes dedicated teams to process both project and on-going document scanning projects. Each team consists of document preparers, scanners and indexers working with a supervisor and quality control analyst. Our team-based approach produces images of the highest quality and indexing with almost 100% accuracy. In addition, security, document control, quality control, and training, are more easily managed and verified.

Inception Technologies Inc. also designs, implements, and maintains Enterprise Content Management (ECM) software systems. Our professional services team has implemented many ECM systems for public agencies and private corporations including Metso Automation, UniBank, City of Dover, and Provident National Bank. Our team of ECM experts supports our clients and our production scanning department to ensure that our scanning clients can always access their images and associated meta-data today and in the future.

Inception Technologies Inc. is an expert in all phases of digital document management, from scanning services to software and hardware. We have the experience, the stability, and the resources to convert your documents to digital PDF files.

Statement of Work

This Statement of Work contains the tasks and responsibilities required for completion of the conversion/capture processes to be performed by Inception Technologies for the customer .

Client Obligations:

- Boxing of documents
- Provide Manifest of documents or folders
- Preparation of documents as described below
- Provide a Point of Contact for the Project

Proposed Workflow:

In order to begin the Document Conversion Process, the customer will need to prepare the files to be sent out to the Inception Technologies as follows:

Prior to transferring the files to Inception Technologies, it is strongly recommended that the customer create a manifest detailing the contents of each box. This ensures that the customer will be able to track which documents Inception Technologies has to facilitate expedited return of documents if required. Inception Technologies Operations Management team will work with the customer's project team to develop a mutually convenient pick-up and delivery schedule. Depending on the time-sensitivity of the project and the current workload in the Inception Technologies Production Facility, multiple pick-ups may be scheduled.

Upon receipt of the documents, Inception Technologies will log the total number of boxes in each shipment, label each box with an ID and record Box ID (at Inception Technologies Imaging facility) in our Production Control system. **After the boxes are logged, we will then inventory the contents of each box to create a master intake/inventory list to ensure all individual files are accounted for , identify folder/indexing titles, and review of box contents for non-scannable items such as CD's/DVDs or other materials.** The customer can login to our Portal to check the status of a project or schedule another pickup. Once the boxes are received at our production facility, they are logged into our Production Control System and processed as follows:

Document Preparation:

Documents must first be prepared to make them "scan ready". Inception Technologies personnel will remove any fasteners or clips, align documents, identify and tag illegible documents, and tape ripped documents with clear Scotch tape. Because some pages will be of various sizes Inception Technologies staff will, where appropriate, tape smaller pages to an 8 ½" x 11" piece of paper to ensure uniformity at the scanner stations. All sticky notes and other non-standard pages will be prepared and scanned unless they are blank, in which case they will be removed and discarded.

Document Scanning:

The documents will be scanned at **300 Dots per Inch (changed from 200 DPI)**. These procedures involve analyzing the documents to be scanned to determine the correct threshold to yield the best image, scanning the documents, creating a PDF image and utilizing Perfect Page processing software to enhance the scanned image to assure the highest possible quality for each image.

Quality Control:

Inception Technologies personnel will review each image captured to verify image quality and data integrity. Objectives for this review include Readability, Skew, Border removal, Multi-Page feeds, and Document Separation. If any errors are found, Inception Technologies will re-scan these documents, ensuring that all pages scanned are of consistently high quality.

Document Indexing/Verification:

Inception Technologies will manually tag each document/folder. Customer has specified that the documents will need to be tagged/indexed. The indexing structure will be based on customer specified naming values which will be confirmed at pickup.

For our proposal we have used an estimate of 50 characters per record/file folder (to allow for added fields for LaserFiche) and an estimated 1,000 files/folders in the 27 boxes included in this proposal.

Document Load/Ingest:

Upon the completion of the Indexing Process, Inception Technologies will create a series of Image Files and upload image to an External USB Hard drive or CD/DVD's. Inception could host documents in our DocuWare Cloud Services to provide online search and retrieval of documents. **For this quote, we have included a portable Hard Drive for delivery.**

Document Disposition

Upon the completion of the conversion project, Inception Technologies provides all clients with 60 days of free storage of the original Documents **after the 60 days or upon acceptance of the image files, we will return all documents to you.**

Security Controls

Security

All of Inception Technologies employees are focused on maintaining the highest level of physical and digital security possible. We constantly review and test our physical security procedures and network vulnerability to ensure that all documents and data are safe and highly secure. Below are the processes and security controls we incorporate.

Production Site Physical Security

Our production facility is located in a modern, 8,000 square foot, fully alarmed building with 16 Camera's providing full video coverage of the facility and your documents. Documents are secured each night in a segregated area of our facility. All locks are coded and require a valid code to enter into each area. Our security locks audit and tracks each entry into an area.

Inception Technologies Production Control System

The Inception Technologies Production Control System (PCS) individually tracks each box as they move through the production process. All boxes of incoming documents or media are logged and a label is printed to track each box as it moves through the imaging process.

Data Security

Inception Technologies employs the following procedures for maximum security of our customers' confidential information:

- Employment of Dual redundant RAID 5 server configuration
- File servers in production are located in a secure data center with limited access to select IT staff only.
- All production servers and workstations are monitored and protected by our state-of-the-art firewall and intrusion monitoring and reporting systems. In addition, all servers and workstations are protected with antivirus software.
- Employee access to client data is tightly controlled at both the application level and file access level.
- Database information in process is password protected at both the Client and Server levels



Quote

Inception Technologies Inc.
 77 Sundial Ave Suite 403W
 Manchester, NH 03103
 United States

T: 877-475-2580

Quote #	2296 v2
Date	March 6, 2025
Expiration Date	June 30, 2025
Contact	Lindsay Eisan

Prepared for TOWN OF EAST LONGMEADOW
 Jeanne Quaglietti
 60 Center Square, Suite 1
 East Longmeadow, MA 01028
 United States

T: 1-413-525-5400 x1001
 E: jeanne.quaglietti@eastlongmeadowma.gov

ACCEPT QUOTE

East Longmeadow Professional Scanning Proposal - Revised Standard

One-Time Fees

Category	Item	Qty	Price	Total
Service	Inception Technologies Inventory validation Inception Technologies Inventory validation of customer provided manifest to verify files sent match files received. Price per record/folder.	1000	\$0.25	\$250.00†
Service	Document Preparation Inception Technologies Document Preparation Services Hourly Rate	80	\$30.00	\$2,400.00†
Service	Paper Scanning 300 DPI Auto-Color Inception Technologies Document Scanning Services for 300 DPI Auto-Color images - image files to be saved as Searchable PDF unless another format is requested.	65000	\$0.05	\$3,250.00†
Service	Indexing Services for Paper Records Inception Technologies Document Indexing Services for tagging/naming files - per keystroke charge	50000	\$0.01	\$500.00†
Product	USB Hard Drive for Document Images Inception Technologies USB HardDrive with Document Images from Scanning Project	1	\$99.00	\$99.00†
Service	Professional Services Hourly Rate Inception Technologies Hourly Rate for Professional Services	1	\$225.00	\$225.00†

† Non-taxable item

Please contact us if you have any questions.

Comments

Pricing per MA Commbuys Statewide Contract - FAC 126

One-Time Subtotal	\$6,724.00
Shipping	\$500.00
Total One-Time	\$7,224.00 USD

ACCEPT QUOTE

Cost Breakdown

Category	One-Time Fees
Service	\$6,625.00
Product	\$99.00
Shipping	\$500.00
Total	\$7,224.00 USD

SERVICE AGREEMENT

Inception Technologies shall perform the Services in a timely and professional manner and in accordance with the **SERVICE AGREEMENT**

1. SERVICES

Inception Technologies shall perform the Services in a timely and professional manner and in accordance with the Specifications as set forth in the Process Overview. The manner and means by which Inception Technologies chooses to execute the SOW are in Inception Technologies' sole discretion and control. Inception Technologies agrees to exercise the highest degree of professionalism, expertise and integrity in completing all aspects of customer imaging services.

1. **Change Requests** - In the event that the Customer desires to change the Imaging Process with respect to the scope of the Services, the Specifications, the Deliverables or any other aspect, the Customer shall submit to Inception Technologies a change request ("Change Request"), describing the exact nature of the changes requested. Within a reasonable time thereafter, Inception Technologies will provide the Customer with: (i) Inception Technologies' proposal for implementing the requested change; (ii) the amount of additional fees, if any, payable to Inception Technologies as a result of the proposed Change Request; and (iii) the impact, if any, on the delivery schedule arising from the proposed Change Request. Notwithstanding the forgoing, Inception Technologies shall have the right to refuse a Change Request for any reason in its sole and absolute discretion.

2. CONFIDENTIALITY

Inception Technologies agrees that all confidential information ("Confidential Information") communicated to Inception Technologies with respect to the services, including any Confidential Information gained by Inception Technologies or its representatives by reason of association or employment with the Customer or its associates is confidential. Customer shall make reasonable efforts to mark as confidential any materials to be protected pursuant to this paragraph. Inception Technologies shall not disclose any Confidential Information to any other person unless specifically authorized in writing by the Customer to do so, except to the extent disclosure is required by subpoena or an Order from a court of competent jurisdiction. Inception Technologies shall use its best efforts to prevent inadvertent disclosure of any Confidential Information to any third party.

Data Retention

Inception Technologies may, but is not required, to retain a copy of Customer's documents in an electronic form for disaster recovery purposes. This data will be retained for a maximum of Sixty (60) Days. After 60 days, Inception will have the right to charge for storage in our facility at a rate of \$5.00 per box with a minimum fee of \$200 per month.

REPRESENTATIONS AND WARRANTIES

Notwithstanding any other provision of this Agreement, the maximum and total liability of either Party arising from or in connection with this Agreement, any SOW, the Services, Deliverables, and/or any other materials provided hereunder shall not exceed the total of the payments actually paid to and received by Inception Technologies under the applicable SOW during the term hereof.

NONCOMPLIANT WORK

When processing customer work, if Inception Technologies encounters work (boxes or images) that is outside of the SOW or agreed upon characteristics of the job, this work will be identified and set aside. The customer will be notified and asked for instructions on how to proceed with the noncompliant work. All other work that is compliant with the SOW will be processed in the agreed upon timeframe. If the customer does not provide input or instruction on how to address the noncompliant work within 30 days of the completion of the rest of the job, then the noncompliant work (boxes) will be placed in storage and billed at a minimum rate of \$1 per box per month.

Cloud Hosting Service

During the term of this Agreement, if in the SOW Inception Technologies agrees to provide the Customer electronic document storage and retrieval warehousing services known as "Hosting Services", the services will be provided by the selected vendor which may include but not limited to DocuWare, PSIGEN or Microsoft. These Services will allow Customer to electronically store Customer's documents and access and retrieve the stored documents via the Internet.

Subject to the terms and conditions of the Hosting Service, Inception Technologies hereby grants to Customer, and Customer

hereby accepts, a nontransferable, nonexclusive, revocable license to use the Hosting Services. Customer shall use Hosting services solely for Customer's own business operations and shall not use them for the business operations of any other, entity, enterprise or person whether or not Customer has an equity interest therein. Customer may not attempt to sublicense or otherwise transfer use rights to the Hosting Service or the Services Documentation or use them or the Services to provide time-sharing or service bureau services for the benefit of or on behalf of any third party. Customer understands that in accepting this proposal, they are agreeing to the Hosting Services Terms and conditions set forth in the licensing agreement.

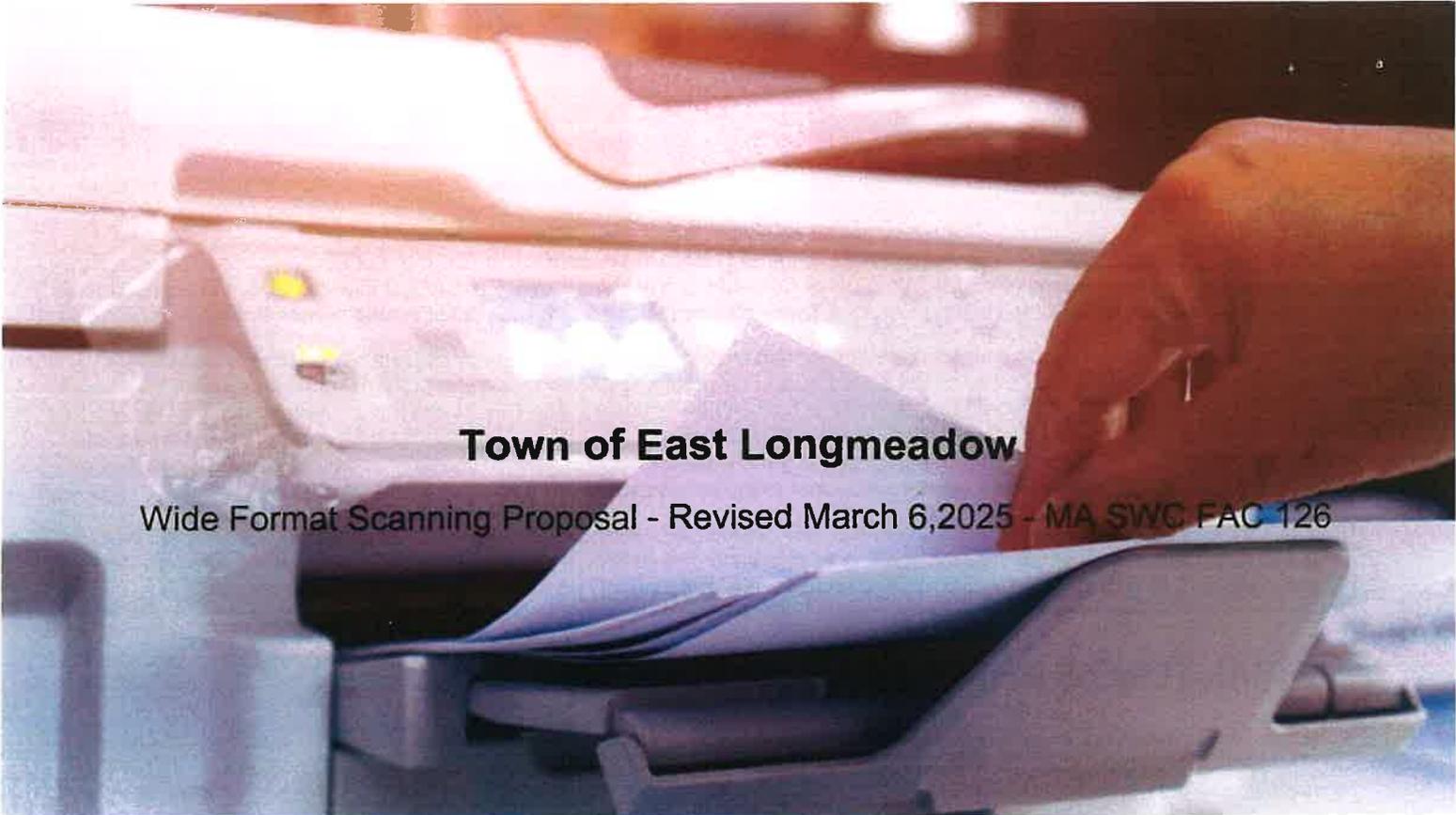
Inception Technologies and Customer shall implement and maintain reasonable security procedures relating to Customer's access to Hosting Services. Customer shall be responsible for providing all information for authorizing access to Hosting Services on behalf of or for the benefit of Customer and its authorized users, and Customer shall be responsible for taking appropriate security measures relating to such identification codes and passwords. Any requests for additional system access must either be performed by a system administrator in your organization who has successfully completed the training class or be requested in writing, to Inception Technologies, prior to the access being granted.

Specifications as set forth in the Process Overview. The manner and means by which Inception Technologies chooses to execute the SOW are in Inception Technologies' sole discretion and control. Inception Technologies agrees to exercise the highest degree of professionalism, expertise and integrity in completing all aspects of customer imaging services.

Acceptance of Proposal

Inception Technologies and the customer understand that the total number of images is purely an estimate based on customers' assessment. Billing will be done on a Monthly or Quarterly basis and based on the images delivered to customer. Payment will be due Net 30 from the date of invoice.

Any changes to the job or how it is processed would be subject to a written change request. Based on the change requested, addition fees may or may not be applied. By signing below, the customer accepts the specifications and terms and conditions within this Statement of Work and is authorized to sign on the behalf of the customer.



Town of East Longmeadow

Wide Format Scanning Proposal - Revised March 6, 2025 - MA SWC FAC 126

Document Scanning Proposal - *MAPS & PLANS*



TOWN OF EAST LONGMEADOW
60 Center Square, Suite 1
East Longmeadow, MA 01028



Quote

March 6, 2025

Jeanne Quaglietti

TOWN OF EAST LONGMEADOW

60 Center Square, Suite 1

East Longmeadow , MA 01028

Dear Jeanne,

Thank you for the opportunity to present our **revised proposal** for the scanning of your wide format records. We believe our experience, technical expertise, and local presence make Inception Technologies uniquely qualified to digitize your documents while making them searchable. We are also a State Contract Vendor through the Commonwealth of Massachusetts Commbuys Program for digital imaging and document management solutions - FAC 126.

This revised proposal addresses the wide format plans located in the basement of town hall of the Planning Board. We have used a selective approach based on our conversation which emphasized the scanning of subdivision plans as the initial target for digitization. A rough estimate of the total number of plan sets indicates that there are approximately 250 sets of subdivision plans and that there are an estimated 10,000 total pages/images in the 250 sets. For this proposal, we have used 125 plan sets and 5,000 images as our estimated quantities.

The **revisions** included in this proposal are:

- **Updated expiration date to June 30, 2025**
- **Updated scan resolution to 300DPI**
- **Increased indexing requirements to add additional information for Laserfiche**
- **Removed OCR Line-Item**
- **Added Line-Item for Professional Services to coordinate technical services for CSV/File upload**
- **Replaced USB Flash Drive with Portable Hard Drive**
- **Include Statewide Contract Information - FAC126**

We can adjust up or down, the number of plans/sets based on your objectives. If you agree to this selective approach, we will work with you and identify from the inventory which sets should be pulled for scanning.

Shipping has been quoted for pickup and return.

Our approach to the project is focused on establishing common expectations, good communications, and comprehensive processing, team training and thorough testing of the images. This helps ensure predictable quality and results.

We, Inception Technologies Inc. understand that your records are extremely valuable and you would like to start scan and store digitally moving forward.

Sincerely,

A handwritten signature in cursive script that reads "Lindsay Eisan".

Lindsay Eisan

Inception Technologies, Inc.



Vendor Capacity, Capability and Qualifications

Company Introduction

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Our production employees have an average tenure of over 9 years with Inception Technologies. Our employees have a demonstrated commitment to quality, security and customer satisfaction. Inception Technologies Inc. utilizes dedicated teams to process both project and on-going document scanning projects. Each team consists of document preparers, scanners and indexers working with a supervisor and quality control analyst. Our team-based approach produces images of the highest quality and indexing with almost 100% accuracy. In addition, security, document control, quality control, and training, are more easily managed and verified.

Inception Technologies Inc. also designs, implements, and maintains Enterprise Content Management (ECM) software systems. Our professional services team has implemented many ECM systems for public agencies and private corporations including Metso Automation, UniBank, City of Dover, and Provident National Bank. Our team of ECM experts supports our clients and our production scanning department to ensure that our scanning clients can always access their images and associated meta-data today and in the future.

Inception Technologies Inc. is an expert in all phases of digital document management, from scanning services to software and hardware. We have the experience, the stability, and the resources to convert your documents to digital PDF files.

Statement of Work

This Statement of Work contains the tasks and responsibilities required for completion of the conversion/capture processes to be performed by Inception Technologies for the customer .

Client Obligations:

- Boxing of documents
- Provide Manifest of documents or folders
- Preparation of documents as described below
- Provide a Point of Contact for the Project

Proposed Workflow:

In order to begin the Document Conversion Process, the customer will need to prepare the files to be sent out to the Inception Technologies as follows:

Prior to transferring the files to Inception Technologies, it is strongly recommended that the customer create a manifest detailing the contents of each box. This ensures that the customer will be able to track which documents Inception Technologies has to facilitate expedited return of documents if required.

Inception Technologies Operations Management team will work with the customer's project team to develop a mutually convenient pick-up and delivery schedule. Depending on the time-sensitivity of the project and the current workload in the Inception Technologies Production Facility, multiple pick-ups may be scheduled.

Upon receipt of the documents, Inception Technologies will log the total number of boxes in each shipment, label each box with an ID and record Box ID (at Inception Technologies Imaging facility) in our Production Control system. We will identify each set of plans, input the identifying and indexing data into our system and create a digital inventory list. The customer can login to our Portal to check the status of a project or schedule another pickup. Once the boxes are received at our production facility, they are logged into our Production Control System and processed as follows:

Document Preparation:

Documents must first be prepared to make them "scan ready". Inception Technologies personnel will remove any fasteners or clips, align documents, identify and tag illegible documents, and tape ripped documents with clear Scotch tape and unroll or unfold the plan documents. All sticky notes and other non-standard pages will be prepared and scanned unless they are blank, in which case they will be removed and discarded.

Document Scanning:

The documents will be scanned at **300 Dots per Inch (changed from 200 DPI)**. These procedures involve analyzing the documents to be scanned to determine the correct threshold to yield the best image, scanning the documents, creating a PDF image and utilizing Perfect Page processing software to enhance the scanned image to assure the highest possible quality for each image.

Quality Control:

Inception Technologies personnel will review each image captured to verify image quality and data integrity. Objectives for this review include Readability, Skew, Border removal, Multi-Page feeds, and Document Separation. If any errors are found, Inception Technologies will re-scan these documents, ensuring that all pages scanned are of consistently high quality.

Document Indexing/Verification:

Inception Technologies will manually tag each document/folder. Customer has specified that the documents will need to be tagged/indexed. The indexing structure will be based on customer specified naming values and added fields and delimiters to facilitate migration to Laserfiche - values and format confirmed at the time of pickup.

Document Load/Ingest:

Upon the completion of the Indexing Process, Inception Technologies will create a series of Image Files and upload image to an External USB Hard drive or CD/DVD's. Inception could host documents in our DocuWare Cloud Services to provide online search and retrieval of documents.

Document Disposition

Upon the completion of the conversion project, Inception Technologies will hold the files for **60 days or upon acceptance of image files and then all documents will be returned to customer.**

Security Controls

Security

All of Inception Technologies employees are focused on maintaining the highest level of physical and digital security possible. We constantly review and test our physical security procedures and network vulnerability to ensure that all documents and data are safe and highly secure. Below are the processes and security controls we incorporate.

Production Site Physical Security

Our production facility is located in a modern, 8,000 square foot, fully alarmed building with 16 Camera's providing full video coverage of the facility and your documents. Documents are secured each night in a segregated area of our facility. All locks are coded and require a valid code to enter into each area. Our security locks audit and tracks each entry into an area.

Inception Technologies Production Control System

The Inception Technologies Production Control System (PCS) individually tracks each box as they move through the production process. All boxes of incoming documents or media are logged and a label is printed to track each box as it moves through the imaging process.

Data Security

Inception Technologies employs the following procedures for maximum security of our customers' confidential information:

- Employment of Dual redundant RAID 5 server configuration
- File servers in production are located in a secure data center with limited access to select IT staff only.
- All production servers and workstations are monitored and protected by our state-of-the-art firewall and intrusion monitoring and reporting systems. In addition, all servers and workstations are protected with antivirus software.
- Employee access to client data is tightly controlled at both the application level and file access level.
- Database information in process is password protected at both the Client and Server levels



Inception Technologies Inc.
 77 Sundial Ave Suite 403W
 Manchester, NH 03103
 United States

T: 877-475-2580

Quote #	2297 v2
Date	March 6, 2025
Expiration Date	June 30, 2025
Contact	Lindsay Eisan

Prepared for TOWN OF EAST LONGMEADOW
 Jeanne Quaglietti
 60 Center Square, Suite 1
 East Longmeadow, MA 01028
 United States

T: 1-413-525-5400 x1001
 E: jeanne.quaglietti@eastlongmeadowma.gov

ACCEPT QUOTE

Town of East Longmeadow Wide Format Scanning Proposal - Revised 03/06/2025

One-Time Fees

Category	Item	Qty	Price	Total
Service	Inception Technologies Inventory validation Inception Technologies Inventory validation of customer provided manifest to verify plan sets and pages within each. Price is per set of wide format plan sets.	125	\$1.00	\$125.00†
Service	Document Preparation Inception Technologies Document Preparation Services Hourly Rate for unrolling, removal of bindings and other preparataion tasks associated with scanning wide format documents.	25	\$30.00	\$750.00†
Service	Wide Format 54 Bitonal Inception Technologies using Bitonal and/or Greyscale Wide Format Scanning as needed - up to 54 inches	5000	\$1.00	\$5,000.00†
Service	Indexing Services for Paper Records Inception Technologies Document Indexing Services for tagging/naming files - per keystroke charge	10000	\$0.01	\$100.00†
Service	Professional Services Hourly Rate Inception Technologies Hourly Rate for Professional Services for LaserFiche migration services	1	\$225.00	\$225.00†
Product	USB Hard Drive for Document Images Inception Technologies USB HardDrive with Document Images from Scanning Project	1	\$99.00	\$99.00†

† Non-taxable item

Please contact us if you have any questions.

Comments
 Pricing per statewide Contract through MA Commbuys Contract# FAC 126

One-Time Subtotal	\$6,299.00
Shipping	\$500.00
Total One-Time	\$6,799.00 USD

ACCEPT QUOTE

Cost Breakdown

Category	One-Time Fees
Service	\$6,200.00
Product	\$99.00
Shipping	\$500.00
Total	\$6,799.00 USD

SERVICE AGREEMENT

Inception Technologies shall perform the Services in a timely and professional manner and in accordance with the **SERVICE AGREEMENT**

1. SERVICES

Inception Technologies shall perform the Services in a timely and professional manner and in accordance with the Specifications as set forth in the Process Overview. The manner and means by which Inception Technologies chooses to execute the SOW are in Inception Technologies' sole discretion and control. Inception Technologies agrees to exercise the highest degree of professionalism, expertise and integrity in completing all aspects of customer imaging services.

1. **Change Requests** - In the event that the Customer desires to change the Imaging Process with respect to the scope of the Services, the Specifications, the Deliverables or any other aspect, the Customer shall submit to Inception Technologies a change request ("Change Request"), describing the exact nature of the changes requested. Within a reasonable time thereafter, Inception Technologies will provide the Customer with: (i) Inception Technologies' proposal for implementing the requested change; (ii) the amount of additional fees, if any, payable to Inception Technologies as a result of the proposed Change Request; and (iii) the impact, if any, on the delivery schedule arising from the proposed Change Request. Notwithstanding the forgoing, Inception Technologies shall have the right to refuse a Change Request for any reason in its sole and absolute discretion.

2. CONFIDENTIALITY

Inception Technologies agrees that all confidential information ("Confidential Information") communicated to Inception Technologies with respect to the services, including any Confidential Information gained by Inception Technologies or its representatives by reason of association or employment with the Customer or its associates is confidential. Customer shall make reasonable efforts to mark as confidential any materials to be protected pursuant to this paragraph. Inception Technologies shall not disclose any Confidential Information to any other person unless specifically authorized in writing by the Customer to do so, except to the extent disclosure is required by subpoena or an Order from a court of competent jurisdiction. Inception Technologies shall use its best efforts to prevent inadvertent disclosure of any Confidential Information to any third party.

Data Retention

Inception Technologies may, but is not required, to retain a copy of Customer's documents in an electronic form for disaster recovery purposes. This data will be retained for a maximum of Sixty (60) Days. After 60 days, Inception will have the right to charge for storage in our facility at a rate of \$5.00 per box with a minimum fee of \$200 per month.

REPRESENTATIONS AND WARRANTIES

Notwithstanding any other provision of this Agreement, the maximum and total liability of either Party arising from or in connection with this Agreement, any SOW, the Services, Deliverables, and/or any other materials provided hereunder shall not exceed the total of the payments actually paid to and received by Inception Technologies under the applicable SOW during the term hereof.

NONCOMPLIANT WORK

When processing customer work, if Inception Technologies encounters work (boxes or images) that is outside of the SOW or agreed upon characteristics of the job, this work will be identified and set aside. The customer will be notified and asked for instructions on how to proceed with the noncompliant work. All other work that is compliant with the SOW will be processed in the agreed upon timeframe. If the customer does not provide input or instruction on how to address the noncompliant work within 30 days of the completion of the rest of the job, then the noncompliant work (boxes) will be placed in storage and billed at a minimum rate of \$1 per box per month.

Cloud Hosting Service

During the term of this Agreement, if in the SOW Inception Technologies agrees to provide the Customer electronic document storage and retrieval warehousing services known as "Hosting Services", the services will be provided by the selected vendor which may include but not limited to DocuWare, PSIGEN or Microsoft. These Services will allow Customer to electronically store Customer's documents and access and retrieve the stored documents via the Internet.

Subject to the terms and conditions of the Hosting Service, Inception Technologies hereby grants to Customer, and Customer

hereby accepts, a nontransferable, nonexclusive, revocable license to use the Hosting Services. Customer shall use Hosting services solely for Customer's own business operations and shall not use them for the business operations of any other, entity, enterprise or person whether or not Customer has an equity interest therein. Customer may not attempt to sublicense or otherwise transfer use rights to the Hosting Service or the Services Documentation or use them or the Services to provide time-sharing or service bureau services for the benefit of or on behalf of any third party. Customer understands that in accepting this proposal, they are agreeing to the Hosting Services Terms and conditions set forth in the licensing agreement.

Inception Technologies and Customer shall implement and maintain reasonable security procedures relating to Customer's access to Hosting Services. Customer shall be responsible for providing all information for authorizing access to Hosting Services on behalf of or for the benefit of Customer and its authorized users, and Customer shall be responsible for taking appropriate security measures relating to such identification codes and passwords. Any requests for additional system access must either be performed by a system administrator in your organization who has successfully completed the training class or be requested in writing, to Inception Technologies, prior to the access being granted.

Specifications as set forth in the Process Overview. The manner and means by which Inception Technologies chooses to execute the SOW are in Inception Technologies' sole discretion and control. Inception Technologies agrees to exercise the highest degree of professionalism, expertise and integrity in completing all aspects of customer imaging services.

Acceptance of Proposal

Inception Technologies and the customer understand that the total number of images is purely an estimate based on customers' assessment. Billing will be done on a Monthly or Quarterly basis and based on the images delivered to customer. Payment will be due Net 30 from the date of invoice.

Any changes to the job or how it is processed would be subject to a written change request. Based on the change requested, addition fees may or may not be applied. By signing below, the customer accepts the specifications and terms and conditions within this Statement of Work and is authorized to sign on the behalf of the customer.



TOWN OF EAST LONGMEADOW
COMMUNITY PRESERVATION COMMITTEE
60 CENTER SQUARE • EAST LONGMEADOW, MA 01028 • 413-525-5400 x 1102

APPLICATION INSTRUCTIONS

Step 1: Submit Application

- All proposals for Community Preservation Act (CPA) funding must be submitted using the following application form.
- Project proposals will be accepted by April 1 or October 1 of any year for possible consideration by the Community Preservation Committee (CPC) and approval by the Town Council.
- Proposals received after the deadline will be held for consideration for the next funding cycle.
- Applications must be typewritten and must include a project budget and timeline.
- The CPC reserves the right to cancel a funding round at its own discretion, or to decline to recommend funding for any project during a funding round.
- Applicants are also required to include other supporting information that addresses the funding guidelines adopted by the CPC such as: Photographs of site; Description of proposed use of site; Plans, architectural renderings, studies, etc.; Historical Register Nomination forms; Indication of support for the project; Proof of other funding sources

Please return the signed proposal and all attachments to:

Community Preservation Committee
c/o Town Manager
East Longmeadow Town Hall
60 Center Square
East Longmeadow, MA 01028

Failure to comply with the above instructions shall be grounds for rejection of the proposal.

Step 2: Presentation and Community Preservation Committee Review

Once a proposal is received, the CPC will review it and report back to the applicant regarding the proposal's status. The CPC may schedule a time during a regular CPC meeting for the applicant to make a presentation. Once all applications for a given deadline have been reviewed, the CPC will discuss the proposals and make funding recommendations.

Step 3: Town Council Approval

If the project is approved by the CPC, the CPC along with the applicant must submit the project to the Town Council for final approval.

Step 4: Implementation

Upon appropriation of the funds, the recipient must agree to provide status reports on project completion on a schedule to be established by the CPC and must submit all bills and expenses to the CPC for payment. At the completion of the project the applicant must present a final written report to the CPC and appear in person to respond to any questions the CPC may have.

Estimated Content Management Project Pricing for the Town of East Longmeadow, Massachusetts

THESE PRICES ARE BASED ON A PRELIMINARY NEEDS ASSESSMENT AND ARE PROVIDED FOR BUDGETARY ESTIMATING PURPOSES ONLY.

When the Municipality is ready to proceed with the work and its comprehensive requirements are determined, a formal quote can be finalized which may include applicable price adjustments.

Costs for Laserfiche Cloud Professional Upgrade:

Line Item Description	Model #	Quantity	Unit Price	Total
Laserfiche Cloud				
Laserfiche Cloud - Professional User - Tier 5-49	CLENF2	11	\$872.00	\$9,592.00
Laserfiche Cloud - ICC-CDS Support	SAP	11	\$114.00	\$1,254.00
Laserfiche Cloud Subtotal				\$10,846.00
Professional Services				
Laserfiche Configuration and Training - remote		1	\$1,400.00	\$1,400.00
Laserfiche Project Coordination		1	\$500.00	\$500.00
Laserfiche Data Migration (On-prem to Cloud) remote		1	\$1,600.00	\$1,600.00
Professional Services Subtotal				\$3,500.00
Adjustments				
*Laserfiche Software Upgrade Credit		1	TBD	TBD
Adjustments Subtotal				TBD
Grand Total				\$14,346.00

**Trade-in credit will be calculated once a contract signing date has been determined.*

*Anticipated annual LSAP/SAAS fees after the included 1st year for the above configuration would be \$10,846.00
 Note: This estimate is subject to change based upon the then-current support/SAAS prices for that year. Plan for a 5% YOY cost increase to all Laserfiche models.*

Cost per Additional Laserfiche Cloud Components:

OPTIONAL COMPONENTS				
Laserfiche Cloud				
Laserfiche Cloud - Public Portal - 1,000 views per month	CLPPAL	1	\$630.00	\$630.00
Laserfiche Cloud - Forms Portal - 1,000 submissions per month	CLFPAL	1	\$1,890.00	\$1,890.00

*Anticipated annual LSAP/SAAS fees after the included 1st year for the above configuration would be \$2,520.00
 Note: This estimate is subject to change based upon the then-current support/SAAS prices for that year. Plan for a 5% YOY cost increase to all Laserfiche models.*

Laserfiche legacy system data migration to Laserfiche Cloud includes the following at a minimum: Project Kickoff Meeting; Server Pre-Check; Confirm no Laserfiche Forms/Workflows need to be reconfigured or redone; Document Current User/Group lists and permissions need to be mapped and uploaded to new Laserfiche Cloud repository; Submit documentation and log files to Laserfiche for build out of Laserfiche Cloud repository; Coordinate/Schedule Training; Build/Activate Cloud Demo Site; Run On-Prem to Cloud Migration; Post-Migration check and customer follow-up; Base project management. Note that this does not include machine time.

If upgrading from Laserfiche Self-Hosted to Laserfiche Cloud, please check the size of your current on-premises repository in order to make sure that you have enough storage capacity when moving to Laserfiche Cloud. Each Laserfiche Cloud user account is allocated 100 GB of pooled storage space. For a base 5 user Laserfiche Cloud system there would be 500 GB of storage space available. To check the size of your repository, log onto your current Laserfiche repository as an Administrator and locate the name of your repository (in the left-hand pane of the Laserfiche folder browser). Right click repository name and select properties. From the Folder Properties window click the Folder tab. The Image Count should display size in GB. Keep in mind that additional storage can always be purchased. Please contact the Laserfiche Help Desk if you have any questions about your current repository size at: LFSupport@icc-cds.com

Costs for Laserfiche Related Services:

Laserfiche Onsite Training: \$2,200.00 per day (2 Day Minimum)

Laserfiche Remote Training: \$1,400.00 per day

Laserfiche Remote Training per hour: \$175.00 per hour

Laserfiche Remote Forms/Workflow Development: \$195.00 per hour

Laserfiche Remote Custom Integration Work: \$210.00 per hour

DESCRIPTION OF RECOMMENDED COMPONENTS

The Laserfiche Cloud license introduces a straightforward software license that includes a wide variety of features to benefit all departments of the municipality. All of this is hosted on Amazon Web Services, so no internal IT resources are required.

Laserfiche Cloud Professional Features:

Cloud Features	Professional	Cloud Add-Ons	Professional
100 GB storage per user	✓	SDK	+
Document Management	✓	QuickAgent Fields Complete with Agent	10(+)
Audit Trail	Starter (+)	Workflow Bots for Process Automation	1(+)
Direct Share	✓	Public Portal	+
Data Encrypted at Rest	✓	Forms Portal	+
Autoscaling of Computing and Storage Resources	✓	Participant Users	+
Automated and Encrypted Backups	✓	Community Users	+
Intrusion Detection	✓	Smart Invoice Capture	+
Automated Feature/Security Updates	✓	Vault	+
Automated Text Extraction	✓	Additional Storage	+
Import Agent with Email Archiving	✓	ScanConnect	+
Process Automation	✓		
Connector	✓		
Surveys	✓		
Records Management	+		
Cloud Integrations	Professional		
Microsoft 365 Integration	✓		
Integration with SharePoint	✓		
Integration w/ Microsoft Dynamics 365 CRM	✓		
Integration with DocuSign	+		
Integration with Salesforce CRM	+		
Certified Integration with SAP ArchiveLink	+		
Integration with Laser App	+		
Laserfiche for Ricoh MFD	+		

-Not Available + Optional Add-On ✓Included

*As a cloud-based system, updates and new features are automatically pushed out, limited/no IT involvement.