

# Village of Croton-On-Hudson

Westchester County

## Enterprise Content Management System – Cloud System

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Valid until December 15, 2025



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## LASERFICHE CLOUD SITE LICENSE OVERVIEW- UNDER 10K POPULATION

The Laserfiche Cloud site license introduces a straightforward software license that includes a wide variety of features to benefit all departments of the municipality. The ICC-CD package includes document management automation, a public portal to host public records and all training necessary to get started. All of this is hosted on Amazon Web Services, so no internal IT resources are required.

While many features and functionality are available, listed below, we start with the described base package and provide training and resources to get you started. As you become more familiar, we can add automation, integrations with 3<sup>rd</sup> party applications and more.

### Laserfiche Cloud Enterprise Site License Features:

Features	Enterprise	Cloud Add-Ons	
Full Users	Up to 100	Quick Fields Complete with Agent	10+
100 GB storage per user	✓	Workflow Bots for Process Automation	1+
Document Management	✓	Public Portal	Unlimited +
Audit Trail	Advanced with Watermarks	Forms Portal	Unlimited +
Direct Share	✓	Participant or Community Users	Can be Purchased
Data Encrypted at Rest	✓	Cloud Integrations	
Automated and Encrypted Backups	✓	Microsoft 365 Integration w/ Co-Editing	✓
Automated Text Extraction (OCR)	✓	Integration with DocuSign	✓
Import Agent with Email Archiving	✓		
Connector	✓		
Surveys	✓		
Records Management	✓		

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

***\*Note that this Municipal Site license includes anywhere from 1-100 licenses***

### Annual Software and Support

On a monthly basis Laserfiche adds features and performance enhancements to an existing version of its software known as “updates.” Licensee will receive all updates as released.

### Additional Module Training

The Laserfiche site license comes with the ability to create online Forms and Surveys, use Laserfiche Connector to manipulate data in 3<sup>rd</sup> party programs, use Quick Fields to capture batches of documents to save time, and much more. Some of these modules are easy to learn in 1-2 hours while others may take 4-6 hours. We will work with you to determine the number of hours of training you would like and agree before proceeding with any training.

**Automation Configuration with Laserfiche Process Automation Tools**

Tools included with the Laserfiche Cloud include Workflow, Robotic Process Automation, online Forms, Records Management, and more. We work to understand your process and use the existing tool set to build automation suited specifically to your environment. All projects will be scoped out ahead of time and the hours/price agreed to before beginning the work.

**Access to Online Support Resources**

The Laserfiche Support Site contains detailed technical information to increase your product knowledgebase. The Laserfiche Cloud Help Files contain useful information to help you get started with your Laserfiche Cloud account. Laserfiche also has numerous help videos which walk you through the product to help you become more familiar and comfortable with all the different features. Additionally, Laserfiche Cloud Answers is an online forum that allows Laserfiche Cloud subscribers to collaborate on ideas and solutions.

**Pricing/Services:**

Product	Description	Qty	Model#	Unit Price	Total Price
<b>*Cloud System</b>	1 to 100 Full Users	1	CLXGOV10	\$5,000.00	\$5,000.00
<b>Storage</b>	100 GB per user included (Overages will be \$30 per 10 GB annually) Storage is pooled	-		-	-
<b>Configuration and Training</b>	Remote	1		\$1,560.00	\$1,560.00
<b>Laserfiche Legacy Data Migration</b>	On Premise to Cloud - Remote	1		\$1,600.00	\$1,600.00
<b>**Laserfiche Forms Payment Processor</b>	Remote – Year 2 Forward Support: \$500.00	1		\$1,500.00	\$1,500.00
<b>Project Coordination</b>	Remote	1		\$500.00	\$500.00
<b>***Laserfiche Trade-In Credit</b>	One-time Legacy Trade-in credit	1		-\$214.00	-\$214.00
<b>Total</b>					<b>\$9,946.00</b>

***\*Note that this license model is only available for purchase until December 15, 2025 as Laserfiche is phasing it out. Further note that this means that the system must be purchased and ordered by the above date.***

***\*\*The following caveats apply to this integration and need to be supplied by the Village:***

- 1. A Village provided (DMZ) server that is externally accessible.***
- 2. SQL Server or Express on same server.***
- 3. IIS Installed and configured to host websites on the same server.***

***\*\*\*Credit is based upon unused Laserfiche Support. One-time credit will be calculated once a contract signing date has been determined.***

***Anticipated annual SAAS fees after the included 1st year for the above configuration would be \$5,500.00***

**Note: This estimate is subject to change based upon the then-current support prices for that year. Plan for a 5% YOY cost increase to all Laserfiche SAAS 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](mailto:LFSupport@icc-cds.com)**

**Note that this Municipal Site license includes anywhere from 1-100 licenses**

#### **Adjustments to Performance Schedule; Delays:**

**Adjustments to Schedule:** Upon the mutual consent of the Municipality and ICC Community Development, the "Performance Schedule" may be changed or extended as provided under "Delays" below.

**Delays:** Client must notify ICC Community Development, in writing, immediately upon learning or otherwise becoming aware, of any difficulties that may delay the delivery of services or deliverables within each step of the Implementation timeline. Such notification must identify the reason for the delay, as well as the anticipated period of delay. Any delay on the part of the customer that extends 10 working days beyond the target date for completion of any step will result in a project restart and additional charges will be identified as part of a change order provided to the customer. This clause shall not apply in case of force majeure.

## AUTHORIZATION & AGREEMENT

The **Village of Croton-On-Hudson, Westchester County, New York** hereby agrees to the procedures outlined above, to ICC Community Development Solutions Terms & Conditions and to the License Agreements for the software referred to above, all of which are available at <https://icc-cds.com/terms-conditions>, and are incorporated herein by reference, and authorizes ICC-CDS to proceed with the project.

**Electronic Document Management Project** **\$9,946.00**

*Estimated Annual support fee second year forward (SAAS): \$5,500.00*

**Note:** Prices subject to change. Plan for a 5% YOY cost increase to all Laserfiche SAAS models.

*If/when the client wishes to implement the additional modules included with their licenses, there may be additional development, configuration and training time required. These additional service fees would not apply until you are ready and agree to implement additional components.*

### SOFTWARE ORDER, PAYMENT AND PERFORMANCE SCHEDULE

\$4,786.00 of the project price shall be invoiced upon customer site activation.  
\$2,060.00 of the Configuration, Training & Coordination services shall be invoiced as they are completed.  
\$1,600.00 of the Data Migration services shall be invoiced as they are completed.  
\$1,500.00 of the Forms Payment Integration services shall be invoiced as they are completed.

**(Client please fill out) Invoice for this Project to be sent to:**

**Department:** \_\_\_\_\_ **Contact Name:** \_\_\_\_\_

### VILLAGE OF CROTON-ON-HUDSON, WESTCHESTER COUNTY, NEW YORK

By: \_\_\_\_\_ In the Presence of: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

### ICC-CDS, LLC

By: \_\_\_\_\_ In the Presence of: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

**To authorize the project:**

1. **Sign the Proposal and return to your Solutions Account Executive**
2. **Fax or email the Authorization & Agreement Section only to: [ICCCDS@icc-cds.com](mailto:ICCCDS@icc-cds.com) • fax (585) 328-8189**
3. **Mail the signed Proposal to ICC-CDS at: 781 Elmgrove Road • Rochester, NY 14624**

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## APPENDIX A – INSTALLATION, TRAINING AND SUPPORT

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### Pre-Installation Teleconference and Technical Review

If applicable, prior to the installation and training, one of ICC-CD's technicians will work with your technical staff or consultant to review the hardware and other technical requirements and ensure that all hardware is ready for the installation. We will also work with your designated contact person to establish the agenda.

### Customized Training

If applicable ICC-CD provides practical training sessions to ensure that your users keep pace with “best practices” and that your Laserfiche system continues to provide your organization with the maximum efficiencies possible. Whether you are a new Laserfiche user or an existing user seeking refresher training, we pride ourselves on maintaining a team of trainers who can relate to users at any level of expertise.

**Our standard Laserfiche user training** covers the basic functions of the program and provides you with the necessary skills to put the system into immediate use. Based on the file organization and file naming structures that were determined by your organization, the training covers input, search and manipulation features using your documents to address file-organization and file-naming structures

**Administrator Training** covers the system administrative functions and typically takes place throughout the sessions, as appropriate.

### **TECHNICAL SUPPORT-SAP**

Technical Support covers all questions that might arise with your Laserfiche system should a technical issue arise.

The first line of technical support is via telephone, using our toll-free number (855-436-5500) or via e-mail at [lfsupport@icc-cds.com](mailto:lfsupport@icc-cds.com). With Basic SAP service, technical support requests not immediately addressed will be acknowledged within 8 business hours, with the majority of response times within 2 hours. ICC-CD's support technician will discuss the issue with you. If there are more detailed diagnostics needed, the technician will log into your system remotely, using the Internet. In this way, the technician can see what the user is seeing, do diagnostics, and generally remedy the situation remotely during this initial contact. In situations that require additional research or work by the technician, we will let you know what still needs to be done, along with a timeframe for getting back to you. You will also receive a Case number for future reference. By providing remote diagnostics and remediation to our clients, we can provide you with quick resolution of your issues to keep you up and running.

## **GSAP – GENERAL SOLUTION ASSURANCE PROGRAM (IF APPLICABLE)**

In addition to Laserfiche implementation and support services, ICC-CD offers GSAP-level support (General Solution Assurance Program) tailored to business process automation using Laserfiche Workflows and Forms developed by ICC-CD.

GSAP provides assistance beyond the scope of the Laserfiche Software Assurance Program (LSAP), which is limited to:

- Break-fix support
- New software version releases (if applicable)

In contrast, GSAP support includes:

- Modifications to custom Laserfiche Workflows & Laserfiche Forms **developed by ICC-CD**
- Support for non-break-fix issues in relation to a specific project
- Ongoing support for projects where custom automation is deployed

This can include:

- Updates to workflow steps or participants
- Edits to Laserfiche Form fields
- Changes in Laserfiche Form data collection
- Adjustments due to software upgrades
- Changes required due to state mandates or internal policy updates

Note: GSAP does not cover additions outside the original scope or new automation features.

## **SOFTWARE PATCHES AND UPGRADES:**

In addition to receiving technical support, customers with a current LSAP/SAAS contract will receive **critical program updates within the current version of Laserfiche**. This is extremely important because Laserfiche is continuously improved to be even more powerful and efficient. You will receive routine system updates automatically.

### Services covered under Support:

- Remote troubleshooting and repair to the best of our ability of any errors generated by Laserfiche
- Remote troubleshooting and repair to the best of our ability any Laserfiche functionality that is not working
- Respond to request calls within 8 business hours, if not immediately
- Provide technical support between the hours of 8:00 AM - 5:00 PM EST
- User group meetings
- Access to Laserfiche's knowledgebase
- Access to webinars

### Services not covered under Support:

- Training - New user or refresher training - either on-site or remote
- Addition of custom features or functionality to the software
- Support or troubleshooting of third-party software

- Faults or problems caused by unauthorized access to configuration information or changes to components by the user or a third party
- Problems or faults caused by use of the product outside its normal operating conditions
- On-site technical support, unless it is specifically included as part of the selected Agreement or funded by the Customer on a per-day basis as part of a signed Change Order
- On-site consulting or training, unless it is specifically included as part of the selected Agreement or funded by the Customer on a per-day basis as part of a signed Change Order

Customer's Obligation:

- To have Internet access on all workstations where the Laserfiche client is installed and be willing to allow our Support Technicians remote access to the Customer's Laserfiche system via GoToAssist or other acceptable remote access tool
- To designate an IT contact and to provide the name, phone number and e-mail address on the registration form
- To describe technical issues completely in order to provide ICC-CD's Support Technician sufficient information to be able to diagnose and reproduce the problem, including any identified error codes

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## APPENDIX B – LASERFICHE CLOUD MIGRATION CONSIDERATIONS

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**Note: This is for a client upgrading from a Laserfiche on-premises system to a Laserfiche Cloud system**

### **Laserfiche Cloud Migration Considerations - Migrating Data From A Self-Hosted Laserfiche Repository Into Laserfiche Cloud**

Disclaimer: In the event that installation of the migration utility on the customer's server is not feasible, the customer hereby authorizes us to securely transfer and migrate their data to our server, and the customer agrees to promptly provide us with the necessary data for successful migration.

The Repository Export Client is a batch upload tool that processes and uploads data from a self-hosted Laserfiche repository to a Laserfiche Cloud repository as part of a multi-phase process. Please review the below requirements for information on the Repository Export Client.

#### **System requirements for the Repository Export Client:**

Windows Server 2012 R2 and later, Windows 10 and later, 64-bit Windows operating system

Microsoft .NET Framework 4.8 or later

Microsoft Visual C++ Redistributable for Visual Studio 2019 (x64)

Laserfiche Server 8.2 or later

1 Laserfiche repository

2 GB of RAM.

*Note: The Repository Export Client must be run on the machine hosting Laserfiche Server.*

#### **Supported source database engines:**

Microsoft SQL Server 2012 (Service Pack 2) or later

Microsoft SQL Server 2014

Microsoft SQL Server 2016

Microsoft SQL Server 2019

*Note: The Repository Export Client does not support repositories hosted in Oracle Database.*