



CONSENT CALENDAR

Agenda Item # 6

AGENDA REPORT SUMMARY

Meeting Date: June 12, 2018

Subject: Professional Service Agreement: Document Scanning and Software Maintenance Services

Prepared by: Kirk Ballard, Building Official

Reviewed by: Jon Biggs, Community Development Director

Approved by: Chris Jordan, City Manager

Attachment(s):

1. RFP Response and Proposal from BMI Document Imaging Systems Inc.

Initiated by:

Staff

Previous Council Consideration:

None

Fiscal Impact:

The fiscal impact is negligible. All scanning and software maintenance service fees are paid by the applicant at time of building permit application submittal. Document scanning revenues and expenditures are included in the division's budget and fluctuate with construction activities. The annual expenditures for this service ranges from \$25,000 to \$40,000, all paid for by fees paid by applicants.

Environmental Review:

Not applicable

Policy Question(s) for Council Consideration:

- Will the City Council authorize the City Manager to enter into an agreement that provides for BMI Imaging Systems Inc. (BMI) to perform document scanning and software maintenance services for the Community Development Department?

Summary:

- This is a request authorizing the City Manager to enter into an agreement with BMI to provide document scanning and software maintenance services
- The Department needs to rely on a contract consulting firm to provide document scanning and software maintenance services
- An agreement with a new provider is necessary because the firm that provided these services previously gone out of business



Subject: Professional Service Agreement: Document Scanning and Software Maintenance Services

Staff Recommendation:

Move to authorize the City Manager to execute a new agreement with BMI for document scanning and software maintenance services



Subject: Professional Service Agreement: Document Scanning and Software Maintenance Services

Purpose

Facilitate the management, maintenance, storage, and retrieval of the numerous documents the Community Development Department works with on a day to day basis.

Background

The City's Community Development Department has been using contract document scanning and software maintenance services for many years to keep up with the community's on-going high-volume construction activities. These companies provide in-depth document scanning, on-line imaging and archiving for all related documents associated with projects submitted to Community Development. Fees for these scanning and maintenance services are paid directly by the applicant at time of permit submittal. Without these services, additional staffing, electronic server equipment, and training would be needed to maintain and manage department documents.

Currently the City is without a contractor to provide these services. Peelle Technologies, who has provided the service since 2003, recently dissolved their business. Following the closure of this company, staff moved forward with the release of a Request for Proposals (RFP) to solicit responses from document scanning and software maintenance companies.

Discussion/Analysis

Staff received one response to the RFP, which was from BMI. Their proposal was carefully reviewed and evaluated to make sure the firm met the following objective criteria:

1. Demonstrated experience working with other jurisdictions and agencies.
2. Consultant's approach and experience to accomplish the work identified in the RFP.
3. Ability to provide maintenance and support services to the City's existing archived documentation.
4. Associated fees for services.

Based on this review, BMI has been found to meet the objective criteria noted above. BMI has 60 years of experience in the greater Bay Area of successfully providing a complete range of secure, high-volume document conversion and management services. This firm's extensive experience and professional qualifications are equal to, if not better, than the previous firm that provided these services to the City.

The total expenditure over the term of this agreement with BMI is expected to be \$112,000.00, which is above the City Manager's signature limit; thus, City Council authorization is respectfully requested.

Options

- 1) Authorize the City Manager enter into an agreement with BMI for document scanning and software maintenance services



Subject: Professional Service Agreement: Document Scanning and Software Maintenance Services

Advantages: Will allow the Community Development Department to appropriately manage its on-going document duties

Disadvantages: On-going expenditure for scanning and software maintenance.

2) Decline authorization to enter into an agreement with BMI for document scanning and software maintenance services

Advantages: Reduces expenditures and allows for the RFP to be re-circulated, possibly to a greater range of companies that provide this type of service

Disadvantages: Document management for the department would not be adequate to keep up with the volumes of paper that are processed, and additional storage space would be needed

Recommendation

The staff recommends Option 1.



BMI Imaging Systems, Inc.
1115 E. Arques Avenue
Sunnyvale, CA 94085

RFP RESPONSE

AX DOCUMENT SCANNING AND SOFTWARE MAINTENANCE SERVICES

Prepared For



**City Of Los Altos
Community Development Department**

Submitted On:

February 23, 2018

Submitted To:

Lorrie Tanguay
Building Division Executive Assistant
City Of Los Altos

Submitted By:

Jim Detrick
Vice President
BMI Imaging Systems, Inc.



February 23, 2018

City of Los Altos
Community Development Department
Attn: Lorrie Tanguay
One N. San Antonio Road
Los Altos, CA 94022

Ms. Tanguay:

Thank you for giving BMI Imaging Systems the opportunity to submit the attached response to the City's request for proposals for the provision of ApplicationXtender (AX) document scanning and software maintenance services. We have thoroughly reviewed the RFP content and believe we have a comprehensive and clear understanding of the required services. Additionally, we've reviewed the City's standard Professional Services Agreement template (Exhibit A) and can meet the associated requirements.

Since 1958, BMI Imaging Systems has been a leading Bay Area-based provider of high-volume document and microfilm conversion services and has established a decades-long reputation for providing exceptional quality and service. BMI complements its comprehensive conversion service offerings with turnkey document management system solutions that include state-of-the-art software (such as OpenText's ApplicationXtender) and end-to-end implementation, integration and technical support services.

Please don't hesitate to contact me for additional information or to inquire about any items that require clarification.

Regards,

A handwritten signature in blue ink, appearing to read 'Jim Detrick', is written over a light blue horizontal line.

Jim Detrick, Vice President
Telephone: 408.736.7444 Ext. 212
Fax: 408.736.4397
jdetrick@bmiimaging.com

Table of Contents

<u>Section</u>	<u>Page</u>
Executive Summary Including a Summary of Qualifications	1
Company Profile Including Key Team Member Resumes	3
Project Approach Including Quality Control Policy	5
Fee Schedules	14
Disaster Recovery Plan	15
Proof of Insurance	23

Executive Summary

The City of Los Altos' (hereinafter "City") is seeking RFP proposal responses from document imaging/management companies qualified to provide 1) project document/plan scanning services with data deliverables in an ApplicationXtender (AX) compatible format and 2) AX software maintenance and support services, to include the maintenance of the Community Development Department's existing archived documentation.

To meet the City's requirements, BMI Imaging Systems is proposing the following comprehensive list of document conversion and software maintenance services:

- 1) Pick-up of City-boxed project documents (~100 boxes and year) comprised of pages/sheets ranging in size from 8.5" x 11" to 36" x 42";
- 2) Preparation of the documents for scanning by removing all page fasteners/bindings, back-folding/rolling plan sets and repairing torn pages;
- 3) Scanning of the documents into a Group IV Tagged Image File (TIF) file format;
- 4) Indexing of the scanned documents in accordance with the City's current AX application/repository index field requirements for both Building and Planning, to include each document's address, permit or project number, Assessor Parcel Number and Document Type (obtained from City-inserted barcode sheets);
- 5) Delivery of the image and index data via FTP and/or in the format of DVD-R or other portable media (i.e., USB thumb drive) in a comma-delimited format compatible with the AX software's Index Image Import (III) utility (AX Record Out format);
- 6) Destruction of the scanned documents via a secure/certified shredding process;
- 7) Annual AX software maintenance services.

Since 1958, BMI Imaging Systems has been a leading Bay Area-based provider of high-volume document and microfilm conversion services and has established a decades-long reputation for providing exceptional quality and service. We complement our comprehensive service offerings with turnkey document management system solutions that include state-of-the-art software (such as OpenText's AX software suite) and end-to-end implementation, integration and technical support services.

We believe BMI is highly qualified to meet the City's service requirements for the following reasons:

- 1) BMI has **60 years of experience** in successfully providing a complete range of secure, high-volume document conversion and management services to Bay Area organizations (including the City of Los Altos);
- 2) BMI is a **local AX document scanning and software maintenance company**, with its headquarters located in the city of Sunnyvale. Our proximity to the City will a) eliminate the risk associated with transporting the physical documents over great distances, b) make on-site project team collaboration with City staff easy to consider, c) facilitate relatively quick access to physical records in an emergency and d) minimize the cost associated with the document pick-up/delivery;



- 3) BMI has been **an authorized AX software reseller and support company for over 20 years**. As a result, our production and technical support teams are very familiar with the requirements for successfully creating, formatting and importing images and index data into the City's AX system;
- 4) BMI's facilities employ **innovative, best-of-breed document imaging equipment and software components**, all of which are designed to yield high-quality, accurate data deliverables in a high-volume production environment;
- 5) BMI's **experienced staff and well-equipped facilities** give us sufficient capability and capacity to perform all of the services described within the RFP in a timely and successful manner;
- 6) BMI's account, production and project management teams do a **superior job of communicating with its clients** to support their ongoing document and data management needs – our clients will absolutely attest to this.

It's our sincere hope that the information provided within the attached RFP proposal response expresses a) the comprehensive nature of the solution we're proposing, b) the qualifications of BMI's organization and team and c) our ability to provide the City with timely, accurate, and high-quality AX document scanning and software maintenance services.

Company Profile

BMI Imaging Systems (originally Bay Microfilm Incorporated) incorporated in 1958 as a microfilm service bureau, working with county Recorders microfilming land records. In the early '60s, services were expanded to include preservation microfilming of the rare books and manuscripts of some of California's leading universities. A Library Microfilms Division was also established, working with over 200 newspaper publishers in preserving California local history for libraries and archivists.

A reputation for service, precision, and reliability led to steady expansion of our government, education and commercial clients over the next two decades. By the early 1990's, the records management industry had entered the digital age and BMI was at the forefront of this evolution. Clients were meeting their electronic document management needs by having BMI digitize their records, with BMI installing and supporting on-premise document management software solutions. Like many of the companies that started in Silicon Valley in the early '50s, BMI's growth was fueled by the spirit of innovation and partnering with customers who were looking for better ways to preserve and secure their data.

Today, BMI's production staff, a team of over 60 technicians and project managers, create an average of 3 million digital images per month. We serve a customer base of over 800 organizations, many of whom have been clients for over 20 years. Included below is a partial list of noteworthy BMI clients:

City/County of San Francisco	City of Los Altos	Stanford University
Assessor/Recorder	City of Santa Clara	University of CA Berkeley
Dept. of Building Inspection	City of Livermore	San Jose State University
PUC	City of Menlo Park	MVLA School District
Superior Courts CA	City of Hayward	Sutter Health
County of San Francisco	City of Cupertino	UCSF Medical Center
County of Merced	Santa Clara County	Dignity Health
State of California	Fresno County	Safeway
Dept of Developmental Svcs	Sonoma County	Wells Fargo
Dept of Toxic Substance Cntrl	Tulare County	Chicago Title
US DOJ, Bureau of ATF	Alameda County	First American Title
San Francisco PD	Monterey County	Fidelity National Title
Phoenix PD	Santa Cruz County	North American Title
Redwood City PD	Clark County	Placer Title
Phoenix Police PD	Butte County	Bay Alarm
City of Mountain View	California State Library	Gilead Science
City of Sunnyvale	Hoover Institute	BD Biosciences

The loyalty of these valued clients stems from our steadfast commitment to providing secure, consistent, high-quality and customized document conversion services.

In addition to providing document/microfilm conversion and data capture services of the highest standard, BMI is both an application service provider, enabling secure access to client data via the Web, and a systems integrator, implementing turnkey document capture, management and workflow solutions. BMI employs an in-house development staff, a project management customer support staff, along with IT professionals that provide technical support for both our internal and Web hosting operations, and our customer's on-premises AX software implementations. As part of BMI's operational capabilities, BMI's development staff has written close to 2,000 unique software tools to address almost every conceivable image and data processing requirement.

Our Facilities and Security

BMI maintains two comprehensive 16,000± square-foot production facilities located in Sunnyvale and Sacramento, California. Both of these free-standing, single-tenant facilities are protected by heat-activated sprinkler systems and electronic security systems (Sonitrol) that are monitored 24/7. All external doors are secured with programmed key code locks that record the date, time and user of each entrance event. Video (CCTV) surveillance cameras capture all entrances, inside production and server areas and each building's exterior. There are no wireless networks at either facility and all BMI servers are located within locked server rooms, which are redundantly secured with cipher locks. Cell phone use is prohibited within the production areas.

As many of our existing clients are health care and law enforcement organizations, our employees, facilities, data processing systems and data management procedures are both HIPAA and CJIS compliant. BMI recently passed a Federal Government Audit/ Certification in order to perform microfilm conversion services. As a result, BMI is compliant with the National Institute of Standards and Technology Special Publication (NIST SP) 800-53 guidelines covering Federal Government Policies for Structural Security, Physical Access, Media Protection, NPI Security and Safety.

The locations of BMI's Sunnyvale and Sacramento facilities are included below:

1115 E. Arques Avenue
Sunnyvale, CA 94086
Phone: 408.736.7444

749 West Stadium Lane
Sacramento, CA 95834
Phone: 916.924.6666

RagingWire, a BMI colocation data center in Sacramento, California, maintains both BMI production backups and synchronized/replicated sets of customer-hosted data. The data sets hosted at the RagingWire and BMI Sunnyvale data centers are both active; user requests are serviced using a "load-balancing" methodology between the sites for performance. Key specifications for the RagingWire data center environment are provided below:

- 180,000 sq. ft., with 70,000 sq. ft. of raised floor space in a seismically safe location
- 8 feet tall perimeter fence with no public access
- Multifactor identification and multi-level security zones
- 24x7 manned security with centralized electronic access control systems
- Digital zoom cameras that monitor all secure areas, parking lots, entrances and roof
- 29 MW of backup generator power
- SSAE 16, PCI DSS, LEED Gold, EPA ENERGY STAR certified

Our Document Conversion Services

A high-level overview of BMI's document conversion services is included below:

Secure Backfile Conversion Services - Any Size and Type of Material

- Documents of all sizes (standard and oversize), colors and security requirements
- Microfilm, microfiche, aperture cards and film/glass negatives
- Bound books, fragile records, lab notebooks - all can be internally scanned to industry standard or custom output

Secure Transportation

- All drivers are BMI employees and vehicles are owned and operated by BMI only
- Shipment/transmittal logs required for all pick-ups/deliveries
- Vehicle security is an extension of the broader security parameters in place at BMI that enable the processing of sensitive law enforcement and medical records

Document Preparation

- Tasks are typically separated between preparation staff and scanning staff to create repeatable conditions
- Barcode technology for creating logical file and document breaks is frequently utilized with web based customer use systems available at no cost for creating barcode-based file and document indexing

Document and Microform Scanning

- Scanning at 100 – 400 DPI in bitonal, grayscale or color to single or multi-page files
- Image file formats including PDF, PDF/A, TIFF, JPEG and more
- Overhead scanning for bound or fragile/delicate documents

Document Reassembly

- Replacement of BMI-removed file and page fasteners
- Re-folding or re-rolling oversize pages
- Re-binding of books disassembled for scanning

Quality Control Measures for Accuracy, Quality and Completeness

- Duplex scanning for small-format pages (blank pages are deleted post-scan)
- Kofax Virtual ReScan image cleanup processing during scanning
- Ultrasonic double-feed detection to detect double-feeds
- Manual sheet feeding for poor quality or fragile/delicate originals
- Review of 100% of images during scanning process
- Post-scan thumbnail image review to detect cropping or skewing issues
- Imprinting/stamping of physical pages during the scanning process

Image Processing and Enhancement

- PDF processing (searchable PDFs, plug-ins)
- Multiple OCR engines for converting to images with text content
- Annotations: graphics and text added to an image page that wasn't part of original
- Redaction of sensitive information (e.g. Date of Birth, Social Security Numbers, Names)
- Watermarks for security or copyright protection; bits altered within an image to create a pattern which indicates proof of ownership

Document Indexing

- Automatic capture and indexing using optical character recognition (OCR), zonal OCR, intelligent character recognition (ICR) barcodes and forms recognition software
- Manual data entry for poor quality and handwritten documents via onsite/off-shore options
- Results guaranteed up to 99.95% at the character level for verified key-key-compare and adjudicate data entry
- In house development team for data formatting and rules-based submission requirements

Electronic Document Delivery

- Delivery via CD/DVD, USB flash drive, hard drive and Secure FTP
- Document Hosting (images are hosted at BMI's secure data center and accessed from a Web browser)
- Data delivery to document management systems (such as Laserfiche), back-end databases, workflow and other custom applications within client IT environments
- Electronic document/data purging following customer acceptance

Physical Document Destruction

- Document destruction via secure/confidential and certified shredding
- Destruction process requires customer to provide signed Destruction Authorization form

Key Project Team Members

Jim Detrick, Vice President: Having begun his sales career at BMI in 1988, Jim has 30 years of experience in managing high-volume document/data digitizing and conversion projects. Jim will have primary responsibility for managing the work performed under the Citywide Backfile Conversion Services contract and will work closely with department project managers and BMI's internal resources to ensure each department's project progresses toward a timely/successful completion.

Jim Modrall, Vice President, Operations and Security Officer: As BMI's VP of Operations for over a decade, Jim is largely responsible for the Company's leadership position in the area of information technology. Jim joined BMI in 1992 and is in charge of all technical operations, which include scanning, data capture and our Web Hosting services. Jim will be responsible for the overall management of the document conversion production operation.



Brad Gilbert – Vice President, Software Development and Project Management: Brad, a certified project manager, computer programmer and software developer, has been with BMI for over 10 years and is involved in both managing high-volume projects and developing the code to match client supplied index data with the scanned documents. Brad will be responsible for ensuring that the format of each department’s electronic document data deliverables conform to their requirements.

Kou Vue, Plant Manager: Kou has been with BMI since 2011. As Plant Manager, Kou will manage the production staff involved in all phases of each department’s backfile document conversion project, assigning the required resources and personnel to the tasks for each job and tracking all phases of production. Kou will work closely with the City’s account and project managers to ensure project deliverables are provided in accordance with required time frames.

Tam Ngo, Sr. Project Manager: Tam has been with BMI since 2006. As BMI’s primary Project Manager for the City’s projects, Tam will manage the design of the Unity process flows for each City department’s backfile conversion project and the conversion/digitization effort associated with each initial, turnkey Acceptance Test (or “Milestone 1”) review/approval process.

Project Approach

AX Document Scanning Services

BMI Imaging Systems is proposing a document processing methodology and overall work plan that will ensure the City receives an ApplicationXtender (AX) data deliverable that will meet its stated requirements. This methodology incorporates best practices that have been tailored to:

- Maintain the integrity and security of the hard-copy documents while they are under BMI's care and control;
- Accommodate the size, condition and quality of the document pages/sheets;
- Create and verify index data (metadata) that will be associated with each document during the AX data import process;
- Ensure the City receives images of acceptable quality/completeness in the specified format, and in accordance with mutually agreed upon delivery schedules.

The high-level document processing tasks are as follows:

- | | |
|--|-------------------------|
| 1) Document pick-up | 6) Image indexing |
| 2) Shipment receipt and reconciliation | 7) Data formatting |
| 3) Document preparation | 8) Data delivery |
| 4) Document scanning | 9) Document destruction |
| 5) Document reassembly | |

Each of these processing tasks is described below:

1) Document Pick-Up

BMI provides a high level of care for client documents and takes responsibility for maintaining the condition of the documents while they are under its care and control. BMI will utilize its own vehicles and drivers to pick up the City-boxed documents from the Municipal Service Center located at 707 Fremont Avenue in Los Altos.



2) Shipment Receipt, Reconciliation and Tracking

The received boxes will be reconciled with the shipping documentation and logged into Unity, a BMI-developed production control system that utilizes barcode technology to closely track each box through the various production process flows.

3) Document Preparation

The documents will be prepared for the scanning process. The preparation process will include the following tasks:

- Removal of page bindings/fasteners;
- Back-rolling/folding of plan sets to ensure each sheet can be properly fed;
- Repair of torn sheets in instances where the tear would affect either the feeding process or the completeness of the image produced from the sheet.

4) Document Scanning

BMI will utilize workstations configured with best-in-class Opex Falcon production scanners for the 300 DPI duplex capture of all small-format pages in black/white (or color using auto color detect, if necessary). Any blank back-sides of pages captured during the scanning process will be deleted using an automated blank page deletion process.



BMI will utilize workstations configured with high-performance, 42" Context HD Ultra large-format scanners for the black and white (or color, if necessary) capture of all plan set sheets. The plans will be scanned on a sheet-by-sheet basis at a 300 DPI resolution.

During the scanning process, 100% of the images will be presented to the operator and reviewed for quality and completeness. In general, the image acceptance criteria are readability (legibility of lettering and graphics), contrast and position. If it is determined that an image does not meet the established acceptance criteria, the document will be rescanned using manual controls.

The following additional quality control measures will be employed to ensure accurate and complete images are produced:

- Duplex scanning for all small-format pages (blank pages are deleted post-scan)
- Kofax Virtual ReScan (VRS) image cleanup processing during scanning
- Ultrasonic double-feed detection to detect double-feeds during auto-feeding capture
- Manual sheet feeding for very poor quality or fragile originals
- Post-scan thumbnail image review to detect cropping or skewing issues

5) Document Reassembly

Following the scanning process, the sheets associated with each plan set will be re-folded or re-rolled and rubber-banded and all documents will be returned to the box they were submitted in. It is assumed that the replacement of any BMI-removed page bindings/fasteners is not required, as the documents will be destroyed at some point following the scanning process.

6) Image File Indexing

The image files created for each file during the scanning process will be indexed as per the following specifications:

Building

AX Application Name: BUILDING_PERMITS

AX Application Index Fields:

- 1) STREET NUMBER (Populate via key entry process)
- 2) STREET NAME (Populate via key entry process)
- 3) APN (Populate via key entry process)
- 4) PERMIT NUMBER (Populate via key entry process)
- 5) DOCUMENT TYPE (Populate via City-inserted barcode sheets)

Planning

AX Application Name: DEVELOPMENT_APPLICATIONS

AX Application Index Fields:

- 1) STREET NUMBER (Populate via key entry process)
- 2) STREET NAME (Populate via key entry process)
- 3) APN (Populate via key entry process)
- 4) FILE NUMBER (Populate via key entry process)
- 5) DOC TYPE (Populate via City-inserted barcode sheets)

7) Data Formatting

The image file and document index data will be formatted for import into ApplicationXtender (AX) version 7, 8 or newer using the system's standard/included Index Image Import utility.

8) Data Delivery

The AX image/index data will be delivered via FTP and/or in the format of DVD-R or other portable media (i.e., USB thumb drive). If via DVD-R or USB thumb drive, the media will be delivered to the City's offices located at One N. San Antonio Road in Los Altos via UPS or FedEx. Appropriate documentation will accompany all shipments.

9) Document Destruction

The scanned documents will be held for destruction until BMI receives the City's signed BMI Letter of Destruction form, at which time they'll be destroyed via a certified/secure shredding process.

AX Software Maintenance Services

As a certified OpenText business partner, BMI's Technical Services team provides "front line" technical support for all of its ApplicationXtender software clients with the ability to escalate issues to MetaSource, OpenText's software distribution and support partner.

Under its annual Service Maintenance Agreement, BMI's technical support team will work in conjunction with City IT staff to ensure the City's ApplicationXtender (AX) software remains in normal working condition. This Agreement provides unlimited telephone/dial-in technical support with a 4-hour response time during BMI's normal business hours (8:00 a.m. to 5:00 p.m. PST, Monday through Friday, excluding BMI company holidays). Additionally, BMI will furnish the City with all AX software updates released during the term of the Agreement. If requested, on-site software installation and/or training services (Professional Services) associated with such software updates are optional and would be billable to the City.

CHANGE RECORD PAGE

ECN#	REVISION	DESCRIPTION	DATE	APPROVED
	1	CREATE NEW POLICY/PROCEDURE	6/24/2013	JRM
	2	REVIEW AND REVISE POLICY	0720/2015	JRM

THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF **BMI IMAGING SYSTEMS**.



APPROVALS		DATE	DOCUMENT TYPE	
PREPARED BY: LWITTRUP;JIM@BMIIMAGING.COM		6/24/2013	QUALITY ASSURANCE	
MANAGER JIM MODRALL		6/24/2013	TITLE QUALITY ASSURANCE IDENTIFICATION AND CORRECTION PROCEDURE	
PROJECT ENGINEER			DOCUMENT N ^o QA-0001	
DOCUMENT CONTROL / QUALITY			REV 2	

TABLE OF CONTENTS

SECTION	PAGE
1. PURPOSE.....	3
2. SCOPE.....	3
3. DEFINITIONS.....	3
4. APPLICABLE DOCUMENTS.....	3
5. POLICY.....	3
5.1 QUALITY LEVEL.....	3
5.2 IDENTIFICATION.....	3
5.2.1 PASS OR FAIL.....	3
5.3 INVESTIGATION.....	3
5.4 CORRECTION.....	3
5.5 ASSESSMENT.....	4
5.6 APPLICATION.....	4
6. DISTRIBUTION.....	4

TABLES / FIGURES	PAGE



THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS
NOT TO BE REPRODUCED, USED, OR DISCLOSED IN
WHOLE OR IN PART TO ANYONE WITHOUT THE
PERMISSION OF BMI IMAGING SYSTEMS

DOCUMENT N^o

QA-0001

REV

2

© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED

SHEET

2 of 4

1. PURPOSE

Provide a procedure for the quality assurance identification and correction process.

2. SCOPE

For all BMI production employees

3. DEFINITIONS

UID – A numerical Unique Identifier used to track each conversion unit through the BMI processing systems.

ANSI - American National Standards Institute

ASQ – American Society for Quality

4. APPLICABLE DOCUMENTS

Any other documents

5. POLICY

All projects that are put into a process flow should have a process for quality assurance. The quality assurance process should utilize a random sampling methodology consistent with ANSI/ASQ Z1.4 specifications.

5.1 QUALITY LEVEL

Unless otherwise specified by the client, all quality sampling should be configured to conform to a 0.25% AQL level of inspection.

5.2 IDENTIFICATION

The quality assurance process will review specific attributes determined necessary for the success of a project.

5.2.1 Pass or Fail

The quality assurance process will be marked as “Pass” if all of the attributes are determined to be acceptable.

The quality assurance process will be marked as “Fail” if any of the attributes are determined to be unacceptable.

5.3 INVESTIGATION

The Project Manager will investigate why the quality assurance process failed for a Specific UID to determine the necessary corrective action.

If the cause was the result of an incorrect manual process, the individual(s) that performed the task will be retrained in the correct procedure for the manual process.

If the cause was the result of an incorrect automated process, the Project Manager will review and modify the process as needed to perform the correct function.

5.4 CORRECTION



THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS

DOCUMENT N^o

QA-0001

REV

2

© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED

SHEET

3 of 4

Once the cause has been corrected, the process will be reapplied to the failed UID for correction verification.

The initially failed UID will be put through the quality assurance process again to determine if all of the attributes are acceptable.

If the initially failed UID is marked again as "Fail", the Identification process begins again. If the initially failed UID is marked as "Pass", the Project Manager moves onto the Assessment process.

5.5 ASSESSMENT

Once the Failed UID has been marked as "Pass", the Project Manager will need to assess all preceding UID's that have gone through the process flow to determine the scope of the UID's that will need to have the updated process reapplied.

5.6 APPLICATION

Project Manager applies the updated process to all identified UID's.

6. DISTRIBUTION

BMI production employees



THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS

DOCUMENT N^o

QA - 001

REV

2

© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED

SHEET

4 of 4



Fee Schedules

AX Document Scanning Services

Service Description	UOM	Unit Price
One-Time Project Setup/Engineering Fee:	Project	Waived
Document Pick-up:	Trip	\$50.00
Document Preparation:	Hour	\$22.50
Document Scanning		
Up to 8.5" x 14" sheets:	Image	\$0.05
11" x 17" sheets:	Image	\$0.15
24" x 36" and 36" x 42" sheets:	Image	\$1.50
Document Indexing:	Document	\$0.20
Record Data to DVD or USB Thumb Drive:	Disk/Drive	\$25.00
Data Delivery Via FTP:	Submission	Waived
Document Destruction (per 15" box equivalent):	Box	\$6.00

Applicable sales tax will be added to all invoices. Please note that sales tax does not currently apply to the services listed above if the AX index/image data is delivered via FTP (Internet-based delivery), as no "tangible media" will be delivered to the City.

AX Software Maintenance Services

License Description	Qty.	Unit Price	Ext. Cost
AX Concurrent Connection:	15	\$440.00	\$6,600.00
AX OCR Server:	1	\$380.00	\$380.00
AX Full-Text Server:	1	\$570.00	\$570.00
AX Full-Text Client:	15	\$60.00	\$900.00
Total Annual Software Maintenance Cost:			\$8,450.00

CHANGE RECORD PAGE

ECN#	REVISION	DESCRIPTION	DATE	APPROVED
	1	CREATE NEW POLICY/PROCEDURE	09/12/2012	BW 09/13/2012
	2	REVISED AND UPDATED PROCEDURE	07/21/2015	
	3	REVISED AND UPDATED PROCEDURE	06/30/2016	JRM 8/11/2016

THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS.



APPROVALS	DATE
PREPARED BY: JAMES MODRALL	6/30/2016
MANAGER BILL WHITNEY	6/30/2016
PROJECT ENGINEER	
DOCUMENT CONTROL / QUALITY	

DOCUMENT TYPE	SECURITY MANUAL	
TITLE	BMI DISASTER RECOVERY PLAN	
DOCUMENT N ^o	SM-0007	REV 2

TABLE OF CONTENTS

SECTION	PAGE
1. PURPOSE	3
2. SCOPE	3
3. DEFINITIONS	3
4. APPLICABLE DOCUMENTS	3
5. POLICY	3
5.1 OBJECTIVE	3
5.2 ASSUMPTIONS	3
5.3 FACILITY DESCRIPTION	4
5.4 CRITERIA FOR INVOKING THE DRP	4
5.5 DISASTER RECOVERY MANAGEMENT TEAM – ROLES AND RESPONSIBILITIES	5
5.6 PROCEDURES FOR OPERATING IN CONTINGENCY MODE	6
5.7 CRITERIA FOR RETURNING TO NORMAL OPERATING MODE	6
5.8 PROCEDURES FOR RETURNING TO NORMAL OPERATING MODE	7
5.9 PROCEDURES FOR RECOVERING LOST OR DAMAGED DATA	7
5.10 TESTING AND TRAINING	7
5.11 DRP MAINTENANCE	7
5.12 MAINTENANCE CYCLE TRIGGERS	7
6. DISTRIBUTION	8

TABLES / FIGURES	PAGE



THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS

DOCUMENT N^o

SM-0007

REV

2

© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED

SHEET

2 of 8

1. PURPOSE

Establish policies and procedures for business resumption after an emergency incident.

2. SCOPE

All BMI facilities and computer systems.

3. DEFINITIONS

DRP – Disaster Recovery Plan

DRT – Disaster Recovery Team

4. APPLICABLE DOCUMENTS

None

5. POLICY

5.1 OBJECTIVE

The overall objective of the Sunnyvale DRP is to protect BMI employees and both BMI and Customer resources, and to ensure the ability of BMI’s Sunnyvale operation to function effectively in the event of a severe disruption to normal operating procedures. The primary role of the DRP is to document BMI Sunnyvale’s plan for response, recovery, resumption, restoration, and return to operation after severe disruption.


A disaster is defined as the occurrence of any event that causes a significant disruption in BMI’s operational capabilities. The central theme of this Plan is to minimize the effect a disaster will have upon on-going operations.

The DRP is a systematic guide from disaster to recovery. The basic approach, general assumptions, and sequence of events that need to be followed will be stated in the documentation that follows. While using the DRP during a severe disruption, it may be in the best interest of BMI to modify the specified procedures based on the current situation and the nature of the disruption. Alternative actions should be documented and the DRP should be resumed and revisions made as appropriate.

The DRP should be distributed to all key personnel and they should receive periodic updates. The general approach is to make the DRP as threat-independent as possible. This means that it should be functional regardless of what type of disaster occurs.

5.2 ASSUMPTIONS

- Recovery for anything less than complete destruction should be achievable by using the DRP.
- Normally available staff members may be rendered unavailable by a disaster or its aftermath, or may be otherwise unable to participate in the recovery.
- Procedures are sufficiently detailed so someone other than the person primarily responsible for the work can follow them.

	THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS	DOCUMENT N ^o SM - 00 7	REV 2
	© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED	SHEET	3 of 8

- Recovery of a critical subset (recovery workload) of the unit's critical functions and applications systems during the recovery period will allow the unit to continue critical operations adequately.
- A disaster may require clients to function with limited automated support and some degradation of service until full recovery is made.
- The writing of special purpose programs may be required to enable the Sunnyvale office to effectively return to normal conditions. That is to say that BMI may need to: first, rebuild and/or re-enter data that was lost between the time of the last off-site backup and the time of the disaster/disruption; and second, enter transactions that accumulate during the period of "no automated support".

5.3 FACILITY DESCRIPTION

The BMI Imaging Systems Sunnyvale Plant consists of a 16,000+ square foot structure housing paper and film scanning hardware, workstations, image processing hardware, and a network and operations infrastructure common to many office environments. The systems are supported by BMI employees with knowledge of the systems and practices of the organization and the products created there.


While hosting of images is an extensive part of BMI's product offerings, the primary customer hosting site is a Sacramento-based N+2 hosting facility, in which BMI has its own caged server environment.

5.4 CRITERIA FOR INVOKING THE DRP

The detection of an event which could result in a disaster affecting BMI Sunnyvale or its information processing systems is the responsibility of Plant Operations Personnel or whoever first discovers or receives information about an emergency situation.

As soon as a situation occurs that could result in a severe disruption to service, the on-site personnel should contact the appropriate emergency authorities and then take the necessary steps to minimize property damage and injury to people in the vicinity. The following people must be notified:

- Normally, the Operations Manager and/or the Sunnyvale Police receive the initial notice through their alarm monitoring capabilities. If the problem does not activate a normal alarm system, immediately notify these two contacts.
- Once any appropriate authorities and Operations Manager have been notified, contact should be made with the Secondary Contacts to assist in personally making an on-site evaluation of the disaster.

	THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS	DOCUMENT N ^o SM - 007	REV 2
	© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED	SHEET	4 of 8

5.5 DISASTER RECOVERY MANAGEMENT TEAM – ROLES AND RESPONSIBILITIES

- **Operations Manager (Jim Modrall)**
Back up Operations Manager (Brad Gilbert)
Role: Team Leader
Responsibilities:
 -Team Leader for Disaster Recovery assessment and overseeing resumption of critical services.
- **Facilities Manager (Kevin Pounders)**
Role: Assistant to the Team Leader
Responsibilities:
 - Assist in coordinating resumption of hardware services and facility access.
 - Secure all space and mechanical resources required for business operations.
 - Contact backup facility (Sacramento) for use of their hardware.
 - Secure all space and mechanical systems required for resumption of operations.
- **Plant Manager (Kou Vue)**
Role: Assistant to the Team Leader
Responsibilities:
 - Assist in coordinating requirements with Sacramento Branch for transfer of services.
- **Computer Systems Security Manger (Tony Gayer)**
Role: Assistant to the Team Leader
Responsibilities:
 - Facilitate engagement of IT backup systems.
 - Contact backup facility (Sacramento) for use of their operating systems.
 - Determine and provide access to Sunnyvale systems backups.
 - Set up production software and workstations in the Sacramento facility.
- **Technical Support (Richard Gee)**
Role: Assistant to the Computer Systems Security Manager
Responsibilities:
 - Assist in facilitating the engagement of IT backup systems.

The Disaster Recovery Management Team should personally visit the site and make an initial determination of the extent of the damage. Based on their assessment, all or part of the Sunnyvale Disaster Recovery Plan will be initiated. The DRMT in conjunction with executive management will decide:

1. If normal operations can resume at the site and if repairs can be started as soon as possible.
 - Minor Damage – Processing can be restarted in a short time with no special recall of personnel.
 - Anticipated downtime is less than one day.



THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS

DOCUMENT N^o

SM-0007

REV

2

© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED

SHEET

5 of 8


- Damage could be to hardware, software, mechanical equipment, electrical equipment, or the facility.
2. If normal operations can resume or be restarted with the assistance of only certain recovery team personnel.
 - Major Damage – Selected personnel will be called to direct restoration of normal operations at current site.
 - Estimated downtime is two to six days.
 - Major damage to hardware or facility.
 3. If limited operations can resume at the site and if plans to repair or replace unusable equipment can be implemented.
 4. If the facility is destroyed to the extent that an alternate facility must be used.
 - Catastrophe – Damage is extensive.
 - Restoration will take in excess of one week.
 - Computer room or facility could be completely destroyed.
 - All critical personnel will be called to begin a total implementation of the Sunnyvale Contingency Plan.
 5. The extent that the Sunnyvale DRP should be initiated.
 6. The Management Team will finalize the plan of action and notify all non-DRT management personnel.
 7. If the plan of action requires the assistance of other recovery personnel; those personnel will be notified.

If a determination is made to notify other personnel, the Management Team should phone designated management personnel to disseminate the information. A brief message should be dictated over the phone and the called person should write down the message. At the end of the message, the called person should read back the message to verify that all critical information is stated.

5.6 PROCEDURES FOR OPERATING IN CONTINGENCY MODE

- Process descriptions are available from the Plant Manager and are in Production Systems (copies are stored on systems located at BMI colocation facility).
- Copies of vital records are backed up and stored at BMI's colocation facility.
- Equipment and software licensing descriptions are maintained by the Operations Manager.
- Backup copies of software needed to recover production operations are backed up to an off-site COLO facility
- The minimum infrastructure requirements (network, communications, email, telephone) are available at the Sacramento site.
- Internal systems for communication with sub-contractors will be routed to the Sacramento site.
- Necessary personnel that could not travel to Sacramento site will be added via existing staffing vendor.
- Communications will be adjusted for move.

5.7 CRITERIA FOR RETURNING TO NORMAL OPERATING MODE

	THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS	DOCUMENT N ^o SM-0007	REV 2
	© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED	SHEET	6 of 8

The Sunnyvale facility criterion for returning to normal operating mode is detailed below:

- The DRT will determine job priority and the available methods to resume production in Sunnyvale.

5.8 PROCEDURES FOR RETURNING TO NORMAL OPERATING MODE

The Sunnyvale disaster recovery/restoration procedures for Mission Critical Processes are:

- Procuring replacement equipment and supplies based on job commitments.
- Restore/restart systems as required.
- Test and certify functionality of all systems.
- Notifying personnel to return to normal operating mode.

5.9 PROCEDURES FOR RECOVERING LOST OR DAMAGED DATA

The methods used to recover data lost during a disaster event would depend on the type of data being recovered.

- Database tables would be restored from the off-site data backup.
- Raw Image data from BMI scanning systems may be recovered from local production system backup drives, depending on the requirements of each specific project.
- Image data that is not recoverable would require rescanning the original material.

5.10 TESTING AND TRAINING

Training and Plan Testing should be incorporated into Safety Training with Disaster Recovery exercises should be done not less than once every year. Results will be recorded on the basis of the following:

- Recoverable Data if all servers at Sunnyvale are destroyed.
- Personnel availability by contacting all emergency numbers.
- Team preparedness for all enumerated responsibilities.

5.11 DRP MAINTENANCE


Ensuring that the DRP reflects ongoing changes to resources is crucial. This task includes updating the DRP and revising this document to reflect updates; testing the updated DRP; and training personnel. BMI General Management is responsible for this comprehensive maintenance task.

Yearly, the DRT Operations Manager (Team Leader) ensures that the DRP undergoes a more formal review to confirm the incorporation of all changes since the prior year. Annually, General Management initiates a complete review of the DRP, which could result in major revisions to this document. These revisions will be distributed to all authorized personnel, who exchange their old plans for the newly revised plans. At that time the Team Members will provide an annual status report on disaster recovery planning to the DRT Operations Manager with questions, suggestions, or modifications.

5.12 MAINTENANCE CYCLE TRIGGERS

The DRP will be reviewed and updated on an annual basis in conjunction with plan testing. In addition, the DRP will be revised if any changes to the operating environment occur, such as:


- Facility changes.
- Equipment changes.

	THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS	DOCUMENT N ^o SM-0007	REV 2
	© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED	SHEET	7 of 8

- Major changes to existing applications.
- Off-site storage location changes.
- New software upgrades or installs.
- Changes to backup procedures.
- Changes to key personnel identified in the document.

6. DISTRIBUTION

All BMI Employees

	<p>THIS DOCUMENT AND THE DATA DISCLOSED HEREIN IS NOT TO BE REPRODUCED, USED, OR DISCLOSED IN WHOLE OR IN PART TO ANYONE WITHOUT THE PERMISSION OF BMI IMAGING SYSTEMS</p>	<p>DOCUMENT N^o SM-0007</p>	<p>REV 2</p>
<p>© 2015 BMI IMAGING SYSTEMS, ALL RIGHTS RESERVED</p>		<p>SHEET</p>	<p>8 of 8</p>



BMIMAG-01

HBCT01

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/13/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 0564249 Heffernan Insurance Brokers 101 Second Street, Suite 120 Petaluma, CA 94952	CONTACT NAME: _____ PHONE (A/C, No, Ext): 1 (707) 781-3400		FAX (A/C, No): (707) 781-0800	
	E-MAIL ADDRESS: _____			
INSURED BMI Imaging Systems, Inc. 1115 East Arques Sunnyvale, CA 94085	INSURER(S) AFFORDING COVERAGE		NAIC #	
	INSURER A : Hartford Accident & Indemnity		22357	
	INSURER B : Hartford Insurance Company of the Midwest		37478	
	INSURER C : _____			
	INSURER D : _____			
	INSURER E : _____			

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Per Loc. Aggregate _____ _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	X	X	57UUQTM2431	01/15/2017	01/15/2018	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Per occurrence)	\$ 300,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	X		57UUQTM2431	01/15/2017	01/15/2018	COMBINED SINGLE LIMIT (Per accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
								\$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
								\$
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			57WEQZT2722	01/01/2017	01/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: As Per Contract or Agreement on File with Insured. City of Los Altos, its officers, officials, employees and volunteers are included as an additional insured (primary and non-contributory) on General Liability and Automobile Liability policies per the attached endorsements, if required. Waiver of Subrogation is included on General Liability policy per the attached endorsement, if required.

CERTIFICATE HOLDER

CANCELLATION

City of Los Altos
 Attn: Project Manager
 1 N. San Antonio Road
 Los Altos, CA 94022

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/13/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW...

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement.

PRODUCER License # 0564249
Heffernan Insurance Brokers
101 Second Street, Suite 120
Petaluma, CA 94952
CONTACT NAME:
PHONE (A/C, No, Ext): 1 (707) 781-3400
FAX (A/C, No): (707) 781-0800
INSURER(S) AFFORDING COVERAGE
INSURER A: Axis Insurance Company
NAIC #: 37273

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSD, SUBR WVD, POLICY NUMBER, POLICY EFF, POLICY EXP, LIMITS. Includes rows for Commercial General Liability, Automobile Liability, Umbrella Liab, Excess Liab, Workers Compensation, and Professional Liability.

Table row for Professional Liability with details: A Professional Liabili, MCN000024541701, 04/13/2017, 04/13/2018, Limit, 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: As Per Contract or Agreement on File with Insured.

CERTIFICATE HOLDER

City of Los Altos
Attn: Project Manager
1 N. San Antonio Road
Los Altos, CA 94022

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
[Signature]