

Exhibit A

City of Pacific Grove Document Management System TECHNICAL REQUIREMENTS

The checklist will specify whether the document includes this capability. Use the letter (Y) for “yes”, to indicate that the software or proposed solution has this functionality. Use the Letter (N) for “no”, to indicate that the software does not have this functionality. Please respond by entering the appropriate “**letter**” (Y or N) in the Capability column. Use comments to note if the requirement is unnecessary or to provide a brief explanation. A letter of Y or N in the Capability column must accompany the comment.

Req. No.	Feature	Capability	Comments
A.1	General System Requirements		
A.1.1	The system is a highly available, scalable platform, on which to support a library containing millions of files and documents of different types and formats.		
A.1.2	The system uses Microsoft SharePoint Online as its primary document storage repository, so users will not have to go through two separate systems for storing, sharing, and retrieving documents. (highly desirable)		
A.1.3	All Administrative functionality can be accessed remotely using a web browser over the Internet with SSL support for secure, encrypted access.		
A.1.4	The system allows for an enterprise licensing model.		
A.1.5	The system provides both full user licenses for users to add, edit, and delete documents in the system, as well as limited user licenses to restrict document access to read-only status. These limited licenses will also be restricted from processes such as workflow.		
A.1.6	The system provides a tool that checks server/service configuration and health settings to ensure the document repository is running properly and without errors.		
A.1.7	The system allows the ability for a user to work on the documents offline.		
A.1.8	The system has a central configuration and management console for the system administrator.		
A.1.9	The system allows default value for the end-users, which can be changed, or the settings can be enforced.		
A.1.10	The system allows the configuration of multiple balanced storage repositories to allow scalable growth.		
A.1.11	The system uses redundancies at all levels, such as network, server, storage, and geo-location of the data warehouse.		
A.1.12	The system allows definition of multiple storage repositories for specific areas of the document library.		

A.1.13	The system provides a test or a development instance where new functionality or changes can be testest before rolling them out to production.		
A.1.14	The system is fully integrated with Microsoft Office applications (Word, Excel, PowerPoint, OneNote, Outlook, Teams, etc).		
A.1.15	The system allows users to attach documents to outgoing e-mail using Microsoft Outlook client application or Microsoft 365 Outlook Web.		
A.1.16	The system allows users to send documents as attachments or links using their email client of choice.		
A.1.17	The system provides robust reporting capabilities with wide variety of out-of-the-box reports on system usage.		
A.1.18	The system uses industry standard backend database server, such as Microsoft SQL, Oracle DB, etc.		
A.1.19	The City currently uses Microsoft 365 cloud services and the enterprise applications listed in Exhibit C. The City primarily uses Windows 10/11 operating system on user workstations, and VMWare Virtual environment to host Windows 2016/2019 servers. The system will run satisfactorily on City's current IT infrastructure.		
A.1.20	The system can integrate with the City's current enterprise software which is listed in Exhibit C.		
A.1.21	The system shall provide well defined change management processes, including pre-defined all inclusive migration processes for software releases, operating system upgrades, layered software upgrades, and hardware configuration changes.		
A.1.22	The system shall provide system modules that are fully integrated with one another to avoid redundant data entry and which allow for drill down and hierarchical data summaries.		
A.1.23	The system uses artificial intelligence (AI) to automate certain functions, such as data classification, search and retrieval, etc.		
A.1.24	The system provides granular level backups, and allows quick restore from backups in case of data loss or corruption. Alternatively, the system interates with an industry standard cloud backup software, such as Veeam.		
A.1.25	The system allows geo-referencing information to be assigned to digital and scanned photos, maps, and other media files. The system administrator will have an option to require geo-referencing information for certain types of files and for certain categories.		
A.1.26	The vendor provides live phone support during regular business hours (8:00 AM to 5:00 PM) for application usage or technical issues, and 24/7 emergency support for emergency/critical issues.		
A.1.27	The City retains ownership of the data stored in the system with the ability to extract it in full at any time.		

A.2	Document Storage and Retrieval		
A.2.1	The system has multiple methods to import existing documents from existing third-party applications, desktops, network drives, and file servers.		
A.2.2	The system has a configurable feature for importing and exporting documents from other systems in bulk, at least upto a terabyte of documents data at a time.		
A.2.3	The system can store virtually any kind of document in its native file format and ensures it will not be altered when added to the system.		
A.2.4	The system offers the option of adding documents as "records", which cannot be altered or modified by users.		
A.2.5	The system is capable of importing audio content files (MP3, WAV, etc.) and launching appropriate media viewers for retrieval.		
A.2.6	The system is capable of importing video content files (MP4, MOV, AVI, etc.) and launching appropriate media viewers for retrieval.		
A.2.7	The system can capture, store, retrieve, and export irregular-sized documents - e.g., larger than 8 ½ x 11.		
A.2.8	The system allows users to add emails along with their attachments. Attachments can be added separately from emails if required.		
A.2.9	The system can track the location of hardcopy paper documents and physical records. Physical documents can be located via search.		
A.2.10	The system can "check-out" both electronic documents and physical records.		
A.2.11	The system provides check-in/check-out ability, preventing documents from being overwritten or deleted when updated. The system librarian can review the status of all documents checked out and check a document back in on behalf of another user.		
A.2.12	The system provides version control for all documents stored in the system.		
A.2.13	The system offers customizable version numbers for document release or legacy version numbers.		
A.2.14	The system can classify documents by use-type. These schemas will be customizable to match organizational needs, the number of which should be practically unlimited.		
A.2.15	The system can tag documents with metadata relevant to the use-type. The number of metadata tags should be practically unlimited.		
A.2.16	The system validates that all metadata fields are completed and correct before the document is added to the library.		
A.2.17	The system will allow users to define metadata with indexed information from a controlled vocabulary		
A.2.18	The system allows metadata to be configured as text, number, dates, URL, currency, checkboxes, or from drop-down menus.		
A.2.19	The system can force users to update a metadata field value upon check-in.		

A.2.20	The system can process electronic forms and documents and automatically extract metadata values.		
A.2.21	The system can capture metadata from document text with visual tools.		
A.2.22	The system offers "matter-centric filing", or the ability to automatically tag documents by dragging the documents into a folder, as used in legal filings.		
A.2.23	The system can create and print specialized document and version control numbers on engineering or R&D documents.		
A.2.24	The system provides adherence to document and record naming conventions or standards. As documents are added to the library, they are automatically renamed according to the naming pattern determined by the Library Administrator.		
A.2.25	The system allows users to subscribe to be notified of edits, changes, or version updates to documents or folders they are watching. When an existing subscribed file is updated or a file is added to a folder, the user receives email notifications that the change has occurred, who has changed it, and a secure link to directly access the document.		
A.2.26	The system can send notifications for documents when specific dates are met.		
A.2.27	Retention policies for converting to a record, archiving, and deletion can be set on a document type and done automatically based on a fixed date, or from a metadata field value.		
A.2.28	The system will provide the option of archiving documents that can be accessed as needed.		
A.3	Security		
A.3.1	The system ensures full compliance with the local government and Criminal Justice Information Services (CJIS) security standards and requirements.		
A.3.2	The system uses very strong security policies with secure and robust software platform to prevent unauthorized access to the data.		
A.3.3	The system uses industry standard encryption for all data transmission over the Internet.		
A.3.4	The system uses single sign-on (SSO) with Azure AD federation for user authentication and authorization.		
A.3.5	The system allows navigational security, with multiple layers of user-definable security, to limit access at department, user, system, function, and document levels.		
A.3.6	The system has a role-based, granular security model where access can be given to users from a level of read-only to system administration.		

A.3.7	The system includes a role-based security model with the ability to establish exceptions. Additionally, access can be limited to “read-only” at the user level.		
A.3.8	The system can send secure links to documents directly to team members, partners, suppliers, or customers. File security is maintained as only authorized users can retrieve the file by using the link.		
A.3.9	The system allows administrators to block users from emailing a document as an attachment from the system.		
A.3.10	The system records a detailed permanent audit log of all actions performed on a document including user and time stamp. These logs can be exported as reports as needed.		
A.3.11	User roles will be used to determine the individual user's ability to delete documents in the system.		
A.3.12	The system will provide a structured environment for documents.		
A.3.13	Documents accidentally deleted by users (with delete permissions) can be easily recovered from a "recycle bin".		
A.3.14	The system maintains detailed audit trail logs of all user or system initiated activities.		
A.3.15	The system will have the option for role based emergency access, to access data with restricted access. This type of access must also be included in the audit trail.		
A.3.16	The system will have an optional document portal, where anonymous or named users can access a web-accessible interface with extremely limited rights.		
A.4	Interface		
A.4.1	The system has a clean, modern, intuitive, and user-friendly interface.		
A.4.2	The system provides a browser-based, a desktop client, and a mobile app interfaces as standard features.		
A.4.3	The system desktop client is fully certified with Windows 10 or higher in a managed environment.		
A.4.4	The system web client is supported on newer, popular web browsers, including Mozilla Firefox, Google Chrome, Microsoft Edge, and Safari.		
A.4.5	The mobile client is HTML 5-based and allows users to access documents, add files, and approve and review workflow tasks using a smartphone or tablet.		
A.4.6	The interface is familiar to users of Microsoft Windows computer operating system environment, and integrates with Windows Explorer.		
A.4.7	The interface can be used with minimal mouse clicks and menu selection.		

A.4.8	The user will be able to trigger actions through contextual menus that can be activated through on-screen buttons, system menus, or right-click contextual menus.		
A.4.9	The interface will provide help buttons to assist users with information relevant to what they are looking at onscreen.		
A.4.10	The system provides the ability to customize and personalize user preferences, views, alerts, workflows, notification preferences, etc.		
A.4.11	The system allows users to combine and aggregate files into their own personal "virtual" folders. For example, a Project Manager might have a folder for project documentation, project legal contract documents, invoices, design documentation, and emails from their customer all in one "virtual" folder, even though documents are stored in various locations throughout the library. These "virtual folders" can be shared with other users.		
A.4.12	The system can create bookmarks to documents frequently accessed, such as a "My Favorite" list.		
A.4.13	The system has document-to-document linking to allow users to bundle files into logical groups and integrated viewing capability to display all linked files screen. Users can point-and-click on the linked file to access to the record set.		
A.4.14	The system will integrate seamlessly with Microsoft 365 services.		
A.4.15	The system shall allow both online and batch entry of data.		
A.4.16	The system shall provide the user with the ability to drill down from the transaction view to the supporting record(s) view.		
A.4.17	The system provides a user-friendly, web-based viewer that is accessible through most modern web browsers.		
A.4.18	The system allows users to look at certain image, PDF, and Microsoft Office documents files without having the native software installed.		
A.4.19	The system provides the ability to print out a document. This can be disabled for read-only systems if required.		
A.4.20	The system can have multiple files open at the same time.		
A.4.21	Ability to manipulate image displays by scaling, magnifying, or panning.		
A.4.22	The system interface allows users to add, remove, or move pages.		
A.4.23	The system interface provides the ability to save a document locally.		
A.4.24	The system interface allows publishing of new documents or new versions into the library.		
A.4.25	The system interface can automatically show documents in folder and search results.		
A.4.26	The system can highlight search results.		
A.4.27	The system can assemble new PDF documents based on existing documents in the library and append or prepend pages to the new document.		

A.4.28	Assembled documents from the system can be PDF, PDF/A-1A, or PDF/A-1B format, with optional password protection for access.		
A.4.29	Assembled documents from the system can be transmitted to external users upon completion of the assembly task.		
A.4.30	The system interface is available in both desktop and web versions of the client.		
A.4.31	The system allows a user to do markup annotations on documents without having to open them in native software. The annotated documents can be saved as a new version as a separate markup layer, or as a new version with the markups permanently marked onto the document.		
A.4.32	The system allows users to apply image-based markups to documents, including stamps, sticky notes, shapes, text, and highlights.		
A.4.33	The system allows users to create custom markup stamps that can include metadata values.		
A.4.34	The system allows watermarks to be applied to a printed document.		
A.5	Searching		
A.5.1	The system search capability can search the metadata associated with the document as well as the content of the document.		
A.5.2	The system search capability can be configured to only search document metadata and exclude document content.		
A.5.3	The system search capability can index and search the content from several file types with text layers, including, but not limited to: TIF, PDF, JPG, ZIP, and Microsoft Office documents.		
A.5.4	The system search capability can be restricted to a specific area of the library (e.g. cabinet or folder).		
A.5.5	The full-text search capabilities support fuzzy, synonym, phonic, Boolean, wild card, phrase, and proximity searches.		
A.5.6	The system search capability indexes document file properties, including the date added to the system, document owner, size, format, and file type.		
A.5.7	The system can export search results and import them into an analysis tool, such as Microsoft Excel.		
A.5.8	Users can only search for and find (retrieve) find documents they are authorized to access.		
A.5.9	The system can save searches for re-use. These searches can be made public for use by others or private for use by only the user.		
A.5.10	Saved Searches allow the user to change one or more search criteria as needed to make the saved search a search template.		
A.5.11	The system is able to search the library from third-party software by use of a shortcut key.		

A.5.12	For text fields, the retrieval software should permit index searches based on exact or partial matches of specified field values.		
A.5.13	For numeric fields, the retrieval software should permit index searches based on ranges of field values specified by the following relational expressions: equals, does not equal, greater than, less than, greater than or equal to, less than or equal to, between, at least, and no older than.		
A.5.14	Ability to retrieve documents by document title, classification, type, address, customer name, number, or any other user-defined index value.		
A.5.15	The system should allow a user to search for documents using terms from a controlled vocabulary in the document metadata.		
A.5.16	Search results should be displayed in a simple list, with ranking by relevancy. Documents can be accessed directly in the search interface.		
A.5.17	The system can highlight search results in the viewer from the document text.		
A.5.18	The system can recognize PDF and TIFF documents without a text layer and apply an optical character recognition (OCR) filter to them so that they are fully searchable.		
A.5.19	Ability to retrieve documents using multiple index words, numbers, dates, etc., simultaneously.		
A.5.20	The system should accommodate the inclusion or exclusion of previous document versions and archived documents from search results.		
A.5.21	While using the search, users should be able to perform basic document management tasks, such as editing metadata, linking to other documents, or checking documents out, which can be performed in the other areas of the system.		
A.5.22	The system can search directly in the Microsoft SQL database.		
A.5.23	The system can report on the full-text search engine and send notifications to administrators if there are any issues.		
A.5.24	The system can configure the search engine.		
A.5.25	The system can log all searches conducted in the system.		
A.5.26	The system has the ability to set the maximum number of search results		
A.6	Workflow		
A.6.1	The system shall provide best practice workflow templates.		
A.6.2	The system provides a document review and approval workflow for documents needing to pass through several authors, reviewers, and approvers before being ready for general distribution.		
A.6.3	Workflow will be customizable to fit the specific document review and approvals processes required by the organization.		

A.6.4	Users can quickly create staging and collaboration areas for documents as they are being worked on. Once reviewed and approved, documents can be moved or linked to publishing folders for wider spread distribution.		
A.6.5	Workflow tasks can be sent to a single user, a group of users, or one of a group of users.		
A.6.6	Workflow tasks should allow users to make comments and attach feedback documents as required.		
A.6.7	Approvers can approve or reject the document. The system logs this as "Approved" or "Not Approved" accordingly.		
A.6.8	The system keeps a sign-off sheet for each document version so users can see who approved or rejected the document, and any feedback provided.		
A.6.9	The sign-off sheet should be available for export as required.		
A.6.10	Workflow tasks should be easily delegated if a participant is unable to complete the task.		
A.6.11	Delegation of a task and signing authority can be given to other users for individual tasks, or for all tasks over a given period.		
A.6.12	Individual document versions can be restricted from broader circulation until they have been approved by appropriate parties.		
A.6.13	The workflow allows specific users to act as observers of review or approval workflows.		
A.6.14	Observers can track the progress of documents as they proceed through the workflow and view any comments and feedback as provided.		
A.6.15	The status of a workflow (review, approved, not approved, pending approval, not submitted for approval) can be easily searched.		
A.6.16	The date of review or approval of a document can be easily searched.		
A.6.17	Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description of the work to be done, who assigned the task and it needs to be completed.		
A.6.18	Assigned workflow tasks are sent as email notifications.		
A.6.19	Workflow allows user to define conditions, or be locked-down to prevent changes.		
A.6.20	Workflow provides support for ad-hoc and rules-based workflows.		
A.6.21	Workflow can be automated for a specific document type and workflow template.		
A.6.22	Workflow creates an audit trail.		
A.6.23	Workflow includes electronic signature capabilities.		
A.6.24	Workflow tasks can be viewed in a calendar.		
A.6.25	The workflow can automatically start when a document is added.		
A.6.26	The workflow can be restarted automatically or manually.		

A.6.27	Administrators can clone a workflow template.		
A.6.28	The workflow participant may postpone the approval of a document. This could pause the workflow, send it to a previous task in the process for revision, or create a one-time review task for another user.		
A.6.29	The workflow allows a task to be assigned to a group of users where all participants must complete the task or only one in the group must complete the task.		
A.6.30	Tasks can have specific deadlines assigned to them, either the number of hours and/or days or a specific date and time.		
A.6.31	The workflow should alert users of upcoming deadlines and when tasks are overdue. These alerts can be repeated at defined intervals.		
A.6.32	A document under a workflow process can be checked out and modified by a participant in the active workflow activity.		
A.6.33	Several documents can be included in a single workflow and can be approved in a single step.		
A.6.34	The workflow should have the ability to insert an activity 'on the fly'.		
A.6.35	Any changes made to the workflow are recorded in a change log.		
A.6.36	The statuses of workflows should be viewable through a dashboard.		
A.6.37	The workflow history is maintained for all document versions.		
A.6.38	The system supports an external workflow feature to allow documents to be sent to external users for viewing or approval. These approvals will be part of the audit trail for documents.		
A.6.39	Documents sent to external users to be sent via secure transmission links. These links can have a required viewing timeline, can be rescinded, and will record the time of document viewing, download, and review or approval.		
A.6.40	The system allows administrators to determine which users are permitted to send documents to external users via transmission.		
A.6.41	Documents sent to external users can be viewed and approved using web browsers, and do not require the recipient to install new software.		
A.6.42	Documents sent to external users for approval can require a recipient-defined password for a digital signature on documents.		
A.6.43	External recipients of transmitted documents can be restricted from downloading the document and be given a "view only" option.		
A.6.44	The web-based viewing platform for viewing or approving externally-transmitted documents must be viewable easily on mobile devices.		
A.6.45	Documents that completed workflow can be converted to PDF or preserved so no further changes can be made to them.		

A.6.46	All elements of external transmission must be logged as part of the audit trail; user initiation, document transmission, successful receipt, and any steps performed must be logged with the date and time and recalled as part of the unalterable reporting record of activities.		
A.6.47	The workflow can be configured to allow the sign-off sheet, and other information about the document, to be appended as an attachment.		
A.6.48	Document transmission to external sources can be configured as a verified source through the purchase of an SSL certificate.		
A.7	Integration and Customization		
A.7.1	The system integrates with Microsoft SharePoint to give users access to documents.		
A.7.2	The system integrates with SuiteOne, which is our current audio video meeting content management and webcasting software, or has built-in capabilities for those functions.		
A.7.3	The system integrates with AgendaQuick, which is our currently Agenda & Minutes Management Software, or provides built-in agenda and minutes management capabilities.		
A.7.4	The system integrates with Azure Active Directory for login authentication and directory services. Once integrated, both users and groups can then be assigned to functional roles.		
A.7.5	The system should have an industry-standard, fully-documented API that allows integration with third-party applications.		
A.7.6	The system integrates with Microsoft SQL for reporting services.		
A.7.7	The system interfaces a virtual printer to allow the adding of documents from any Windows-based application with the print function.		
A.7.8	The system allows for the expansion of document repositories while remaining seamless to the user.		
A.7.9	The system can be "localized".		
A.7.10	The system can be rebranded.		
A.7.11	The system can be customized so that appearance resembles that of an organization's unique look and feel.		
A.7.12	The system has a "portal" in which public members, vendors, etc. can access specially designated information in the library without the need to log-in. These users would be restricted to "read-only" access.		
A.7.13	The system can take documents and file them into appropriate folders based on predefined values in customized scripts.		
A.7.14	The system can integrate with multiple data providers such as ODBC, OLE DB, Oracle, and SQL Server to single-source metadata.		

A.7.15	The system has schema level database lookups that allows a query to be executed on an external database to retrieve additional values that are mapped to the other metadata fields in the schema.		
A.7.16	The system has an importing tool that can perform server-side lookup of metadata or perform a lookup of metadata from another database.		
A.7.17	The system allows the export of metadata and version property information to other software.		
A.7.18	The system is fully integrated with installed Microsoft Office applications (Word, Excel, PowerPoint, OneNote, Visio, Outlook).		
A.7.19	The system can bring emails into the library automatically.		
A.7.20	The system can execute searches of the library while in third-party Windows applications through keystroke combinations.		
A.7.21	The system supports two-factor authentication.		
A.7.22	The system workflow integrates with DocuSign and Adobe Sign.		
A.7.23	The system is FIPS-140 (US Federal Information Processing Standards) compliant.		
A.7.24	The system provides the ability to set default values for user-input fields, wherever possible.		
A.7.25	The system allows customization to a degree where irrelevant fields or options can be disabled and hidden from the interface.		
A.7.26	The system allows certain input options to be set as expired and no longer usable in the entry of new records, but still valid for the display of existing records.		
A.7.27	The system provides the ability to export data in various different formats. It should allow frequently used search and export queries to be saved.		
A.7.28	The system interfaces with a network facsimile system.		
A.8	Document Scanning		
A.8.1	The system provides either a built-in scanning tool or third-party scanning software that seamlessly integrates with the system.		
A.8.2	The system supports both simple and complex scanning.		
A.8.3	The system is configurable to watch for files created by the scanning process and streamline the indexing and addition of scanned files to the library.		
A.8.4	The system is compatible with desktop and production scanners.		
A.8.5	The system provides the ability to import images and indexes provided by third-party scanning software.		
A.8.6	Scanned documents with a searchable text layer are indexed and searchable.		
A.8.7	The system can recognize PDF and TIFF documents without a text layer and apply an optical character recognition (OCR) filter to them so that they are fully searchable.		

A.8.9	The scanning feature can zoom, rotate, de-skew, and move through document pages.		
A.8.10	The scanning feature can upload documents to the library.		
A.8.11	The scanning feature allows for the ability to import documents into system along with any values that were zonally OCR'd to populate metadata field values.		
A.8.12	Supplied scanning software allows for the ability to automate the capture of data from documents.		
A.8.13	Supplied scanning software allows for the ability to manipulate document page layout, split documents, move pages, and perform image cleanup.		
A.8.14	Supplied scanning software allows for the ability to scan unusual and large documents with high DPI settings.		