



MEMO

April 11th, 2018

To: CRA Board
From: Alexandra Levering, Project Planner
RE: Archivist and Records Management Request for Proposals (RFP)

BACKGROUND

The Cambridge Redevelopment Authority (CRA) requires the services of an archivist and records management expert to categorize, reorganize and streamline its current and historic records. The archivist will establish a file naming convention and retention system for all paper and digital files and ensure CRA documents are properly documented and retained in accordance with Massachusetts Public Records Law.

PROJECT GOALS

- Invent a logical catalog system that allows users to search and retrieve documents quickly and synchronizes historical documents with current workflows.
- Draft a CRA Records Retention and Procedures Policy, consistent with Massachusetts Public Records Law.
- Reorganize and label on-site digital and paper files with an established naming convention and file organization.
- Identify records that are past their retention period and assist with their proper documentation and disposal as appropriate.
- Identify documents of particular historical significance to be offered to the Cambridge Public Library or other collections.
- Select records of interest to user groups to be made available on the CRA website.
- Identify paper documents to be scanned into an electronic database and to recommend and orchestrate document-scanning services, or optionally provide scanning services and save the scanned documents in an electronic database.
- Prepare a strategy for the CRA to organize its off-site records.

RFP PROCESS

On March 6th, 2018, the CRA released the RFP for Archival and Records Management Services. Once released, the RFP was advertised on a variety of platforms and emailed directly to known parties of interest. See Exhibit B for the complete outreach process. On March 22nd, 2018 questions and answers were posted on the CRA website as an addendum. On March 30th, 2018, proposals were due. While there were a few interested applicants who contacted the CRA throughout the RFP process, the CRA received one proposal from King Information Systems.

SELECTION

After reviewing King Information System's proposal, CRA staff invited an Account Representative from King Information Systems for an interview. Staff then followed up with the representative a day later for clarifying questions. Two references including the Assistant Town Manager from the Town of Maynard, Massachusetts and the Town Manager of Williamstown, Massachusetts were contacted over the phone. Both references highly praised King Information System's work and strongly recommended their services. References noted staff were efficient yet thorough and easy to work with.

CRA staff were impressed with King Information System's strong understanding of data management and archival projects. The company has significant experience managing and reorganizing large quantities of records, and as they have worked for nearly 30 town and city governments in the Commonwealth, they are well versed in Massachusetts Public Records Law. Kings Information Systems was each to contact and communicate with and appear to have the capacity to complete the CRA's project in a timely manner.

After careful consideration and for the reasons listed above, CRA staff recommend entering into a contract to hire King Information Systems for records management and archival services.

CRA BOARD MOTION

Motion: Authorizing the Chair and the Executive Director to enter into a contract with King Information Systems, Inc. for an amount not to exceed (\$35,000) for the purposes of organizing historic and current CRA records consistent with Massachusetts Public Records Law.

Exhibits

- A) Response of King Information Systems
- B) Outreach for the RFP



KING INFORMATION SYSTEMS, INC.

3 Edgewater Drive Norwood, MA 02062 (781) 762-6477 FAX (781) 769-1236
Branch Office 2701 Boston Road, Wilbraham, MA 01095 (413) 599-1377

March 29, 2018

Cambridge Redevelopment Authority
255 Main Street
Cambridge, MA 02142

Attn: Alexandra Levering

Dear Ms Levering:

This letter is our response to the Authority's RFP for Archival and Records Management Services.

Per your RFP documents, there are seven primary Tasks with associated subtasks, identified in the scope of the project. It is our intent to outline a course of action that specifically addresses a strategy for Tasks 1 and 2. It is our belief that Tasks 3 and 4 are dependent on, and therefore subject to, the findings of Tasks 1 and 2.

Tasks 5, 6, and 7 are subject to information obtained through completion of Tasks 1, 2, and 4. Please see detailed response accompanying this cover letter.

Very truly yours,
KING INFORMATION SYSTEMS, INC.

Lindsay J. Eisan. Jr.
Account Representative

LJEJR/cb
Attachments
cc: Patricia M. Tighe
President

Task 1 and Task 2

RECOMMENDATION

Our consultant will begin the process of analysis by interviewing key personnel to understand the Authority's archiving process. In addition to the interview process, our consultant will compile a detailed inventory of records. The process will require five days at \$575.00 per day and could include the following:

1. A records inventory - the number of files, papers, cards, folders, etc.
A total volume count would be provided.
2. Categorization of records by title.
3. Frequency of reference.
4. How references are made (alphabetically, numerically, geographically, etc.).
5. Where references originate (telephone request, mail, other departments etc.).
6. Statutory requirements, directives, etc. We will consult with counsel, if necessary.
7. Feasibility of alternative storage options, such as microfilm or optical imaging.
8. If pertinent, suggestions on purging, new equipment, new supplies, procedural changes, filing system adjustments, personnel requirements, color-coding, etc. Price quotes would be included.
9. A detailed plan of action. Included would be timetables, how many people would be necessary, cost estimates, etc.

Upon completion, a report of findings will be presented to the Authority with detailed recommendations, costs for labor, supplies and equipment as needed to implement findings.

Total Cost For Analysis to Complete Task 1 and 2: \$2,875.00

Task 3 and Task 4

Task 3 – Creation of a Catalogue and Naming Conventions.

Once the information has been gathered in Tasks 1 and 2, our consultant will prepare a report of findings. In that report will be a detailed inventory and discussion of current practices, retention policies, and Authority objectives for future management of archives. Using this information and our experience as an archives solution provider, we will present the report findings in person and review them together. Our findings will include all of the costs necessary to implement an archive system that includes inventory controls, a customized retention schedule, a general identification of records that may be purged (not itemized), records that may be candidates for imaging, and all labor, equipment, and supplies.

A Microsoft Access database will be included in the recommendations for the control of the archive inventory. As part of the creation of the database, custom record titles will be determined in conjunction with Massachusetts General Laws, and best practices.

Task 4 – Organizing and Storage

Our findings will provide detailed information regarding the reorganization of on-site records. Our staff will provide all of the necessary labor to sort, re-label, and box records as needed, and input all data into database described above. The Authority will provide an inventory of records that have been digitized to our archive staff for comparison with paper inventory from which our archive staff can make the appropriate recommendations for paper document disposition. All records entered into the database control system will be assigned a retention period based on available statutes; however, where no statutes exist, we will apply best business practice. Using frequency of reference and permanence, we will offer recommendations for imaging and microfilm as appropriate.

Total Cost to Complete Tasks 3 & 4: To Be Determined by Output of Tasks 1 & 2

Task 5 and Task 6

Task 5 – Scanning

The Authority has expressed an interest in scanning records for optimized retrieval and public access. King Information Systems can work with the Authority to identify potential document candidates for scanning. We can provide the Authority with pricing information once the selected candidates have been reviewed for condition, volume, and indexing requirements. King Information Systems may, at its choosing, opt to work with a partner company to provide technical services and expertise. At such time, King Information Systems will provide the Authority with the partner company information including name, references, and any other such disclosures required by the Authority. King Information Systems and its representative will be solely responsible for project coordination between partner companies and the Authority.

Task 6 – Publicizing Selected Documents

The Authority has determined that select photographs should be accessible to the public via the Authority's website. King Information Systems, in partnership with a third party, can provide the technical expertise to fulfill this requirement. The partner company under guidance from King Information Systems can also provide technical services for the upload of documents to satisfy the Authority's desire to provide public record access. Our archive staff can work with Authority staff to determine records of historical significance, and working with Authority staff, also determine the best method for sharing with Cambridge Public Library or other collections.

Total Cost to Complete Tasks 5 & 6: To Be Determined – Unknown at this Time

Task 7

Task 7 – Off-Site Storage

Pursuant to Optional (Add-Alt 2), the Authority has records stored in a storage unit and Iron Mountain. If the Authority can provide detailed information to our consultant during completion of Task 1, we can provide guidance and recommendations to address these storage issues, though not directly associated with the storage of Task 1.

As this task is considered outside the scope of this RFP, and if the information cannot be made available during the completion of Task 1 or Task 2, King Information Systems recommends that the Authority contract with King Information to conduct a second study relative to these records. Please see accompanying Strategy memo to address this task further.

Cost to Complete Task 7: See Strategy Document Attached

Additional Submission Requirements

Qualifications and Experience

King Information Systems, Inc. is a Records Management company that specializes in retention systems for financial institutions and municipalities. We have been in existence for over 40 years and have developed custom retention solutions for municipalities throughout the Commonwealth.

Projects of a similar nature where King Information Systems has provided custom retention solutions include:

The City of New Bedford, Massachusetts

The City of Everett, Massachusetts

The Town of Maynard, Massachusetts

The Town of Acushnet, Massachusetts

In addition, we have provided records solutions, including microfilming, to:

The Town of East Bridgewater, Massachusetts

The Town of Manchester by the Sea, Massachusetts

The Town of Foxborough, Massachusetts

Our principal consultant is our president, Patricia M. Tigue. Ms. Tigue has performed hundreds of analyses over the course of her career and has been instrumental in recommending solutions that solve today's needs and future growth. Our Vice President of Archives is Daniel Mangini, who is responsible for implementing the recommendations included in Pat's reports. Like Pat, Dan has been "hands-on" in hundreds of implementation projects and works very closely with customers to meet or exceed their retention goals.

For additional information regarding our customer base, please refer to the attached reference list.



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Branch Office 2701 Boston Road, Wilbraham, MA 01095 (413) 599-1377

March 29, 2018

Strategy Document for Task 7

Cambridge Redevelopment Authority
255 Main Street
Cambridge, MA 02142

Attn: Alexandra Levering

Dear Ms Levering:

This document is our response to the Authority's RFP for Archival and Records Management Services specific to Task 7 to address off-site storage.

Task 7 is identified as an off-site storage project that encompasses an off-site storage unit and records stored at Iron Mountain. The inventory is comprised of identified and unidentified records.

The recommendation to address this project is on the accompanying page.

Very truly yours,
KING INFORMATION SYSTEMS, INC.

Lindsay J. Eisan. Jr.
Account Representative

LJEJR/cb
Attachments
cc: Patricia M. Tigue
President

Strategy Document

Task 7

RECOMMENDATION

To address the off-site storage project, our consultant will analyze the Iron Mountain inventory and perform a physical inventory of the off-site storage unit. Our consultant will then, based on the detailed inventory of records, formulate a plan to incorporate the records into the archive system of the Authority. The process will require three days at \$575.00 per day, and could include the following:

2. A records inventory - the number of files, papers, cards, folders, etc.
A total volume count would be provided.
3. Categorization of records by title.
4. Frequency of reference.
5. How references are made (alphabetically, numerically, geographically, etc.).
6. Where references originate (telephone request, mail, other departments, etc.).
7. Statutory requirements, directives, etc. We will consult with counsel, if necessary.
8. Feasibility of alternative storage options, such as microfilm or optical imaging.
9. If pertinent, suggestions on purging, new equipment, new supplies, procedural changes, filing system adjustments, personnel requirements, color-coding, etc. Price quotes would be included.
10. A detailed plan of action. Included would be timetables, how many people would be necessary, cost estimates, etc.

Upon completion, a report of findings will be presented to the Authority with detailed recommendations, costs for labor, supplies and equipment as needed to implement findings. Recommendations will be consistent with system recommendations for RFP Task 1 and Task 2.

Total Cost For Analysis to Complete Task 7: \$1,725.00

Brief Biographies and Contacts

Patricia M. Tigue, President and CEO

Patricia began as a consultant for King Information Systems in 1982 and has since worked with hundreds of financial institutions as well as cities and towns. Pat was appointed Vice President and General Manager in 1984, became President in July 1996, and then CEO in 2005. She is responsible for all consulting and field activity, as well as financial and operational functions.

Daniel C. Mangini, Vice President

Dan began his career with King Information Systems in 1987 as part of the archiving conversion team and was appointed Vice President of the Record Retention area of the company in 1998. He is responsible for assisting hundreds of customers with the task of implementing a “customized” record retention program for their business.

Lindsay Eisan, JR. Account Representative – Special Projects

Lindsay has been with King Information Systems since 1998 and has worked with clients in financial services, municipal government, and medical records. Over that period of time, he has assisted in various types of projects including implementation of imaging strategy, archival record storage, and filing system efficiencies. Prior to coming to King, he was employed by the Massachusetts Institute of Technology where he was instrumental in the development of digital library techniques.

Contacts:

Jason Hoch, Town Manager – Williamstown, MA
jhoch@williamstownma.gov 413-458-3500

Andrew Scribner-MacLean, Assistant Town Manager – Maynard MA
ascribner@townofmaynard.net 978-897-1300

Michael Farrell, Town Manager – Georgetown, MA
michaelfarrell@gmail.com 978-352-5755

- Town of Acton
472 Main St.
Acton, MA 01720
Doug Halley
978-929-6611
- Town of Auburn
104 Central St.
Auburn, MA 01501
Ellen Gaboury
508-832-7701
- Town of Bernardston
38 Church St.
Bernardston, MA 01237
Hugh Campbell
413-648-5401
- City of Everett
484 Broadway
Everett, MA 02149
Michael Matarazzo
617-389-2100
- Town of Foxborough
40 South St.
Foxborough, MA 02339
Robert Cutler Jr.
508-543-1208
- City of Gardner
95 Pleasant St. - Rm. 121
Gardner, MA 01440
Alan Agnelli
978-630-4058
- Town of Grafton
30 Providence Rd.
Grafton, MA 01519
Maureen Clark/Nancy Hazen
508-839-5335 x195
- Town of Hampden
Main St. - Town Hall
Hampden, MA 01036
Richard Patullo
413-566-2151

- Hampden-Wilbraham
Regional School District
621 Main St.
Wilbraham, MA 01095
Beth Regulbuto
413-596-3884
- Town of Hanson
542 Liberty St.
Hanson, MA 02341
Sandra Harris
781-293-2772
- Town of Hopedale
78 Hopedale St.
Hopedale, MA 01747
Steven Sette
508-634-2203
- Town of Hopkinton
18 Main St.
Hopkinton, MA 01748
Brenda McCann
508-497-9700
- Town of Lenox
6 Walker St.
Lenox, MA 01240
Chris Ketchen
413-637-5500
- Town of Longmeadow
20 Williams St.
Longmeadow, MA 01106
Kathy Ingram
508-660-7315
- Medfield Public Schools
459 Main St.
Medfield, MA 02052
Charlie Kellner
508-359-9829
- Town of Middleborough
20 Centre St.
Middleborough, MA 02346
Allison Ferreira
508-946-2415

- Town of Millis
900 Main St.
Millis, MA 02054
Lisa Hardin/Jim McKay
508-376-7046/508-376-5424
- Town of South Hadley
116 Main St.
South Hadley, MA 01075
Jennifer Wolowicz
413-538-5017
- Town of Southwick
454 College Highway
Southwick, MA 01077
Carol DellaGiustina
413-569-5286
- Town of Stockbridge
50 Main St.
Stockbridge, MA 01262
Georgia Marsden
413-298-4170
- Town of Sturbridge
308 Main St.
Sturbridge, MA 01566
Jean Bubon
508-347-2503
- Town of Swansea
81 Main St.
Swansea, MA 02777
Susan Taveira
508-678-9389
- Town of Wellesley
525 Washington St.
Wellesley, MA 02482
Terrance Connolly
781-431-1019
- Town of Westwood
580 High St.
Westwood, MA 02090
Dottie Powers
781-320-1013

Town of XYZ
Record Retention Schedule

Sample of Custom Retention Schedule created by King Information

Town Clerk

Record Title	Required Retention	Adopted Retention	Record Format	System	Series Number	Citations
APPEALS:CASE FILES Decisions and proceedings.	P	P	Hardcopy	Archives	07.128	
APPOINTMENTS/OATHS:APPOINTED Signed oaths of office/appointment.	P	P	Hardcopy	Archives	07.080	
APPOINTMENTS/OATHS:ELECTED Signed oaths of office/appointment.	P	P	Hardcopy	Archives	07.080	
ASSESSOR:CORRESPONDENCE/MISC	IND	IND	Hardcopy	Archives		
AUDITED FINANCIAL STATEMENTS	IND	IND	Hardcopy	Archives		
BONDS EXPIRED:TOWN CLERK	7Y	7Y	Hardcopy	Archives	07.005	
BURIAL/REMOVAL PERMITS FORM R-309	P	P	Hardcopy	Archives	05.005	
BUSINESS CERTIFICATES	5Y	5Y	Hardcopy	Archives	07.011	
COLLECTOR:CORRESPONDENCE/MISC	IND	IND	Hardcopy	Archives		
CONTRACTS/AGREEMENTS:FIRE FIGHTERS	IND	IND	Hardcopy	Archives		
CONTRACTS/AGREEMENTS:POLICE	IND	IND	Hardcopy	Archives		
CONTRACTS/AGREEMENTS:TOWN EMPLOYEES Does not include Police or Fire Department employees.	IND	IND	Hardcopy	Archives		
CORRESPONDENCE:EMAIL General administrative, does not create policy/procedure..	3Y	3Y	Hardcopy	Archives	01.020	
DOG LICENSES Permission to destroy not required.	2Y	2Y	Hardcopy	Archives	01.040	
DOG OWNER ANNUAL LIST	1Y	1Y	Hardcopy	Archives	07.033	
DOG WARRANTS Warrant to dog officer from selectmen.	5Y	5Y	Hardcopy	Archives	22.017	

Town of XYZ

Box Inventory Options

Retention Schedule Options

Other Options

What Can We Destroy Today?

Archive Reports

Exit Program

Town Archive Database Version: 8.2

Created by King Information Systems

Box Inventory Options

Add Box to Inventory

Edit Box Inventory

Search by Box#

Search by Record Title/Contents

Close

Town of XYZ

AUTHORIZATION TO DESTROY

Authorization to Destroy "Worksheet"

by Date by Location by Department

Transfer Destroyed Boxes to the Destruction History

Close

Exit Program

Town Archive Database Version: 8.2

Created by King Information Systems

ARCHIVE REPORTS

Alpha Report

Box # Report

Destruction Schedule

Retention Schedule

Retention Schedule by Media Type

Hardcopy

Department Report

Board of Selectman
PLANNING BOARD
Town Clerk

Destruction History

by Destroyed Date
by Record Title

Audit Report

Add
Locations to
Department
and Branch
Reports

Remove
Locations
From
Department
and Branch
Reports

Close

NON-COLLUSION STATEMENT

State of Massachusetts, County of Middlesex.

Carol A Blood (name), being first duly sworn deposes and says that:

1.0 He/she is (owner, partner, officer, representative, or agent) of King Information Systems Inc the Respondent that has submitted the attached Proposal;

2.0 He/she is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;

3.0 Such Proposal is genuine and is not a collusive or sham Proposal;

4.0 Neither the said Respondent nor any of the officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Respondent, firm or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from submitting a proposal in connection with such Contract, or has in any manner, directly or indirectly sought by agreement of collusion or communication or conference with any other Respondent, firm or person to fix the price or prices in the attached Proposal or of any other Respondent, or to fix any overhead, profit or cost element of the Proposal price or the Proposal price of any other Respondent or to secure through any collusion conspiracy, connivance or unlawful agreement any advantage against the Cambridge Redevelopment Authority, the City of Cambridge or any person interested in the proposed Contract; and

5.0 The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Respondent or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Signed (type name): Carol A Blood Carol A Blood
Title: Vice President
Date: 3-28-18

NONDISCRIMINATION STATEMENT

The Consultant agrees:

1. The Consultant shall not, in connection with the services under this Contract, discriminate by segregation or otherwise against any employee or applicant for employment on the basis of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law.
2. The Consultant shall provide information and reports requested by the Cambridge Redevelopment Authority pertaining to its obligations hereunder, and will permit access to its facilities and any books, records, accounts or other sources of information which may be determined by the Cambridge Redevelopment Authority to affect the Consultant's obligations.
3. The Consultant shall comply with all federal and state laws pertaining to civil rights and equal opportunity including executive orders and rules and regulations of appropriate federal and state agencies unless otherwise exempt therein.
4. The Consultant's non-compliance with the provisions hereof shall constitute a material breach of this Contract, for which the Cambridge Redevelopment Authority may, in its discretion, upon failure to cure said breach within thirty (30) days of written notice thereof, terminate this Contract.
5. The Consultant shall indemnify and save harmless the Cambridge Redevelopment Authority from any claims and demands of third persons resulting from the Consultant's non-compliance with any provisions hereof, and shall provide the Cambridge Redevelopment Authority with proof of applicable insurance.

Signed (type name): *Carol A Bloed* Carol A Bloed
Title: *Vice President*
Date: *3-29-18*

CERTIFICATE OF TAX, EMPLOYMENT SECURITY, AND CHILD CARE COMPLIANCE

Pursuant to Massachusetts General Laws Chapter 62C, §49A and Chapter 151A, §19A(b) and Chapter 521 of the Massachusetts Acts of 1990, as amended by Chapter 329 of the Massachusetts Acts of 1991,

I Carol A Blood (Name) whose principal place of business is located at 3 Edgewater Dr Norwood MA 02062 (Address), do hereby certify that:

1. The above-named Respondent has made all required filings of state taxes, has paid all state taxes required under law, and has no outstanding obligation to the Commonwealth's Department of Revenue.
2. The above-named Respondent/Employer has complied with all laws of the Commonwealth relating to unemployment compensation contributions and payments in lieu of contributions.
3. The undersigned hereby certifies that the Respondent/Employer (please check applicable item):

1. employs fewer than fifty (50) full-time employees; or
2. offers either a dependent care assistance program or a cafeteria plan whose benefits include a dependent care assistance program; or

3. offers child care tuition assistance, or on-site or near-site subsidized child care placements.

Signed under the penalties of perjury this 29 day of March, 2018.

04-2778332 Federal Identification Number

Signed (type name): Carol A Blood
Title: Vice President
Date: 3-29-18



Exhibit B – Outreach for the RFP

Significant outreach was conducted to advertise the Archivist RFP. The first step involved contacting local archivists for recommendations on where to post and who to email. Alyssa Pacy from the Cambridge Public Library and Donna Simmons from the Simmons School of Library Sciences provided useful recommendations. Below are details on the outreach process from March 6th, 2018 when the RFP was released to March 30th when proposals were due.

Emailed known candidates:

- Michael Wilkerson – a recommendation from Alyssa Pacy from the Cambridge Public Library.
- Gregor Trinkaus-Randall - Stony Creek Consulting – www.archivistandlibrarypreservation.com – a candidate found through the Society of American Archivists profiles page.

Emailed local archivists to distribute to their networks:

- Alyssa Pacy – Cambridge Public Library Archivist
- Donna Webber – Professor at Simmons College of Library Sciences
- Becky Fullerton - AMC's Archivist
- Emily Gonzales – Cambridge Historical Commission Archivist

Listserve and Job Posting Sites

- CRA website posted on March 6th, 2018
- Society of American Archivists website posted on March 6th, 2018
- New England Archivists Listserve – NEAdiscuss-owner@yahoogroups.com posted on March 6th, 2018
- Simmons Jobline – jobline@simmons.edu posted on March 6th, 2018
- Massachusetts Central Register posted on March 7th, 2018
- Get Archivist Jobs – www.getarchivistjobs.net posted on March 7th, 2018
- Ad in the Boston Globe published in the Legal section on March 8th and March 9th
- ARMA Boston – Job Board - www.armaboston.org/jobs.html posted on March 8th, 2018
- LinkedIn Jobpost on CRA profile posted on March 20th, 2018

Social Media

- Instagram
- Twitter
- Facebook

Posted on March 22nd, 2018 using hashtags - #archivist #opengov #archives #history #Cambridge

Followed up with interested candidates (who either started applications, asked questions or partially applied)

- Dan Clifford – Donnegan Systems www.donnegansystems.com
- Rich Borowy – 62902@aemail4u.com
- Christina Miller – Seven Outsource Christina@sevenoutsource.com
- Emerson Orville Saint Bryan www.linkedin.com/in/emersonbryan
- Leonardo Valenzuela Pérez www.linkedin.com/in/leonardoperez
- Lauren Lepito www.linkedin.com/in/laurenlepito