

AGREEMENT FOR

ENTERPRISE CONTENT MANAGEMENT SYSTEM (ECMS) and PROFESSIONAL SERVICES

THIS AGREEMENT, made this 17th day of February 2015, is by and between the City of Fort Lauderdale, a Florida municipality, ("City" or "Client" or "Customer"), whose address is 100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016, and MCCI LLC, a Florida limited liability company, ("Contractor" or "Company" or "MCCI"), whose address and phone number are 1958-A Commonwealth Lane, Tallahassee, FL 32303/P.O. Box 2235, Tallahassee, FL 32316; (850) 701-0725.

NOW THEREFORE, for and in consideration of the mutual promises and covenants set forth herein and other good and valuable consideration, the City and the Contractor covenant and agree as follows:

WITNESSETH:

I. CONTRACT DOCUMENTS

The following documents (collectively "Contract Documents") are hereby incorporated into and made part of this Agreement:

- (1) Request for Proposal/Invitation to Bid 744-11384, Enterprise Content Management System (ECMS) and Professional Services, including any and all addenda, prepared by the City of Fort Lauderdale, ("RFP" or "Exhibit A").
- (2) The Contractor's Best and Final Offer dated August 14, 2014, including any all attachments and response clarifications (collectively, "Exhibit B").
- (3) The Service Level Agreement for Level 3 Application Support ("Exhibit C").
- (4) The Contractor's response to the RFP, dated March 27, 2014, excluding the Public Sector Not-to-Exceed Scanning Pricing on Pages 63 and 64 thereof, and all addenda and clarification responses, (collectively, "Exhibit D").

All Contract Documents may also be collectively referred to as the "Documents." In the event of any conflict between or among the Documents or any ambiguity or missing specifications or instruction, the following priority is established:

- A. First, specific direction from the City Manager (or designee)
- B. Second, this Agreement dated February 17th, 2015, and any attachments
- C. Third, Exhibit A.
- D. Fourth, Exhibit B.
- E. Fifth, Exhibit C.
- F. Sixth, Exhibit D.

II. SCOPE

MCCI shall perform the Work under the general direction of the City as set forth in the Contract Documents and developed Task Orders.

Unless otherwise specified herein, MCCI shall perform all Work identified in the Contract Documents and Task Orders. The parties agree that the scope of services is a description of MCCI's obligations and responsibilities, and is deemed to include preliminary considerations and prerequisites, and all labor, materials, equipment, if any, and tasks which are such an inseparable part of the work described that exclusion would render performance by MCCI impractical, illogical, or unconscionable.

MCCI acknowledges and agrees that the City's Contract Administrator has no authority to make changes that would increase, decrease, or otherwise modify the Scope of Services to be provided under the Agreement.

By signing this Agreement, MCCI represents that it thoroughly reviewed the documents incorporated into this Agreement by reference and that it accepts the description of the Work and the conditions under which the Work is to be performed.

III. TASK ORDER CONTENT (SCOPE OF WORK/STATEMENT OF WORK)

(1) Each Task Order issued pursuant to this Agreement shall contain, at a minimum, the following: an outline of all software and costs required to meet the functional requirements of the Task Order(s), projected hours and costs of MCCI Personnel per task, a Microsoft Project plan including schedule and staff resources and responsibility, and all estimated reimbursable expenses, all of which shall be documented in MCCI's proposal, subject to the City's prior written approval.

IV. EVALUATION OF SERVICES AND DELIVERABLES

(1) MCCI shall submit all deliverables required to be submitted for review and approval by the City in accordance with the specific requirements of a Task Order. The City's payment to MCCI for work performed pursuant to a Task Order shall be contingent on the City's prior approval of the corresponding deliverables.

(2) The City's failure to provide a notice of disapproval does not constitute approval. In reviewing the deliverables, the City will provide MCCI with:

- A. A written notification of the City's approval; or
- B. A written notification that each deliverable is approved subject to MCCI providing prompt correction of a minor deficiency; or
- C. In the case of a deliverable that does not meet the requirements, a written notification of the City's disapproval. The City's disapproval notification will state the basis on which the deliverable was determined to be unacceptable.

(3) For each deliverable, the City shall have a minimum of (45) days, or such other time as is agreed to by the parties, commencing on the first day after receipt by the City of the deliverable, to determine whether the deliverable is approved as submitted, is approved subject to the correction by MCCI of minor deficiencies, or whether it is unacceptable and therefore disapproved.

V. ISSUE RESOLUTION

(1) City and MCCi each agree to use their best reasonable efforts to resolve promptly any functional, technical, cost overrun, and any other issue that may arise during the course of the Project. However, each party acknowledges that certain issues, by their nature, may require more time to resolve and in these situations, each party agrees to use its good faith and best reasonable efforts to expedite the resolution as soon as practicable and without delay.

(2) Within ninety (90) days after receipt of the City's notification of "disapproval," MCCi shall deliver to the City the necessary revisions or modifications for a second review by the City.

(3) If after the second review period, the deliverable remains unacceptable in accordance with the Task Order/Statement of Work, the City may direct MCCi to:

A. Correct all outstanding deficiencies on or before a specific date set by the City for correcting such deficiency or deficiencies; or

B. Cancel the task order and any obligation to pay.

(4) City shall have the right to approve or accept part of any deliverable, in accordance with the Statement of Work and or Task Order. Any such approval shall be regarded as partial and conditional upon City's approval or acceptance of all aspects of the deliverable. MCCi must correct any deficiencies within the time the parties determine is required for such correction in the City's notice concerning a partial approval or, if no time is given, promptly. If the City does not subsequently approve or accept all aspects of the deliverable, the earlier conditional acceptance or approval may, in accordance with the requirements of the Task Order(s) and acceptance criteria, be regarded as void and of no effect by City, and which shall be accepted by MCCi.

VI. TERM OF AGREEMENT

This Agreement shall commence on February 1st, 2015, and shall expire four years after the date of the City's acceptance of the software specified in the RFP.

The City reserves the right to extend this Agreement, for two additional two-year terms provided all terms, conditions, and specifications remain the same, both parties agree to the extension, and such extension is approved by the City.

In the event services are scheduled to end because of the expiration of this contract, MCCi shall continue the service upon the request of the City. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. MCCi shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

VII. COST ADJUSTMENTS

Prices quoted shall be firm for the initial contract term. No cost increases shall be accepted in this initial contract term. Thereafter, any extensions which may be approved by the City shall be subject to the following: Costs for any extension terms shall be subject to an adjustment only if increases or decreases occur in the industry. Such adjustment shall be based on the latest yearly percentage increase in the All

Urban Consumers Price Index (CPI-U) as published by the Bureau of Labor Statistics, U.S. Department of Labor, and shall not exceed five percent (5%).

The yearly increase or decrease in the CPI shall be that latest Index published and available for the calendar year ending 12/31, prior to the end of the contract year then in effect, as compared to the index for the comparable month, one-year prior.

Any requested adjustment shall be fully documented and submitted to the City at least ninety (90) days prior to the contract anniversary date. Any approved cost adjustments shall become effective on the beginning date of the approved contract extension.

The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, or considered to be excessive, or if decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the Contract will be considered cancelled on the scheduled expiration date.

VIII. COMPENSATION

MCCI agrees to provide the services and/or materials as specified in the Contract Documents at the costs specified in Exhibit B. It is acknowledged and agreed by Contractor that this amount is the maximum payable and constitutes a limitation upon City's obligation to compensate Contractor for Contractor's services related to this Agreement. This maximum amount, however, does not constitute a limitation of any sort upon Contractor's obligation to perform all items of work required by or which can be reasonably inferred from the Scope of Services. Except as otherwise provided herein, no amount shall be paid to Contractor to reimburse Contractor's expenses.

IX. METHOD OF BILLING AND PAYMENT

The City will accept a single invoice after the City's acceptance and approval of the completely installed software, following the test period, in accordance with this Agreement.

A payment schedule for each task order thereafter will be included in the task order based upon an agreed project plan, schedule of deliverables, and services.

Payments will be made within forty-five days after the City's receipt of proper invoice in accordance with the Florida Local Government Prompt Payment Act. The original invoice shall be submitted to City of Fort Lauderdale, Accounts Payable, 100 N Andrews Avenue, Fort Lauderdale, Florida 33301, or via email to acctspayable@fortlauderdale.gov. A copy of the invoice shall be submitted to the City's Project Manager, City of Fort Lauderdale, Information Technology Division, Fort Lauderdale, Florida 33301, or emailed to SGialluca@fortlauderdale.gov.

The invoice(s) shall fully detail all deliverables, including all services, hours and charges and costs and shall specify the status of the particular task or project as of the date of the invoice as regards the accepted schedule for that task or project. If at any time during the contract, the City shall not approve or accept MCCI's work product, and agreement cannot be reached between the City and MCCI to resolve the problem to the City's satisfaction, the City shall negotiate with MCCI on a payment for the work completed and usable to the City.

Notwithstanding any provision of this Agreement to the contrary, City may withhold, in whole or in part, payment to the extent necessary to protect itself from loss on account of inadequate or defective work that has not been remedied or resolved in a manner satisfactory to the City's Contract Administrator or Project Manager or failure to comply with this Agreement. The amount withheld shall not be subject to payment of interest by City.

X. GENERAL CONDITIONS

A. Indemnification

Contractor shall protect and defend at Contractor's expense, counsel being subject to the City's approval, and indemnify and hold harmless the City and the City's officers, employees, volunteers, and agents from and against any and all losses, penalties, fines, damages, settlements, judgments, claims, costs, charges, expenses, or liabilities, including any award of attorney fees and any award of costs, in connection with or arising directly or indirectly out of any act or omission by the Contractor or by any officer, employee, agent, invitee, subcontractor, or sub licensee of the Contractor. The provisions and obligations of this section shall survive the expiration or earlier termination of this Agreement. To the extent considered necessary by the City Manager, any sums due Contractor under this Agreement may be retained by City until all of City's claims for indemnification pursuant to this Agreement have been settled or otherwise resolved, and any amount withheld shall not be subject to payment of interest by City.

B. Intellectual Property

Contractor shall protect and defend at Contractor's expense, counsel being subject to the City's approval, and indemnify and hold harmless the City from and against any and all losses, penalties, fines, damages, settlements, judgments, claims, costs, charges, royalties, expenses, or liabilities, including any award of attorney fees and any award of costs, in connection with or arising directly or indirectly out of any infringement or allegation of infringement of any patent, copyright, or other intellectual property right in connection with the Contractor's or the City's use of any copyrighted, patented or un-patented invention, process, article, material, or device that is manufactured, provided, or used pursuant to this Agreement. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

C. Termination for Cause

The aggrieved party may terminate this Agreement for cause if the party in breach has not corrected the breach within ten (10) days after written notice from the aggrieved party identifying the breach. The City Manager may also terminate this Agreement upon such notice as the City Manager deems appropriate under the circumstances in the event the City Manager determines that termination is necessary to protect the public health or safety. The parties agree that if the City erroneously, improperly or unjustifiably terminates for cause, such termination shall be deemed a termination for

convenience, which shall be effective thirty (30) days after such notice of termination for cause is provided.

This Agreement may be terminated for cause for reasons including, but not limited to, Contractor's repeated (whether negligent or intentional) submission for payment of false or incorrect bills or invoices, failure to perform the Work to the City's satisfaction; or failure to continuously perform the work in a manner calculated to meet or accomplish the objectives as set forth in this Agreement.

D. Termination for Convenience

The City reserves the right, in its best interest as determined by the City, to cancel this contract for convenience by giving written notice to the Contractor at least thirty (30) days prior to the effective date of such cancellation. In the event this Agreement is terminated for convenience, Contractor shall be paid for any services performed to the City's satisfaction pursuant to the Agreement through the termination date specified in the written notice of termination. Contractor acknowledges and agrees that he/she/it has received good, valuable and sufficient consideration from City, the receipt and adequacy of which are hereby acknowledged by Contractor, for City's right to terminate this Agreement for convenience.

E. Cancellation for Unappropriated Funds

The City reserves the right, in its best interest as determined by the City, to cancel this contract for unappropriated funds or unavailability of funds by giving written notice to the Contractor at least thirty (30) days prior to the effective date of such cancellation. The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise provided by law.

F. Insurance

MCCi shall furnish proof of insurance requirements as indicated below. The coverage is to remain in force at all times during the contract period. The following minimum insurance coverage is required. The commercial general liability insurance policy shall name the City of Fort Lauderdale, a Florida municipality, as an "additional insured." This MUST be written in the description section of the insurance certificate, even if there is a check-off box on the insurance certificate. Any costs for adding the City as "additional insured" shall be at the Contractor's expense.

The City of Fort Lauderdale shall be given notice 10 days prior to cancellation or modification of any required insurance. The insurance provided shall be endorsed or amended to comply with this notice requirement. In the event that the insurer is unable to accommodate, it shall be the responsibility of the Contractor to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested and addressed to the Procurement Services Division.

The Contractor's insurance must be provided by an A.M. Best's "A-" rated or better insurance company authorized to issue insurance policies in the State of Florida, subject to approval by the City's Risk Manager. Any exclusions or provisions in the insurance maintained by the contractor that excludes

coverage for work contemplated in this solicitation shall be deemed unacceptable, and shall be considered breach of contract.

Workers' Compensation and Employers' Liability Insurance

Limits: Workers' Compensation – Per Chapter 440, Florida Statutes
Employers' Liability - \$500,000

Any firm performing work for or on behalf of the City of Fort Lauderdale must provide Workers' Compensation insurance. Exceptions and exemptions can only be made, by the City's Risk Manager, if they are in accordance with Florida Statutes.

Commercial General Liability Insurance

Covering premises-operations, products-completed operations, independent contractors and contractual liability:

Limits: Combined single limit bodily injury/property damage \$1,000,000.

This coverage must include, but not limited to:

- a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
- b. Coverage for Premises/Operations
- c. Products/Completed Operations
- d. Broad Form Contractual Liability
- e. Independent Contractors

Automobile Liability Insurance

Covering all owned hired and non-owned automobile equipment.

Limits: Bodily injury	\$250,000 each person, \$500,000 each occurrence
Property damage	\$100,000 each occurrence

Professional Liability (Errors & Omissions)

Consultants

Limits: \$2,000,000 per occurrence

Certificate holder should be addressed as follows:

City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, Room 619
Fort Lauderdale, FL 33301

G. Standard of Care

Contractor represents that he/she/it is qualified to perform the Work, that Contractor and his/her/its subcontractors possess current, valid state and/or local licenses to perform the Work, and that their services shall be performed in a manner consistent with that level of care and skill ordinarily exercised by other qualified contractors under similar circumstances.

H. Rights in Documents and Work

Any and all reports, photographs, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of City; and Contractor disclaims any copyright in such materials. In the event of and upon termination of this Agreement, any reports, photographs, surveys, and other data and documents prepared by Contractor, whether finished or unfinished, shall become the property of City and shall be delivered by Contractor to the City's Contract Administrator within seven (7) days of termination of this Agreement by either party. Any compensation due to Contractor shall be withheld until Contractor delivers all documents to the City as provided herein.

I. Audit Right and Retention of Records

City shall have the right to audit the books, records, and accounts of Contractor and Contractor's subcontractors that are related to this Agreement. Contractor shall keep, and Contractor shall cause Contractor's subcontractors to keep, such books, records, and accounts as may be necessary in order to record complete and correct entries related to this Agreement. All books, records, and accounts of Contractor and Contractor's subcontractors shall be kept in written form or in a form capable of conversion into written form within a reasonable time, and upon request to do so, Contractor or Contractor's subcontractor, as applicable, shall make same available at no cost to City in written form.

Contractor and Contractor's subcontractors shall preserve and make available, at reasonable times for examination and audit by City in Broward County, Florida, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for the required retention period of the Florida public records law, Chapter 119, Florida Statutes, as may be amended from time to time, if applicable, or, if the Florida Public Records Act is not applicable, for a minimum period of three (3) years after termination of this Agreement. If any audit has been initiated and audit findings have not been resolved at the end of the retention period or three (3) years, whichever is longer, the books, records, and accounts shall be retained until resolution of the audit findings. If the Florida public records law is determined by City to be applicable to Contractor and Contractor's subcontractors' records, Contractor and Contractor's subcontractors shall comply with all requirements thereof; however, Contractor and Contractor's subcontractors shall violate no confidentiality or non-disclosure requirement of either federal or state law. Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for City's disallowance and recovery of any payment upon such entry.

Contractor shall, by written contract, require Contractor's subcontractors to agree to the requirements and obligations of this Section.

The Contractor shall maintain during the term of the contract all books of account, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract.

J. Public Entity Crime Act

Contractor represents that the execution of this Agreement will not violate the Public Entity Crime Act, Section 287.133, Florida Statutes, as may be amended from time to time, which essentially provides that a person or affiliate who is a contractor, consultant, or other provider and who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to City, may not submit a bid on a contract with City for the construction or repair of a public building or public work, may not submit bids on leases of real property to City, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with City, and may not transact any business with City in excess of the threshold amount provided in Section 287.017, Florida Statutes, as may be amended from time to time, for category two purchases for a period of 36 months from the date of being placed on the convicted vendor list. Violation of this section shall result in termination of this Agreement and recovery of all monies paid by City pursuant to this Agreement, and may result in debarment from City's competitive procurement activities.

K. Independent Contractor

Contractor is an independent contractor under this Agreement. Services provided by Contractor pursuant to this Agreement shall be subject to the supervision of the Contractor. In providing such services, neither Contractor nor Contractor's agents shall act as officers, employees, or agents of City. No partnership, joint venture, or other joint relationship is created hereby. City does not extend to Contractor or Contractor's agents any authority of any kind to bind City in any respect whatsoever.

L. Inspection and Non-Waiver

Contractor shall permit the representatives of CITY to inspect and observe the Work at all times.

The failure of the City to insist upon strict performance of any other terms of this Agreement or to exercise any rights conferred by this Agreement shall not be construed by Contractor as a waiver of the City's right to assert or rely on any such terms or rights on any future occasion or as a waiver of any other terms or rights.

M. Assignment and Performance

Neither this Agreement nor any right or interest herein shall be assigned, transferred, or encumbered without the written consent of the other party. In addition, Contractor shall not subcontract any portion of the work required by this Agreement, except as provided in the Schedule of Subcontractor Participation. City may terminate this Agreement, effective immediately, if there is any assignment, or attempted assignment, transfer, or encumbrance, by Contractor of this Agreement or any right or interest herein without City's written consent.

Contractor represents that each person who will render services pursuant to this Agreement is duly qualified to perform such services by all appropriate governmental authorities, where required, and that each such person is reasonably experienced and skilled in the area(s) for which he or she will render his or her services.

Contractor shall perform Contractor's duties, obligations, and services under this Agreement in a skillful and respectable manner. The quality of Contractor's performance and all interim and final product(s) provided to or on behalf of City shall be comparable to the best local and national standards.

In the event Contractor engages any subcontractor in the performance of this Agreement, Contractor shall ensure that all of Contractor's subcontractors perform in accordance with the terms and conditions of this Agreement. Contractor shall be fully responsible for all of Contractor's subcontractors' performance, and liable for any of Contractor's subcontractors' non-performance and all of Contractor's subcontractors' acts and omissions. Contractor shall defend at Contractor's expense, counsel being subject to City's approval or disapproval, and indemnify and hold City and City's officers, employees, and agents harmless from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, by or in favor of any of Contractor's subcontractors for payment for work performed for City by any of such subcontractors, and from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, occasioned by or arising out of any act or omission by any of Contractor's subcontractors or by any of Contractor's subcontractors' officers, agents, or employees. Contractor's use of subcontractors in connection with this Agreement shall be subject to City's prior written approval, which approval City may revoke at any time.

N. Conflicts

Neither Contractor nor any of Contractor's employees shall have or hold any continuing or frequently recurring employment or contractual relationship that is substantially antagonistic or incompatible with Contractor's loyal and conscientious exercise of judgment and care related to Contractor's performance under this Agreement.

Contractor further agrees that none of Contractor's officers or employees shall, during the term of this Agreement, serve as an expert witness against City in any legal or administrative proceeding in which he, she, or Contractor is not a party, unless compelled by court process. Further, Contractor agrees that such persons shall not give sworn testimony or issue a report or writing, as an expression of his or her expert opinion, which is adverse or prejudicial to the interests of City in connection with any such pending or threatened legal or administrative proceeding unless compelled by court process. The limitations of this section shall not preclude Contractor or any persons in any way from representing themselves, including giving expert testimony in support thereof, in any action or in any administrative or legal proceeding.

In the event Contractor is permitted pursuant to this Agreement to utilize subcontractors to perform any services required by this Agreement, Contractor agrees to require such subcontractors, by written contract, to comply with the provisions of this section to the same extent as Contractor.

O. Materiality and Waiver of Breach

City and Contractor agree that each requirement, duty, and obligation set forth herein was bargained for at arm's-length and is agreed to by the parties in exchange for quid pro quo, that each is substantial and important to the formation of this Agreement and that each is, therefore, a material term hereof.

City's failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach of a provision of this Agreement shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of the terms of this Agreement.

P. Compliance with Laws

Contractor shall comply with all applicable federal, state, and local laws, codes, ordinances, rules, and regulations in performing Contractor's duties, responsibilities, and obligations pursuant to this Agreement.

Q. Severance

In the event a portion of this Agreement is found by a court of competent jurisdiction to be invalid or unenforceable, the provisions not having been found by a court of competent jurisdiction to be invalid or unenforceable shall continue to be effective.

R. Limitation of Liability

The City desires to enter into this Agreement only if in so doing the City can place a limit on the City's liability for any cause of action for money damages due to an alleged breach by the City of this Agreement, so that its liability for any such breach never exceeds the sum of \$1,000. Contractor hereby expresses its willingness to enter into this Agreement with Contractor's recovery from the City for any damage action for breach of contract or for any action or claim arising from this Agreement to be limited to a maximum amount of \$1,000 less the amount of all funds actually paid by the City to Contractor pursuant to this Agreement.

Accordingly, and notwithstanding any other term or condition of this Agreement, Contractor hereby agrees that the City shall not be liable to Contractor for damages in an amount in excess of \$1,000 which amount shall be reduced by the amount actually paid by the City to Contractor pursuant to this Agreement, for any action for breach of contract or for any action or claim arising out of this Agreement. Nothing contained in this paragraph or elsewhere in this Agreement is in any way intended to be a waiver of the limitation placed upon City's liability as set forth in Article 768.28, Florida Statutes.

In no event shall MCCI's total liability to the Client exceed the total amount of fees paid to MCCI by the Client during the term of this Agreement and any extension terms.

S. Jurisdiction, Venue, Waiver, Waiver of Jury Trial

This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. Venue for any lawsuit by either party against the other party or otherwise arising out of this Agreement, and for any other legal proceeding, shall be in the Seventeenth Judicial Circuit in and for

Broward County, Florida, or in the event of federal jurisdiction, in the Southern District of Florida, Fort Lauderdale Division.

In the event Contractor is a corporation organized under the laws of any province of Canada or is a Canadian federal corporation, the City may enforce in the United States of America or in Canada or in both countries a judgment entered against the Contractor. The Contractor waives any and all defenses to the City's enforcement in Canada of a judgment entered by a court in the United States of America.

T. Amendments

No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by the Mayor-Commissioner and/or City Manager, as determined by City Charter and Ordinances, and Contractor or others delegated authority to or otherwise authorized to execute same on their behalf.

U. Prior Agreements

This document in its entirety represents the final and complete understanding of the parties. It is contemplated by the parties that during the useful life of this Agreement, MCCI and City hereby agree that the terms and conditions provided in this agreement in its entirety shall supersede any conflicting or amending language in any of the other Contract Documents, or in any renewal, amendment, or task order, unless it is expressly stated that this Agreement is superseded.

The parties agree that there is no commitment, agreement, or understanding concerning the subject matter of this Agreement that is not contained in this written document. Accordingly, the parties agree that no deviation from the terms hereof shall be predicated upon any prior representation or agreement, whether oral or written.

V. Payable Interest

Except as required and provided for by the Florida Local Government Prompt Payment Act, City shall not be liable for interest for any reason, whether as prejudgment interest or for any other purpose, and in furtherance thereof Contractor waives, rejects, disclaims and surrenders any and all entitlement it has or may have to receive interest in connection with a dispute or claim based on or related to this Agreement.

W. Representation of Authority

Each individual executing this Agreement on behalf of a party hereto hereby represents and warrants that he or she is, on the date he or she signs this Agreement, duly authorized by all necessary and appropriate action to execute this Agreement on behalf of such party and does so with full legal Authority.

X. Uncontrollable Circumstances ("Force Majeure")

The City and Contractor will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion, strikes or other labor disputes, act of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance, provided that:

A. The non performing party gives the other party prompt written notice describing the particulars of the Force Majeure including, but not limited to, the nature of the occurrence and its expected duration, and continues to furnish timely reports with respect thereto during the period of the Force Majeure;

B. The excuse of performance is of no greater scope and of no longer duration than is required by the Force Majeure;

C. No obligations of either party that arose before the Force Majeure causing the excuse of performance are excused as a result of the Force Majeure; and

D. The non performing party uses its best efforts to remedy its inability to perform. Notwithstanding the above, performance shall not be excused under this Section for a period in excess of two (2) months, (in the event that any parts of the system are hosted off premise, performance shall not be excused under this Section for a period in excess of eight (8) hours) provided that in extenuating circumstances, the City may excuse performance for a longer term. Economic hardship of the Contractor will not constitute Force Majeure. The term of the agreement shall be extended by a period equal to that during which either party's performance is suspended under this Section.

Y. Scrutinized Companies

Subject to *Odebrecht Construction, Inc., v. Prasad*, 876 F.Supp.2d 1305 (S.D. Fla. 2012), affirmed, *Odebrecht Construction, Inc., v. Secretary, Florida Department of Transportation*, 715 F.3d 1268 (11th Cir. 2013), this Section applies to any contract for goods or services of \$1 million or more:

The Contractor certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it does not have business operations in Cuba or Syria as provided in section 287.135, Florida Statutes (2014), as may be amended or revised. The City may terminate this Contract at the City's option if the Contractor is found to have submitted a false certification as provided under subsection (5) of section 287.135, Florida Statutes (2014), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or has been engaged in business operations in Cuba or Syria, as defined in Section 287.135, Florida Statutes (2014), as may be amended or revised.

Z. Public Records

Contractor shall:

(a) Keep and maintain public records that ordinarily and necessarily would be required by the City in order to perform the service.

(b) Provide the public with access to public records on the same terms and conditions that the City would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes (2014), as may be amended or revised, or as otherwise provided by law.

(c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

(d) Meet all requirements for retaining public records and transfer, at no cost, to the City, all public records in possession of the contractor upon termination of this contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the City in a format that is compatible with the information technology systems of the City.

XI. VARIANCES AND EXCEPTIONS to the RFP

(1) The fourth paragraph of Section 10 of Part III of the RFP is amended to provide as follows:

Contractor shall provide, if required by the City, documentation of all actual travel or related costs. In the event that travel is requested to be cancelled by the City after the City representative or City Project Manager previously approved the travel, MCCI is allowed to charge the City for any non-refundable travel expenses incurred, except that, in accordance with the City's Travel Allowance and Subsistence Policy, MCCI shall ensure that any unused airline ticket be used for travel related to this Agreement at the earliest possible time. In the event that travel is requested to be cancelled by MCCI after the MCCI representative or the MCCI Project Manager previously approved the dates for travel, MCCI will provide a credit to the City for any non-refundable travel and other expenses incurred by the City.

(2) Section 11 of Part III of the RFP is amended to provide as follows:

MCCI is the City's Value Added Reseller ("VAR") of Record for the Software under this Agreement.

While this contract is for software procurement, support and services as provided to the City as referenced in the Request for Proposal and all Task Orders, the City will require similar work for the various city departments. MCCI agrees to take on such work unless such work would not be considered reasonable or become an undue burden to the Contractor.

The City may require additional items or services of a similar nature, but not specifically listed in the contract. The Contractor agrees to provide such items or services, and shall provide the City prices on such additional items or services based upon a formula or method, which is the same or similar to that used in establishing the prices in his/her/its proposal. If the price(s) offered are not acceptable to the City, and the situation cannot be resolved to the satisfaction of the City, the City reserves the right to procure those items or services from other vendors, or to cancel the contract upon giving the Contractor thirty (30) days written notice.

(3) The Contractor's proposed variance to Section 17 of Part III of the RFP, requesting a waiver of the performance bond requirement, is deleted.

(4) MCCI warrants that the software provided pursuant to this Agreement will be free of any defects during a period of ninety days following installation of the software.

(5) Section 28 of Part III of the RFP is amended to provide as follows:

The successful Contractor shall successfully complete the acceptance testing requirements within ninety (90) days following the mutually agreed upon Contract Scope of Work and Timeline schedule. The City will accept the operational product(s) when the Contractor(s) have successfully proven the respective product to function in accordance with the RFP requirements and functionality, but not to exceed one hundred and twenty (120) days from the Timeline schedule established in the Contract agreement. Performance trial and acceptance testing shall be based on the system, including all equipment and software (with the exception of the SunGard's One Solution Integration, which is not being provided by MCCI – as stated in the Contractor's best and final offer documentation), being fully and consistently operational for a period of not less than thirty (30) working days after receipt and installation. It is not required that the software be configured to meet a specific business process or use case scenario; "consistently operational" refers to the core software modules being successfully installed and operational in a generic capacity.

The City will use this testing period to evaluate the products and verify that all requirements stated in this RFP have been met. In testing for acceptance, the City requires that the products operate problem free for thirty (30) continuous working days. If it is determined that the products have not operated problem free for thirty (30) continuous working days or met the requirements of the RFP/Scope of Work, the City will allow MCCI up to 30 days to correct the problem and an additional testing period of thirty (30) days. If it is still determined that all requirements have not been met or that resolution of any problems cannot be attained during the testing period, the City reserves the right to cancel this Agreement at no cost to the City.

(6) **LASERFICHE SOFTWARE UPGRADE**

When Laserfiche software is upgraded, except as otherwise provided by Florida law, the old copy of the software, if media was used for the installation, must be returned, and will no longer be a valid copy. Proof of previous purchase is required to receive upgrade. Upgrade credit applied towards new purchase is 100% of original software purchase price. The difference between the new system (server, full and retrieval users) price and the old system (server, full and retrieval users) price must be greater than or equal to 10% of the new system price. Otherwise, a minimum software upgrade adjustment will be applied to comply with the 10% price difference requirement. One year of Laserfiche Software Assurance Plan ("LSAP") must be purchased for new products when upgrading. LSAP of the original product will not be credited. However, remaining months of LSAP can be applied towards the new

purchase of one year of LSAP for the new products. To receive software credit for prior versions of Laserfiche software, the Client must have an active LSAP (support/maintenance that has not expired).

(7) SOFTWARE ASSURANCE PLAN (SAP)

Annual support payment is due in advance. MCCI will invoice sixty (60) days prior to the anniversary date of the Customer's acceptance of the software specified in the RFP. Reinstatement fees* may apply if payment is received more than forty-five days after such anniversary date. Any updates requiring shipment of software require Client to pay shipping costs.

***REINSTATEMENT FEES:**

The reinstatement fee equals ten percent (10%) of annual LSAP (support) price multiplied by the number of expired months.

(8) MCCI SOFTWARE CONFIGURATIONS

The Customer may elect to contract with MCCI to configure the standard software. Upgrades to existing programs by vendors other than MCCI, or the acquisition of new programs from vendors other than MCCI, may have an effect on configurations made to the software by MCCI. MCCI will not be held responsible if upgrades or changes made by the Customer or another vendor or application preclude the operation of MCCI's configurations.

(9) CLIENT SOFTWARE CUSTOMIZATIONS

The Client may also choose to customize the software internally, without MCCI's help. MCCI is not responsible for any damages caused by the Client's customization of the software. MCCI will not be held responsible for correcting any problems that may occur from these customizations. Routine updates to the software may affect any customizations made by the Client. If MCCI's help is required to correct/update any customizations made by the Client, appropriate charges will apply.

(10) SOFTWARE INSTALLATION

The paragraph titled "SOFTWARE INSTALLATION" contained in the Contractor's response to the RFP is revised to provide as follows: "MCCI will install all software outlined herein or as identified in each Task Order/Scope of Work."

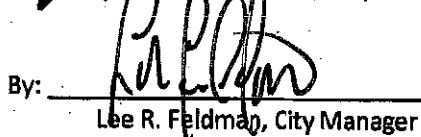
IN WITNESS WHEREOF, the City and MCCI execute this Contract as follows:

ATTEST:


Jonda K. Joseph, City Clerk

CITY OF FORT LAUDERDALE

By: 
John P. "Jack" Seiler, Mayor

By: 
Lee R. Feldman, City Manager

Approved as to form:

Paul Bangel
Senior Assistant City Attorney

ATTEST:

Michelle S. Eagen CFO
Print Name: Michelle S. Eagen
Title: CFO

MCCI, LLC

By: Lawton A. Langford
Managing Member

(SEAL)

STATE OF Florida :
COUNTY OF Leon :

The foregoing instrument was acknowledged before me this 26th day of February, 2015, by Lawton A. Langford as managing member for MCCI, LLC, a Florida limited liability company.

(SEAL)



Christie B. Davis
Notary Public, State of Florida
(Signature of Notary Public)

Christie B. Davis

(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known X OR Produced Identification _____

Type of Identification Produced _____

August 14, 2014

Mr. Richard Ewell
Procurement Specialist II
City of Fort Lauderdale Procurement Services Division
Room 619, City Hall, 100 North Andrews Avenue
Fort Lauderdale, FL 33301

Dear Mr. Ewell:

MCCI appreciates the opportunity to respond to your City's Best and Final Offer for Enterprise Content Management System (ECMS) and Professional Services (RFP #744-11384). We are pleased to include our response attached herein.

While reviewing the proposal please keep in mind the following advantages of being a MCCI client:

- ✓ **Familiarity & Stability:** The City of Fort Lauderdale is a current Municipal Code client and we currently maintain both the City and Land Development code for the city.
http://www.municode.com/Library/FL/Fort_Lauderdale. Municipal Code Corporation has been in business for over 60 years and works with over 4,000 local government agencies across the United States, many of which are in the State of Florida.
- ✓ **Leading Provider:** For the past six years, MCCI was ranked as the #1 Laserfiche VAR in the United States and has over 535 Laserfiche clients with 130 in the State of Florida. MCCI attributes this success to focusing on successful implementations for our clients and a core belief in customer service. MCCI has a large user group following in South Florida as well. MCCI also created the Legistar/Granicus Legislative Management integration, and is a reseller and partner of Granicus.
- ✓ **Proven Solution:** Laserfiche is a proven solution in the municipal marketplace due to its user friendliness, focus on Records Management, security, and automation of business processes. Each user comes bundled with Workflow, Web Access (with mobility options), Snapshot for archiving electronic records, Advanced Audit Trail, and Digital Signatures. Unlimited Servers and repositories are included to support back-ups, failover clustering, and testing environments. There are also options for Electronic Forms, Records Management, Batch Processing tools, Integrations, and Web Portals. The Laserfiche solution provides all the functionality the City needs to help solve the issues as listed in the introduction. Over 150 Cities in the state of Florida use Laserfiche.
- ✓ **Focus:** MCCI specializes in working with public sector entities and focuses our products on solutions specifically for the Public Sector. In working with our clients over the past 15 years, MCCI has had the opportunity to gain an in depth look into how they utilize their documents on a day-to-day basis. This thorough understanding gives MCCI the edge needed to provide our clients with a tailored solution that will meet each individual organization's records retention needs.
- ✓ **Superior Support:** We offer support through our help desk, email, and toll free number, and also have an online support center that gives end users access to training manuals, "how to" checklists, training videos, a knowledge base, and software updates.

Sincerely,



Donny Barstow
President



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
www.fortlauderdale.gov/purchasing

July 28, 2014

Donny Barstow, President
MCCI LLC
P.O. Box 2235
Tallahassee, FL 32316
Email: salessupport@mcciinnovations.com

RE: RFP No. 744-11384 - Enterprise Content Management System (ECMS) and Professional Services

The Selection and Evaluation Committee met on July 21, 2014, and has short-listed your firm for the above referenced RFP.

The Selection and Evaluation Committee is requesting that each of the four finalists submit a "Best and Final Offer" which will be due on August 18, 2014 at 2 pm.

In accordance with Fort Lauderdale City Code Sec. 2-194 (f),

"Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted through negotiations after submissions and prior to award for the purpose of obtaining best and final offers."

The City is requesting that each finalist submit a "Best and Final Offer" according to the attached Cost Proposal Page only. Pricing submitted in any other format will be considered non-responsive and will not be considered.

In accordance with Fort Lauderdale City Code Sec. 2-194 (g),

"Award shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City taking into consideration price and the evaluation factors set forth in the request for proposals."

The proposer must complete pricing submission in the attached Cost Proposal Excel file; no other forms or formats will be accepted. Contractor must quote firm, fixed rates for all services identified on the attached sheets.



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
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Attached you will find the Excel file to be completed and returned to the City. Do not use any other method to submit your information.

In addition to the pricing form, please respond to the following clarification questions:

1. Redaction – if redaction is permanently burned into the document within the system is there a second copy without the redaction or is the burned redaction in the system only an overlay that allows users to view depending upon permissions?

MCCI Response: Redactions inside Laserfiche are electronic overlays in which system security is used to manage access. When redacted documents are exported from the system, redactions are then burned into the document, removing all access to that text.

2. If redacted documents are exported to CD or published to CD along with the application for viewing, is the redaction permanently burned into the image and not allow any access to the redacted information at all whatsoever?

MCCI Response: Yes, when documents with redaction are exported from the Laserfiche system, redactions are burned into the images making the text inaccessible. Additionally, if CDs are published with the application security which protects redacted documents will stay in-tact.

Please submit an identified original plus five hard copies. The above requirements total six hard copies of your Best and Final Offer. Proposer must also submit your Best and Final Offer in electronic form on CD. The CD must contain one PDF file copy of the pricing form and the completed electronic (Excel) file. The items are to be returned via sealed bid envelope (email or fax will not be accepted) no later than 2:00 pm on August 18, 2014. All offers must be received by the City of Fort Lauderdale, in the Procurement Services Division, Room 619, 100 N. Andrews Avenue, Fort Lauderdale, Florida, 33301. Your submittal envelope must state the following information on the outside of the envelope:

RFP 744-11384
"Best and Final Offer"
Opening Date: 8/18/2014

Sincerely,

Kirk Buffington, C.P.M., CPPO
Director of Finance

Attachment: Best and Final Cost Proposal pdf version
Best and Final Cost Proposal excel version

VENDOR NAME: MCC LLC

RFP #744-11384 Enterprise Content Management System (ECMS) Best and Final Offers (BAFO)

Please provide your best and final offers for the individual items below. Include costs with quantities and annual maintenance/ongoing costs for all modules, applications and licenses needed to meet the requirements of the RFP (Part V Technical Specifications). Please use the following line item descriptions that may pertain to your respective Software Solutions being proposed. If a particular item is not listed, add it to the appropriate category as an additional other/required item that would be needed to meet the requirements of the RFP.

- Total of 250 Full User Licenses/or 120 Concurrent for the Department of Sustainable Development With access for images stored in the proposed solution from the OneSolution Community Development Application.

- If Discounts are being provided please note the discount amount in the comments field but apply to the individual costs

- Do not duplicate your costs if you find the item descriptions to be redundant or replicated for your respective Software Solution

- Please ensure that all appropriate or needed licenses are included (Server and user if applicable)

- Please add comments for clarification purposes if needed

** OPTIONAL Enterprise Unlimited Licensing will not be included and considered in the base cost for proposal ranking purposes.

- Please submit one completed hardcopy, one PDF file and the Excel file as directed.

- Itemize the costs where possible do not submit as combined costs

Note: * If licensed by CPU and Multiprocessor Servers are recommended please price the item appropriately

Item #	Description	Quantity	Unit Price	Total Price	Comments
1	Application Server				Unlimited Application Server Licensing is included in Rio Named User Licensing. Recommend 1 Application Server based on scope of RFP for production server as well as a separate server for Workflow and Web Access. Note that the ability to setup Test Servers is available in Rio.
2	Database/Auditing Server				Included in Rio Named User Licensing. Recommend Separate Auditing Server.
3	Distributed Processing Server				Distributed Processing is a new feature and currently included in Laserfiche licensing. Future availability may have associated costs and may require an additional server depending on scale and volume.
4	EDM Document Versioning Services				Included in Rio Named User Licensing
5	Electronic Forms/E-Forms/Unity Forms				Included in Forms Named User Licensing. Recommend separate forms server for internal use.
6	Full-Text Indexing, Automated Indexing Server/Automated OCR/Quick Fields/Zonal Recognition				Full text indexing (OCR) is included in Rio Named User Licensing. Other features are included in Quick Fields Pricing and licensing. Recommend 1 Quickfields machine/server for processing. Quick Fields is licensed per machine.
7	Automated Redaction				Included in Quick Fields pricing and licensing.
8	License Server				Included in Rio Named User Licensing. License Manager Server recommended on separate server/machine.
9	Multi User Server				Rio includes the ability to have multiple application servers and due to the named user model, named users would have access to those servers. Included in Rio Named User Licensing
10	Public Portal - Public Sector Constituency Web Access / Web Link, Unlimited for population of 170,747	1	17,000.00	17,000.00	Unlimited Access Public Portal. Recommend separate server. This item has been discounted from \$50,000 to \$17,000. Support has been discounted \$10,000 to \$3,400. EXHIBIT 4

11	Public Portal Anonymous Forms submittal	1	1.00	7,995.00	7,995.00	1,650.00	Unlimited Forms and Forms Submittal. Recommend separate server. Laserfiche Forms Users licensing is a prerequisite to being able to purchase Forms Portal licensing. The Forms Portal license allows Form submission from unlicensed (public) users. Forms Portal was also designed primarily for non-internal/public user submissions, therefore there is no Windows Authentication security validation provided. The users that access Forms through the Forms Portal can only submit forms (these users cannot participate in the business process after a form has been submitted). The Forms Portal is licensed to a specific Forms instance/server, rather than to the Laserfiche Application Server. Please note that if an organization desires to have a Forms Portal for internal users, as well as a Forms Portal for external users, and security protocol requires that these two Forms Portals reside on separate servers (one internal one external), multiple Forms Portal licenses are required.
12	Records Management			0.00			Included in Rio Named User Licensing.
13	Unity Client Server			0.00			N/A
14	Virtual Print Server			0.00			Virtual Printer (Snapshot) is included in Rio Named User licensing and does not require a separate server license.
15	Web Server			0.00			Included with Unlimited Public Portal
16	Exception Reporting - Missing Documents			0.00			Included in Rio Named User Licensing and is part of Auditing Server, Laserfiche search, Workflow administrative tools.
17	Other / required:			0.00			
18	Other / required:			0.00			
19	Other / required:			0.00			
20	Other / required:			0.00			
21	Other / required:			0.00			
22	Other / required:			0.00			
1	Client User License Concurrent			0.00			N/A
2	Client user License Named	250.00	440.00				Edition, Digital Signatures, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email. This item has been discounted from \$660 each to \$440 each for a savings of \$55,000. Support has decreased from \$32,000 to \$22,000. Given the potential of the system, having a 1,000+ users, MCCI and Laserfiche are willing to provide the 1,000 user pricing, even though 250 users will be ordered initially.
3	Forms Concurrent User Licenses						N/A
4	Forms Named User Licenses	250.00	40.00				Follows form creation and submission as well as the ability to participate in routing for all licensed users. Must match number of Full Named Users.

5	Quick Fields OCR Forms Identification Auto Redaction	1.00	15,000.00						Includes Data validation, Bar Code, Zonal OCR, Document Classification, Forms Alignment and Identification, Forms Extractor, Optical Mark Recognition, Auto Stamp, Redaction/Bates Numbering. Licensed per machine, however the Quick Fields Agent, listed in line 49 allows sessions to be scheduled.
6	Records Management User License								Included in Rio Named User Licensing
7	Web Access /Light Client internal use								Included in Rio Named User Licensing.
8	Workflow Approval Management Module								Included in Rio Named User Licensing.
9	Workflow User Licenses Concurrent								N/A
10	Workflow User Licenses Named								Included in Rio Named User Licensing
11	Other / required: Quick Fields Agent	1.00	10,000.00						Quick Fields Agent for Rio will allow you to schedule Quick Fields Sessions to be run at specified times that may be more efficient to system usage and need.
12	Other / required:								
13	Other / required:								
14	Other / required:								
15	Other / required:								
1	Integration Toolkits (API / Web services/SDX/)	1	2,500.00						
2	Application Enabler/Image Enable from other LOB applications (2 applications)								N/A
3	Microsoft Outlook 2010 Integration								Included in Rio Named User Licensing
4	Microsoft Office Integration (Include per user License if applicable)								Included in Rio Named User Licensing
5	Single Sign-on Active Directory								Included in Rio Named User Licensing
6	Ratchet X								RatchetX is not mandatory for performing the indicated integrations between Granicus Legislative Management Suite (Legistar) and/or OneSolution and Laserfiche. Estimated cost for RatchetX at the 250 user volume would be \$240/license \$48/support, and licenses need to be purchased for those that need integration capability for applications other than Granicus Legislative Management Suite (Legistar) and OneSolution.
7	Other / required:								
8	Other / required:								
9	Other / required:								
1	Advanced Capture								Included in Rio Named User Licensing. This functionality includes Universal Capture, Laserfiche Capture, Drag & Drop, Import File, etc. Additional advanced capture functionality have been proposed in EXHIBIT 4
2	Full Text Indexing Concurrent Client License								Quick Fields Licensing. N/A

3	Full Text Indexing Named Client License							Included in Rio Named User Licensing. OCR Text indexing is included in user licensing, and can be adjusted in user settings.
4	Document Import Processor							N/A
5	Production Document Imaging							Included in Rio Named User Licensing. Additional document imaging functionality have been proposed in Quick Fields licensing.
6	Desktop Document Imaging/Scanning License	25	915.00					Desktop Scanning License (Scanconnect) are being priced as packs of 10, giving a total of 250 licenses for desktop scanning. If not all users will need desktop scanning, this can be reduced.
7	Automated Batch OCR and Zonal OCR User Licenses							Included in Quick Fields Pricing
8	Document Markup, Redaction annotations							Included in Rio Named User Licensing
9	Automated Redaction							Included in Quick Fields Pricing
10	Other / required:							
11	Other / required:							
12	Other / required:							
13	Other / required:							
1	Briefcase (move documents offline line to device folder/location for editing then reimport into system)							Included in Rio Named User Licensing
2	CD Authoring Records Requests	1	3800					Allows for burning of Read-Only run-time versions of the Laserfiche system for royalty-free distribution. Licensed per machine.
3	Image & Data Export							Included in Rio Named User Licensing
4	Mobile Access for Ipad							Included in Rio Named User Licensing
5	Mobile Access for Ipad per device License							Included in Rio Named User Licensing
7	Electronic Signature Software							Laserfiche Digital Signatures Included in Rio Named User Licensing
8	Electronic / Digital Signature user Licenses							Laserfiche Digital Signatures Included in Rio Named User Licensing
9	Other / required:							
10	Other / required:							
11	Other / required:							
1	DSD Building Services Plans and Permits Legacy System Images and Data Conversion	85	185.00					MCCI Development Team will customize our data migration tool for The City's use to run the migration with MCCI's assistance. Please note that MCCI has developed a draft statement of work with assumptions and exceptions based on the discovery data provided by the City. This statement of work can be provided SEPARATELY and would be part of a final contract. 15-0251

Item	Description	Quantity	Unit Price	Total Price	Notes
2	Integration with SunGard OneSolution Community Development Module (Retrieve/enable images from this application)	0	0.00	0.00	SunGard has confirmed that the Laserfiche/Community Development integration is available directly from SunGard at a cost of \$1,400.
3	Integration with Granicus Legistar	1			Laserfiche integration with Granicus is developed, sold and maintained by MCCI. MCCI is a Granicus partner and reseller. This is an annual subscription cost, therefore only the annual cost is listed and the total of integration services at the end of the spreadsheet reflects a \$0 as the \$1,000 is in the annual maintenance total.
1	All Required Professional Services, Project Management, Discovery, Project Plan, per RFP and Proposal	160	165.00	26,400.00	
2	Travel Costs				
1	Administrator Training (2 Users)	2	1,550.00	3,100.00	Full Scope of Administrator Training is detailed in MCCI's RFP response.
2	End User Training (14 Students per Session)	14	1,250.00	17,500.00	Full Scope of End-User Training is detailed in MCCI's RFP response. Assuming 2 Classes of 14 user per day.
3	Electronic Forms Training	4	0.00	0.00	Handled during Forms Administrator Training
4	Workflow Training	14	0.00	0.00	Handled during Workflow Configuration Training. End users Workflow training is minimal and will be covered during end user training.
5	Records Management Training	10	1,250.00	12,500.00	Record Management will take place with Record Manager and Admin Users. End Users actual Record Management Module Training will take place during end-user training as their actual interaction with Record Management Module is passive. Full Scope of Record Management Training is detailed in MCCI's RFP response.
6	Workflow Administrator	2	0.00	0.00	Handled during Workflow Configuration Training.
7	Forms Administrator	2	1,700.00	3,400.00	Comprehensive Forms Training description located in MCCI's RFP response.
8	Integration Tools Admin/Developer	2	1,620.00	3,240.00	Full Scope of SDK Training detailed in MCCI's RFP response.
9	Full Text, Quick Fields, Batch OCR, Automated Indexing	10	1,700.00	17,000.00	Quick Fields Training detailed in MCCI's RFP response
10	Interface/Integration tool training	2	0.00	0.00	N/A
11	Other / Required: Workflow Configuration Training Level 2	2	1,650.00	3,300.00	Full Scope of Workflow Configuration Training Level 2 is covered in MCCI's RFP response.
12	Other / Required:				
13	Other / Required:				

1	Administrator Training (2 Users)	2	3			1,500,000	1,500,000	1,500,000	Full Scope of Administrator Training is detailed in MCCI's RFP response.
2	End User Training	10	1			1,525,000	1,525,000	1,525,000	Full Scope of End-User Training is detailed in MCCI's RFP response.
3	Electronic Forms Training	10							Handled during Forms Administrator Training
4	Workflow Training	10							Handled during Workflow Configuration Training. End users Workflow training is minimal and will be covered during end user training.
5	Workflow Administrator	2							Handled during Workflow Configuration Training.
6	Forms Administrator	2	2			1,700,000	1,700,000	1,700,000	Comprehensive Forms Training description located in MCCI's RFP response.
7	Integration Tools Admin/Developer	2	1			500,000	500,000	500,000	Full Scope of SDK Training detailed in MCCI's RFP response.
8	Records Management Training	10	2			3,200,000	3,200,000	3,200,000	Record Management will take place with Record Manager and Admin Users. End Users actual Record Management Module Training will take place during end-user training as their actual interaction with Record Management Module is passive. Full Scope of Record Management Training is detailed in MCCI's RFP response.
9	Full Text, Indexing, Quick Fields, OCR Batch Automated Training	10	2			1,100,000	1,100,000	1,100,000	Quick Fields Training detailed in MCCI's RFP response
10	Other / Required: Workflow Configuration Training Level 2	2				1,500,000	1,500,000	1,500,000	Full Scope of Workflow Configuration Training Level 2 is covered in MCCI's RFP response.
11	Other / Required:								
12	Other / Required:								
13	Other / Required:								
CHARGES									
1	Annual Maintenance, Support		\$41,950	\$41,950	\$41,950	\$41,950	41950	167,800.00	
2	Software in Escrow (Please attach a sample copy of the Escrow Agreement)		\$1,400	\$1,400	\$1,400	\$1,400	\$1,400	5,600.00	See attachment for sample copy.
TOTALS									
CHARGES									
1	Professional Services	\$165.00							
2	Integration Services	\$185.00							
3	Data Image Migration Import Services	\$165.00							
4	Other								
Please note, MCCI updated the formulas accordingly as some were not capturing the right information for the totals.									

<p>Premium/Upgraded support includes Training Center, Managed Services, and SLA. Training Center and Managed Services are enhancements to the support agreement that over 80% of our clients subscribe to but are optional. SLA provides guaranteed 4 hour response time from MCCI as well as the option for a dedicated support rep. Any of these 3 options can be broken out and added to the annual maintenance. See RFP response for more details. In addition, there can be another added layer of premium support for MCCI receiving 4 hour response time from Laserfiche corporate, when the need arises for assistance.</p>			19,870	19,780	19,780	19,870	19,870	79,300.00
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VENDOR NAME: MCC LLC

RFP #744-11384 Enterprise Content Management System (ECMS) Best and Final Offers (BAFO)

Proposal Cost Summary

A. Software / Licenses	\$199,170.00
B. Professional Services (including Travel costs)	\$26,400.00
C. Integration Services	\$0.00
D. Conversion Services	\$15,725.00
E. End User Training	\$32,790.00
F. Training Travel Costs	\$11,000.00
G. Software in Escrow Costs	\$5,600.00
H. Maintenance Support Costs	\$167,800.00
Proposal Grand Total	\$458,485.00

Shelley Gialluca

From: Richard Ewell
Sent: Wednesday, August 20, 2014 10:03 AM
To: Shelley Gialluca
Subject: FW: Ft Lauderdale RFP 744-11384

FYI

From: Donny Barstow [mailto:DWB@mccinnovations.com]
Sent: Wednesday, August 20, 2014 10:01 AM
To: Richard Ewell; Logan Di Liello; salessupport@mccinnovations.com; Alexis Blue; Gareth Cales
Subject: RE: Ft Lauderdale RFP 744-11384

Mr. Ewell,

Thank you for the confirmation and the questions. Please see answers to your questions below, and thank you and the City for your consideration.

1. Yes, it is confirmed that our grand total decreased from \$606,935 to \$458,485. Below is a summary of the changes that led to the decrease:
 - a. We were able to work with Laserfiche to offer the user licenses at the 1000+ user volume price-level, given the stated future expansion potential of the system. This is not typical, and took special approval from Laserfiche corporate. The previous pricing was based on the standard 200-500 user pricing tier.
 - b. We were also able to work with Laserfiche to reduce the price of the Dual Processor Public Portal from \$50,000 to \$17,000. This also took special approval from Laserfiche corporate.
 - c. The overall cost of annual maintenance decreased due to:
 - i. The product pricing decreased listed in items 1.a & 1.b listed above.
 - ii. The spreadsheet made a differentiation between standard maintenance and premium level. Since MCCi's Training Center, SLA, and Managed Service Packages are not required, we moved those to the premium section. Over 82% of our government clients opt into these packages, but given the format of the excel pricing sheet, it was clear we needed to separate.
 - iii. While the cost did decrease, data conversion costs, and additional Software Licensing were added to meet the requirements identified in the RFP meetings and subsequently included in the BAFO spreadsheet requirements. The additional software licensing includes, Quick Fields Complete, Quick Fields Agent and 250 Scanconnect licenses for direct desktop scanning.
2. Escrow Agreement – See attached documents
3. Formula Changes – Note that all references to cells below are based on the specific cells in the template you sent out titled "11384 BAF Attachment 2". To cross reference, we have included the correlating cell reference number in parenthesis below. Also, the reason blank rows were added (between the detailed cost and final summary cost section) to our response spreadsheet, was for printing/pagination purposes only.
 - a. In your original excel template, Cell G172 (Cell G191 in our final submission) for "Maintenance Support Costs", was pulling in Cell G102 (Cell G102 in our final submission), which was the total for "Professional Services-Project Management & Implementation Tasks". That total was already included in the formula for cell G166 (Cell G185 in our final submission) and not a part of Annual Support and Maintenance. Therefore, for that cell's formula in our response spreadsheet, we did not include the cost for Professional Services-Project Management & Implementation Tasks. This was the only formula change made by MCCi. Please let us know if this was a mistake that needs to be corrected.
 - b. To answer your specific Escrow question – We did not add in escrow to the formula for Cell G172. It was already included separately in the Proposal Cost Summary in Cell G171, so no formula changes were needed.

Donny Barstow | President
MCCI

P: 850.701.0711

Email: dwb@mccinnovations.com

Website: www.mccinnovations.com



From: Richard Ewell [mailto:REwell@fortlauderdale.gov]

Sent: Tuesday, August 19, 2014 9:16 AM

To: Logan Di Liello; salessupport@mccinnovations.com; Alexis Blue; Gareth Cales; Donny Barstow

Subject: Ft Lauderdale RFP 744-11384

Mr. Barstow – I am in receipt of your response to our Best and Final request and have a few questions:

- 1) Can you please confirm that your new Proposed Grand Total is now \$458,485.00 (from the original \$606,935)?
- 2) There was no sample of your Escrow Agreement attached as requested, can you email to me?
- 3) Can you state what correction you made to the spreadsheet? Did you change the formula for Annual maintenance to include Escrow?

Please advise at your earliest convenience.

Richard Ewell
City of Fort Lauderdale
Procurement Services
PH 954/828-5138
FX 954/828-5576



This email has been scanned for email related threats and delivered safely by Mimecast.
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From: Alexis Blue [mailto:ablue@mccinnovations.com]
Sent: Thursday, November 20, 2014 3:33 PM
To: Donny Barstow; Shelley Gialluca
Cc: Logan Di Liello
Subject: RE: Question - SAL and Managed Services

Hi Shelley-

Here is the cost breakdown. Let me know if you need a description of each as well.

SLA- \$8,390
Managed Services- \$7,560
Training Center- \$3,920

Thanks!

Alexis Blue | Sales Director
MCCI
P: 850.701.0725 ext 1656
Email: ablue@mccinnovations.com
Website: www.mccinnovations.com



From: Donny Barstow
Sent: Thursday, November 20, 2014 12:25 PM
To: Shelley Gialluca
Cc: Alexis Blue; Logan Di Liello
Subject: Re: Question - SAL and Managed Services

Alexis - please provide the breakdown of the SLA, MS, and TC for Shelley.

Shelley - we recommend all three options based on the options our city and county customers typically want with our support services. However, you all can chose any, all, or none.

Donny Barstow
MCCI | President
[850.701.0711](tel:850.701.0711)
dwb@mccinnovations.com
www.mccinnovations.com

From: Logan Di Liello [<mailto:Logan@mccinnovations.com>]
Sent: Tuesday, December 02, 2014 8:27 AM
To: Shelley Gialluca
Cc: Alexis Blue; Donny Barstow
Subject: RE: Laserfiche - Fort Lauderdale

Hi Shelley,

We just price it based on your user count/volume. You have no limit to the number of users that have access to the Training Center.

Logan Di Liello | Senior Account Executive | CDIA+
MCCi | Tallahassee
P: 850.408.5433
Email: logan@mccinnovations.com
Website: www.mccinnovations.com



Shelley Gialluca/Senior Technology Strategist
City of Fort Lauderdale/Information Technology Services Department
100 North Andrews Avenue/Fort Lauderdale, FL 33301
PH: 954-828-5096; E: SGialluca@fortlauderdale.gov

EXHIBIT C

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Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between MCCI and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost. This document is intended to provide details of the provision of level 3 application support services to the client. Only clients that opt in to this formal SLA (which has an additional cost that is not included in annual software maintenance and support renewal), shall receive the additional benefits stated in section 1.a. of this agreement.

Scope of Agreement

The following services are provided in response to the transfer of trouble tickets from the client to MCCI in accordance with MCCI's case management process.

Services Automatically Provided Under This Agreement

The following services are provided in response to the transfer of trouble tickets for level 3 support from the client to MCCI:

1. **Corrective maintenance**—Defined as activities associated with correcting software errors and/or system disruptions caused by software related issues.
 - a) **Available Only with Active SLA**
 - **Four business hour response time** – For Severity Level 1 and Severity Level 2 support requests.
 - **Unassisted remote access** – Rather than requiring a client user to monitor and aide in remote support sessions, MCCI will work in an unassisted environment when appropriate and when granted access.
 - **Dedicated support representative by request** – Client can request and schedule time with a specific support representative.
 - **Ability to schedule after hours events/upgrades/etc.** – Clients with an active SLA have the ability to schedule after-hour services sessions with MCCI technical resources. Please note that charges for the specific services still apply.
 - b) **Available to all clients (As long as the client has an active support/maintenance agreement)**
 - **Live support hours** – 8AM – 8PM EST
 - **Root-cause analysis** - Analysis of the root causes of problems. MCCI will review problems to determine their root causes, take measures to correct the sources of the problems, and will distribute responses in a timely fashion.
 - **Application of available bug fixes** - Defined as the emergency repair of any system operation that does not comply with the current system specification. This includes system errors, "hung" or halted screens, or unexpected results within the system that render it unusable for the purpose for which it was designed. MCCI relies on the partner software manufacture to provide such bug fixes.
2. **Ticket status updates**—MCCI will provide direct access to its ticket tracking system for monitoring purposes.

Requests for Services NOT Covered Under This Agreement

This agreement does not cover the following requests. However, MCCI would be pleased to provide a separate statement of work in proposing services to address any of the following:

1. **Evaluation of new software or hardware**—Evaluation or approval of new software or hardware for use within the client. This includes systems developed outside of the client, such as third-party systems, or systems developed by the client.



2. **Procurement of new software or hardware**—If client requires a specific remote access software to be used for support, all software or hardware required for MCCI's use to support the client's applications will be the responsibility of the client.
3. **On-call MCCI support management**—MCCI's support managers are not required to be on call. If at a later date the client requires the support manager to be on call for a specific purpose, or on a longer-term basis, then the time must be scheduled and the client shall be charged additional for this service.
4. **Level 1 and 2 support**—Level 1 (help desk) and level 2 (infrastructure support) shall be provided by the client for each production application to be supported, and they shall perform their assigned duties, such as Operating System software, Web server, authentication software, software installation, application installation on production servers, database connections, client software installation, and database changes, for the duration of this agreement.
5. **Backup Services** – Any and all back up services are the responsibility of the client.
6. **Specific training**—Training packages are available at an additional charge based on client needs. Clients can procure annual training packages through renewal of "Managed Services" or have the option of purchasing training and/or consulting when needed.
7. **Major upgrades to applications supported by MCCI** – The level of effort required to upgrade from one major version release to the next is uncertain until it becomes available and has been tested. Major version upgrades typically require professional service assistance, while point release updates to existing versions are supported as part of the service level agreement. Access to updated and new version licensing always requires an active software maintenance plan, which is separate from MCCI's SLA.
8. **Upgrades to application software and associated hardware that is not directly supported by MCCI** —This includes operating system upgrades, database upgrades, authentication software upgrades, and any other third-party vendor-required upgrades. The client's IT infrastructure and management of other internal applications are the responsibility of the client. Prior to upgrading a related application or hardware device, MCCI does require that the client contact MCCI Support to ensure compatibility.
9. **Assistance with application usage**—Training packages are available at an additional charge based on client needs. Clients can procure annual training packages through renewal of "Managed Services" or have the option of purchasing training and/or consulting when needed.
10. **Assistance with application usage when unsupported or nonstandard hardware or software is involved**
11. **Manufacturer's Software Maintenance Renewal** – The renewal of the manufacturer's required maintenance package is not included in MCCI's SLA. It is a separate and required renewal item, however MCCI makes every effort to align renewal dates for ease of administration and record keeping.
12. **Managed Services** – Managed Services are not included in MCCI's SLA. Managed Services are a separate and optional renewal item. Managed Services are typically utilized as pre-purchased discounted time for the purposes of additional training, consultation, professional services, etc. The majority of MCCI clients elect to have Managed Services as part of their annual software renewal package.
13. **Modifications to original application configurations**—Changes in the client's organization or business needs (such as a reorganization or change in business process) may make the current configurations obsolete. When this occurs, the client should engage MCCI through Managed Services or custom packaged Professional Service options. It is highly recommended that the client manager and MCCI work closely together to anticipate future needs and prepare timely updates of systems to accommodate the client's constantly changing business.



Applications Covered

This agreement is for services related to support requests concerning the production applications sold and supported directly by MCCI and that have an active Software Assurance Plan, and an active MCCI SLA.

Processes and Procedures Related to This Agreement

Call Management Process

MCCI's problem-ticket system will be used to record and track all problem reports, inquiries, or other types of calls received by level 3 support. This provides MCCI with the ability to provide metrics in regard to this SLA.

Metrics

Metrics Reporting

Standard reports are available upon request. These reports are expected to be produced by MCCI's problem-ticket system, which will detail ticket management performance against SLA targets. Metrics only include the support requests that are transferred to MCCI for resolution. The metrics will be reported via existing standard problem-ticket system reports as available.

Support Metrics Real-time Monitoring

The client has the ability to track and monitor individual support cases in real-time by utilizing MCCI's problem-ticket system. A requirement is that the client use MCCI's problem-ticket system to enter problem tickets.

Dependence on Other Organizations

MCCI is dependent on other internal groups within the client for services (i.e., help desk, network administration, database services, etc.), and external suppliers (i.e. integrated application providers, hardware providers, etc.) in providing application support services to the client. The client will manage the interface into those suppliers as it relates to the provision of services under this agreement. MCCI is also dependent on MCCI software partners in regards to providing 2nd tier and escalation of support cases when needed.

The list of organizations and vendors that MCCI is dependent on may change during the term of this agreement.

Appendix A

Definitions

Support Request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a defect in existing application code or a request for support that involves no modifications to application code, such as a question.

Levels of Support

There are three levels of support, only one of which (level 3) is provided under this agreement. These levels, which are integrated into the the client's support process, are defined as follows:

- **Level 1**—This is support provided by the client's internal help desk when it receives the Support Request from a client end user. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to the client's level 2 support, which is the infrastructure support specialists.
- **Level 2**—This is support provided by the client's infrastructure support or subject matter specialist. Operational issues will be resolved at this level. If resolution requires additional assistance, the Support Request is passed to MCCI's level 3 support.
- **Level 3**—This is support provided by a MCCI application support specialist. This level of support does remotely perform point release version updates and application of available bug fixes, if required to resolve the problem. All level 3 contact/ticket reporting is handled by the client's level 2 support contact.

Severity Codes

The following characteristics are used to identify the severity of a problem report:

- Business and financial exposure
- Work outage
- Number of clients affected
- Workaround
- Acceptable resolution time

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorize a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem. The level 1 support agent and the client jointly determine the initial severity rating for the report. Level 2 and level 3 support personnel may then negotiate with the client to modify this severity after the report is elevated to them.

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business and financial exposure			
The application failure creates a serious business and financial exposure.	The application failure creates a serious business and financial exposure.	The application failure creates a low business and financial exposure.	The application failure creates a minimal business and financial exposure.
Work Outage			
The application failure causes the client to be unable to work or perform some significant portion of their job.	The application failure causes the client to be unable to work or perform some significant portion of their job.	The application failure causes the client to be unable to perform <i>some small</i> portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.	The application failure causes the client to be unable to perform a <i>minor</i> portion of their job, but they are still able to complete most other tasks.
Number of Clients Affected			
The application failure affects a <i>*large</i> number of clients.	The application failure affects a <i>large</i> number of clients.	The application failure affects a <i>*small</i> number of clients.	The application failure may only affect one or two clients.
Workaround [This bullet carries the heaviest weighting of the characteristics for Severity 1 and 2.]			
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.
Response Time			
Within four business hours.	Within four business hours.	Within eight business hours.	Within eight business hours.

*large – If critical and causing system outages, 10 is large

*small – if non-critical, 100 or more

Should CONTRACTOR fail to make commercially reasonable efforts to correct issues identified by the City which prevent the City from using the Licensed Program(s) as outlined herein, then City shall receive a credit equal to 10% of its next annual Support Fee, for the Licensed Program(s) for which a Priority 1 or 2 issue was not resolved. The credit shall apply until Priority 1 or 2 issues are resolved.

Appendix B

Roles and Responsibilities

the client

the client has the following general responsibilities under this agreement:

- the client will conduct business in a courteous and professional manner with MCCI.
- the client users, clients, and/or suppliers using the applications stated in the Statement of Work will use the appropriate help desk to request support.
- the client will use its own appropriate help desk to provide level 1 support, including creating problem tickets and work orders and assigning responsibility to the appropriate level 2 client resource.
- the client will use its own appropriate internal support group to provide level 2 server, network, firewall, and infrastructure support services, including Operating systems, Web server, authentication software, software installation, application installation on production servers, database connections, and database changes.
- the client will provide all information required to open a support request.
- the client will assign severity codes adhering to the correct usage of these codes as defined in the client's case management process.
- Once a support request has been submitted, the client will make its personnel available to work with the MCCI support resource assigned to the support request.
- the client end users do not contact MCCI support resources directly to report a problem. All problem calls must be logged through the appropriate help desk. This ensures maximum availability and response times.
- the client will continue to provide MCCI access, software, licensing, training, documentation, and support of its remote access software if it requires MCCI to utilize specific software to provide remote support. Otherwise MCCI will utilize its existing client user-assisted remote access tools.

MCCI

MCCI has the following general responsibilities under this agreement:

- MCCI will conduct business in a courteous and professional manner with the client.
- MCCI will log all information from the client required to establish contact information, document the nature of the problem and the client's hardware/network environment (as applicable).
- MCCI will attempt to resolve problems over the phone on first call.
- MCCI will escalate support request to next level of internal support within MCCI upon approach of escalation points.
- MCCI will obtain the client's approval before ticket closure or may close the ticket if 3 business days elapse without an update from the client.
- MCCI will be the interface on behalf of the client to MCCI's partner software manufacturers

There are several roles deployed within MCCI that are integral to the provision of support services to the client. These roles include the following:

IT Director/Support Manager



The MCCI IT Director will provide the overall direction of the activities of the support specialists, and will participate directly in the production of the associated deliverables when needed. This individual reports to the MCCI President. His or her duties include supporting the Support Manager, Account Support Representatives, Project Managers, Developers, Trainers and other members of the MCCI team.

Account Support Representative:

The MCCI account support representatives work as a dynamic team of support professionals who provide level 3 application support for applications provided and supported by MCCI. Reporting to the MCCI IT Director and/or MCCI Support Manager, they are responsible for the timely submission of all deliverables. Their duties include:

- Dedicating 100 percent of time to the support of existing MCCI clients
- Conducting all root-cause analysis and bug fix isolation and resolution activities, and associated documentation for the individual tasks, as assigned by the MCCI technology director and/or support manager.
- Acting as a point of contact for all application issues (software errors and related questions).
- For enhancements, determining the potential high-level effort for all changes, and based on that, either passing it on to a member of MCCI's Managed Services team if it is not a technical support related issue, or completing it themselves if possible. All bugs/software errors are addressed by level 3 support.
- Identifying all tasks associated with each support request and deriving time estimates for the completion of each task.
- Responsibility for responding to and updating tickets.
- Assistance in testing to resolve application problems.
- Providing knowledge transfer to backup support specialist when needed.
- Preparing weekly and monthly status reports for pending support tickets when requested.

Escalated/Overflow Support Representative:

These representatives are responsible for the timely submission of all deliverables and typically have other higher level job duties such as project management, managed services, or development. Their duties include:

- Acting in the capacity of an Account Support Representative when there are additional capacity or escalation needs.

Response to Request for Proposal
Enterprise Content Management System (ECMS) and Professional Services
RFP 744-11384 **EXHIBIT D**

Submitted to:

The City of Fort Lauderdale, Florida



Opening Date:

April 2, 2014 @ 2:00 p.m. Eastern Time

COPY

March 31, 2014

Submitted by:



A subsidiary of Municipal Code Corporation

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Services Division, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: [Signature] (signature) March 27, 2014 (date)

Name (printed) DONNY BARSTOW Title: President

Company: (Legal Registration) MCCI LLC

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit http://www.dos.state.fl.us/).

Address: P.O. Box 2235

City Tallahassee State FL Zip 32316

Telephone No. (800) 342-2633 FAX No. (850) 701-0715 Email: salessupport@mccinnovations.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30 days
Payment Terms (section 1.04): net 30 Total Bid Discount (section 1.05): TBD

Does your firm qualify for MBE or WBE status (section 1.09): MBE ___ WBE ___ N/A

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Table with 2 columns: Addendum No.(as listed in BidSync.com) and Date Issued. Rows include Addendum 1 - Updated Pre-Bid Conference Information, Addendum 2 - Received Pre-Bid Sign In Sheet, and Addendum 3 - Bid Closing Date Moved to 2014 Apr 02, 2 p.m.

P-CARDS: Will your firm accept the City's Credit Card as payment for goods/services?

YES ___ NO X

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variations: See below

Short Title	Full Text
No exclusive contract	Laserfiche Purchasing Policy mandates that all support and purchases of the Laserfiche software be handled through the VAR of record.
Maintenance Renewal date	The Laserfiche software policy outlines that the maintenance date is 30 days after the order date of the software. A year of support upon initial purchase is required. MCCI can work with the City to define the amount of additional months that will need to be purchased of prorated support to allow the City to have a maintenance date of October 1.
Insurance - PL limit	MCCI's current Professional Liability limit is \$1,000,000. However, if awarded MCCI will increase our PL limit to the requirement listed with RFP.
Price Protection Period/ Additional Purchases	MCCI is willing to make pricing firm for 24 months from the date of award. In the event the manufacturer has price changes during the 24 month period, MCCI would have to obtain approval to honor the current pricing. MCCI has seen very few price changes the last 5 years.
Invoices/Payments	MCCI proposes net 30 on invoices.
Travel Costs	Estimated travel costs will need to be evaluated annually aside from the 24 month price lock.
Performance Bond	<p>If required, Performance Bond is only required for the initial implementation (year 1).</p> <p>MCCI has an existing relationship with the City in regards to Codification Services (Municode is MCCI's parent company). Therefore, MCCI requests that the performance bond requirement be waived.</p> <p>MCCI is willing to share financial information to help avoid the need for a performance bond. Considering that approximately 80% of the solution is COTS software and that the services are training and support related, rather than development-related, MCCI would like to discuss the need for a Payment and Performance Bond for this project. While MCCI is willing to secure a bond, and will have no approval issues, MCCI would be willing to provide an additional discount if the City is willing to waive the requirement.</p>

Pricing Assumptions	<p>Pricing Assumptions</p> <ul style="list-style-type: none"> - MCCI has listed our hourly rate for the optional- remote training. MCCI does not recommend the entire project be done remotely from a training standpoint. MCCI can see proposing a mixed blend of onsite/remote, but this will be determined once a final scope of services is determined therefore hourly pricing is listed now. MCCI has also based our onsite training on our training rates of 8 hours per day. If you remove the travel costs, the total would be our remote rate for training. We do not recommend remote training for an initial project. - MCCI recommends from a best practice standpoint 6-8 people per training class, however we have based it on 14 people. Our onsite training days are based on the assumption that there will be varying level of user training from full/advanced to basic system use. These classes will be broken into half day sessions. MCCI will finalize training needs upon a final scope of services. - LF Forms Portal has been priced based on being installed on one application server. If the City desires to set up additional application servers in the future and have the LF Forms Portal installed, the Enterprise Forms Portal may be desired. Pricing is in the optional section of the Cost Proposal and Appendix. - Unlimited Public Portal has been priced based on the ability to connect to one Laserfiche application server that has up to two processors allocated to it. Pricing is additional if it needs to be connected to an additional Laserfiche application server and/or if the Laserfiche application server has more than two processors. Pricing is in the optional section of the Cost Proposal and Appendix. -Integration and conversion scope of services are to be determined based on our hourly rate. - Premium support listed is in addition to the regular support amount. -Grand total is based on the Train-the-Trainer approach and does not include H.5. -Workflow Training is based on our Workflow Configuration Training Level 2 package and pricing listed in the training section also includes up to 45 remote hours. -Project Management services (for initial system configuration) are remote and include: <ul style="list-style-type: none"> - Software installation - Software base configuration and testing - Assistance/advice in repository and metadata design, with the Transparent Records Management concept in mind - Project planning and scheduling
Travel Estimates	<p>MCCI ran some hypothetical travel expenses to specifically include flights from TLH to FLL, as well as hotel, per diem, and rental car expenses. Based on this exercise, we believe that \$500 per onsite billable day is a safe and conservative travel expense estimate. MCCI and the client should work together to ensure the days onsite are delivered consecutively (multiple days in a given week), in an effort to minimize actual travel expenses, otherwise travel expense estimates may be exceeded.</p>
Ownership of Work	<p>MCCI has included the Laserfiche licensing agreement. The City of Fort Lauderdale will not be able to violate this licensing agreement in their use of the Laserfiche software.</p>
Laserfiche Discount	<p>MCCI may be able to obtain better pricing through Laserfiche upon being short listed.</p>
Testing Period	<p>MCCI is proposing a 30 day testing period. The testing and payment terms can be finalized upon final negotiation.</p>
Integration Costs	<p>MCCI will work with the City to define desired integrations. Our hourly rate for integration work has been furnished. Pricing includes the Laserfiche SDK and the Granicus/Laserfiche integration. Optional pricing has been included for our configurable middleware, RatchetX. MCCI will work with the client to scope out the desired integration with Onesolution. Collin County, TX worked directly with Sungard on their implementation. MCCI cannot anticipate costs from the vendor and our quotation doesn't reflect this.</p>
Warranty	<p>The initial copy of the program that we deliver will be free of any defects. It will not install if there are any. Our guaranty is for 90 days. MCCI cannot warrant the system for one year, however please note the support agreement will give the City support access for technical issues and bugs that will be further investigated by MCCI support as well as the manufacturer. MCCI has over 535 clients and there has never been an issue with a system</p>

	not working. MCCI and the City will ensure the final system scope of services includes the desired functionality to ensure the system provided meets the needs of the City.
50 Page Limitation	MCCI has minimized the information provided but is unable to stay below 50 pages in efforts to ensure we have sufficiently answered the questions and requirements of the City.



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Florida

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Bid #744-11384 - Enterprise Content Management System (ECMS) and Professional Services



CITY OF FORT LAUDERDALE

City of Fort Lauderdale, FL

[See other bids by this agency](#)

Time left: 2 days, 3 hrs

Bid started: Mar 06, 2014 1:33:39 PM EST

Bid ends: Apr 02, 2014 2:00:00 PM EDT

Pre-bid conference: Optional

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Bid #744-11384 - Enterprise Content Management System (ECMS) and Professional Services

RFP

Time started: Mar 06, 2014 1:33:39 PM EST

Bid contact: [See contact information](#)

Issuing agency: City of Fort Lauderdale, FL [See other bids by this agency](#)

Description: The City of Fort Lauderdale, Florida is seeking proposals from qualified proposers to procure an Enterprise Content Management system solution, including professional services for the City of Fort Lauderdale, in accordance with the terms, conditions, and specifications contained in this Request for Proposals. The City prefers to provision a system that is simple but powerful, cost effective and provides for rapid deployment.

For a copy of the RFP, go to www.bidsync.com.

Added on Mar 13, 2014:

Conference Bridge Information:

Date: 14 Mar. 2014

Start Time: 02:00 PM

Conference Bridge Telephone Number: 954-828-7451

Meeting ID: 1112

Added on Mar 20, 2014:

Pre-bid meeting sign in sheet has been attached.

<https://www.bidsync.com/bidsync-app-web/vendor/links/BidDetail.xhtml?returnPage=sear...> 3/31/2014

Added on Mar 25, 2014:
Bid end date extended to April 2, 2014, 2:00 EDT.
Classification codes: [View classification codes](#)
Regions: Florida, Broward
[Vendor viewed report](#)

Addendum # 1 - made on Mar 13, 2014 9:01:42 AM EDT

Description/Bid Comments: (Information was added)
Pre-Bid Conference Information has changed. Please review all Pre-Bid Conferences.

Addendum # 2 - made on Mar 20, 2014 7:43:48 AM EDT

Description/Bid Comments: (Information was added)
New Documents: 11384 PreBid Sign In.pdf

Addendum # 3 - made on Mar 25, 2014 8:07:56 AM EDT

Previous Bid End Date: Mar 31, 2014 2:00:00 PM EDT **New Bid End Date:** Apr 02, 2014 2:00:00 PM EDT
Description/Bid Comments: (Information was added)

? **How do I respond to a paper response bid?**
Instructions may vary. Ask the bid [contact\(s\)](#) for this agency's process.

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[TAB 2: COST PROPOSAL]

PART VIII - PROPOSAL PAGES – COST PROPOSAL

A Complete and Itemized Product License Price List along with the maintenance costs for each shall be included as an APPENDIX to the Cost Proposal, which represents your entire product line and license volume purchasing structure (i.e., 100-200, 200-300 and so on). Please indicate whether the licenses are based on named user or concurrent user licensing structure.

The City may not require development and/or implementation of each of the purchased modules for the for initial TASK Order for the Department of Sustainable Development (DSD) but the City requires the complete price list to assist us in our planning and rollout to for the other City departments.

Proposers shall provide itemized detail costs for all items contained in the proposed system, as an appendix to the RFP response, including all required labor, supervision, consultation, software and supplies at the costs provided.

If there are any additional costs for services or third party products required to accomplish any requirements, such as interface requirements, scanning and/or others, which may be offered as options, that are not included in the services as outlined in the RFP, Proposers shall include this information as an APPENDIX to the Cost Proposal. Be sure to take into account all areas of the RFP when responding to each of these categories.

SECTION I.

Task Order I. Scope and Requirements for the Department of Sustainable Development Professional services for initial system design, installation, implementation and Integration Services for the OneSolution Community Development application (as the project evolves). Existing document Images and metadata conversion/import of the DSD.

A. Software Licensing		
- 250 Full User Licenses:		<u>\$191,795</u>
A.1 Unlimited Public Portal Retrieval Access		<u>\$50,000</u>
A.2 Integration Tools (API, SDK...)		<u>\$2,500</u>
A.3 Subtotal (Items A, A.1, A2)		<u>\$244,295</u>
B. Professional Services		
- Initial System Configuration and Implementation Costs		<u>\$24,750</u>
<i>Estimated hours and duration 150 hours</i>		
B.1 Task I Estimated Travel Costs \$0		
B.2 Subtotal (Items B, B1)		<u>\$24,750</u>
C. Other Professional Services:		<u>\$165</u> per hour
Consulting, Project Management, etc.		
C.1. Integration Services:		<u>\$185</u> per hour
C.2. Conversion/Import Services:		<u>\$185</u> per hour

D. Other Costs/Third Party Products
 (Provide Itemized list and cost for Subtotal) \$N/A
 This item may contain other costs as may be
 identified on the appendix to this cost proposal

E.1 Training Costs – Approach I. End user Training Approach
 (Provide detail, total hours, cost per hour and all related travel costs)
 (Onsite Training room seats available are 14 plus instructor)

	On-Site	Optional-Remote
E.1.1 End User Training	<u>\$11,200</u>	<u>\$1,120</u>
E.1.2 Admin Training	<u>\$3,360</u>	<u>\$1,120</u>
E.1.3 Electronic Forms Training	<u>\$2,240</u>	<u>\$1,120</u>
E.1.4 Workflow Training	<u>\$11,510</u>	<u>\$1,120</u>
E.1.5 Records Management Training	<u>\$2,240</u>	<u>\$1,120</u>
E.1.6 Task I Travel Costs <small>As stated in the RFP - All travel and related costs must adhere to the City's Travel Policy.</small>	<u>\$10,000</u>	
E.1.7 Subtotal On-site ONLY (Items E.1.1, E.1.2, E.1.3, E.1.4, E.1.5, E.1.6)		<u>\$40,550</u>

E. 2 Training Costs – Approach II. Train the Trainer Approach

	On-Site	Optional-Remote
E.2.1 End User Training	<u>\$3,360</u>	<u>\$1,120</u>
E.2.2 Admin Training	<u>\$3,360</u>	<u>\$1,120</u>
E.2.3 Electronic Forms Training	<u>\$2,240</u>	<u>\$1,120</u>
E.2.4 Workflow Training	<u>\$11,510</u>	<u>\$1,120</u>
E.2.5 Records Management Training	<u>\$2,240</u>	<u>\$1,120</u>
E.2.6 Task I Travel Costs <small>As stated in the RFP - All travel and related costs must adhere to the City's Travel Policy.</small>	<u>\$6,500</u>	
E.2.7 Subtotal On-site ONLY (Items E.2.1, E.2.2, E.2.3, E.2.4, E.2.5, E.2.6)		<u>\$29,210</u>

F. Software in Escrow (Extended 8 years)

Annual Cost \$1,400 x 4 = Total **\$5,600**

G. Maintenance and support costs (Provide a detailed description of items and costs as an Addendum)

Extended Maintenance/Support: Provide detailed pricing, including agreement documents that may be required, for system maintenance and on-going support for years 1 and 2, following City acceptance of the completely installed system, as contained in the RFP.

If there are additional maintenance/support services costs, not included in system maintenance and support shown above, please provide details on respective services and related costs. This information may be included as an appendix to your RFP response or identified in your complete product price list.

G.1 Year one (1)	<u>\$75,770</u>	
G.2 Year two (2)	<u>\$75,770</u>	
G.3 Year three (3)	<u>\$75,770</u>	
G.4 Year four (4)	<u>\$75,770</u>	
G.5 Subtotal (Items G.1, G.2, G.3, G.4)		<u>\$303,080</u>

H. Premium or Upgraded Service level Support Pricing

H.1 Year one (1)	<u>\$20,651</u>	
H.2 Year two (2)	<u>\$20,651</u>	
H.3 Year three (3)	<u>\$20,651</u>	
H.4 Year four(4)	<u>\$20,651</u>	
H.5 Subtotal (Items H.1, H.2, H.3, H.4)		<u>\$82,604</u>

I. GRAND TOTAL \$606,935

OPTIONAL REMOTE TRAINING SSESSIONS**Training Costs – Approach I. End user Training Approach****Subtotal Optional Remote Training**

(Optional remote Training Items E.1.1, E.1.2, E.1.3, E.1.4, E.1.5)

\$140 /hour**Training Costs – Approach II. Train the Trainer Approach****Subtotal Optional Remote Training**

(Optional Items E.2.1, E.2.2, E.2.3, E.2.4, E.2.5)

\$140 /hour

SECTION II.

A. PRICE PROTECTION PERIOD/ADDITIONAL PURCHASES: The City requests that all costs contained in the RFP response shall be firm for additional purchases, should the City elect to make such purchases, for a period of twenty-four (24) months from date of award. Please indicate your ability to extend pricing in accordance with this request.

YES: Can Comply NO: Unable to Comply

A.1 Alternate Price Protection Term: N/A

[TAB 3: REQUIRED DOCUMENTS]

MCCI has enclosed the following required documents:

- Non- Collusion Statement
- Local Preference Business Certification
- Certificate of Insurance



NON-COLLUSION STATEMENT: - NOT Applicable to MCCi

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME

RELATIONSHIPS

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.



LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.

(1) _____
Business Name

is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt **or** a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.

(2) _____
Business Name

is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(3) _____
Business Name

requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(4) _____
Business Name

requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5) _____
Business Name

is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

(6) MCCI LLC
Business Name

BIDDER'S COMPANY: MCCI LLC

AUTHORIZED COMPANY PERSON: Donny Barstow
NAME


SIGNATURE

March 31, 2014
DATE



March 31, 2014


Mr. Richard Ewell
Procurement Specialist II
City of Fort Lauderdale Procurement Services Division
Room 619, City Hall, 100 North Andrews Avenue
Fort Lauderdale, FL 33301

Dear Mr. Ewell:

MCCI appreciates the opportunity to respond to your City's Request for Proposal for Enterprise Content Management System (ECMS) and Professional Services (RFP #744-11384). We are pleased to include our response attached herein. In addition to the differentiators below, please keep in mind that MCCI created, sells and maintains the Granicus/Laserfiche integration. Granicus and Laserfiche have been business partners for many years, and MCCI is also an authorized reseller of Granicus solutions.

While reviewing the proposal please keep in mind the following advantages of being a MCCI client:

- ✓ **Familiarity & Stability:** The City of Fort Lauderdale is a current Municipal Code client and we currently maintain both the City and Land Development code for the city.
[http://www.municode.com/Library/FL/Fort Lauderdale](http://www.municode.com/Library/FL/Fort%20Lauderdale). Municipal Code Corporation has been in business for over 60 years and works with over 4,000 local government agencies across the United States, many of which are in the State of Florida.
- ✓ **Leading Provider.** For the past six years, MCCI was ranked as the #1 Laserfiche VAR in the United States and has over 535 Laserfiche clients with 130 in the State of Florida. MCCI attributes this success to focusing on successful implementations for our clients and a core belief in customer service. MCCI has a large user group following in South Florida as well.
- ✓ **Specialization in Enterprise Solutions.** Our Project Managers provide implementation and training services to help make your solution an Enterprise-wide deployment. We work with you on your initial project plan knowing that one day Laserfiche will be used across the entire organization. This methodology helps you plan to meet this goal in your time frame whether it be an immediate objective or part of a multi-year plan.
- ✓ **Proven Solution:** Laserfiche is a proven solution in the municipal marketplace due to its user friendliness, focus on Records Management, security, and automation of business processes. Each user comes bundled with Workflow, Web Access (with mobility options), Snapshot for archiving electronic records, Advanced Audit Trail, and Digital Signatures. Unlimited Servers and repositories are included to support back-ups, failover clustering, and testing environments. There are also options for Electronic Forms, Records Management, Batch Processing tools, Integrations, and Web Portals. The Laserfiche solution provides all the functionality the City needs to help solve the issues as listed in the introduction.
- ✓ **Focus.** MCCI specializes in working with public sector entities and focuses our products on solutions specifically for the Public Sector. In working with our clients over the past 15 years, MCCI has had the opportunity to gain an in depth look into how they utilize their documents on a day-to-day basis. This thorough understanding gives MCCI the edge needed to provide our clients with a tailored solution that will meet each individual organization's records retention needs.

- 
- ✓ **Superior Support.** We offer support through our help desk, email, and toll free number, and also have an online support center that gives end users access to training manuals, "how to" checklists, training videos, a knowledge base, and software updates.
 - ✓ **The Right Resources at the Right Time.** Whether it is integration, scanning and indexing services, an electronic forms solution, etc., MCCi has additional solutions that are complimentary to Laserfiche, while allowing you to work through one vendor for best breed of solutions.

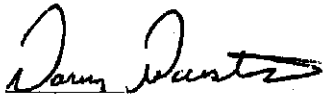
Proposed Solution

MCCi is proposing the Laserfiche software for your organization. Laserfiche is a unified solution that manages all your organization's documents and records, regardless of location or media. Additionally Please keep in mind some of the features of Laserfiche:

- ✓ **User Friendly** – Laserfiche is very easy to learn, navigate and use. Users will see Laserfiche has a folder tree structure similar to Windows Explorer for easy viewing and use. This familiarity will give your staff the confidence to begin scanning and retrieving documents almost immediately after installation making an Enterprise rollout easier on your resources.
- ✓ **Comprehensive Security** – Laserfiche Comprehensive Security allows you to control the security of your documents on many levels. You determine what functions, such as scanning and printing, each staff member may use. Security features are easy to administer and with proper right records managers can administer most security functions without IT staff assistance.
- ✓ **Intelligent Search** – Laserfiche lets you search your documents based upon full-text search, index search, and document and folder name searches. The Laserfiche full-text search unlocks the contents of your documents; if you need to find a word or phrase within a document, the full-text search retrieves it immediately. An easy Google-style toolbar is available for searching as well.
- ✓ **Integration** – Laserfiche is the central repository for records in your organization and allows you to integrate other main line of business solutions easily through the SDK, Workflow, or one of our intelligent pieces of middleware. Whether you are looking for a way to integrate with a departmental solution, ERP solution, Microsoft product, etc., Laserfiche has options available. Laserfiche Microsoft integrations include the ability to archive Office & Outlook documents directly into Laserfiche as well as integration with Microsoft SharePoint. MCCi built and maintains the Laserfiche/Granicus integration tool.
- ✓ **Business Process Automation** – Laserfiche allows users to capture information instantly and automate business processes instead of the traditional methods of using an imaging solution as an archival tool. Users are finding efficiencies by reducing the time processes take and giving users access to information instantaneously through the implementation of Laserfiche Workflow, resulting in cost savings for the organization.
- ✓ **Mobility & Web Tools** – Mobile devices are being used more and more in organizations for day to day operations. Laserfiche has options available to ensure you can access Laserfiche from these devices and perform related actions quickly on the go. There are also options for giving your outside citizens/customers access to records through the web to promote transparency and decrease records requests.

If you have any questions concerning our response or desire additional information, please do not hesitate to call or e-mail me. We appreciate your interest and hope that we will have the pleasure of working with you and the City of Fort Lauderdale.

Sincerely,



Donny Barstow
President

[TAB 5: BUSINESS LICENSES]

MCCI Response

Current Tallahassee Business License is enclosed.



MUNICIPAL CODE CORPORATION
LAWTON LANGFORD
P O BOX 2235
TALLAHASSEE FL 323162235

Account Number: 22896

The Business Tax Certificate for tax year 2014 is attached below.

This certificate expires September 30th, 2014.

Please detach and display in a prominent place at the business location.

To cancel a business account with the City of Tallahassee, please return this certificate with a letter identifying the final day of business.

To transfer ownership or location, please follow the instructions on the reverse side of the tax certificate.

Each April the "Declaration of Information Form" is mailed to all non-professional, commercial locations. This Declaration must be completed and returned prior to June 15th. Failure to accurately complete the Declaration of Information can result in a 25% tax increase.

For information concerning the Business Tax, please visit Talgov.com or call the Revenue Division at (850) 891-6488.

Thank you for your Payment

2013-14	CITY OF TALLAHASSEE BUSINESS TAX CERTIFICATE	2013-14
	LOCAL BUSINESS TAX RECEIPT	
	TAX CERTIFICATE EXPIRES SEPTEMBER 30, 2014	
DBA: MUNICIPAL CODE CORPORATION		Account Number: 22896
Location: 1700 SW CAPITAL CIR		
Address: TALLAHASSEE FL 32310		
	Type Code	Sub Code: Type Description:
	850	g Service - Printers
MUNICIPAL CODE CORPORATION LAWTON LANGFORD	The firm, corporation, organization, business or individual whose name appears herein has paid a business tax for the business activities indicated above, subject to city, state and federal laws. This certificate must be conspicuously displayed at the location of the business activity. A change of location from the stated business location on this certificate as well as a change in ownership requires a transfer. (See reverse side.)	

[TAB 6: COMPANY BACKGROUND, RECORD OF WORK AND KEY PERSONNEL]

Please describe your company's experience, qualifications and past performance, including the extent of data/systems integration. Identify the individual in your organization who will act as a focal point for implementation. Include an organizational chart depicting your proposed implementation team, including titles and functional roles, and any subcontractors.

*MCCI Response***Company Background**

MCCI, a subsidiary of Municipal Code Corporation (The nation's leading codifier for local government), has been providing Electronic Records Management Solutions to its clients since 1998. In 1998, Municipal Code Corporation (MCC) created a document imaging division, which subsequently evolved into MCCI in the summer of 2003. This allowed MCCI to provide its customers with a higher level of service, but still benefit from the stability and credibility of MCC. MCCI is headquartered in Tallahassee, Florida with satellite offices in Boise, Idaho, Atlanta, Georgia, Jacksonville, Florida, Fort Worth, Texas, Edinburg, Texas and St. Petersburg, Florida. With a client base of over 400 government agencies, we are striving to be the leading Electronic Records Management provider in the United States. MCCI has been the #1 Laserfiche VAR in local government since 2005. Over the past ten years, MCCI has had the opportunity to gain an in depth look into how government organizations utilize their documents on a day-to-day basis. This thorough understanding has provided MCCI the edge needed to provide our clients with a tailored solution that will meet each individual organization's needs. Our goal is to develop solutions that will enable our customers to increase efficiency, productivity, and internal organizational structure.

Company Products & Services

MCCI offers a wide variety of electronic records management products.

- ✓ Enterprise Content Management Software – Laserfiche
- ✓ Records Management Software – Laserfiche
- ✓ Electronic Forms – Laserfiche Forms
- ✓ Agenda and Legislative Management Software –Granicus Legislative Management
- ✓ Contract Management Software – Contract Assistant
- ✓ Professional System Configuration, Installation and Training Services
- ✓ Scanning & Indexing Services – DDi
 - Document Scanning and Indexing
 - Fiche/Film Conversion
 - Large Format Document Scanning Services
 - Bound Book Scanning Services

Ownership Structure

MCCI's corporate structure is a Limited Liability Company and it is a subsidiary of Municipal Code Corporation. MCCI's governance is directed by the MCC Board of Directors, and strategic and tactical issues identified by the Board are executed by the President and the Leadership team. MCCI's employee headcount as of March 2014 is 36 employees.

Company Officers

MCCi

Lawton Langford – Managing Director

Donny Barstow – President

Municipal Code Corporation

Lawton Langford – Chairman and CEO

Eric Grant – President

Rick Grant – Executive Vice President and COO

Michelle Eagen – Secretary / Treasurer

MCCi Authorization Contact

Donny Barstow – President

MCCi, LLC (a wholly-owned subsidiary of Municipal Code Corporation)

P.O. Box 2235

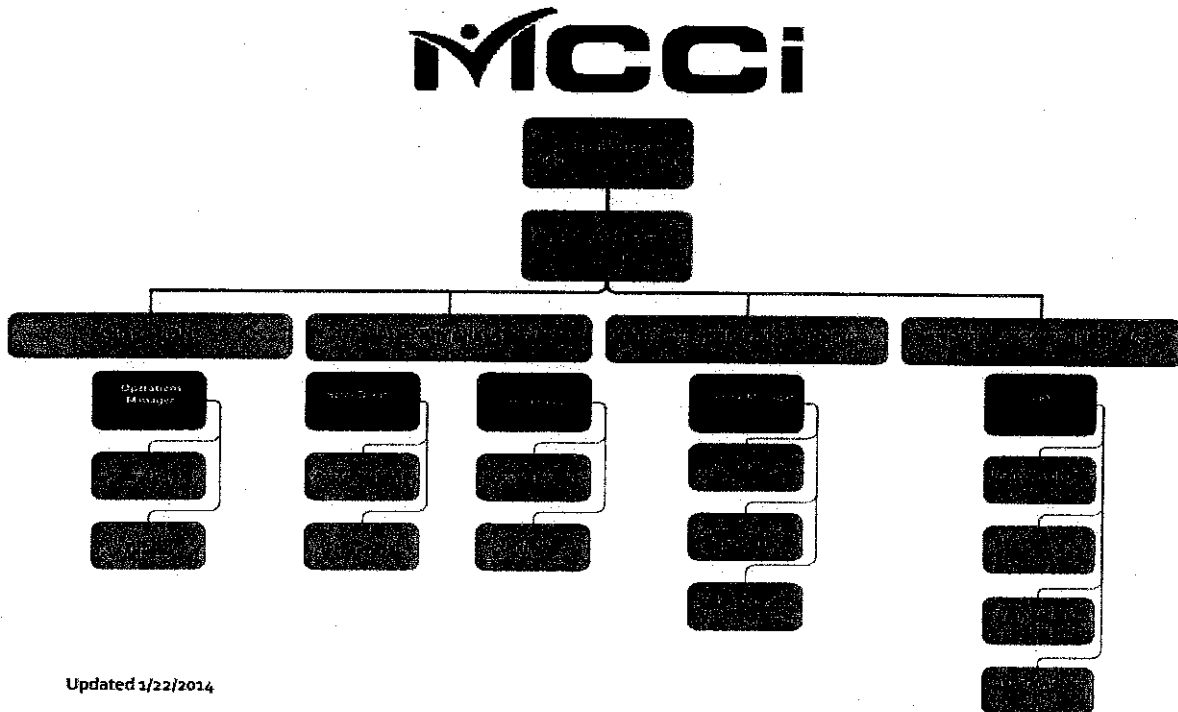
Tallahassee, FL 32316

P: (800) 342-2633

F: (850) 701-0715

E: dwb@mccinnovations.com

Organizational Chart



Key Personnel

MCCi brings a dedicated staff of employees focused specifically on providing our clients with the most reliable solutions available. MCCi currently employs a total of 36 employees. The following are key personnel that would be associated with the project:

- Donny Barstow, President
- Alexis Blue, Sales Director
- Derick Proulx, IT Manager
- Michael Widner, Lead Solution Developer
- Gareth Cales, Director of Project Management
- Scott Chromik, Project Manager
- Logan Di Liello, Senior Account Executive

- David Letson, Training Director
- Kayleigh Nelesen, Training Specialist

****MCCi has not included details on staff other than the implementation team due to the page limitations of the RFP but can provide credentials upon request.***

MCCi Project Team

The project team assigned to implement our recommended solution in the City of Fort Lauderdale is identified below, and their resumes are attached in the next section:

Title	Name	Functional Role(s)
Director of Project Management	Gareth Cales	Department Manager
Project Manager	Scott Chromik	Project Manager
Developer	Michael Widner	Developer
Trainer	Kayleigh Nelesen	Trainer

Gareth Cales

Gareth currently serves as the Director of Project Management, and has more than seven years of experience in the information technology field including Project Management, Application Design, and Technical Architecture. His targeted specialties include implementation, support, training and project management. Gareth is a talented Application Architect with extensive experience in software development and large-scale multi-year projects.

SPECIALTIES

*Project Management
Application Design
Solution Deployment
Information Assurance
Enterprise Deployment*

WORK HISTORY

2011 – Present MCCI
2007 – 2009 Sony Online Entertainment
2006 Ashtin Technologies
2004 – 2005 On-Point Consulting

PROFESSIONAL EXPERIENCE

- Software designer working on multi-year \$30 million+ large scale project
- Implementation of comprehensive Document Management Solutions in organizations of all sizes.
- Coordinating medium to large scale projects with stakeholders from multiple government agencies and private vendors.
- Over four years of experience in front line customer service.
- Administration of Enterprise Customer Relationship Management (CRM) applications for a company with millions of monthly subscribers.
- Deployment and training on high-risk Laserfiche Workflow projects in the sensitive financial and health care sectors.
- Design and implementation of focus testing groups in long term software development projects.

CERTIFICATIONS AND AFFILIATIONS

- Laserfiche Certified Professional
 - Laserfiche Administrator I
 - Laserfiche Specialist: Advanced Security
 - Laserfiche Specialist: Business Process Management
- Certified Document Imaging Architect (CDIA+)
- Criminal Justice Information Security Awareness
- Health Insurance Portability and Accountability Act (HIPAA) Privacy Security Awareness

TECHNOLOGY EXPERIENCE

- Professional Software: MS Office Professional, Visio, MS Project, Kaseya, RightNow CX
- Enterprise Content Management: Laserfiche, Perforce
- Development: Devtrack, Perforce, LUA and Python scripting
- Operating Systems: Windows (98, NT, 2000, XP, Vista, 7, Server 2003, 2008, SBS 2011), Linux (RedHat, Debian, Ubuntu, FreeBSD)

RECENT PROJECT HIGHLIGHTS**Georgia Department of Community Health**

As the Project Manager on this project, Gareth oversaw deployment of Laserfiche to one of Georgia's largest state agencies with over 600 Laserfiche users. GDCH is primarily responsible for the disbursement of Medicaid funds and was a massive undertaking. Gareth developed workflows that have helped slash administrative costs in an agency with a 2013 annual budget of over \$2.6 billion. Services included comprehensive infrastructure design, deployment, training and workflow design. During peak periods, GDCH processes thousands of Laserfiche workflows every hour.

Florida Board of Professional Engineers

As Project Manager, Gareth trained a Workflow team at FBPE. As a result of their training, this team implemented a Workflow that replaced paper processing of Florida Professional Engineer applications. Any engineer that applies for licensure in the state of Florida will now have their application routed through this Workflow process. Application processing time was dramatically cut as a result of these changes. FBPE's Workflow Team won a "Run Smarter" award from Laserfiche for their work on this Workflow process. Gareth is a proven expert at creating Workflow experts – the entire FBPE Workflow Team consisted of career non-IT employees with minimal technical knowledge.

Justice Administrative Commission

As Project Manager, Gareth oversaw the deployment of Laserfiche to a Florida state commission with 82 employees. He developed workflows for processing and archiving Requests for Payment from all of Florida's Public Defenders and State Attorneys. Services included project coordination, enterprise architecture and design consultation, deployment, training and workflow design.

City of Fayetteville, Development Services

As Project Manager, Gareth oversaw the upgrade of Fayetteville's existing Laserfiche version 8 environment to version 9. Gareth provided comprehensive training on version 9 and oversaw the inclusion of several new departments within the City's Laserfiche deployment. Gareth also worked with Fayetteville's Project Management team to train and deploy Workflows supporting the City's Development Services, Fire, and Police departments.

Indian River County, Health Department

As Project Manager, Gareth oversaw the introduction of Laserfiche to the county Health Department. As a result of this project, Environmental Services and the Business Office were able to begin converting their extensive paper files in to well indexed electronic records. Gareth also worked with the Business Office to implement Workflows supporting the Health Department's Accounts Payable procedures.

Michael Widner

Michael currently serves as Lead Solution Developer and has over 14 years of experience in the information technology field. He has extensive experience in software development, software integrations as well as system and customer support. Michael has worked with both private and public sectors.

SPECIALTIES

- Software Development
- Project Management
- Systems Support
- Customer Support
- Data Conversion
- Software Installation and Training

WORK HISTORY

2004 – Present	MCCi
2002 – 2004	EPI at University of West Florida
1999 – 2002	Information Technologies at University of West Florida
1997 – 1999	Panhandle Online

PROFESSIONAL EXPERIENCE

- Significant experience in software installing and training.
- Background in development in many various languages, including: ASP.NET, C#, VB, Java, and Cold Fusion.
- Experience in developing and implementing new software that fills needed gaps in business processes.
- Management of technology projects that implement the initiatives defined during strategic planning and process analysis projects.
- Over 14 years of experience in the technology sector with emphasis on software development and customer support.
- Lead Developer of a customer services tracking and reporting package.
- Lead Developer of a Request Tracking and reporting package
- Extensive experience with data conversion and software integrations.
- Broad knowledge in developing custom integrations that allow various products to communicate with one another.

CERTIFICATIONS & AFFILIATIONS

- Laserfiche Certified Integrator

EDUCATION & TRAINING

- 2002 Bachelor of Science in Computer Information Systems, University of West Florida

PROJECT HIGHLIGHTS

JustFOIA – Record Request Tracking System

Michael led the team tasked to develop MCCI's new records request solution. The solution is a hosted .NET MVC web application. JustFOIA is a user-friendly Open Records Request tracking system that has been designed primarily for government agencies. JustFOIA handles the entire life cycle of the Open Records Request process, which starts with standardized electronic intake of requests, and manages the requests all the way through fulfillment. JustFOIA also provides analytical reports to help agencies know how they are performing in regards to fulfilling records requests within their required time frames. The solution was built for both PC and I-device support.

Laserfiche Integrated Software Development

Michael developed the MCCI product OCR Scheduler for Laserfiche. This service based product offloads the OCR process to a service at a scheduled time. This drastically decreased the time needed to import and scan documents into Laserfiche as well as allowing a resource intensive task to be scheduled for a time when the system is being used the least. The initial development of the solution was intended for clients with larger installations of Laserfiche. However, it gained popularity so much that it is now being utilized in a variety of sized installations to augment their Laserfiche experience.

Laserfiche System Integration

Michael developed a custom integration for the City of Wellington Florida between one of their in-house applications and their Laserfiche Weblink Public Portal. This created a middleware application that would receive information from their application and bring back a list of documents in Laserfiche that matched the information provided. The users could then chose documents from the list and view them through the Weblink Public Portal.

CRM Development

Michael was the lead developer for MCCI's internal CRM system. This required him to work closely with all stakeholders to determine their current business processes and use that knowledge gained to improve internal efficiencies through the use of technology. He was also responsible for creating an integration between the finalized CRM solution and Laserfiche, which gives MCCI the ability to view archived client files contained within the Laserfiche System.

Data Conversion

Michael worked with the City of Sugarland Texas to convert data residing in a desperate Document Imaging Solution to their new Laserfiche solution. Since this time he has completed similar projects for many clients with other Document Imaging Systems that were being replaced with Laserfiche.

MCCI Support Escalation

Michael acts as an escalation point for the MCCI support team, especially when the support request involves a custom coded or an integrated solution.

EPI

University of West Florida

2002 – 2004

In his time with EPI, Michael worked on a team developing a Cold Fusion application designed to help teachers build and share lesson plans. The solution allowed teachers to create lessons and map them to their state standards. It also allowed them to share these lessons with other teachers and search for lessons.

Information Technologies

University of West Florida

1999 – 2002

In his time with UWF, Michael worked on the student help desk as Tier 2 support, helped support the residential network, managed the student helpdesk of the College of Professional Studies, and provided support for facility and staff of the college of professional studies.

Panhandle Online ISP

While at Panhandle Online ISP Michael provided hardware, software and network support. He worked as part of a team in enhancing and maintaining network productivity for users. He was also tasked with developing software to fill needed gaps.

Scott M. Chromik

Scott currently serves as one of our Project Managers and has over 8 years of experience in the information technology field with specialties including Project Management and Management of Information Systems. His targeted specialties include enterprise system engineering and implementation, business process analysis, consulting and support. Scott believes that the correct marriage of sound business practices and technology provide the best possible solution. He stands as a driven IT professional and subject matter expert in system implementation, augmentation, and recovery.

SPECIALTIES

Project Management
Systems Analysis
Process Improvement
Enterprise Deployment
Data Maintenance and Recovery
Strategic Upgrade Methodology

PROFESSIONAL EXPERIENCE

- Completed over 150 projects, as Project Manager, with a scope ranging from personal client attention to enterprise wide implementations which required all aspects of client management from project initialization through customer retention.
- Managed projects of software implementations aimed at providing improved business processes, provide a solution for entire document life cycle actions and store electronic data in a central repository.
- Orchestrated Joint Application Development (JAD) sessions to design a customized software package which required departmental process mapping and strenuous output requirements.
- Managing project of software implementations which the business requirements necessitated integrations with turnkey enterprise content management systems.
- Utilize advanced Structured Query Language reporting techniques to extract necessary data requirements for internal data metrics and competitive advantage.
- Initiated company-wide process improvement which digitized a paper customer tracking system
- Provide front line account support for over 300 clients across the United States including 2 multi-national and 9 supporting modular solutions.

WORK HISTORY

2005 – Present	MCCI
2004 – 2005	Nova Southeastern University
2003 – 2004	TechData
2003 Mar – July	TNRMC
2002 – 2003	Computer Tutors USA
1997 – 2002	Florida State University

CERTIFICATIONS & AFFILIATIONS

- Certified Laserfiche Administrator, Laserfiche Architecture, Business Process Analysis, Capture I & Capture II Professional
- Certified CJIS Security & Awareness
- CompTIA Certified Document Imaging Architect (CDIA+)
- CompTIA A+ Essentials, CompTIA A+ Practical Application
- Tallahassee Greater Chamber of Commerce

EDUCATION & TRAINING

- 2002 Bachelor of Science, School of Information Technology, Florida State University
- 2005 Master of Business Administration, Nova Southeastern University, H. Wayne Huizenga Global School of Business and Entrepreneurship
- Laserfiche (Enterprise Content Management System) Institute – Yearly Application Training
- Completion of 60 hour course in deploying and managing Microsoft Server 2003 with Demonstration of Applied Skills

TECHNOLOGY EXPERIENCE

- Professional Software: MS Office Professional 2008, Visio, MS Project 2008
- Legislative and Content Management through Legistar and Laserfiche respectively
- Database: MS Access, Excel, SQL Server 2008
- Operating Systems: Windows Server 8, SQL Server 2012, Windows XP, NT, 2000, Vista, 7, Windows Server 2008

RECENT PROJECT HIGHLIGHTS

NOAA Fisheries Service – Information Technology Support Services February 2012– July 2012

NOAA came to us as a client with visions of expanding their infrastructure, their software, and their willingness to automate many of their current business practices. After overseeing the hardware server virtualization, the system was ready for the upgrade. The ECM solution that was deployed was only in a couple of departments, but the upgrade now touched every single business division. A records management module was deployed for compliance and accuracy with federal regulations for their office. Business Process Analysis was conducted to see what department was most fit to take their paper centric office and move it to completely electronic. They immediately saw a dramatic cost savings, increased accuracy, and less time wasted looking for information.

City of Boca Raton, Florida – Information Technology Support Services August 2010 – January 2011

As the Project Manager responsible for providing business process improvement for The City of Boca Raton Parks and Rec Department, Scott defined and documented the business requirements, made application and hardware recommendations, and provided implementation strategy recommendations. Services included preparing and facilitating onsite staff training, conducting client interviews and reports. The project milestones included testing the solution in a non-production environment - followed by rolling out to a production environment, as well as design and implementation of security policies and procedures. A final presentation to the City's Information Technology and Parks and Recreation Senior Management staff proved project success.

Athens-Clarke County Unified Government, Georgia – Computer Information Services Enterprise System Setup and Upgrade April 2010 – June 2010

Athens-Clark County envisioned all of their current departments to have access to the latest version of Laserfiche Enterprise Content Management Software. Current software integrations provided an immediate road block to upgrading certain departments, which led to the deployment of an additional Laserfiche environment. Working as the Project Manager with the technology group we were able to achieve system implementation and design

successfully as well as promptly. Management of current data structure ported from the existing system to the new one allowed the goal to be achieved and many departments reap the benefit of the new product enhancements. This required evaluation, planning, system design configuration and training once complete. When the upgrade was complete the departments hit the ground running.

Town of Hilton Head Island – GAP Analysis and Implementation April 2009 – August 2009

Working as the Project Manager, Scott's first milestone was to complete an evaluation of the most paper centric departments within the Town. This analysis revealed the state document requirements of what records were to be kept, and what could be eliminated to save resources, space, and unnecessary expenditures. Rollout of the Records Management Edition of Laserfiche allowed management of the documents life cycle once the records were ready for closure. Enterprise Resource Planning was initiated as the final milestone with integrated records from Finance and Human Resource department being sent to the central document repository.

City of Wylie, Texas – GAP Analysis December 2010 – February 2011

Scott acted as the Project Lead on the analysis of the City's aging paper based system. He evaluated approximately 22 document types with in various departments and made recommendations on electronic storage and retrieval of each. These recommendations were comprised of data migration from legacy status, summary of current workflow path with recommended changes/requirements, equipment, software and staffing recommendations. The main goal of this analysis was to help mitigate any risks to the potential project through discovery and documentation of needs which resulted in the effectiveness of retrieval capabilities and document storage organization.

Florida Board of Professional Engineers – Enterprise System Implementation June 2010 – Aug 2010

Scott acted as the Project Manager on the design, installation, training, and replacement of and outdated ECM system. Every licensed engineer in the state of Florida is required to submit their paper work to the FBPE to be certified. Laserfiche is the document management system that will expedite this process and ensure compliance with the Department of Business and Professional Regulation.

Kayleigh A. Nelesen

Kayleigh currently serves as our Training Specialist and has 10 years of combined Public Sector experience on both the municipal and state level which has afforded her a solid foundation in government operations, policies, and affairs. She is resourceful, organized, customer service oriented, and a well-rounded communicator. Kayleigh specializes in designing and facilitating hands-on training activities in the workplace for all skill levels.

SPECIALTIES

Project Management
Application Design
Solution Deployment
Information Assurance
Enterprise Deployment

WORK HISTORY

2013 – Present	MCCI
2011 – 2013	FL Dept. Environmental Protection
2010 – 2011	Florida State University
2006 – 2009	Duval County Public Schools
2003 – 2005, 2009	City of Jacksonville, Florida

PROFESSIONAL EXPERIENCE

- Three years of training experience
 - New-hire training
 - End-user application training
 - Curriculum design
 - Instructional material design
- Documentation of operational procedures.
- Oversaw training related to Department of Environmental Protection (DEP) divisional merging for the state Florida's Data Center Consolidation.
- Worked extensively on process improvements for DEP administrative policies.
- Coordinated multiple research projects ensuring divisional compliance with various state directives.
- Co-author of the "Public Policy and Advocacy Training Handbook" with the Children's Campaign.
- Four years of legislative volunteer experience.

TECHNOLOGY EXPERIENCE

- Professional Software: MS Office, Visio, SPSS, Crystal Reports, Moodle, Adobe Premiere, Laserfiche ECM, Oculus, SAP, SUNCOM OaSIS, Florida Accounting Information Resource (FLAIR), MFMP, PeopleFirst, and EMIS

CERTIFICATIONS & AFFILIATIONS

- Laserfiche Certified Professional
 - Laserfiche Specialist
 - Laserfiche Administrator I
 - Laserfiche Repository Architect
 - Laserfiche Capture I
 - Laserfiche Capture II
 - Laserfiche Records Management
- Tallahassee Network of Young Professionals
 - 2013 Golden A.C.E. Finalist, Public Servant
- American Society for Public Administration

EDUCATION & TRAINING

- Preparing for the Certified Technical Trainer (CTT+) certification exam – expected November 2014
- 2011 Master of Public Administration, Reubin O'D. Askew School of Public Administration and Policy, Florida State University
- 2009 Bachelor of Arts in Political Science, University of North Florida
- Florida Dept. Financial Services, Advancing Accountability – Best Practices for Contract & Grant Management
- MyFlorida MarketPlace eQuote Sourcing

RECENT PROJECT HIGHLIGHTS

Walton County Florida Police Department

June 2013

Core users of this project were located in the Human Resources department and additional users in the Finance department were brought on board. Kayleigh rolled out the onsite training session with best practices in using the Laserfiche Client and web modules, facilitated the understanding of repository configuration, and demonstrated how to create templates that will aid in fine-tuning their repository structure.

The City of Hedwig Village, Texas

July 2013

The project consisted of Laserfiche system installation and upgrade, setting up additional tools, and configuration of the Affinity integration with existing software at City Hall. Kayleigh coordinated the training logistics and conducted the onsite training session which included integration guidance, audit trail instruction, and user training.

City of New Braunfels, Texas

September 2013

With an aggressive deadline, this project successfully expanded the City's Laserfiche system to include a total of 4 departments after our Managed Services Team upgraded their system from version 7 to version 9. As the assigned Trainer on this project, Kayleigh delivered onsite training to their current and new Laserfiche Users.

City of Lake Worth, Texas

September 2013

The initial project encompassed the installation of Laserfiche, Records Management, setting up additional tools, integration with three existing applications, and web modules for four of their main departments. The comprehensive training was divided by products and services procured and performed as a team effort with the Project Manager Rigoberto and Kayleigh being the assigned Trainer. The onsite training session was broken-down by department and used the "train-the-trainer" approach so each department liaison would be able to pass along the knowledge to other colleagues.

Gap Analysis – Town of Hilton Head Island, South Carolina

September 2013

In coordination with other MCCI Personnel Kayleigh contributed to the delivery and presentation of Hilton Head Island's gap analysis. After the Project Manager reported on the background, information gathering methodology, findings, and results; Kayleigh compiled, described, and organized the report for review by the IT department prior to submission of recommendations for resolving Hilton Head Island's gap requirements.

City of Hewitt, Texas

November 2013

Kayleigh designed the training course to familiarize their users with the basic Laserfiche functions and its components. She demonstrated the user interface, explored features and tools, illustrated Records Management concepts and best practices, and also engaged users with hands-on activities. Using their sample documents during the instructional activities, training focused on implementing techniques that were practical and important to them. Key parts of the training included development of standardized naming conventions and repository design.

City of Pharr, Texas

December 2013

Starting with a large number of users in 14 departments, Pharr, TX. Required practical, real world training to help them make the most of their upgraded Laserfiche system. The departments were separated into user groups and were coached on scanning, annotating, managing folders, and searching for their documents in Laserfiche. After reviewing their completed questionnaires, looking at sample documents, and interviewing key personnel, Kayleigh discussed strategies and developed solutions with them for managing their records.

City of Gulf Stream, Florida

January 2014

Easier storage of documents and faster retrieval of information for their open record requests were the objectives of this project. Basic training focused on adding, organizing, and searching content. Using their open records processes and current filing system Kayleigh designed unique capture strategies for the Clerk's Office. By applying their daily tasks, she simplified the Laserfiche tools and concepts which made it easier for them absorb the training.

City of Deer Park, Texas

February 2014

They upgraded to Laserfiche 9, added "new" department users, and Records Management, plus Weblink. Collectively Kayleigh and the Record Managers were able to identify the best strategy for migrating their existing repository to RME. All new users attended the introduction to Laserfiche course; Presentation style training that familiarized new users with the basic features of the client and the parts of RME that affected them. 15 users across 5 departments were coached by Kayleigh in 4 days. Her combination of onsite consultation of users' needs, interactive group exercises (varying levels of skill), and instructional techniques, helped make this project a success.

MCCi Integration Experience

MCCi's approach to integration is to focus on simplicity and maintainability. MCCi clients have options of:

1. **Configurable Tools:** Coupled together (and sometimes just by themselves), configurable middleware and the Laserfiche Workflow engine can meet the vast majority of integration requirements. The primary benefit to this approach is cost, simplicity, and a common integration platform for system administrators to become proficient with.
 - a. **Configurable Middleware** – Middleware allows you to add new features to existing applications without having to change those applications in any way or rely on software developers and vendors for integration cooperation. Typical functionality provided: Image Enablement and the ability to add/import documents from main line of business systems directly into Laserfiche ECM, with the associated meta-data. MCCi offers two options for configurable middleware.
 - b. **Laserfiche Workflow** – Back end database queries, population, and synchronization
2. **Published/certified integration:** These should be investigated if available and may be preferred if they are tested, cost effective, and especially if there are few other unrelated integration needs.
3. **Laserfiche SDK (APIs)**

MCCi can furnish additional details regarding integrations as required, and has detailed out specifically requested integrations below.

Specific Integration Examples

Collin County, TX is currently in beta testing of integrating Laserfiche and Onesolution. This was done with Sungard utilizing the SDK. Below are screenshots of the settings of the setup of the integration as well as the interface of Onesolution. In the Invoice Entry screen, on the left pane, under Attachments, the tiff image of the invoice will be presented. When the TIFF image is highlighted, you are presented with a function to store to Laserfiche. Once clicked, the image will be stored in the destination specified in the Laserfiche 9.0 Settings in the first screen shot.

Weblink is utilized to retrieve any existing images from any particular screen. For example, in the Invoice Entry screen, any existing Invoice will be opened using Weblink. The application uses the template field info to perform a search and if found, opens the image in the Weblink's doc viewer. The OneSolution application does not create any relationship and store the Laserfiche docid. The association is purely by the template field values to their table field values.

This screenshot shows the 'LaserFiche 9.0 Settings' window. On the left is an 'Administrative Menu' with categories like 'Documents Online', 'Setup', and 'CDD Admin'. The 'LaserFiche 9.0 Settings' option is selected. The main window contains the following fields:

- SettingsId: IT Training Test
- LF Webink Server Name: http://dcpit-rmstest/webink8/docview
- LF Temp Document Path: \\OneSolution\Temp
- LF Index Document Path: \\OneSolution\Index
- LF Database Server:
 - IP Address: dcpit-rmstest
 - Login: onesolution
 - Password: [REDACTED]
 - Database: Dnesolution

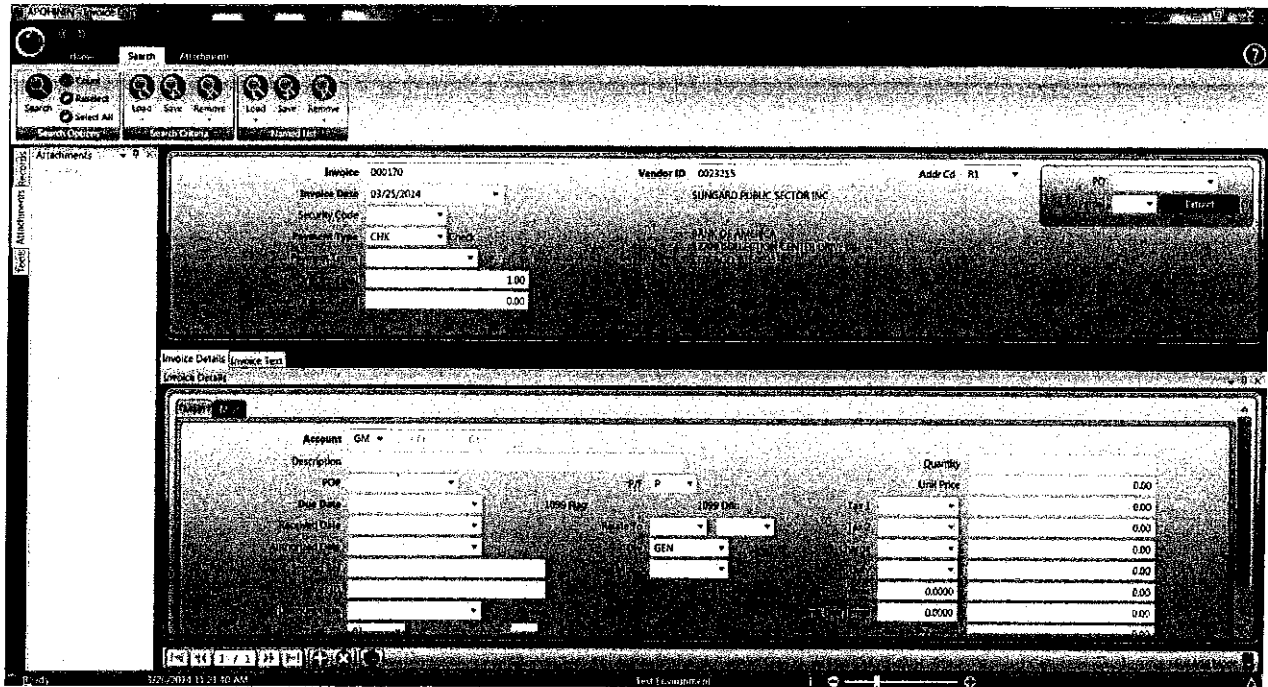
A 'Test Connection' button is located at the bottom of the database server configuration section.

This screenshot shows the 'LaserFiche 9.0 Definitions' window. The 'Administrative Menu' on the left has 'LaserFiche 9.0 Definitions' selected. The main window displays the following configuration:

- Attachment: AP_INV_LF_TST (with an 'Enable' checkbox)
- IPAS Tab: OH_BIR_MSTR
- Description: LF Invoice
- LaserFiche Template: DS_Invoice
- SettingsId: IT Training Test
- LaserFiche Path: \\OneSolution

Below these fields are 'Attachment Mappings' with 'Add Mapping' and 'Delete Mapping' buttons. A table lists the mappings:

LaserFiche 9.0 Field	IPAS Column
Vendor Name	OH_PE_ID
Invoice Number	OH_REF

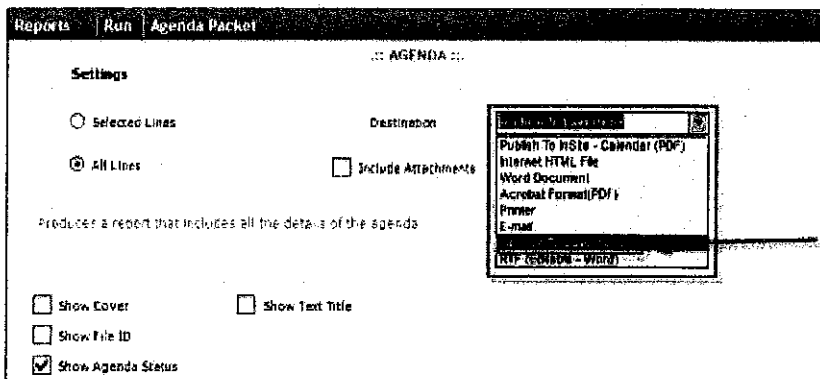


Granicus Legislative Management Suite (Legistar) – Laserfiche Integration:

The integration between Granicus Legislative Management and Laserfiche allow documents residing within a specific Laserfiche repository, to be attached directly to a legislative item, from within the Granicus Legislative Management interface. In addition, a user can easily archive Granicus Legislative Management items and reports into a specific Laserfiche repository. MCCI created this integration with Granicus and actively supports it.

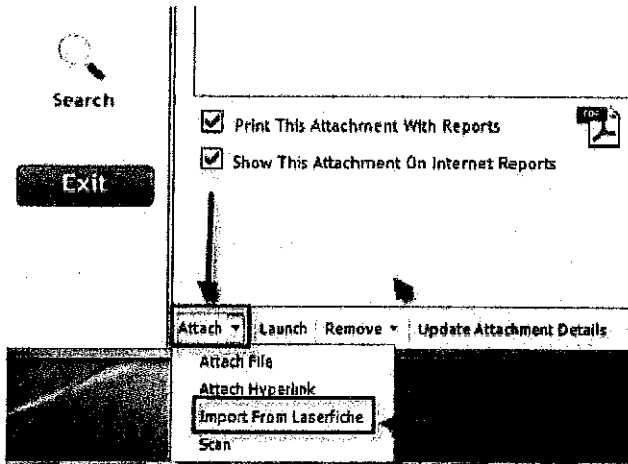
Archiving

To archive an agenda, choose “Archive to Laserfiche” under reports. When run the agenda and reports will be exported and archived into Laserfiche.

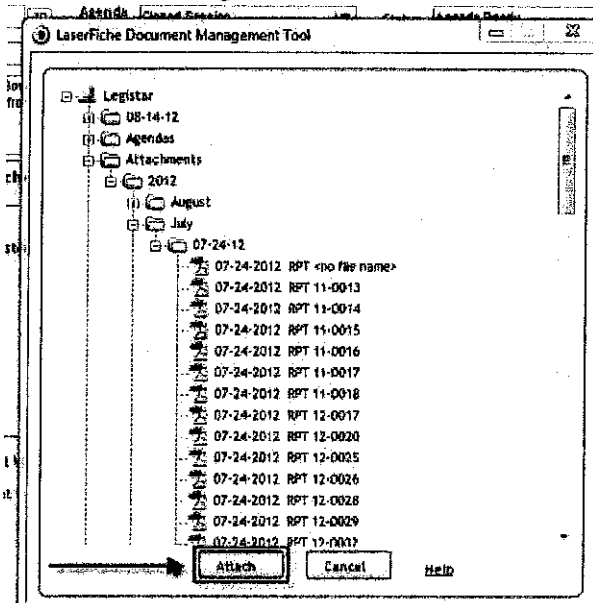


Importing Documents from Laserfiche

From the attachments tab, you can Import from Laserfiche and the Laserfiche Document Management tool will open.



You can then navigate to the document to attach.



[TAB 7: SCOPE OF WORK NARRATIVE]

Narrative - Proposals should respond to scope of work. This should describe the Proposers assessment of the City of Fort Lauderdale's needs and the quality of the proposal to meet those needs including a proposed timeline. The narrative should be no longer than five (5) pages.

MCCI Response

MCCI acknowledges and agrees with the requirements stated in the RFP (Required Services, Training and Maintenance and Support). Additionally, the Laserfiche System being proposed meets or exceeds all of the requirements itemized in *Part V – Sections 1-7*. Based on the requirements and scope of work laid out by the City, MCCI will be quoting Laserfiche Rio ECM solution to meet the City's needs. Laserfiche Rio and its functionality, along with MCCI's expertise and experience implementing such projects, will be the ideal solution to meet the City's needs. Our response below will go into detail about how Laserfiche Rio and our implementation plan matches your scope of work and other requirements.

Recommended Solution: Laserfiche Rio

MCCI is recommending the Rio platform for your organization. Rio includes:

- ✓ Named user tiered pricing with volume discounts. Each user comes bundled with:
 - Workflow for Business Process Automation
 - Web Access, which includes a thin client option for users, Web Access Light for mobile devices & tablets, iPhone, iPad & Android apps, and SharePoint integration.
 - Snapshot for archiving electronic records & Email Plug-in for emailing records directly from Laserfiche
 - Advanced Audit Trail for monitoring, recording, and reporting on system activity.
 - Digital Signature capabilities
- ✓ Unlimited Servers and Repositories to support back-ups, failover clustering, and testing environments.
- ✓ Rio License Manager for easy creation of licenses for testing, development and production systems.
- ✓ Web-based Administrative Console allowing you to administer the system from anywhere.
- ✓ Options for Electronic Forms, Records Management, Batch Processing tools, Integrations, and Web Portals.

Laserfiche Workflow

Laserfiche Workflow plays a key role in integration when it comes to sharing information between databases. In some instances, Laserfiche Workflow may be all that is required to integrate with another application. For example, if Laserfiche is being utilized to automate a business process, the end user may have no need to access the other application itself. It may be that only the data needs to be accessed for populating/validating metadata. In other instances, Laserfiche Workflow may be coupled utilized for some of the integration requirements, whereas configurable middleware, or the Laserfiche SDK may be utilized to meet other needs.

Laserfiche Records Management

Laserfiche gives you the ability to create and manage policy-based lifecycles with the Records Management module. This will serve as the foundational component to manage the lifecycle of records in Laserfiche. Local government benefits greatly from the compliance metrics and management of information that provides security (meeting regulations for HIPAA, Sarbanes-Oxley, PCI DSS and the Federal Rules of Civil Procedure). Built within Laserfiche are controls for release of information that cannot be replicated easily outside a sophisticated Enterprise Content Management system.

Laserfiche Forms

Laserfiche Forms offers the latest in innovation with an easy-to-use form builder allowing users to quickly create forms to meet their specific needs- without coding or scripting. By eliminating the need for paper based forms you can prevent common user errors such as incomplete fields and incorrect data types, improving both the user experience and the quality of your data.

The Web-based Laserfiche Forms application makes it easy for administrative users to modify existing processes and add users without the need to install additional software. Customizable Web forms can be placed onto—or linked from—any page on your Website, Intranet or public portal so that it's easy for both employees and citizens to access, complete and submit them to you.

The built in business process modeler of Laserfiche Forms allows authorized users to create BPMN-compliant process models using drag-and-drop interaction, validate process diagrams and configure processes to make them executable. In addition to the business processes built into Laserfiche Forms, Laserfiche Workflow integrates as well to initiate a Workflow process once forms are submitted into Laserfiche. These processes can import into forms data into index fields for easy classification.

Laserfiche SDK

This API uses a fully managed .NET interface to communicate with third-party systems, which means that Websites, scripts, Windows applications or anything else that is compatible with .NET libraries can easily communicate with the Laserfiche Server. Additionally, Component Object Model (COM) and Java libraries are available for use by unmanaged C++, classic VB, VBScript, JScript and VBA.

In addition to our integration options above, MCCI also has off the shelf integration tools (middleware) available. These tools allow for image enablement to add documents and query records. MCCI has not provided pricing for this based on the requirements, but is an option in the event the City is looking for this as an option.

Project Management Methodology

MCCI has had tremendous success using the Agile model for project management. In contrast to the traditional Waterfall model for software development, Agile focuses on iterative configurations. MCCI utilizes Microsoft Project, SharePoint and Laserfiche to manage our projects. Microsoft Project Server allows us to publish project plans to a SharePoint site, making it easy to share the status of an ongoing project with other stakeholders. We anticipate that a Project Site would be utilized for the City's implementation of Laserfiche. MCCI has also used Team Foundation for management of Conversion and Development tasks. This would come in to play if the City decided to utilize MCCI for the conversion project. Finally, one of our internal Laserfiche repositories contains all of the Project Documentation for each of our projects. This makes it very easy for other resources to pick up where someone left off in the event of unforeseen circumstances taking a resource off of a project. We also utilize Laserfiche Forms for documentation from project start to finish to ensure proper documentation and requirements are fulfilled.

Approach

MCCi's extensive experience working on complex projects has led us to develop multiple protocols in working with our clients. We are more than happy to build packages of training services to empower our clients to manage their systems through Workflow and E-Forms, while being available along the way for hand holding as needed. Additionally, we are also comfortable with building and maintaining Business Processes and Integrations for our clients. MCCi and our project team have grown to be flexible to meet the varying needs of any of our ECM clients. Some examples of our training packages can be found below, and have been included in our pricing response also. While these options appear to be what is being requested in the proposal, MCCi is open and flexible to build more detailed packages or provide services with less involvement from the client.

Laserfiche Workflow Configuration Training

MCCi's Laserfiche Workflow Configuration Training service is designed to be highly collaborative. The goal is for the client to have a trained Workflow Configuration Administrator. As a prerequisite, the client's Workflow Configuration Administrator should be a business process savvy individual with good technical skills. This is the person tasked with handling future workflow configurations, including any modifications needed to the configuration focused on during training.

Client Deliverables

- Provide MCCi with a mapped out/narrative of specified business process
- Define each resource and activity of the business process
- Define the Measurement of Success in conjunction with MCCi
- Appointment of Workflow Configuration Administrator
- Metadata requirements
- Sample reports from functional activities involved
- IT resources

MCCi Deliverables

- Install and configure Laserfiche Workflow with current Laserfiche system
- Onsite consultation with a MCCi Project Manager
 - Workflow Configuration Administrator Training
 - Offer best practices in security to support the specified workflow process
- Workflow Managed Services post onsite training
 - Configuration assistance for a period of time immediately following onsite training
- Developer Training (Applicable to Level 2 and Level 3 training packages)
- Roll-out Assistance – This is an optional service, which is provided if included in the scope of services. Note that this service will be billed separately and is billed upon completion.

Matrix of Workflow Training Packages:

Services Provided	Level 1	Level 2	Level 3
Remote Installation	Included	Included	Included
Onsite Training Days	2	3	3
Workflow Configuration Assistance <i>Post Onsite Training</i>	Remote 30 Days	Remote 45 Days	Remote 60 Days
Developer Training	None	Remote 1/2 Day	Remote 1 Day
Developer Assistance <i>Post Developer Training</i>	None	Remote 15 Days	Remote 30 Days
Roll-out Assistance (Optional)*	2 Days - Remote	2 Days - Onsite	2 Days - Onsite

The City mentions transparent Records Management approach. MCCi can easily model the Workflow configuration training based on this process or the City can choose an approval process they desire training on.

Transparent Records Management: Automatically classifying documents as they are created and route document to appropriate records series/record folder resulting in automatic calculation and assignment of cutoff and disposition eligibility dates. Folder structures are separated and created in the repository for records managers and non-records managers. Using entry access rights, the records management layout will only be visible to records managers and the document management layout will only be visible to non-records managers. Administrators will be allowed to see both. Using Laserfiche Workflow, the process of classifying and filing records can be automated with security providing document access to both types of users.

Laserfiche Forms Services

MCCi's Laserfiche Forms Services are designed to be highly collaborative. The goal is to provide a customized package for your organization. Whether you need direct assistance implementing Laserfiche Forms, or hands-on training to empower your organization to create and maintain electronic forms, or both, MCCi has options available. Please see your Statement of Work for the specific Laserfiche Forms Services quoted.

Forms Training Services Provided	Overview	Comprehensive
Training Duration	Up to 5 hours Remote	Up to 2 Days Remote/Onsite
Forms Designer	Yes	Yes
Process Modeler	Yes	Yes
Workflow Configuration (For Forms Process Modeler Integration, and Filing Only)	No	Yes

Data Migration

MCCi is also well-versed in legacy system conversion/data migrations. We have provided our hourly rates for migration services in the pricing portion of the proposal. MCCi has developed data migration tools and is able to scope out the migration of data from your legacy system to Laserfiche. Similar to our approach on system and workflow training, we offer varying levels of assistance from complete migration services, to assistance to the client in migrating the data. MCCi has over eight years of experience migrating data from other systems into Laserfiche. We provide a full range of migration options, from fully managed migrations in which MCCi handles all aspects of the migration, to custom utilities that end users may use to migrate documents on their own time.

Our industry experts will work with you to determine the best approach to migrate your data. Using the available metadata in your existing document management system, they will work with you to map out Laserfiche™ templates and folder structures. They will help you identify the best approach to migrating your data into Laserfiche, resulting in a user-friendly Laserfiche system with well-organized metadata indices

On-Going System Support & Future Projects

When you become a client of MCCi, you gain much more than just a new product. You gain a relationship between our staff and your organization to make your product implementation successful and the usage of your product an enjoyable experience. MCCi will work with the client to provide

services that not only meet the needs of the initial phase of the project but also help with the additional rollouts of the system to other departments. MCCI has laid out this project in a way that allows MCCI to rollout DSD but also train key IT members to empower them to rollout other departments going forward. However, in the event the City is looking for MCCI to handle each phase, our services can be tailored as well. Regardless once the first phase is complete we also provide Proactive and Technical Support for the future.

MCCI assigns each account with a Regional Account Executive and an internal Account Manager Team. You will have already worked with your Account Executive in the pre-project phase and they will continue to support you. Your Account Executive will provide a local presence and contact information should local meetings be necessary. The Account Executive also assists in pre implementation processes. Your Account Manager will assist in managing ongoing support through the life of the product. MCCI believes in a proactive support methodology and it is the Account Managers' role to insure this ongoing communication with clients. Your Account Manager will be in touch throughout the year to discuss optimal system usage and ensure client satisfaction. Items discussed may include, but are not limited to:

- Identify any needs that could easily be addressed with the current system.
- Provide resource for question and answer, best practices, how other customers are using the system with use of documented case studies, Listservs, support center, etc.
- Provide continued education for existing and new users within the organization through the use of webinars, seminars, workshops, users group, and more.
- Dedicated sales support staff for pricing inquiries and budgetary information
- Annual support renewal notification to ensure your renewal process is timely and accurate

Educational Resource Definitions

- ***Case Studies*** – MCCI works with our clients to put together narrative accounts of specific usages of MCCI solutions in their organization. Specific departments, document types, integrations, etc. are noted to allow other users to learn from the information.
- ***MCCI Listserv*** – MCCI has created a Listserv for specific types of system customers. A Listserv is a creative use of e-mail, which provides a means for End Users to share information on a common interest. Members are able to communicate with peers thru a single e-mail. Uses of the Listserv may include fielding requests about system usage, as well as best practices.
- ***Support Center*** – This resource is a compilation of white papers, best practices, and information for system users all in one location. Through the support center, users can also submit and check the status of their support tickets.
- ***Webinars*** – MCCI conducts monthly webinars on different topics promoting more efficient system usage. User webinars are also offered on more specific topics related to products, concepts, departments, etc. regarding the usage of your system. These are done through the web and are a convenient way of staying informed on the newest technologies available.
- ***Seminars*** – MCCI conducts seminars on different topics to help educate new and existing end users throughout the year. They are usually located at a host site of an existing customer. These can also be offered at current client's locations to invite departments to learn more regarding their current system.
- ***User Groups*** – MCCI offers annual user groups to keep end users trained on the newest versions and products. These are geared to both users and administrators of the system.

[TAB 8: TRAINING APPROACH]

Please provide an overall description of *both* training methods (*End User Training Approach and Train the Trainer Approach*, including General timeframes in which both types of training will be conducted Please also list the nature, level, and amount of training to be provided for both options in each of the following areas:

- Technical training (e.g., Administration, configuration, for all modules, i.e., capture, scanning, indexing, process, publishing, forms, records management, workflow. etc.)
- End User training
- Other staff (e.g., executive level administrative staff)

MCCI Response

MCCI provides high quality professional services and support. Each member of the IT department is sent to our teaming partners' headquarters to become a certified software technician. All training and knowledge transfer is conducted by CDIA-certified MCCI professionals. The training strategy proposed for the City takes a direct and intensive approach for City technical and operational staff that will support the solution. MCCI's training includes thorough onsite training and ongoing training through an online learning management tool (Training Center for Laserfiche) as well as Laserfiche CPP's (certifications). Both Train-the-trainer methodology and group training is proposed for end-user and workflow-specific training.

The Train-the-Trainer option includes a total of 13 days onsite. The End User Training option is a total of 20 days. The Workflow Configuration Training is for business analyst/IT representatives only that will be managing and creating future workflows.

The onsite training plan will consist of:

- Administrator Training
- Records Management Training
- Quick Fields Training
- Workflow Training
- Laserfiche Forms Training
- Laserfiche SDK Training
- End User Training (Train-the-Trainer and Departmental Group)
- Department Rollout Training (DSD initially, with others stated in RFP to follow)

INITIAL ONSITE TRAINING

In large/complex organizations where each area may have different intended uses of the solution, MCCI recommends basing the training curriculum on what it is required for staff to get their specific job done. All users should have a basic knowledge of the system and its capabilities before embarking on more advanced training and knowledge transfer. MCCI will customize a training agenda based on user types, departments, job tasks, etc. prior to conducting the onsite training. The general training methodology consists of developing an overall curriculum plan, targeting roles and users, delivering the training, and incorporating student feedback. The tactics used during the delivery of the training include instructor presentation, system demonstrations, hands-on exercises, and simulations using City specific data. Users are encouraged to take advantage of application help tools and online training to reinforce the training.

Administrator Training

Rio License Manager, Administrative Console features, capabilities, toolsets, options, repository configuration etc.

Records Management Training

MCCI will train upon the Records Management Module. Please note that client should have full knowledge of internal records management policies and have prior experience in records management.

- Record Series
- Record Folders
- Document Links
- Versioning
- Security Tags
- Vital records
- Cutoff criteria
- Cutoff eligibility
- Retention Period
- Disposition Actions
- Hold Period
- Time Dispositions
- Event Dispositions
- Interim Transfers
- Final Disposition
- Destruction
- Permanent Records
- Accession
- Freezing

Admin Console Setup for Records Management

- Cycle Definitions Setup
- Locations Setup
- Retention Schedules Setup
- Cutoff Instructions Setup

Workflow Training

MCCI's Laserfiche Workflow Configuration Training service is designed to be highly collaborative. The goal is for the client to have a trained Workflow Configuration Administrator. As a prerequisite, the client's Workflow Configuration Administrator should be a business process savvy individual with good technical skills. This is the person tasked with handling future workflow configurations, including any modifications needed to the configuration focused on during training.

Client Deliverables

- Provide MCCI with a mapped out/narrative of specified business process
- Define each resource and activity of the business process
- Define the Measurement of Success in conjunction with MCCI
- Appointment of Workflow Configuration Administrator
- Metadata requirements
- Sample reports from functional activities involved
- IT resources

MCCI Deliverables

- Install and configure Laserfiche Workflow with current Laserfiche system
- Onsite consultation with a MCCI Project Manager
 - Workflow Configuration Administrator Training
 - Offer best practices in security to support the specified workflow process
- Workflow Managed Services post onsite training
 - Configuration assistance for a period of time immediately following onsite training
- Developer Training (Applicable to Level 2 and Level 3 training packages)
- Roll-out Assistance – This is an optional service, which is provided if included in the scope of services. Note that this service will be billed separately and is billed upon completion.

Matrix of Workflow Training Packages:

Services Provided	Level 1	Level 2	Level 3
Remote Installation	Included	Included	Included
Onsite Training Days	2	3	3
Workflow Configuration Assistance <i>Post Onsite Training</i>	Remote 30 Days	Remote 45 Days	Remote 60 Days
Developer Training	None	Remote 1/2 Day	Remote 1 Day
Developer Assistance <i>Post Developer Training</i>	None	Remote 15 Days	Remote 30 Days
Roll-out Assistance (Optional)*	2 Days - Remote	2 Days - Onsite	2 Days - Onsite

*Roll-out assistance is billed as a separate event and at the time of delivery.

Other Product Specific Training

- *Quick Fields Training*
- *Laserfiche Forms Training*
- *Laserfiche SDK Training*

For product specific training, topics will include:

- Overview of the Products
- Configuration Training
- Features and Functionality Training

End User Training (Train-the Trainer)

MCCI's general Laserfiche training method will be the same regardless if all end users are trained or just a group of key individuals are trained in the "Train-the-Trainer" method. The differences will be allotted amount of time. If all end users are trained, MCCI will work with key IT contacts to determine the level of the end users to further define classes based on their skill level.

- *General Laserfiche Overview*
Basic introduction to the system and demo
- *Basic Laserfiche Workstation Training*
Workstation training will cover the following topics: Laserfiche Client Browser Navigation, Image Window Display, New Documents, and Tools
- *Laserfiche Capture Tools*
Image capture is one of the most powerful attributes of the system. Snapshot, Scanner Options and Standards, Scanning Processes and Enhancements will be addressed.
- *Laserfiche System Setup*
Users, Groups, Volumes, System Attributes, Security. Best Practices for folder structure as well as entering and recording Metadata information.

See below for more details:

- Capture
 - How does it work?
 - Image Capture – Scan Source
 - TWAIN, ISIS, Snapshot & Universal
 - Scanner Options & Standards
 - Scanning Processing
 - Simplex, Duplex
 - Resume, Delete, Rescan
 - Scanning into Existing Documents
- Scanning Enhancements
 - OmniPage OCR
 - Deskew
 - Despeckle
 - Rotate
 - Page Removal
- Viewing & Working with Documents
 - Thumbnails
 - Selection Mode
 - Pan Mode
 - Zoom Mode
 - Adding Stamps
 - Adding Sticky Notes
 - Adding Highlights
 - Adding Redactions
 - Text Selection
- Hands on:
 - Print
 - Export – Create PDF, TIFF
 - Email – Links, Copies
- Security
 - Logon
 - Changing Password
 - User Rights
 - Folder Access
 - Browser Navigation
 - Folders
 - Toolbar
 - Recycle Bin
- Search
 - Security assigned limitations
 - Word or “Text” Search
 - Document Name
 - Field Data or “Template”
 - Narrowing by Folder
 - Sticky Note Content
 - Creation & Modification Date
 - Electronic Documents
 - Tags
 - Saving the search for later
- Metadata
- New Documents – OCR
- Image Window
 - Showing, Hiding & Rearranging Views
 - Docking & Undocking Panes
 - View Documents
 - Template Fields

Tags, Links, & Versions

Department Rollout Training (Initial and Future Training Task Orders)

Department rollout training will be focused on the specific business processes of the department.

Training may include (not limited to):

- Capture
- Workflow Utilization
- Integration Utilization

POST IMPLEMENTATION TRAINING PLAN

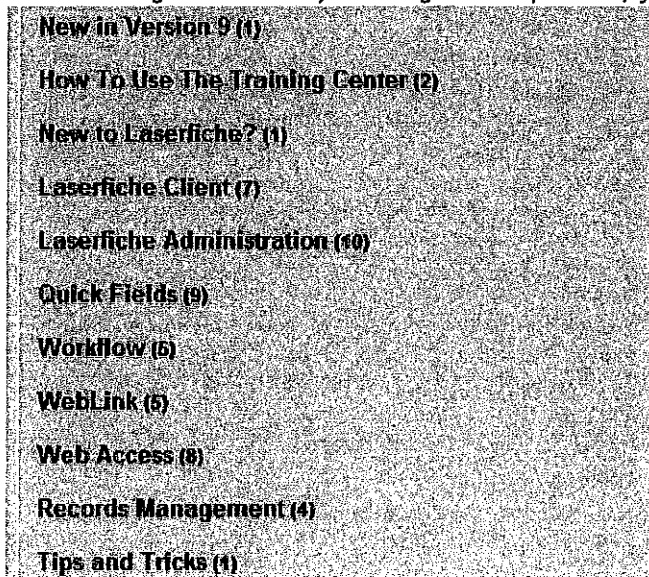
MCCI provides many options for post implementation training. Depending on the City project team and the internal evolution of Laserfiche knowledge, any or all of these options may be taken advantage of:

The Training Center for Laserfiche



MCCI has created a learning management system focused on Laserfiche to ensure your end users stay up to date on training topics. This allows your organization to have a resource as new employees come onboard, or as power users continue to excel with the system. New topics/videos are added to monthly and this resource provides your organization with a core foundation of Laserfiche.

Course Categories are easy to navigate and product/ functionality specific



Search for videos

Search courses:

Instructor-led courses that are easy to follow along as you are utilizing the system. You are able to stop and rewind the videos as necessary.

Name	Description
Activity	Allows the administration and viewing of activities.
Users and Groups	Allows the administration of users and groups.
Metadata Management	Allows the administration of metadata.
Recycle Bin	Allows the configuration and viewing of the recycle bin.
Volumes	Allows the administration of volumes.
Index	Allows the administration and processing of search indexing.
Auditing	Allows the administration of users and groups.
Records Management	Allows the administration of records management settings.
Repository Options	Allows the administration of repository options.
Custom Views	Allows the addition of your own custom nodes.

Laserfiche Certified Professional Program- Available Certification Program

The Laserfiche Certified Professional Program is a certification program which is offered to end-users, ITS support and trainers to enhance their knowledge of their investment of their Laserfiche ECMS solution. Through the Certified Professional Program (CPP), the users can gain advanced, industry-relevant skills to help them with their job and possible job enhancement within the organization. This program is very flexible due to its online training nature but also due to its convenience. Every certification includes online training that you can access from anywhere at any time. In addition, you can also gain complex content management skills without having to travel or sit in a classroom environment while learning at your own pace. Each certification has a series of short, self-paced training videos as well as a comprehensive training manual in that specific area. Each class is \$100 per user to take, but is optional to utilize. Certifications can be found at: <http://www.laserfiche.com/en-us/Events/CPs>

Laserfiche Help Files

Laserfiche has built in online help files to make it easy for users to find the information they need at their fingertips. Online help files are also kept up-to-date so you can always access the most current information. The Laserfiche help files are available from the Help buttons throughout the product interfaces or by pressing the F1 key with the product open. You can also e-mail links to a particular help page to someone else.

Laserfiche Support Site

Laserfiche maintains a robust support site available to all customers with up to date maintenance with technical white papers, training videos, best practice guides, a sample code library, and offers web chat access for direct support with the Laserfiche Technical staff. A limited view of this site is available for those who would like to explore at support.laserfiche.com.

[TAB 9: HARDWARE AND SYSTEM REQUIREMENTS]

Describe the minimum and recommended hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application including the proposed Server software, hardware and storage specifications to support the system. Include a hardware configuration chart, number of servers required for the different modules, etc., which takes into account the size of the City, application modules, database size, and anticipated growth.

MCCI Response

MCCI will provide necessary consultation upon request, as to the compatibility of current hardware with the Laserfiche System. Changes and recommendations will be made at the time of consultation. See system requirements below. Please keep in mind that these are the minimum system requirements, and should be considered independently rather than collectively. Additionally, overhead for virtualization has not been factored in to these requirements.

Scanning Station PC

OS	Windows 8 (32 or 64), Windows 7 (32 or 64), Windows Vista, Windows XP Professional (Service Pack 3 or later)
CPU	2.8 GHz processor or faster
Memory	2 GB RAM or more
Communications	TCP/IP
Web browser	Internet Explorer 6.0 or higher

Client

OS	Windows 8 (32 or 64), Windows 7 (32 or 64), Windows Vista, Windows XP Professional (Service Pack 3 or later)
CPU	1 GHz Processor or better, Performing OCR: Dual Core 2.8 GHz or faster processor
Memory	1 GB RAM or more, Performing OCR: 2 GB RAM
Communications	TCP/IP
Web browser	Internet Explorer 6.0 or higher

Server 1: Laserfiche License Manager

OS	Windows Server 2012, Windows 2008 R2
CPU	Dual-core Processor, 2.4 GHz Processor or better
Memory	4 GB RAM

Server 2: Laserfiche Application Server

OS	Windows Server 2012, Windows 2008 R2
CPU	Two Quad-Core Processor, 2.8 GHz Processor or better
Memory	24 GB RAM

Image/File Server Storage

Typical usage factoring is 18,000 black/white standard size images per GB. Clients typically use a Network Attached Storage (NAS), Storage Area Network (SAN), or a Local Storage Device.

Server 3: Database Management System

Rio MSSQL	<p>SQL Server 2012, SQL Server 2008 R2 Standard. For MSSQL, MCCI recommends storing the MDF and LDF on separate raid arrays for improved performance. Growth of MDF to 10% – 15% and Log to 5% to 10% of cumulative Laserfiche Volume size is anticipated.</p> <p>Database servers are built to take up the maximum amount of memory available on the system. As a result, MCCI recommends making your Database server a Physical server. If a Virtual environment is desired, the SQL server should be set to prevent excessive scaling, so as to prevent taking resources from other Virtual machines.</p>
	<p>*Note: Microsoft SQL Server must be purchased separately. You must additionally purchase enough licensing for your Database Management system to support your Laserfiche installation.</p>
OS	Windows Server 2012, Windows 2008 R2
CPU	Two Quad-Core Processor, 2.8 GHz Processor or better
Memory	24 GB RAM

Server 4: Laserfiche Workflow Server

OS	Windows Server 2012, Windows 2008 R2
CPU	Two Quad-Core Processors, 2.8 GHz Processor or better
Memory	24 GB RAM

Server 5: Laserfiche Auditing Server

OS	Windows Server 2012, Windows 2008 R2
CPU	Quad-Core Processor, 2.4 GHz Processor or better
Memory	16 GB RAM

Server 6: Laserfiche Public Portal and Forms Server

OS	Windows Server 2012, Windows 2008 R2
CPU	Two Quad-Core Processors, 2.4 GHz Processor or better
Memory	16 GB RAM
Firewall Considerations	Public Facing on a DMZ. A hole in the firewall will provide access to the Laserfiche Application Server.

Note Clients are responsible for any additional security protocol setup/associated fees that are required to provide internal/external web access. An example would be setting up "Kerberos" for thin client active directory authentication, or setting up VPN access to allow Laserfiche's iPad/iPhone applications to connect through the Web Access server.

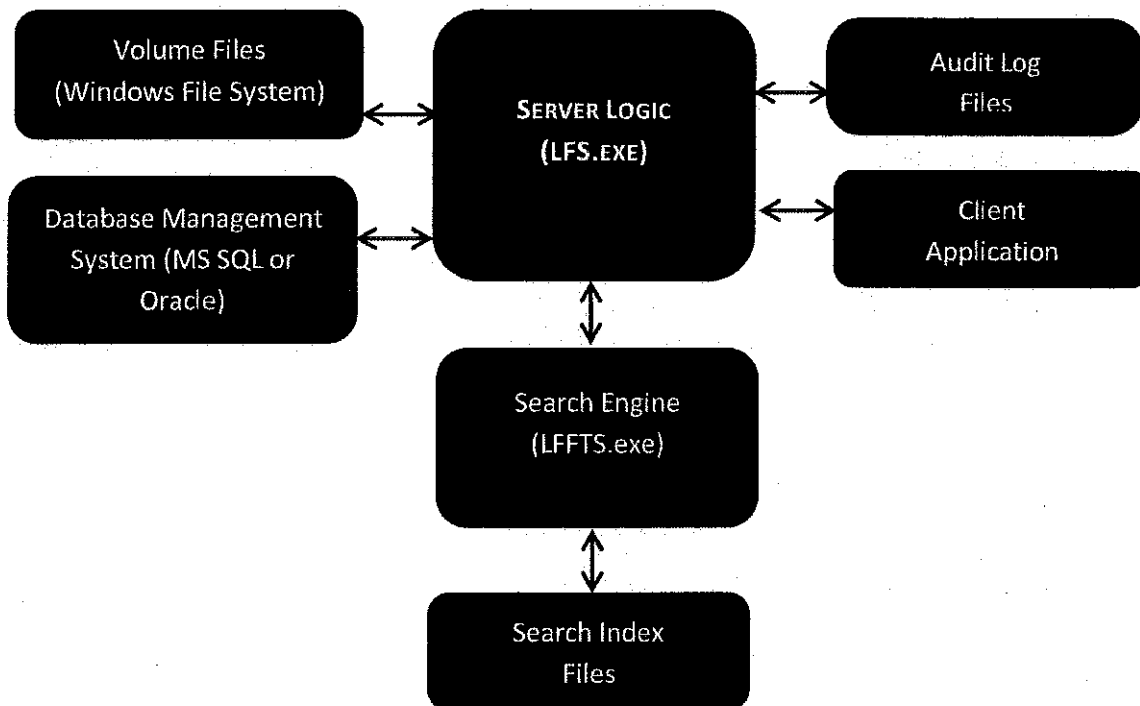
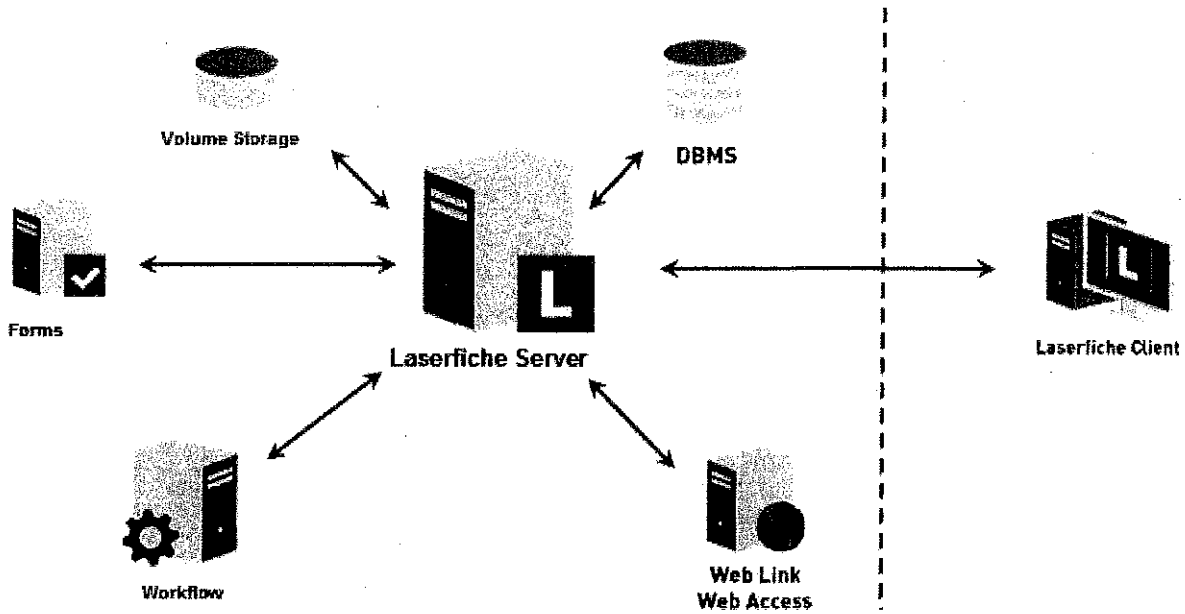
Laserfiche Public Portal – Weblink Per Processor (Unlimited) own specifics: The Public Portal License allows unlimited connections per processor, however a large number of connections may affect the Laserfiche application server performance (one processor can handle roughly 100 to 150 concurrent retrieval connections). The client must have one Public Portal License for each Laserfiche application server they desire to connect to, and the Public Portal license must be licensed by the appropriate number of processors, which is required to match or exceed the CPUs/processors on the Laserfiche application server that the Public Portal will connect to. For example, the client must have a dual-processor or multiprocessor Public Portal license in order to connect to a Laserfiche Application Server that has two or more processors. Public Portal View Only Licenses may only be used with WebLink; they are not available for other applications.

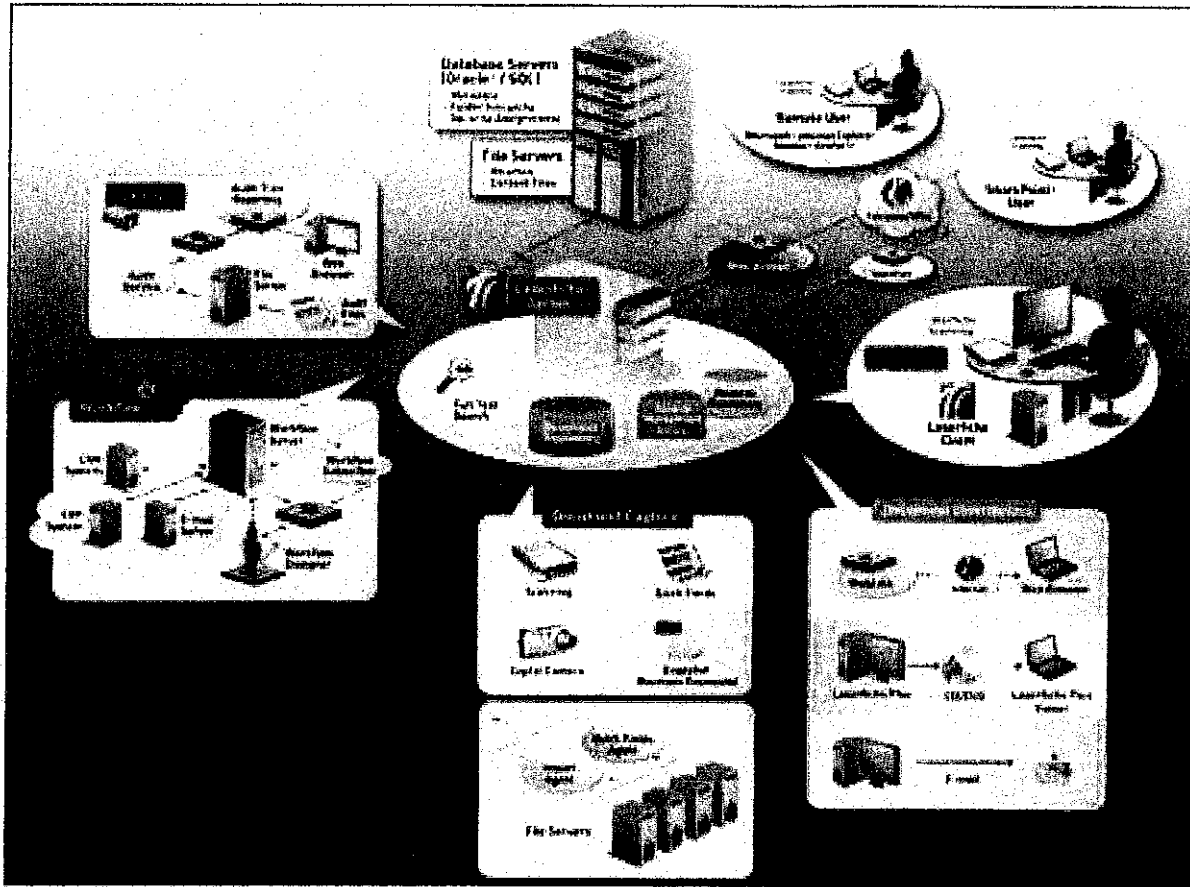
Server 7: Distributed Processing and Web Accelerator Server (Optional): For the purpose of offloading OCR Processing from Client Workstations, and accelerating Web Access image processing.

OS	Windows Server 2012, Windows 2008 R2
CPU	Two Quad-Core Processors, 2.8 GHz Processor or better
Memory	24 GB RAM
Storage	Web Accelerator pre-caches documents that are viewed on a regular basis by Web Access users. If Web Access will be used to facilitate an optimized WAN environment, additional storage will be required to facilitate pre-caching of images. Note that Web Accelerator is not required, but in high-use environments can provide notable performance increases.

Laserfiche supports failover clustering and high-availability deployments. Laserfiche modules run as Services which can be configured to use Windows Server's clustering technology for failover capabilities. Third-party load balancing technology can also be utilized to seamlessly load balance between multiple Web Access and Forms servers, as well as other Laserfiche modules as needed.

Laserfiche also supports the use of Windows Encrypted File System (EFS) technology, allowing for encryption of all documents at rest. Transparent Data Encryption (TDE) implementations in a SQL environment are also supported. Laserfiche Server, Workflow, and Web Modules all support encryption of data-in-motion through the use of SSL certificates.





[TAB 10: RESPONSE TO PART VIII – COST PROPOSAL AND APPENDIX]

Response Part VIII – City's Cost Proposal page and APPENDIX to the Cost Proposal including your complete line of product pricing as quoted for this proposal for the City of Fort Lauderdale.

**Laserfiche Rio
Train the Trainer Option**

STATEMENT OF WORK

Product Description:	Qty.	Cost	Total
<u>ECM SOFTWARE LICENSING FOR RIO</u>			
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	250	\$660.00	\$165,000.00
<input checked="" type="checkbox"/> Plus for Publishing <i>Royalty-free distribution of published media</i>	1	\$3,800.00	\$3,800.00
Document Management Software and Licenses Total			\$168,800.00
<u>ELECTRONIC FORMS FOR RIO</u>			
<input checked="" type="checkbox"/> LF Forms 200-499 Users (10% Add-on to all Named Users) <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	250	\$60.00	\$15,000.00
<input checked="" type="checkbox"/> LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server.	1	\$7,995.00	\$7,995.00
Electronic Forms Total			\$22,995.00
<u>WEB TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Public Portal - Dual CPU Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$50,000.00	\$50,000.00
Web Tools Total			\$50,000.00
<u>INTEGRATION TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	1	\$2,500.00	\$2,500.00
Integration Tools Total			\$2,500.00
<u>ANNUAL SOFTWARE SUPPORT - BASIC LSAP</u>			
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	250	\$132.00	\$33,000.00

<input checked="" type="checkbox"/>	Plus for Publishing <i>Royalty-free distribution of published media</i>	1	\$1,600.00	\$1,600.00
<input checked="" type="checkbox"/>	LF Forms 200-499 Users (10% Add-on to all Named Users) <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	250	\$12.00	\$3,000.00
<input checked="" type="checkbox"/>	LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server.	1	\$1,600.00	\$1,600.00
<input checked="" type="checkbox"/>	Public Portal - Dual CPU Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$10,000.00	\$10,000.00
<input checked="" type="checkbox"/>	Integrator's Toolkit for Rio	1	\$750.00	\$750.00
<input checked="" type="checkbox"/>	Laserfiche Integration with Granicus	1	\$1,000.00	\$1,000.00
<input checked="" type="checkbox"/>	Managed Services for Laserfiche Rio, Forms, SDK, Workflow Level 2 *not to exceed 85 hours	85	\$126	\$10,710
<input checked="" type="checkbox"/>	Training Center 50+ Users	1	\$3,920.00	\$3,920.00
<input checked="" type="checkbox"/>	MCCI Service Level Agreement	1		\$10,190.00
	Annual Support Total			\$75,770.00

For budgetary purposes, the Client should include \$75,770.00 in annual budget for renewal of LSAP, Managed Services, the Training Center and SLA for the software quoted above.

MCCI PROFESSIONAL SERVICES

<input checked="" type="checkbox"/>	Onsite Records Management Module Training, per day <i>*Travel expenses included.</i>	2	\$1,120.00	\$2,240.00
<input checked="" type="checkbox"/>	Basic Onsite Training of End Users, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	3	\$1,120.00	\$3,360.00
<input checked="" type="checkbox"/>	Basic Onsite Training of Administrator, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	3	\$1,120.00	\$3,360.00
<input checked="" type="checkbox"/>	LF Forms Training, per day	2	\$1,120.00	\$2,240.00
<input checked="" type="checkbox"/>	Workflow Configuration Training, Level 2 <i>Includes remote installation with up to 3 days onsite training, remote workflow configuration assistance up to 45 days post training, 1/2 day developer training, and up to 15 days of remote developer assistance</i>	1	\$11,510.00	\$11,510.00
<input checked="" type="checkbox"/>	MCCI Project Manager Rate, per hour	150	\$165.00	\$24,750.00
<input checked="" type="checkbox"/>	Estimated Travel Costs per day	13	\$500	\$6,500.00
	Professional Services Total			\$53,960.00

Total Project Cost (Train the Trainer Option) \$374,025.00

Laserfiche Rio End User Training Option

STATEMENT OF WORK

<i>Product Description:</i>	<i>Qty.</i>	<i>Cost</i>	<i>Total</i>
<u>ECM SOFTWARE LICENSING FOR RIO</u>			
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	250	\$660.00	\$165,000.00
<input checked="" type="checkbox"/> Plus for Publishing <i>Royalty-free distribution of published media</i>	1	\$3,800.00	\$3,800.00
<i>Document Management Software and Licenses Total</i>			<i>\$168,800.00</i>
<u>ELECTRONIC FORMS FOR RIO</u>			
<input checked="" type="checkbox"/> LF Forms 200-499 Users (10% Add-on to all Named Users) <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	250	\$60.00	\$15,000.00
<input checked="" type="checkbox"/> LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server. <i>Electronic Forms Total</i>	1	\$7,995.00	\$7,995.00
			<i>\$22,995.00</i>
<u>WEB TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Public Portal - Dual CPU Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i> <i>Web Tools Total</i>	1	\$50,000.00	\$50,000.00
			<i>\$50,000.00</i>
<u>INTEGRATION TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio <i>Integration Tools Total</i>	1	\$2,500.00	\$2,500.00
			<i>\$2,500.00</i>
<u>ANNUAL SOFTWARE SUPPORT - BASIC LSAP</u>			
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	250	\$132.00	\$33,000.00
<input checked="" type="checkbox"/> Plus for Publishing <i>Royalty-free distribution of published media</i>	1	\$1,600.00	\$1,600.00

<input checked="" type="checkbox"/>	LF Forms 200-499 Users (10% Add-on to all Named Users) <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	250	\$12.00	\$3,000.00
<input checked="" type="checkbox"/>	LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server.	1	\$1,600.00	\$1,600.00
<input checked="" type="checkbox"/>	Public Portal - Dual CPU Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$10,000.00	\$10,000.00
<input checked="" type="checkbox"/>	Integrator's Toolkit for Rio	1	\$750.00	\$750.00
<input checked="" type="checkbox"/>	Laserfiche Integration with Granicus	1	\$1,000.00	\$1,000.00
<input checked="" type="checkbox"/>	Managed Services for Laserfiche Rio, Forms, SDK, Workflow Level 2 *not to exceed 85 hours	85	\$126	\$10,710
<input checked="" type="checkbox"/>	Training Center 50+ Users	1	\$3,920.00	\$3,920.00
<input checked="" type="checkbox"/>	MCCI Service Level Agreement	1		\$10,190.00
	Annual Support Total			\$75,770.00

For budgetary purposes, the Client should include \$75,770.00 in annual budget for renewal of LSAP, Managed Services, the Training Center and SLA for the software quoted above.

MCCI PROFESSIONAL SERVICES

<input checked="" type="checkbox"/>	Onsite Records Management Module Training, per day <i>*Travel expenses included.</i>	2	\$1,120.00	\$2,240.00
<input checked="" type="checkbox"/>	Basic Onsite Training of End Users, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	10	\$1,120.00	\$11,200.00
<input checked="" type="checkbox"/>	Basic Onsite Training of Administrator, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	3	\$1,120.00	\$3,360.00
<input checked="" type="checkbox"/>	LF Forms Training, per day	2	\$1,120.00	\$2,240.00
<input checked="" type="checkbox"/>	Workflow Configuration Training, Level 2 <i>Includes remote installation with up to 3 days onsite training, remote workflow configuration assistance up to 45 days post training, 1/2 day developer training, and up to 15 days of remote developer assistance</i>	1	\$11,510.00	\$11,510.00
<input checked="" type="checkbox"/>	MCCI Project Manager Rate, per hour	150	\$165.00	\$24,750.00
<input checked="" type="checkbox"/>	Estimated Travel Costs per day	20	\$500	\$10,000.00
	Professional Services Total			\$65,300.00

Total Project Cost (End user training approach) \$385,365.00

Below is MCCI's price list for anything not quoted as well as additional needs going forward.

SLA will be required for additional purchases as well and has not been calculated below.

Laserfiche Rio

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$660.00
<input checked="" type="checkbox"/> Rio Records Management 200 - 499 Users Annual Support <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$132.00
<input checked="" type="checkbox"/> Rio Records Management 500 - 999 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$550.00
<input checked="" type="checkbox"/> Rio Records Management 500 - 999 Users Annual Support <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$110.00
<input checked="" type="checkbox"/> Rio Records Management 1,000-1,499 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$440.00
<input checked="" type="checkbox"/> Rio Records Management 1,000-1,499 Users Annual Support <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$92.40
<input checked="" type="checkbox"/> Rio Records Management 1,500 -1,999 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$385.00
<input checked="" type="checkbox"/> Rio Records Management 1,500 -1,999 Users Annual Support <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	Each	\$80.85

(There are additional price breaks past 2000 users as necessary)

Laserfiche Rio Named Retrieval Users (minimum of 200)

<input checked="" type="checkbox"/>	Rio Records Management 200 - 999 Named Retrieval Users	Each	\$220.00
<input checked="" type="checkbox"/>	Rio Records Management 200 - 999 Named Retrieval Users Annual Support	Each	\$46.20
<input checked="" type="checkbox"/>	Rio Records Management 1,000 - 9,999 Named Retrieval Users	Each	\$110.00
<input checked="" type="checkbox"/>	Rio Records Management 1,000 - 9,999 Named Retrieval Users Annual Support	Each	\$23.10
<input checked="" type="checkbox"/>	Rio Records Management 10,000 - 19,999 Named Retrieval Users	Each	\$42.00
<input checked="" type="checkbox"/>	Rio Records Management 10,000 - 19,999 Named Retrieval Users Annual Support	Each	\$9.45

Scanning Modules

<input checked="" type="checkbox"/>	LF Scanconnect for Rio <i>*required for each scanner purchased/utilized</i>	Each	\$165.00
<input checked="" type="checkbox"/>	LF Scanconnect for Rio Annual Support <i>*required for each scanner purchased/utilized</i>	Each	\$35.70
<input checked="" type="checkbox"/>	LF Scanconnect for Rio 5-pack	Each	\$660.00
<input checked="" type="checkbox"/>	LF Scanconnect for Rio 5-pack Annual Support	Each	\$138.60
<input checked="" type="checkbox"/>	LF Scanconnect for Rio 10-pack	Each	\$915.00
<input checked="" type="checkbox"/>	LF Scanconnect for Rio 10-pack Annual Support	Each	\$193.20
<input checked="" type="checkbox"/>	Import Agent for Rio	1	\$1,500.00
<input checked="" type="checkbox"/>	Import Agent for Rio Annual Support	1	\$315

Batch Processing Tools for Rio

Quick Fields is licensed by machine

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Quick Fields for Rio	Each	\$595.00
<input checked="" type="checkbox"/> Quick Fields for Rio Annual Support	Each	\$120.00
<input checked="" type="checkbox"/> Quick Fields Basic Package for Rio <i>Includes QF and Validation packages for Bar Code and Real Time Look Up</i>	Each	\$2,500.00
<input checked="" type="checkbox"/> Quick Fields Basic Package for Rio Annual Support <i>Includes QF and Validation packages for Bar Code and Real Time Look Up</i>	Each	\$500.00
<input checked="" type="checkbox"/> Quick Fields Core Package for Rio <i>Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR</i>	Each	\$5,000.00

<input checked="" type="checkbox"/>	Quick Fields Core Package for Rio Annual Support <i>Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR</i>	Each	\$1,000.00
<input checked="" type="checkbox"/>	Quick Fields Classify Package for Rio <i>Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR (Quick Fields Core) plus Document Classification</i>	Each	\$7,500.00
<input checked="" type="checkbox"/>	Quick Fields Classify Package for Rio Annual Support <i>Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR (Quick Fields Core) plus Document Classification</i>	Each	\$1,500.00
<input checked="" type="checkbox"/>	Quick Fields Context Package for Rio <i>Includes QF, Scripting Kit, Validation packages for Bar Code, Real Time Look Up, & Zone OCR plus Forms Alignment, Forms Identification, Forms Extractor, Optical Mark Recognition, & Auto Stamp/Redaction/Bates Numbering</i>	Each	\$10,000.00
<input checked="" type="checkbox"/>	Quick Fields Context Package for Rio Annual Support <i>Includes QF, Scripting Kit, Validation packages for Bar Code, Real Time Look Up, & Zone OCR plus Forms Alignment, Forms Identification, Forms Extractor, Optical Mark Recognition, & Auto Stamp/Redaction/Bates Numbering</i>	Each	\$2,000.00
<input checked="" type="checkbox"/>	Quick Fields Complete for Rio <i>Includes QF, Validation packages for Bar Code, RTL, Zone OCR, Doc Classification, Forms Alignment, Forms Identification, Forms Extractor, OMR, and Auto Stamp/Redaction/Bates Numbering</i>	Each	\$15,000.00
<input checked="" type="checkbox"/>	Quick Fields Complete for Rio Annual Support <i>Includes QF, Validation packages for Bar Code, RTL, Zone OCR, Doc Classification, Forms Alignment, Forms Identification, Forms Extractor, OMR, and Auto Stamp/Redaction/Bates Numbering</i>	Each	\$3,000.00
<input checked="" type="checkbox"/>	QF Document Classification for Rio	Each	\$5,000.00
<input checked="" type="checkbox"/>	QF Document Classification for Rio Annual Support	Each	\$1,000.00
<input checked="" type="checkbox"/>	QF Agent for Rio	Each	\$10,000.00
<input checked="" type="checkbox"/>	QF Agent for Rio Annual Support	Each	\$2,000.00

3rd Party Integration Tools

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Ratchet-X SPL Commander License (1-50 Users)	Each	\$236.00
<input checked="" type="checkbox"/> Ratchet-X SPL Commander License (1-50 Users) Annual Support	Each	\$48.00
<input checked="" type="checkbox"/> Ratchet-X SPL Commander License (51-100 Users)	Each	\$236.00
<input checked="" type="checkbox"/> Ratchet-X SPL Commander License	Each	\$48.00

	(51-100 Users) Annual Support		
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (101-250 Users)	Each	\$236.00
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (101-250 Users) Annual Support	Each	\$48.00
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (251-500 Users)	Each	\$177.00
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (251-500 Users) Annual Support	Each	\$36.00
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (501+ Users)	Each	\$177.00
<input checked="" type="checkbox"/>	Ratchet-X SPL Commander License (501+ Users) Annual Support	Each	\$177.00

Laserfiche Integration Tools for Rio

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	Each	\$2,500.00
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio Annual Support	Each	\$750.00

Web Tools for Rio

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Pilot Public Portal <i>Includes Weblink software and 25 Weblink-only retrieval connections.</i>	1	\$25,000.00
<input checked="" type="checkbox"/> Pilot Public Portal Annual Support <i>Includes Weblink software and 25 Weblink-only retrieval connections.</i>	1	\$5,000.00

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> Public Portal - Dual CPU Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$50,000.00
<input checked="" type="checkbox"/> Public Portal - Dual CPU Machine Annual Support <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Any Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$10,000.00
<input checked="" type="checkbox"/> Public Portal - Multiprocessor Machine <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$75,000.00

<input checked="" type="checkbox"/>	Public Portal - Multiprocessor Machine Annual Support <i>Includes WebLink-only unlimited retrieval connections per processor. Provides read-only access thru LF WebLink. Physical server/VM using Public Portal must have a # of licenses = to # of processors on the LF Server.</i>	1	\$15,000.00
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Electronic Forms for Rio

<input checked="" type="checkbox"/>	Product Description	Qty.	Cost
<input checked="" type="checkbox"/>	LF Forms (10% Add-on to all Named Users) <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	each	TBD
<input checked="" type="checkbox"/>	LF Forms Users (10% Add-on to all Named Users) Annual Support <i>Allows form creation and submission as well as the ability to participate in routing for all licensed users</i>	each	TBD
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (1-49 Users)	Each	\$200.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (1-49 Users) Annual Support	Each	\$40.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (50-199 Users)	Each	\$140.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (50-199 Users) Annual Support	Each	\$28.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (200-499 Users)	Each	\$99.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (200-499 Users) Annual Support	Each	\$20.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (500-999 Users)	Each	\$70.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (500-999 Users) Annual Support	Each	\$14.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (1,000-1,999 Users)	Each	\$56.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (1,000-1,999 Users) Annual Support	Each	\$11.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (2,000-2,999 Users)	Each	\$38.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (2,000-2,999 Users) Annual Support	Each	\$8.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (3,000-4,999 Users)	Each	\$32.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (3,000-4,999 Users) Annual Support	Each	\$6.00
<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (5,000+ Users)	Each	\$26.00

<input checked="" type="checkbox"/>	LF Forms Rio Authenticated Participants (5,000+ Users) Annual Support	Each	\$5.00
<input checked="" type="checkbox"/>	LF Forms Portal <i>*Allows form submission from unlicensed (public) users. Allows for connection to one application server.</i>	1	\$7,995.00
<input checked="" type="checkbox"/>	LF Forms Portal Annual Support <i>*Allows form submission from unlicensed (public) users. Allows for connection to one application server.</i>	1	\$1,600.00
<input checked="" type="checkbox"/>	LF Forms Enterprise Portal <i>*Allows form submission from unlicensed (public) users. Unlimited Installations</i>	1	\$24,000.00
<input checked="" type="checkbox"/>	LF Forms Enterprise Portal Annual Support <i>*Allows form submission from unlicensed (public) users. Unlimited Installations</i>	1	\$4,800.00

MCCi Professional Services

Product Description	Qty.	Cost
<input checked="" type="checkbox"/> GAP Analysis, per day	1	\$2,500.00
<input checked="" type="checkbox"/> Records Management Module Training, per day <i>*Travel expenses included.</i>	1	\$2,200.00
<input checked="" type="checkbox"/> Basic Onsite Training of software, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	1	\$2,200.00
<input checked="" type="checkbox"/> Quick Fields Document Class Session Configuration, per document class	1	\$660.00
<input checked="" type="checkbox"/> LF Forms Configuration Service (per form)- Level 1 <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$700.00
<input checked="" type="checkbox"/> LF Forms Configuration Service (per form)- Level 2 <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$1,400.00
<input checked="" type="checkbox"/> LF Forms Configuration Service (per form)- Level 3 <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$2,800.00
<input checked="" type="checkbox"/> LF Forms Training Overview <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$700.00
<input checked="" type="checkbox"/> LF Forms Training - Comprehensive <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$4,200.00
<input checked="" type="checkbox"/> Workflow Configuration Training, Level 1 <i>Includes remote installation with up to 2 days of onsite training. MCCi will provide remote workflow configuration assistance up to 30 days post onsite training.</i>	1	\$8,232.00
<input checked="" type="checkbox"/> Workflow Configuration Training, Level 2 <i>Includes remote installation with up to 3 days onsite training, remote workflow configuration assistance up to 45 days post training, 1/2 day developer training, and up to 15 days of remote developer assistance</i>	1	\$14,750.00

<input checked="" type="checkbox"/>	Workflow Configuration Training, Level 3 <i>Includes remote installation with up to 3 days onsite training, remote workflow configuration assistance up to 60 days post training, 1 day developer training, and up to 30 days of remote developer assistance.</i>	1	\$18,700.00
<input checked="" type="checkbox"/>	RatchetX Services *Includes: Base installation & configuration for actions that jump from Application to Laserfiche, up to 3 screen configurations, Standard actions of Scan, Import, Search Client, Search Weblink, and/or Search WebAccess.	1	\$3,700.00
<input checked="" type="checkbox"/>	MCCi Project Manager Rate, per hour	1	\$165.00
<input checked="" type="checkbox"/>	MCCi System Engineer Rate, per hour	1	\$140.00
<input checked="" type="checkbox"/>	MCCi Development Rate, per hour	1	\$185.00
<input checked="" type="checkbox"/>	MCCi Gap Analysis Write Rate, per hour	1	\$165.00

MCCi Managed Services

Product Description	Qty.	Cost
Managed Services for Laserfiche Forms- Rio	1	\$1,260.00
Managed Services for Laserfiche - Rio	1	\$3,150.00
Managed Services for Ratchet-X	1	\$630.00
Managed Services for SDK	1	\$630.00
Managed Services for Workflow, Level 1 <i>*not to exceed 25 hours</i>	1	\$3,150.00
Managed Services for Workflow, Level 2 <i>*not to exceed 45 hours</i>	1	\$5,670.00
Managed Services for Workflow, Level 3 <i>*not to exceed 60 hours</i>	1	\$7,560.00

MCCi Training Center

Product Description	Qty.	Cost
Training Center 50+ Users	1	\$3,920.00
Training Center 100+ Users	1	\$6,995.00

MCCI understands the City is looking for a 3rd party company to provide scanning. MCCI has included our pricing in the event the City desires to work with one vendor to provide all services.

Public Sector Not-to-Exceed Scanning Pricing

Per Image	< 300	\$0.80	\$0.25	\$0.01
Per Image	< 2,000	\$0.30	\$0.20	\$0.01
Per Image	< 5,000	\$0.20	\$0.15	\$0.01
Per Image	< 10,000	\$0.18	\$0.10	\$0.01
Per Image	< 25,000	\$0.16	\$0.10	\$0.01
Per Image	< 100,000	\$0.12	\$0.05	\$0.01
Per Image	< 250,000	\$0.11	\$0.02	\$0.01
Per Image	< 500,000	\$0.09	\$0.02	\$0.01
Per Image	> 500,001	\$0.07	\$0.02	\$0.01

Per Image	< 500	\$2.00	\$0.02
Per Image	< 1,000	\$1.75	\$0.02
Per Image	< 10,000	\$1.45	\$0.02
Per Image	< 25,000	\$1.35	\$0.02
Per Image	< 50,000	\$1.20	\$0.02
Per Image	> 50,000	\$1.10	\$0.02

Regular Size	\$0.50 per image in addition to scanning rate for regular images
Large Format	\$1.00 per image in addition to scanning rate for large format images

Per Image	< 5,000	\$0.060	\$0.085	\$0.130	\$0.750
Per Image	< 10,000	\$0.050	\$0.075	\$0.125	\$0.750
Per Image	< 25,000	\$0.050	\$0.075	\$0.120	\$0.700
Per Image	< 50,000	\$0.045	\$0.070	\$0.120	\$0.675
Per Image	> 50,000	\$0.040	\$0.065	\$0.115	\$0.650

Quantity	Unit	Price
Per Image	< 1000	\$2.00
Per Image	< 10,000	\$1.25
Per Image	< 25,000	\$1.15
Per Image	> 25,000	\$1.10

Quantity	Unit	Price
Per Index Field	< 500	\$0.35
Per Index Field	< 1,000	\$0.33
Per Index Field	< 10,000	\$0.19
Per Index Field	< 25,000	\$0.16
Per Index Field	< 50,000	\$0.13
Per Index Field	< 100,000	\$0.12
Per Index Field	> 100,001	\$0.10

DVD/CD, Per Set	\$50.00
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Pick Up, Per Box	\$15.00	\$75.00
Delivery, Per Box	\$15.00	\$75.00

[TAB 11: RESPONSE TO CONTRACTOR'S QUESTIONNAIRE]**Part X – CONTRACTOR QUESTIONNAIRE****01. Company Overview**

- 1) What are your company's key success factors and what differentiates you from your competition?

MCCi Response

MCCi is a subsidiary of Municipal Code Corporation the Nation's leading Codifier, who has been in business for over 60 years with almost 4,000 government clients. This has bred a culture of customer service and innovation within our organization. MCCi's core focus is on ECM solutions and services for government organizations and that focus has led to us growing to be the largest Laserfiche reseller in the country, with over 130 government clients in the state of Florida alone.

- 2) Please indicate if your Company has been profitable in your last 4 years of business.

MCCi Response

Yes

- 3) What awards or certifications (if any) has your company received?

MCCi Response

- Laserfiche Gold Certified reseller
 - Microsoft Gold Certification:
 - Laserfiche Winner Circle VAR the last 10 years
 - Top Laserfiche reseller the last 6 years
 - Each year, Laserfiche honors organizations that succeed in promoting organizational agility through innovative use of Laserfiche with the Run Smarter Award program. Over 30,000 organizations across the world use Laserfiche and honors are given to 10-15 of the top organizations. Each year, MCCi has 3-5 of these winners due to the great support we are able to give our clients in implementing enterprise solutions.
 - CompTIA CDIA Certifications - MCCi has employees on staff who are Certified Document Imaging Architects (CDIA). The CompTIA CDIA certification is the first global standard of competency and professionalism in the document imaging/document management industry.
- 4) Does your company perform its own implementation and systems integration or do you outsource?

MCCi Response

Yes, MCCi prides itself on its focus on system implementation, training and service offerings. All implementation and integration for this project would be performed by MCCi staff.

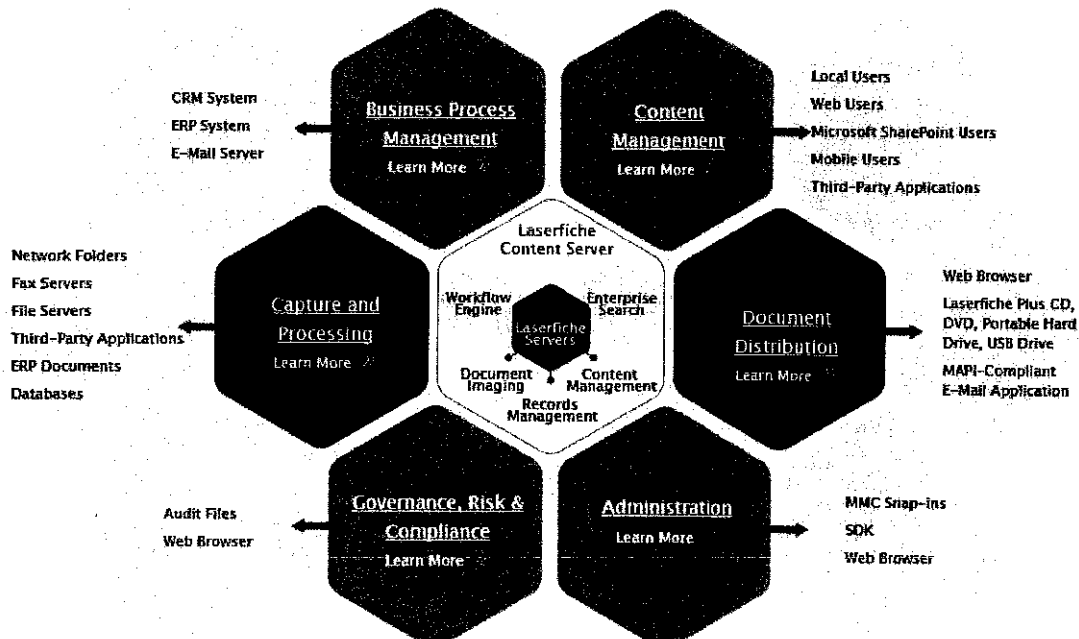
02. Product Overview

1) Please give an Executive Overview of your complete product line. (Electronic Forms, Workflow, Records Management, etc.)

MCCI Response

The Laserfiche Rio system includes:

- A **licensing server** to produce licenses as you determine system topology based on your specific needs.
- Unlimited **Laserfiche content servers** that provide document imaging, document management and records management functionality as part of the core architecture— not through separate modules that are stacked together.
- A feature-rich **Web interface** that does not require any software to be installed, maintained or updated at the workstation level.
- **Mobile applications** that enable you to capture, upload and work with documents while on the go.
- The **Laserfiche Workflow system**, capable of automating business processes in high volume transactional environments, as well as customizing the way the system reacts to user input.
- A built-in **auditing solution** for security and compliance.
- DoD 5015.2-certified **Laserfiche Records Management Edition**, with integrated records management, security, auditing and reporting capabilities.
- **Production-level document capture and processing** to automate document identification, indexing, classification and filing.
- An **electronic forms solution** that ensures appropriate action on submitted forms is taken quickly with user-defined approval processes and task lists.
- Fully customizable, read-only **public Web portals**, with unlimited public portal licensing.
- An **SDK** that includes COM, .NET and Java libraries, as well as an ADO.NET provider.



Laserfiche Workflow

Laserfiche Workflow is a flexible, easy-to-use tool for automating and optimizing business processes organization-wide. A fully integrated component of Laserfiche Rio, Laserfiche Workflow enables you to map, model and manage your business processes to efficiently achieve your goals. With its ability to integrate with a wide variety of enterprise applications, Laserfiche Workflow can be used to run repeatable processes in a consistent manner across the organization, optimizing resource efficiency, cost and service delivery.

- Create workflows with an intuitive, graphical design tool that provides a top-down process map, a toolbox of built-in activities and wizard-driven configuration.
- New business process functionality in Laserfiche Workflow allows you to:
 - Start workflows on a document from the Laserfiche Client or Laserfiche Web Access.
 - Report on customizable steps in that workflow's progress.
 - Alert and direct users regarding their responsibilities for completing business process tasks.
- Improve visibility with Laserfiche Workflow instance details that provide information—including new charts, statistics and data—about specific times a workflow ran.
- More than 75 built-in activities simplify third-party integration, offer easy customization and enhance administrative control.
- Design custom actions with an embedded script editor supporting C# or VB.NET.
- Troubleshoot, optimize and report on system processes with an included search and reporting interface.

Laserfiche Forms

Laserfiche Forms offers quick, simplified data collection and processing for your entire organization. Our customizable web forms fit securely onto any website, making it easy for your customers and employees to submit information. Automated approval workflows and built-in auditing ensure that action is taken quickly, forms are never misplaced and stakeholders are updated at every step.

- Ensure accurate and secure data collection. (required fields, data-base look-up population)
- Design and modify forms without IT involvement.
- Accelerate business processes by tying forms to Workflow processes

Record Management:

RME provides the ability to design a hierarchical file plan that organizes content based on a combination of business use and retention schedule, enabling the client to generate reports, process large groups of records simultaneously, and show that content has been managed according to the rules governing your business practices. All content in the system can be formally managed from the point of capture or as part of a well-defined lifecycle, including imaged documents, business documents (e.g., Microsoft Office, etc.), audio and video files, output from legacy systems and physical records stored offsite.

Laserfiche Advanced Audit Trail

In the highly regulated government and corporate worlds, customers are increasingly required to comply with a variety of regulations and have accurate knowledge of their business processes. The Advanced Audit Trail meets the needs of organizations operating in a demanding regulatory environment. Advanced Audit Trail records all user activity and changes in security

settings so that management and system administrators can monitor system activity from all angles including:

- Track who assigns which rights to which users
- Maintain records of searches performed in the Laserfiche repository
- Require users to submit reasons for printing, e-mailing and exporting documents
- Enforce the application of Watermarks containing the name of the user responsible for printing, or other information
- Monitor attempts to change passwords
- Watermark content exported or printed from your repository to maintain proof of origin or ownership.
- Separate permissions required to access Laserfiche repository and Audit Trail reporting.
- Restrict access to Configuration Page to local administrator on the computer hosting Laserfiche Audit Trail Reporting.
- The Advanced Audit Trail tracks what user accesses data in the repository, as well as changes made to the repository. Users can then generate reports on the life-cycle of documents and who has accessed them. Additionally, activity in the repository can set up event logging according to individual users. This allows a more finely grained auditing configuration that tracks only the data that a particular customer needs. Advanced Audit Trail also features the tracking of failed attempts to change content in the repository, giving more insight into user activities.

Laserfiche Web Access

Laserfiche Web Access is a Web browser-based thin client offering virtually all of the document management capabilities of the standard Laserfiche interface. Web Access allows your IT staff to roll out high-volume Laserfiche access without increasing your organization's application support burden. Authorized users organization-wide enjoy simultaneous access to documents, whether they are using the corporate intranet or logging in from a branch office.

Laserfiche Public Portal (Weblink)

MCCI is proposing the Laserfiche Public Portal, also known as WebLink for publishing documents in a read only state. Laserfiche WebLink is designed to be more accessible to external users who might be unfamiliar with Laserfiche or your organization's naming conventions and filing methodologies. It acts as a customizable, searchable portal for public access to important information—while still keeping sensitive information secure.

- Offer simplified and customized searching of your publicly available documents.
 - Provide read-only document access to the public—while protecting your core Laserfiche repository.
 - Enable authorized persons to securely search and retrieve documents.
 - Customize your interface to fit your specific needs, without extensive coding or programming.
- 2) Describe the process to interface products with third party programs or populate your system with external systems data and data structure (fields, tables, etc.).

MCCI Response

MCCI takes a very flexible approach to integration between Laserfiche and client's other applications. Interfacing the products can be done in a variety of manners. MCCI has access to several pieces of middleware that can allow users to interface from the front-end application

directly with Laserfiche. Whether adding, scanning or searching Laserfiche, there are image enabling options available. Additionally, the ability to populate system's databases, fields or tables can be handled using Laserfiche's Workflow automated functions which allows data to be pushed to or from other applications. Also, at a more custom level access can be programmed using Laserfiche APIs.

Configurable Middleware (RatchetX)

In an effort to avoid costly and complex custom integrations, MCCi recommends utilizing off the shelf integration tools (middleware) when possible. This recommendation is even stronger when a common integration platform is required between multiple systems, and when these integrations must be maintained and updated by a technical staff with limited resources.

RatchetX Enterprise – RatchetX is a configurable and robust middleware integration tool for Laserfiche. With a single click of a button, new documents can be added to Laserfiche from another application, and users can search Laserfiche directly from the applications they use most. RatchetX is unique in regards to the robust toolset it provides for accessing data from other applications (even the toughest proprietary systems), for use in configuring the most common ECM integrations: Indexing, importing/scanning, and executing search queries. In addition, RatchetX provides the capability to create custom integration activities, such as populating a record in another system from the data extracted during the intake process in Laserfiche, or looking up a record in another system from the Laserfiche interface itself (Bi-directional integration).

Laserfiche Workflow

Laserfiche Workflow plays a key role in integration when it comes to sharing information between databases. In some instances, Laserfiche Workflow may be all that is required to integrate with another application. For example, if Laserfiche is being utilized to automate a business process, the end user may have no need to access the other application itself. It may be that only the data needs to be accessed for populating/validating metadata. In other instances, Laserfiche Workflow may be coupled utilized for some of the integration requirements, whereas configurable middleware, or the Laserfiche SDK may be utilized to meet other needs.

Laserfiche SDK

This API uses a fully managed .NET interface to communicate with third-party systems, which means that Websites, scripts, Windows applications or anything else that is compatible with .NET libraries can easily communicate with the Laserfiche Server. Additionally, Component Object Model (COM) and Java libraries are available for use by unmanaged C++, classic VB, VBScript, JScript and VBA.

The Laserfiche SDK contains commands and documentation that will help you use the Laserfiche API most effectively. In the Laserfiche SDK, you'll find instructions that help you integrate Laserfiche with third-party applications, customize system functionality and automate Laserfiche-related tasks such as indexing and retrieving documents, populating template fields and automatically generating e-mails or e-forms. Additionally, you'll find a wealth of runnable sample code, written in both C# and VB .NET, designed to help you tailor your Laserfiche system to your organization's specific business needs.

To promote fast distribution, the Laserfiche SDK includes pre-built merge modules. You can use these modules to create custom installation packages that contain both your own code and the

relevant Laserfiche SDK components. However, you also have the option of simply installing the Laserfiche SDK libraries at your organization, without installing the merge modules.

- 3) Does your company own full rights to the application and source code?

MCCI Response

MCCI is a Laserfiche VAR (Value Added Reseller) therefore does not own full rights to the application and source code. The source code can be put in escrow for a cost listed in the cost proposal.

- 4) Is the image file header Non-Proprietary?

MCCI Response

Files archived in Laserfiche can be converted to the TIFF image format which is an archival standard. The file headers in both cases are standard archival format and are non-proprietary. The image header for a TIFF image is a fixed 8 byte segment always occurring at the beginning of the file and conforms to the industry standard.

03. Implementation

1. Please list all the agencies which you have performed integration and image enabling services for , including the products Granicus Legistar/Insite, SunGard's OneSolution Community Development products and others.

MCCI Response

MCCI has over 535 Laserfiche clients throughout the country, below is a listing of several of our clients with the integrations described above. We would be happy to provide a more comprehensive list on specific integrations and/or conversions that we have done and maintain.

Granicus:

Sanibel, FL
Doral, FL
Clearwater, FL
Lauderhill, FL

OneSolution:

Colin County, TX

Others:

Palm Beach, FL - EDEN
Palm Beach Gardens, FL -
EDEN, OSSI
Florida League of Cities, FL -
Dynamics, RiskMaster
Winter Park, FL - HTE SunGard
Winter Haven, FL - New World
Hollywood, FL - Homegrown
permitting applications

	MCCI Responsibilities	City Responsibilities
Planning and Management	<ul style="list-style-type: none"> • Provide professional project management services. • Track issues, change requests, milestone status, and project risks. 	<ul style="list-style-type: none"> • The City will assign a full-time Project Manager to work with the vendor's manager throughout the project.
Framework and Configuration Design	<ul style="list-style-type: none"> • Assistance/advice in repository and metadata design, with the Transparent Records Management concept in mind. • Software base configuration and testing 	<ul style="list-style-type: none"> • Select candidate workflow for Workflow Configuration and Training • Designate a fulltime Business Process Analyst to the project to work with the team and receive training for ongoing rollouts.
Workflow Configuration and Training	<ul style="list-style-type: none"> • Define and set up a metadata structure to support the specified workflow process. • Install and configure Laserfiche Workflow with current Laserfiche system • Onsite consultation with a MCCI Project Manager <ul style="list-style-type: none"> - Workflow Configuration Administrator Training - Offer best practices in security to support the specified workflow process • Workflow Managed Services post onsite training 	<ul style="list-style-type: none"> • Provide MCCI with a mapped out/narrative of specified business process • Define each resource and activity of the business process • Define the Measurement of Success in conjunction with MCCI • Appointment of Workflow Configuration Administrator • Metadata requirements • Sample reports from functional activities involved • IT resources
Technical Environment	<ul style="list-style-type: none"> • Identify recommended hardware, network and system software requirements. • Install and configure the proposed Laserfiche software suite on the City's infrastructure • Install and configure Laserfiche license manager software. 	<ul style="list-style-type: none"> • Acquire and install prerequisite hardware, networking, and operating system environment. • Provide separate technical environments for testing, and production.
Content Migration	<ul style="list-style-type: none"> • Define a content migration plan and design and scope of services • Test migration strategy. • Migrate content 	<ul style="list-style-type: none"> • Review and signoff on the content migration plan • Acceptance test and review of migrated documents.
Integration Development	<ul style="list-style-type: none"> • Define an integration scope of services • Test integration 	<ul style="list-style-type: none"> • Define desired integration needs • Acceptance test and review of integration
New Content Management		<ul style="list-style-type: none"> • The City is responsible for all document scanning activity. • The City is responsible for any document preparation activities such as removing staples, bar-coding, sequencing, or other manual pre-scan steps. • The City is responsible for quality assurance of any newly scanned documents.
Testing	<ul style="list-style-type: none"> • Develop overall testing approach and detailed test cases for each pilot phase. • Execute test plans for unit and system testing. 	<ul style="list-style-type: none"> • Identify acceptance criteria for each pilot implementation. • Define and execute test cases for Acceptance
Training	<ul style="list-style-type: none"> • Provide technical training for Laserfiche administration. • Provide user training for Laserfiche content management based on desired implementation method (end user or train- 	<ul style="list-style-type: none"> • Provide training facilities suitable to hands-on technical training. • Designate staff that will participate in training sessions

	<p>the-trainer)</p> <ul style="list-style-type: none"> Develop and deliver customized training for DSD. 	
Support	<ul style="list-style-type: none"> Provide Workflow Managed Services for up to 45 days past each pilot signoff date. Provide help desk phone support 	<ul style="list-style-type: none"> Designate a staff resource that can be trained to provide onsite, first level Laserfiche support. Provide onsite, first level support for ECMS users.
Mutual Responsibilities	<ul style="list-style-type: none"> MCCI and the City will need to collaborate on all aspects of the project. Joint design efforts are necessary to reflect both operational and technical needs. Although team members are responsible for various aspects of testing, a focus on quality assurance is needed from all members and project activities to prevent the introduction of issues into the process. The MCCI Project Manager and the City Project Manager must work closely as a team to ensure a smooth handoff after the pilot completions. 	

2. Do you have your own internal resources or do you rely on outside resources for implementation?

MCCI Response

MCCI employs an internal team of Project Managers, Trainers, System Engineers and Developers that fully deploy our implementations.

3. What is your implementation lead-time in days?

MCCI Response

Implementation lead times vary greatly depending on project complexity, client timelines and scope. Our project implementations generally begin within a week of receiving a PO or signed contract.

4. Provide a sample implementation plan that details:

- a. A brief description of the major steps in the implementation process.
- b. Any major activity that involves our employees.
- c. Time frames for critical activities and other tasks required of our organization.

<p>Project Kickoff</p>	<p>This is the first step in the project and includes processing and reviewing the contract as well as the initial Kickoff call. The MCCI Kickoff Call is the first step in the project once a signed contract has been received, to start the planning of the project. Members attending from MCCI will include Project Manager, Account Executive, Trainer, and anyone else applicable to the project. Client staff should include lead project members and IT. Project expectations will be set, dates and timelines discussed and scheduled if possible, and project plan finalized. A discussion regarding the needed hardware can occur if the client has any questions. This can also occur prior to the stated timeline. Other calls will be setup to continue the planning of the project as needed.</p>
<p>Laserfiche Server Software Installation & Activation</p>	<p>MCCI will install applicable server software remotely. Client software installs will be in a train-the-trainer method. The testing period will be at this time as well.</p>
<p>Workflow Training and Configuration</p>	<p>MCCI's Laserfiche Workflow Configuration Training service is designed to be highly collaborative. The goal is for the client to have a trained Workflow Configuration Administrator. As a prerequisite, the client's Workflow Configuration Administrator should be a business process savvy individual with good technical skills. This is the person tasked with handling future workflow configurations, including any modifications needed to the configuration focused on during training.</p>
<p>Training</p>	<p>The training strategy proposed for the City takes a direct and intensive approach for City's technical and operational staff that will support the ECMS. A train-the-trainer methodology is proposed for end-user training. See the training section for more information regarding proposed training.</p>
<p>Project Closeout</p>	<p>MCCI will follow-up with the client on any outstanding questions from the training and ensure the client is progressing.</p>

MCCI Response

MCCI has listed a sample guide of responsibilities during the project to show major activities and has followed this by a sample project plan with defined tasks as well. Please note this is not an exhaustive list of tasks. This will be finalized upon a finalized scope of service.

Task Name	Duration	Start	Finish	Predecessors	Resource Names
Project Kickoff	11 days	Mon 6/2/14	Mon 6/16/14		Client Business Analyst, Client IT Administrator/Network Administrator, Client Project Manager, MCCI Project Manager, MCCI Trainer
Executed Contract Processed	5 days	Mon 6/2/14	Fri 6/6/14		
Internal Contract Review	5 days	Mon 6/9/14	Fri 6/13/14	2	
Kickoff/Handoff Call	1 day	Mon 6/16/14	Mon 6/16/14	3	
Hardware Requirements Review	1 day	Mon 6/2/14	Mon 6/2/14		
Laserfiche Server Software Installation & Activation	30 days	Mon 7/7/14	Fri 8/15/14	5	Client IT Administrator/Network Administrator, MCCI Project Manager
Download Links Sent	1 day	Mon 7/7/14	Mon 7/7/14	5	
Installation Scheduled	1 day	Mon 7/7/14	Mon 7/7/14		
Remote Installation Performed	10 days	Mon 7/7/14	Fri 7/18/14	5	
Testing	30 days	Mon 7/7/14	Fri 8/15/14	5	
Workflow Training and Configuration	27 days	Mon 7/21/14	Tue 8/26/14	9	Client Project Manager, Client Workflow Administrator
On-Site Workflow Training	3 days	Mon 7/21/14	Wed 7/23/14		
Workflow Support Calls	45 days	Thu 7/24/14	Wed 9/24/14	12	
On-Site Basic Training	10 days	Mon 8/4/14	Fri 8/15/14	11	Client Business Analyst, Client End Users, Client IT Administrator/Network Administrator, Client Project Manager, MCCI Trainer
Admin Training Completed	3 days	Mon 8/4/14	Wed 8/6/14		
End User Training Completed	3 days	Mon 8/4/14	Wed 8/6/14		
Records Management Training	2 days	Mon 8/4/14	Tue 8/5/14		
Forms Training	2 days	Mon 8/4/14	Tue 8/5/14		
Project Close-Out	6 days	Wed 8/27/14	Wed 9/3/14	14,11	Client Project Manager, MCCI Project Manager

Project Follow-Up Call	1 day	Wed 8/27/14	Wed 8/27/14		
Internal Documentation Updated	5 days	Thu 8/28/14	Wed 9/3/14	20	

Assumptions:

- Conversion & Integration projects are TBD and tasks are not included. It is understood they may be going on at the same time as the major project tasks.
- MCCI has based our sample implementation plan on the Train-the-Trainer method. If the end user training is decided upon, the plan would be updated accordingly.
- Dates listed are place holders and will be determined based on start date and timelines of the City & MCCI.

5. Describe your escalation procedure for addressing problems during implementation.

MCCI Response

MCCI has defined our escalation procedures in our attached SLA. As far as specific problems that arise during an implementation, that will vary depending on issue. As far as technical problems with software or configuration, issues will be escalated directly through out IT structure and then to the manufacturer as needed.

The MCCI IT Director would be the contact for any complaints on service. Any complaints could be submitted directly to the MCCI IT Director or through another contact such as your Account Executive or Account Manager. Additionally, all MCCI Support Representatives have a customer service survey link included in their email signature. The IT Director will then investigate and provide a proposed plan for resolving the complaint. The next escalation point would be the MCCI Director of Project Management.

6. Please submit a sample contract

MCCI Response

Sample contract terms have been included in Tab 13.. A full contract would include our scope of services, pricing, services, and terms.

7. Are you able to comply with a Service/Performance test period as specified within the RFP?

MCCI Response

MCCI has included testing as part of our implementation plan. MCCI has a 30 day testing time period proposed. We have listed variances regarding testing in the variance section.

04. Customer Support and Service Levels

1. Please describe the help desk/technical support capabilities of your company.

MCCI Response

The Laserfiche Software Assurance Plan (LSAP) helps preserve your investment and extend the benefits of your original purchase by providing you access to the assistance needed to ensure that you maximize system uptime. You have access to a toll free line to call for technical

support or submit tickets online through our support center. When you subscribe to the LSAP you receive the following benefits:

- 100% upgrade credit for your existing software (in the event of an upgrade)
- Free software updates for your current system
- 24-hour FTP and website access which includes the MCCI Online Support Center
- Technical bulletins and newsletters

2. Are there different tier/service levels?

MCCI Response

Yes, Laserfiche has basic and premium support. See below for the differences. MCCI has recommended the basic support for the City of Fort Lauderdale.

<i>Features Benefits List</i>	<i>Basic LSAP</i>	<i>Premium LSAP</i>
New releases and product updates	✓	✓
100% credit towards product upgrades	✓	✓
Access to the Knowledge Base articles, discussion forums and educational resources on the Laserfiche Support Site	✓	✓
Direct-to-Laserfiche Web chat for designated support personnel		✓
Fast-track escalation for rapid resolution of urgent support cases		✓
Preferred pricing on Laserfiche Institute education programs, including Regional Training and the annual Laserfiche Institute Conference		✓

3. Are all support calls and other help desk related issues handled directly by your company, or is support outsourced?

MCCI Response

MCCI handles all support and the only other group that would be contacted would be the manufacturer.

4. Do you have user group meetings?

MCCI Response

Yes, MCCI conducts user group meetings and actively conducts these in the South Florida area.

5. Who can contact your Help Desk? (Anyone, Named Users or Administrators)

MCCI Response

MCCI recommends the City's IT staff be the first tier of support for internal Laserfiche issues, then contact MCCI if the issue cannot be resolved. This will help ensure the appropriate contacts are being notified of how the technical support and Managed Services are being utilized. MCCI can work directly with end users to troubleshoot issues as necessary.

6. Is there an on-line help function available throughout process?

MCCI Response

Laserfiche has built in online help files to make it easy for users to find the information they need at their fingertips. Online help files are also kept up-to-date so you can always access the most current information. The Laserfiche help files are available from the Help buttons throughout the product interfaces or by pressing the F1 key with the product open. You can also e-mail links to a particular help page to someone else.

MCCI is also proposing the Training Center for Laserfiche that includes videos to help users as they are utilizing the system.

7. Please provide a list of specific exclusions from the maintenance/license agreement

MCCI Response

MCCI has included copies of the license agreements for the Laserfiche software, the SDK, and the LSAP (maintenance) agreement. They are found in Tab 13: Additional Attachments.

8. Please provide your statement of response time for repair or issue correction.

MCCI Response

Based on current averages, MCCI responds within the following time frames:

- Normal troubleshooting issues average 0 – 3 Hours
- Critical Issues average 0 – 1 Hour

9. If your company goes out of business, how will our account be handled?

MCCI Response

In the event MCCI went out of business, you would work with Laserfiche corporate to find another VAR to support your system.

10. What browsers are supported (provide minimum version supported)?

MCCI Response

Laserfiche Web products operate most efficiently when using Internet Explorer 9. Other supported browsers are Firefox, Safari and Chrome.

11. What kind of skill sets are required to maintain the application within our organizations?

MCCI Response

Based on our clients' experience, the skill sets necessary are:

- Proficiency with troubleshooting general errors in Windows Server
- Ability to read and interpret Windows "PerfMon" reports
- Familiarity with databases; experience with SQL
- Understanding of Windows Information Internet Services (IIS)

It is assumed that those supporting the system would be included in admin training to ensure they are equipped with the Laserfiche knowledge necessary for supporting the system. Staff members that will be involved in designing the system going forward would need business analyst skills as well.

12. What is your policy on upgrading of existing software?

MCCI Response

Laserfiche Support covers the cost of any updates and new software releases. As long as the support is current, the new version will be free. The only cost to the client is any additional installation or training time needed from MCCI. Point releases are offered 2-3 times per year and once every 1-3 years for major version releases. If the client wants to upgrade to a different server license, they will receive credit for what they originally purchased toward the cost of the new software.

13. What is the number of scheduled releases in past two years?

MCCI Response

Laserfiche released 8.3, 9, and 9.1 in the past two years with minor updates released as well with fixes.

14. Describe how system enhancements are proposed; decided upon; and implemented.

MCCI Response

Laserfiche corporate has development teams for each of the Laserfiche products/modules. There are weekly development meetings in which future releases are discussed. Laserfiche encourages clients to provide feedback to their Laserfiche VARs to pass along to the development team to consider. In addition, Laserfiche conducts market research to continue to evolve the product.

[TAB 12: REFERENCES]

Include a minimum list of 5 clients/references for whom you have provided similar services in the last three years; preferably government sector client references that are using your software and where you have performed integration services with other applications, including Granicus Legistar, NeoGov, SunGard's OneSolution Community Development Module or others.

Provide:

- agency name
- address
- telephone number
- email address of contact person; and
- date service was provided.

Be prepared to provide, upon request, evidence of work product, ability to meet schedules, cooperation, and responsiveness. **Do not include City of Fort Lauderdale or its employees as references when submitting your proposal.**

MCCI Response

City of Boca Raton, FL
201 West Palmetto Park Road
Boca Raton, FL 33432-3795
Ms. Lynn Drew-Sugerman
Assistant IT Director
(561) 393-7726

ldrew@myboca.us

Date Service was Provided: July 2009- present

Brief Description of Services: MCCI took over the City's Laserfiche system in 2009 due to dissatisfaction with their reseller. Since then, MCCI has worked with the City on several projects, including the most recent upgrade to Laserfiche Rio. The City has the Laserfiche Rio system with Public Portal, Records Management and Quick Fields.

Colin County, TX (OneSolution)

2300 Bloomdale Road 3198
McKinney, TX 75069
Ms. Caren Skipworth
IT Director
(972) 548-4501

cskipworth@collincountytexas.gov

Date Service was Provided: June 2007- present

Brief Description of Services: Laserfiche was purchased in 2007 as the County's Enterprise solution. The County currently has Laserfiche implemented in Auditors Office, Property Tax, Motor Vehicle registration and Tax Office administration, District Attorney, District Clerk, County Court at Law clerks, County Clerk vitals, GIS), Sheriff Office, Sheriff Detention Services, IT, Records, Justice of the Peace offices, and Probate & Mental commitments. Collin County is in the middle of upgrading to Laserfiche Rio. They have integrated with middleware as well as the SDK with Onesolution. Below are links to several write-ups on usage.

<https://www.laserfiche.com/PressCenter/Article/as-their-population-doubles-collin-county-seeks-laserfiche-solution-to-manage-growing-pains>

<http://www.laserfiche.com/ECMBlog/Article/collin-county>

<http://www.laserfiche.com/ECMBlog/Article/dallas-northern-stars>

<http://www.laserfiche.com/PDF/Document/1174447/Enterprise-Government-Case-Study---Collin-County%2c-TX>

City of Miami Gardens, FL

Mr. Ron McKenzie

IT Director

1515 NW 167th Street, Suite 200

Miami Gardens, FL 33169

(305) 622-8000 ext.2430 | (305) 622-8040 (Direct)

rmckenzie@miamigardens-fl.gov

Date Service was Provided: September 2010-present

Brief Description of Services: MCCi took over the City's support in 2010 and the City has recently upgraded to Laserfiche Rio. They have the system integrated with their ERP solution, Eden through a partner provided integration.

City of Palm Beach Gardens, FL

10500 North Military Trail

Palm Beach Gardens, FL 33410-4698

Mr. Dave Crump

IT Technician

(561) 799-4263

dcrump@pbgfl.com

Date Service was Provided: July 2008- present

Brief Description of Services: The City utilizes Laserfiche as their document management tool in most departments. They have integrated it with their ERP solution and recently started rolling out Workflows to various departments. The following is a write-up on one of their Workflows.

<http://www.laserfiche.com/SolutionExchange/Article/how-palm-beach-gardens-fl-automated-the-travel-authorization-and-expense-processes-with-laserfiche>

The City has the Laserfiche Rio system with Public Portal, Import Agent, and RatchetX Integration tool.

City of Clearwater, FL(Laserfiche & Granicus Integration)

P. O. Box 4748

Clearwater, FL 33758

Mr. Bill Jaroszek

IT Department Contact

(727) 562-4676

bill.jaroszek@myclearwater.com

Date Service was Provided: September 2005- present

Brief Description of Services: The City utilizes Laserfiche as their Enterprise Records Management solution and has recently purchased Granicus and has the integration with Laserfiche. Laserfiche records are made available to the public at http://publicdocs.myclearwater.com/weblink8_pub/

City of Corpus Christi, TX (Laserfiche & Granicus Integration)

P. O. Box 9277

Corpus Christi, TX 78469

Ms. Wendy Contreras

Application Specialist

(361)-826-1834

wendyc@cctexas.com

Date Service was Provided: October 2005- present

Brief Description of Services: The City utilized Laserfiche in the City Secretary's office and the Water department. There were several legacy document management systems across the City. In 2012 the City upgraded to Laserfiche Rio to begin replacing all other systems and have an Enterprise system for the City. They have utilized MCCi for several backfile scanning projects and have brought on HR, Planning, and the Police department. They will be bringing on Finance and Courts soon and these projects will include data conversions and integrations. They also own the Laserfiche & Granicus Legislative Management integration.

[TAB 13: ADDITIONAL ATTACHMENTS]

Any additional attachments to your proposal, including your DoD 5015.2 Certification. Please indicate the RFP section/Item and page number which your attachment refers to.

MCCI Response

MCCI is enclosing the following Additional Attachments:

- DoD 5015.2 Certification – Tab 13
- Fort Lauderdale Sample Contract – Tab 11, #6 – page 75 of our response
- Laserfiche Software License Agreement – #18. Ownership of Work – page 9 of RFP document, in response to our variance listed on Tab 1, page 3 of our response; Tab 11, #7 – page 77 of our response.
- LSAP Agreement – Tab 11, #6 – page 75 of our response; Tab 11, #7 – page 77 of our response
- MCCI Service Level Agreement – Tab 11, #5 – page 75 of our response; Tab 11, #7 – page 77 of our response.
- SDK License Agreement – #18. Ownership of Work – page 9 of RFP document, in response to our variance listed on Tab 1, page 3 of our response; Tab 11, #7 – page 77 of our response.



DoD 5015.02-STD
April 2007
Baseline Requirements
COMPLIANCE

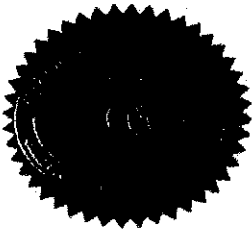


Product: Laserfiche Records Management
Edition 9

Vendor: Laserfiche

Test Configuration ID: TCFY13-12

Expiration Date: Perpetual



A handwritten signature in cursive script, reading "Philip K. Sharp".

PHILIP K. SHARP
Chief, Focused Logistics/Business
Portfolio

Fort Lauderdale Sample Contract

LASERFICHE PAYMENT & BILLING TERMS

MCCi will invoice one hundred percent (100%) of the software and support upon delivery. Balance of total project will be invoiced upon completion of the proposed professional services, but may be broken up based on completion date of specific services. Sales tax will be included where applicable. Payment will be due upon receipt of an invoice.

Laserfiche software and help files are provided electronically. If hard copy manuals or software is desired, there is a \$50 additional charge. This will need to be requested.

MCCI, a Limited Liability Company and subsidiary of MUNICIPAL CODE CORPORATION, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCI, hereby offers the Laserfiche Software & Services to FORT LAUDERDALE, FL according to the following terms and conditions.

LASERFICHE SOFTWARE UPGRADE

When software is upgraded, the old copy of the software must be returned and will no longer be a valid copy. Proof of previous purchase is required to receive upgrade. Upgrade credit applied towards new purchase is 100% of original software purchase price. The difference between the new system (server, full and retrieval users) price and the old system (server, full and retrieval users) price must be greater than or equal to 10% of the new system price. Otherwise, a minimum software upgrade adjustment will be applied to comply with the 10% price difference requirement. One year of LSAP must be purchased for new products when upgrading. LSAP of the original product will not be credited. However, remaining months of LSAP can be applied towards the new purchase of one year of LSAP for the new products. To receive software credit for prior versions of software, the client must have an active LSAP (support/maintenance, that has not expired).

SOFTWARE ASSURANCE PLAN (SAP)

MCCI is your VAR of Record therefore is the sole provider of additional Laserfiche Software and your Laserfiche Software Assurance Plan renewals. Software Support is provided by MCCI and the manufacturer. MCCI acts as 1st tier support and works with the manufacturer at a 2nd tier level when needed. MCCI's Software Assurance Packages include: Access to software point release updates, Telephone or E-Mail support for software related issues, 24-hour FTP and web site access, technical bulletins and newsletters. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates – any increase will not exceed the cumulative increase in the Consumer Price Index (CPI) occurring since the last price increase. Annual support payment is due in advance of the date of renewal. Reinstatement fees may apply if payment is received more than 30 days after the date of renewal. Any updates requiring shipment of software require Client to pay shipping costs.

Customers may contact MCCI support via MCCI's Online Support Center, email (support@mccinnovations.com), or telephone 866-942-0464. Support is available Monday-Friday (excluding major holidays) from 8:00 a.m. – 6:00 p.m. EDT.

LASERFICHE RIO SHARED SERVICES PROVISIONS

The host entity is the owner of the Laserfiche licensing and registered as such with MCCI and Laserfiche corporate. For Laserfiche corporate licensing rules, there can only be one licensed entity per Laserfiche Rio platform. Licensing is non-transferrable. Additionally, the Host Entity is responsible for cost allocation among the other entities that are utilizing its Laserfiche Rio Platform, and for being the main point of contact for support provided through MCCI.

SERVICE LEVEL AGREEMENT (SLA)

MCCI's SLA is offered in addition to the Software Assurance Package. It is required in some circumstances, and offers the customer escalated response times depending on the severity of the support issue, as well as extended support hours and many other additional benefits. The SLA documentation is readily available upon request.

MCCI SOFTWARE CUSTOMIZATIONS

The customer may elect to contract with MCCI to customize the standard software. As standard software is upgraded, any customizations performed will require support in the form of updating through our Integration Support Assurance Program (ISAP). ISAP must be current to receive updates to the Integration at no additional charge. Otherwise current hourly rates will apply.

Upgrades to existing programs, or the acquisition of new programs from vendors other than MCCI, may have an effect on customizations made to the software by MCCI. MCCI will not be held responsible if upgrades or changes made by the customer or another vendor or application preclude the operation of MCCI's customizations.

TEST/EVALUATION SOFTWARE

Purchases of test and/or evaluation software are based on access time periods needed rather than perpetual software licensing.

CLIENT SOFTWARE CUSTOMIZATIONS

The client may also choose to customize their software internally, without MCCi's help. MCCi is not responsible for any damages caused by the user's customization of the software. MCCi will not be held responsible for correcting any problems that may occur from these customizations. Routine updates to the software may affect any customizations made by the user. If MCCi's help is required to correct/update any customizations made by the client, appropriate charges will apply.

CLIENT INFORMATION TECHNOLOGY ASSISTANCE

In order for MCCi to excel in customer service, the client must provide timely access to technical resources. The client must provide adequate technical support for all MCCi installation and support services. If the client does not have "in-house" technical support, it is the client's responsibility to make available the appropriate Information Technology resources/consultant when needed.

SOFTWARE INSTALLATION

MCCi will install all software outlined herein. If additional software is needed to bring the site up to specifications, customer will be billed accordingly.

SITE PREPARATION

The Client site should be ready for installation according to specifications outlined within the Hardware section listed below. If site is not prepared and results in cancellation, delays, or rescheduling of an installation after MCCi has made travel arrangements, the client may incur expenses due to circumstances such as non-refundable airline tickets, training/install charges, hotel reservations, rental cars, etc.

ADDITIONAL SERVICES

As an additional service/product under this contract, MCC and MCCi can provide the following:

- Electronic Agenda and Legislative Management (Legistar). MCCi offers Legistar Software and related services which provides electronic automation and creation of Agendas.
- Document Scanning Services (DDi). MCCi offers scanning, indexing and integration of hard copy documents with Laserfiche Software to provide the Client with the most powerful index retrieval search engine available with the following features: intuitive browse window, index cards, and fuzzy logic.
- Contract Management Software (Contract Assistant). MCCi offers the Contract Assistant Software (developed by Blueridge Software) which is a web based solution designed to provide control and automation of the contract management process.
- Code Supplementation and Codification Services (MuniCode). Municipal Code Corporation offers supplementation of existing Codes, Codification of Ordinances and Recodification of existing Codes. Our optional services include legal review, republishing, editorial and index work and electronic options (CD, Internet).
- Utility Billing Services (MuniBills). MCCAdvantage offers billing, statement and remittance processing services as an additional benefit under this agreement. MCCAdvantage, a subsidiary of MCC, can provide the client with design, printing and mailing services for customer billing/statements of all types. These services also include remittance payment options, software and other billing solutions.

AGREEMENT EXTENDED TO OTHER GOVERNMENTAL UNITS

MCCi agrees to allow any other Government agency to purchase items, at the same terms, conditions and pricing as this contract during the period of time that this contract is in effect. Minor changes in terms and conditions may be negotiated by MCCi and participating Government agencies. Any orders issued against this agreement shall be the sole responsibility of the Government agency placing the order. It is understood that the Client shall incur no financial responsibility in connection with any purchase by another Government agency.

TRAVEL EXPENSES

If the client cancels or reschedules an installation after MCCI has made travel arrangements, travel expenses may be incurred due to circumstances such as non-refundable airline tickets, hotel reservations, rental cars, etc.

LIMITED LIABILITY

In no event shall MCCI's total liability to the client exceed the project fees paid to MCCI by the client.

FORCE MAJEURE

Neither party shall be liable for any delay or failure in performance due to causes beyond its reasonable control.

CLIENT FINANCIAL SOLVENCY/BANKRUPTCY

MCCI may require payment in advance for products and services in response to learning of financial solvency or bankruptcy issues.

NO HIRE CLAUSE

Client and MCCI agree that during the period that this agreement is in force, including extensions or modifications thereto, and for an additional 12 months following this period, neither Client nor the MCCI will actively recruit, or solicit employees or independent contractors of either company, or the employees of any of the other Subcontractors; who are on active payroll status and are currently participating in this Program, without the prior written approval of the party whose employee or independent contractor is being considered for employment. This does not prohibit any employee from responding to or pursuing employment opportunities through normal media channels, i.e. newspapers, professional journals, etc. so long as it is not related to this particular program and that it is not an attempt to avoid the intent of the above restriction.

If, during the term of, or within (12) months after the termination of the performance period of this agreement, client hires directly, or indirectly contracts with any of MCCI's personnel for the performance of systems engineering and/or related services hereunder, client agrees to pay MCCI 125% of the fees paid to, or in favor of such personnel for one (1) year after such personnel separates from service with MCCI.

TERMINATION

The services provided in this agreement will be in full force and effect for a period of three (3) years from the date of shipment of the completed product to the organization. Thereafter, this agreement will be automatically renewed from year to year, provided that either party may alter or cancel the terms of this agreement upon sixty (60) days' written notice.

Laserfiche Software License Agreement

LASERFICHE SOFTWARE LICENSE AGREEMENT

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12. Governing Law. This License Agreement is deemed to have been made in, and will be construed pursuant to the laws of, the State of California, as if all parties were residents of California and this License Agreement was to be wholly performed within the State of California. The parties agree that the United National Convention on Contracts for the International Sale of Goods will not apply to this Agreement.


13. Jurisdiction and Venue. Each party consents to the personal jurisdiction of the California Superior Court and the United States District Court for the Central District of California. All judicial actions and proceedings will be conducted only in, and each party consents to exclusive venue in, Los Angeles County, California. This paragraph does not apply to any agency or official body of the United States of America or any foreign government, or to their respective state, regional and local government bodies and subdivisions if, and to the extent that, it is unenforceable under applicable law.

14. Entire Agreement. This License Agreement, including the License Files, any Readme file included with the Software, and the Documentation, constitute the complete and exclusive statement of the mutual understanding of the parties, and supersede and cancel all previous written and oral agreements, representations, warranties, statements and other communications relating to the subject matter of this License Agreement. No course of performance, course of dealing, or usage of trade will override the written terms of this License Agreement.

15. Limitation on Actions. Any suit, claim, action or proceeding based on or related to this License Agreement, its terms, provisions or warranties, or arising out of its performance or breach, whether in contract or tort, must be instituted by Licensee against Laserfiche or its Representatives within one year after Licensee first discovers, or with reasonable diligence should have discovered, any one or more of the material facts or allegations upon which the action, proceeding or claim is based. Licensee waives the benefit of any statute of limitations which specifies a period longer than one year for filing an action or proceeding.

16. U.S. Government Restricted Rights Notice. This Software is provided with restricted rights. Use, duplication or disclosure for or by the government of the United States, including without limitation any of its agencies or instrumentalities, is subject to the restrictions set forth, as applicable: (i) in subparagraphs (a) through (d) of the *Commercial Computer Software Restricted Rights* clause at FAR 52.227-19; (ii) in subparagraph (c)(1)(ii) of the *Rights in Technical Data and Computer Software* clause at DFARS 252.227-7013; or (iii) in similar clauses in other federal regulations, including the NASA FAR supplement. Licensee and any end user must not remove or deface any restricted rights notice or other legal notice appearing in the Software or on any packaging or other media associated with the Software. The contractor/ manufacturer is Compulink Management Center, Inc., 3545 Long Beach Blvd., Long Beach, California 90807, a California corporation dba Laserfiche.

17. Export Restrictions. Licensee acknowledges that the Software and all related technical information, documents, and materials are subject to United States export jurisdiction and controls under the U.S. Export Administration Regulation. Licensee must comply with all applicable federal, state, county, and local laws, ordinances, regulations, and codes including, but not limited to, the procurement of required permits, certificates, approvals, and inspections in Licensee's performance of this Agreement. In addition, Licensee must comply with applicable international export laws and regulations. Licensee represents, warrants and certifies that Licensee will (i) comply strictly with all legal requirements, (ii) cooperate fully with Laserfiche in any official or unofficial audit or inspection that relates to these controls, and (iii) not export, re-export, divert, transfer, or disclose, directly or indirectly, any Software or related technical information, document, or material or direct products to any country restricted by applicable export laws



or regulations, as modified from time to time, or to any national or resident of such country, unless Licensee has obtained the prior written authorization of Laserfiche, the U.S. Commerce Department and any other required governmental authority.

18. Captions. The captions used on this License Agreement are for convenience only and are not a part of this License Agreement.

Should Licensee have any questions concerning this Agreement, or if you desire to contact Laserfiche for any reason, please write to: **Laserfiche, 3545 Long Beach Blvd., Long Beach, CA 90807, U.S.A.**

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Laserfiche® Software Assurance Plan

PLEASE TAKE THE TIME TO READ THE FOLLOWING TERMS AND CONDITIONS OF THE LASERFICHE SOFTWARE ASSURANCE PLAN ("LSAP") BY WHICH COMPULINK MANAGEMENT CENTER, INC. ("COMPULINK") AND YOUR AUTHORIZED LASERFICHE RESELLER ("VAR") WILL PROVIDE SERVICE, MAINTENANCE AND UPDATES FOR YOUR LASERFICHE SOFTWARE. THIS AGREEMENT IS BETWEEN YOU AND COMPULINK. BY ACCEPTANCE OF THE LSAP, YOU AGREE TO ACCEPT ALL OF ITS TERMS AND CONDITIONS AS DESCRIBED IN THIS AGREEMENT. HERE ARE THE DETAILS OF YOUR LASERFICHE SOFTWARE ASSURANCE PLAN:

Your Software. For purposes of this Agreement, the Laserfiche Software covered under this Agreement is described on the Laserfiche Product Registration Card which accompanied your purchase.

Your Laserfiche Reseller Will Provide the Assistance You Need. Your authorized Laserfiche reseller has provided you with a telephone number to contact whenever you need assistance with your Laserfiche software. To better assist your reseller in serving you, we suggest you do the following:

- Prepare for the call. You should be prepared to describe any hardware on which your Laserfiche Software is installed, including the manufacturer's model numbers.
- Explain your problem clearly. Let your reseller know exactly what the error was; what you were doing immediately before the error occurred; whether by repeating the steps leading to the error, you encounter the same problem; the exact wording of any error message; and what efforts you have already taken to solve the problem.
- Be patient and cooperate with your reseller. Experience shows that most system problems and errors can be corrected over the phone if there is close cooperation between the user and the technician. Listen carefully to your reseller's questions and instructions, and try to follow any suggestions precisely.

What Your Laserfiche Software Assurance Plan Provides to You. Your Laserfiche Software Assurance Plan is designed to provide you with the software care and assistance you need to service and maintain your Laserfiche document imaging system, and to provide you with the updates and "fixes" needed to keep your Laserfiche Software up and running. To accomplish these goals, the Laserfiche Software Assurance Plan provides, through your authorized Laserfiche reseller, the following benefits:

- Hotline support and assistance through your authorized Laserfiche reseller to help you solve software problems promptly. Your Laserfiche reseller is trained to solve your problems by phone, e-mail, or, if needed, by an on-site visit, and provides your first line of response. By purchasing the Laserfiche Software Assurance Plan, your reseller will be able to handle most, if not all, of the questions that may arise regarding operation of the software, and any problems you may encounter.
- Your Laserfiche reseller can seek special assistance from Laserfiche's in-house Software Technicians when you encounter an infrequent or especially difficult problem. Laserfiche can assist your reseller in addressing unusual and challenging problems which can arise from viruses, worms, and even new hardware and software applications. Laserfiche guarantees your authorized Laserfiche reseller a response by the next business day. And, if you are a Priority LSAP subscriber, Laserfiche guarantees your authorized Laserfiche reseller a high-priority response within four hours, and usually within 45 minutes.
- Free software updates to maintain maximum system performance. Sometimes unforeseen software problems arise that require a special "fix." If your Laserfiche authorized reseller cannot fix the problem, Laserfiche's Software Technicians are available to provide a software fix at no additional charge whenever the problem arises from your Laserfiche Software.
- Feature enhancements to deliver increased productivity. From time to time, Laserfiche adds features and performance enhancements to an existing version of its software, which are known as "updates" and "upgrades." Updates are enhancements to existing features which are designed to improve performance and correct any problems discovered in the current version of your Laserfiche Software. LSAP subscribers receive all updates without charge. Upgrades consist both of significant improvements in existing features and new features not included in the current version of your Laserfiche Software. As an LSAP subscriber, these important upgrades will be offered to you at special reduced prices.
- 100% credit toward the purchase of new versions of Laserfiche. Laserfiche periodically publishes new versions of its Software. Historically, the new version of Laserfiche offers a bundle of new and exciting features not previous-

ly included in the prior version, as well as significant improvements in system design and architecture, all of which combine to improve performance and capability. Because of the many new features and performance enhancements, the new version of Laserfiche inevitably is priced higher than the previous version. Nevertheless, LSAP subscribers are entitled to credit 100% of the purchase price of their existing Laserfiche Software toward the purchase of the new version of Laserfiche Software. Naturally, Laserfiche can only credit the price you actually paid for your current version of the Laserfiche Software against the new version, and cannot credit the annual LSAP payments or other interim purchases you may have paid your authorized Laserfiche reseller for items such as installation, training, upgrades, ancillary programs, additional service and consulting.

- 24-hour FTP and Web access to drivers and update files. LSAP subscribers receive free 24-hour FTP access to each new Laserfiche release, as well as updated drivers. Laserfiche routinely issues two to four new releases each year. By installing all updates and upgrades for your Laserfiche Software, you are assured the best possible performance. The Laserfiche Web site also contains more support information and answers to frequently asked questions.
- Government agencies - maintain eye-readability compliance.
- Regulated industries - maintain compliance with electronic records retention rules.
- Monthly newsletters and technical updates to keep you current on the latest system and records developments. LSAP subscribers receive monthly newsletters and technical bulletins to keep you informed on how to maximize the benefits of your Laserfiche Software.
- Preventative maintenance with optional on-site support from your authorized Laserfiche reseller. Your authorized Laserfiche reseller may offer additional on-site service and support plans to provide routine maintenance visits. Depending on the complexity and sophistication of your entire hardware and software needs, your reseller may suggest a scheduled preventative maintenance program to eliminate cumulative problems that would otherwise go unnoticed by everyday users, but could result in serious system downtime if left unattended. Your reseller may also arrange for ongoing in-house training to improve the benefits of the Laserfiche system for current and new staff.

You may renew your LSAP annually. Your LSAP commences on the date shown on your LSAP Product Registration Card, which Laserfiche has provided you, and your benefits continue for a year after the commencement date. Laserfiche believes that its Laserfiche Software Assurance Plan is an essential component of your system, and that the LSAP offers real value to the subscriber. Consequently, Laserfiche urges you to renew your LSAP annually. Laserfiche and your reseller will contact you before the expiration date of your LSAP to assist you in renewing your LSAP and thereby avoid any inadvertent gaps in coverage.

You may transfer your Laserfiche Software Assurance Plan. You are entitled to transfer your LSAP to someone who purchases the computer hardware on which your entire Laserfiche Software is installed, provided that you strictly comply with all the conditions of this paragraph. To do so, you must notify, in writing, both your authorized Laserfiche reseller and Laserfiche of the name, address and telephone number of the proposed transferee. Your reseller will give you further information regarding how to give notice of transfer if you later seek to do so. In case of transfer of the LSAP, your transferee will be subject to all of the terms and conditions of this Agreement. However, please note that, if your transferee is outside the service area of your authorized Laserfiche reseller, Laserfiche will charge a fee to provide another authorized Laserfiche reseller to furnish service to your transferee. If there is no authorized Laserfiche reseller in the immediate vicinity of your transferee's place of business, Laserfiche may, in its sole and absolute discretion, refuse to authorize the transfer. No transfer will be valid unless approved by Laserfiche in writing.

LIMITED WARRANTY; DISCLAIMER. THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE OBLIGATIONS OF COMPULINK AND YOUR AUTHORIZED LASERFICHE RESELLER REGARDING THEIR OBLIGATIONS UNDER THE LASERFICHE SOFTWARE ASSURANCE PLAN, AND SUPERSEDES ALL OTHER REPRESENTATIONS, WARRANTIES, GUARANTIES AND PROMISES RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT. COMPULINK DOES NOT WARRANT THE ERROR-FREE OPERATION OF LASERFICHE SOFTWARE. EXCEPT AS EXPRESSLY STATED ABOVE, COMPULINK DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE AND SERVICES.

LIMITATION OF LIABILITY AND DAMAGES. THE LIABILITY OF COMPULINK AND YOUR AUTHORIZED LASERFICHE RESELLER FOR ANY DAMAGES OR INJURIES SUFFERED BY YOU, WHETHER BASED ON A BREACH OF CONTRACT, BREACH OF WARRANTY, CLAIM OF NEGLIGENCE, MISREPRESENTATION OR OTHER TORT, OR ON ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNT YOU ACTUALLY PAID TO COMPULINK OR ITS AUTHORIZED RESELLER FOR THIS LSAP. UNDER NO CIRCUMSTANCES SHALL COMPULINK OR ITS RESELLERS, OR THEIR RESPECTIVE AGENTS, EMPLOYEES, CONSULTANTS, AND SUPPLIERS (COLLECTIVELY, "REPRESENTATIVES") BE LIABLE TO YOU OR ANY THIRD PARTIES FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSSES FROM BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS), REGARDLESS OF WHETHER COMPULINK OR ITS REPRESENTATIVES HAVE BEEN WARNED OF SUCH DAMAGES OR CLAIMS. NO ACTION MAY BE BROUGHT AGAINST COMPULINK OR ITS REPRESENTATIVES UNDER THIS LICENSE AGREEMENT MORE THAN ONE YEAR AFTER YOU KNEW OR SHOULD HAVE KNOWN OF THE FACTS WHICH GAVE RISE TO THE CAUSE OF ACTION.

Some states do not allow the exclusion of implied warranties, so the above exclusions may not apply to you. In that event, any implied warranties are limited in duration to 90 days from the date of service or assistance provided to you under your LSAP. However, some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights that vary from state to state. Some states do not allow the limitation or exclusion of liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. The limitations of damages or liability set forth in this Agreement are fundamental elements of the basis of the bargain between Compulink and you. You acknowledge and agree that Compulink would not be able to provide this product on an economic basis without such limitations.

OTHER TERMS AND CONDITIONS.

Scope of Agreement. If any provision of this Agreement is found to be unlawful, void, or unenforceable, that provision shall be severed from this Agreement and will not affect the validity and enforceability of any of its remaining provisions. This Agreement does not limit any rights that Compulink may have under trade secret, copyright, patent or other laws. Compulink's resellers, dealers and distributors are not authorized to modify this Agreement, or to make any additional representations, commitments, or warranties binding on Compulink.

Limitation on Scope of Benefits. This Agreement extends only to original purchasers of the Software and to any transferee who has complied with all transfer requirements of this Agreement. This Agreement extends only to the uses for which the Laserfiche Software was designed. Preventive maintenance is not included. Installation, deinstallation, or relocation services and operating supplies are not included. Services necessitated by alterations, additions or deletions, adjustments, or repairs by anyone other than Compulink or its authorized Laserfiche reseller, and services which are necessary due to defects or problems in your hardware or non-Laserfiche Software are specifically excluded. Compulink is not obligated to service or repair any system or component which has been damaged as a result of: (i) accident, misuse, neglect, failure to follow instructions for proper use, care or cleaning of your hardware or Laserfiche Software, (ii) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes, (iii) failure due to an external factor (fire, flood, failures or fluctuations of electrical power or air conditioning), (iv) abuse or excessive wear and tear, (v) the loading of software, software configurations or any data files, worms or viruses which may corrupt your Laserfiche Software, or (vi) the moving of your system from one geographic location to another or from one purchaser or entity to another.

Assignment. Compulink reserves the right to assign its obligations to perform the terms and conditions of this Agreement to a qualified third party designated by Compulink. In that event, you agree to look solely to Compulink's designee for performance of Compulink's obligations under this Agreement.

Exclusive Agreement. This Agreement contains the sole and exclusive agreement between you and Compulink relating to its subject matter. It shall not be modified or amended in any way by any purchase order or other document issued by you, but may be amended only by a writing signed by both you and Compulink and specifically referring to it.

Additional Services. With regard to any services that are not within the scope of services under this Agreement, it will be within Compulink's discretion whether to perform the services, and, if Compulink elects to perform the services, the services will be subject to an additional charge to be paid by you.

Important Notice. Before requesting services, it is your responsibility to back up the software and data on your system's hard disk drive and on any other storage device(s) in the system. Under no circumstances shall Compulink be responsible for any loss of any software or data.

Force Majeure. Compulink is not liable for any failure or delay in performance due to any cause beyond its control. In any event, if Compulink's ability to render repair services is impaired by you or circumstances beyond Compulink's control, Compulink may terminate this Agreement.

Law: Jurisdiction. This Agreement will be governed and construed by the laws of the State of California. The headings are for convenience only and are not to be used to interpret this Agreement. All disputes between you and Compulink shall be litigated in the state and federal courts located in Los Angeles County, California.

Contact Us. Should you have any questions concerning this Agreement, or if you desire to contact Compulink for any reason, please write: Compulink Management Center, Inc., 3545 Long Beach Blvd., Long Beach, CA 90807, U.S.A. Please note that Laserfiche is a division of Compulink.

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LSAP 4.8.04

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Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between MCCI and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost. This document is intended to provide details of the provision of level 3 application support services to the client. This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the support portfolio provided to the client.

Scope of Agreement

The following services are provided in response to the transfer of trouble tickets from the client to MCCI in accordance with MCCI's case management process.

Services Automatically Provided Under This Agreement

The following services are provided in response to the transfer of trouble tickets for level 3 support from the client to MCCI:

1. **Corrective maintenance**—Defined as activities associated with correcting software errors and/or system disruptions caused by software related issues.
 - **Four business hour response time** – For Severity Level 1 and Severity Level 2 support requests.
 - **Extended support hours** – Extends regular support by adding three additional hours (5PM – 8PM EST)
 - **Unassisted remote access** – Rather than requiring a client user to monitor and aide in remote support sessions, MCCI will work in an unassisted environment when appropriate and when granted access.
 - **Root-cause analysis**—Analysis of the root causes of problems. Problems will be reviewed to determine their root causes, measures will be taken to correct the sources of the problems, and responses will be distributed in a timely fashion.
 - **Application of available bug fixes**—Defined as the emergency repair of any system operation that does not comply with the current system specification. This includes system errors, "hung" or halted screens, or unexpected results within the system that render it unusable for the purpose for which it was designed. MCCI relies on the partner software manufacture to provide such bug fixes.
2. **Ticket status updates**—MCCI will provide direct access to it's ticket tracking system for monitoring purposes

Requests for Services NOT Covered Under This Agreement

This agreement does not cover the following requests. However, MCCI would be pleased to provide a separate statement of work in proposing services to address any of the following:

1. **Evaluation of new software or hardware**—Evaluation or approval of new software or hardware for use within the client. This includes systems developed outside of the client, such as third-party systems, or systems developed by the client.
2. **Procurement of new software or hardware**—Procurement of new software or hardware for use within the client, or for use for the client at MCCI. If client requires a specific remote access software to be used for support, all software or hardware required for MCCI's use to support the client's applications will be the responsibility of the client.
3. **On-call MCCI support management**—MCCI's support managers are not required to be on call. If at a later date the client requires the support manager to be on call for a specific purpose, or on a longer-term basis, then the time must be scheduled and the client shall be charged additional for this service.

4. **Level 1 and 2 support**—Level 1 (help desk) and level 2 (infrastructure support) shall be provided by the client for each production application to be supported, and they shall perform their assigned duties, such as Operating System software, Web server, authentication software, software installation, application installation on production servers, database connections, client software installation, and database changes, for the duration of this agreement.
5. **Backup Services** – Any and all back up services are the responsibility of the client.
6. **Specific training**—Training packages are available at an additional charge based on client needs. Clients can procure annual training packages through renewal of “Managed Services” or have the option of purchasing training and/or consulting when needed.
7. **Major upgrades to applications supported by MCCI**—The level of effort required to upgrade from one major version release to the next is uncertain until it becomes available and has been tested. Major version upgrades typically require professional service assistance, while point release updates to existing versions are supported as part of the service level agreement. Access to updated and new version licensing always requires an active software maintenance plan, which is separate from MCCI’s SLA.
8. **Upgrades to application software and associated hardware that is not directly supported by MCCI**— This includes operating system upgrades, database upgrades, authentication software upgrades, and any other third-party vendor-required upgrades. The client’s IT infrastructure and management of other internal applications are the responsibility of the client. Prior to upgrading a related application or hardware device, MCCI does require the client contact MCCI Support to ensure compatibility.
9. **Assistance with application usage**—Advice about or education on how to use applications, including completing transactions, creating users within or for an application, or on the purpose of an application. Training packages are available at an additional charge based on client needs. Clients can procure annual training packages through renewal of “Managed Services” or have the option of purchasing training and/or consulting when needed.
10. **Assistance with application usage when unsupported or nonstandard hardware or software is involved**— Use of unsupported or nonstandard hardware or software often results in unexpected behavior of otherwise reliable systems.
11. **Manufacturer’s Software Maintenance Renewal** – The renewal of the manufacturer’s required maintenance package is not included in MCCI’s SLA. It is a separate and required renewal item, however MCCI makes every effort to align renewal dates for ease of administration and record keeping.
12. **Managed Services** – Managed Services are not included in MCCI’s SLA. Managed Services are a separate and optional renewal item. Managed Services are typically utilized as pre-purchased discounted time for the purposes of additional training, consultation, professional services, etc. The majority of MCCI clients elect to have Managed Services as part of their annual software renewal package.
13. **Modifications to original application configurations**—Changes in the client’s organization or business needs (such as a reorganization or change in business process) may make the current configurations obsolete. When this occurs, the client should engage MCCI through Managed Services or custom packaged Professional Service options. It is highly recommended that the client manager and MCCI work closely together to anticipate future needs and prepare timely updates of systems to accommodate the client’s constantly changing business.

Applications Covered

This agreement is for services related to support requests concerning the production applications sold and supported directly by MCCI and that have an active Software Assurance Plan.



Processes and Procedures Related to This Agreement

Call Management Process

MCCI's problem-ticket system will be used to record and track all problem reports, inquiries, or other types of calls received by level 3 support. This provides MCCI with the ability to provide metrics in regard to this SLA.

Metrics

Metrics Reporting

Standard reports are available upon request. These reports are expected to be produced by MCCI's problem-ticket system, which will detail ticket management performance against SLA targets. Metrics only include the support requests that are transferred to MCCI for resolution. The metrics will be reported via existing standard problem-ticket system reports as available.

Support Metrics Real-time Monitoring

The client has the ability to track and monitor individual support cases in real-time by utilizing MCCI's problem-ticket system. A requirement is that the client use MCCI's problem-ticket system to enter problem tickets.

Dependence on Other Organizations

MCCI is dependent on other internal groups within the client of services (i.e., help desk, network administration, database services, etc.), and external suppliers (i.e. integrated application providers, hardware providers, etc.) in providing application support services to the client. The client will manage the interface into those suppliers as it relates to the provision of services under this agreement. MCCI is also dependent on MCCI software partners in regards to providing 2nd tier and escalation of support cases when needed.

The list of organizations and vendors that MCCI is dependent on may change during the term of this agreement.

Appendix A

Definitions

Support Request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a defect in existing application code or a request for support that involves no modifications to application code, such as a question.

Levels of Support

There are three levels of support, only one of which (level 3) is provided under this agreement. These levels, which are integrated into the the client's support process, are defined as follows:

- **Level 1**—This is support provided by the client's internal help desk when it receives the Support Request from a client end user. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to the client's level 2 support, which is the infrastructure support specialists.
- **Level 2**—This is support provided by a the client infrastructure support or subject matter specialist. Operational issues will be resolved at this level. If resolution requires additional assistance, the Support Request is passed to MCCi's level 3 support.
- **Level 3**—This is support provided by a MCCi application support specialist. This level of support does remotely perform point release version updates and application of available bug fixes, if required to resolve the problem. All level 3 contact/ticket reporting is handled by the client's level 2 support contact.

Severity Codes

The following characteristics are used to identify the severity of a problem report:

- Business and financial exposure
- Work outage
- Number of clients affected
- Workaround
- Acceptable resolution time

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorize a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem. The level 1 support agent and the client jointly determine the initial severity rating for the report. Level 2 and level 3 support personnel may then negotiate with the client to modify this severity after the report is elevated to them.

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business and financial exposure			
The application failure creates a serious business and financial exposure.	The application failure creates a serious business and financial exposure.	The application failure creates a low business and financial exposure.	The application failure creates a minimal business and financial exposure.
Work Outage			
The application failure causes the client to be unable to work or	The application failure causes the client to be unable to work or	The application failure causes the client to be unable to perform some	The application failure causes the client to be unable to perform a



Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
perform some significant portion of their job.	perform some significant portion of their job.	<i>small</i> portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.	<i>minor</i> portion of their job, but they are still able to complete most other tasks.
Number of Clients Affected			
The application failure affects a <i>large</i> number of clients.	The application failure affects a <i>large</i> number of clients.	The application failure affects a <i>small</i> number of clients.	The application failure may only affect one or two clients.
Workaround <i>[This bullet carries the heaviest weighting of the characteristics for Severity 1 and 2.]</i>			
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.
Response Time			
Within four hours	Within four hours.	Within eight hours or by next business day (EST).	Within eight hours or by next business day (EST).

Appendix B

Roles and Responsibilities

the client

the client has the following general responsibilities under this agreement:

- the client will conduct business in a courteous and professional manner with MCCi.
- the client users, clients, and/or suppliers using the applications stated in the Statement of Work will use the appropriate help desk to request support.
- the client will use their own appropriate help desk to provide level 1 support, including creating problem tickets and work orders and assigning responsibility to the appropriate level 2 client resource.
- the client will use their own appropriate IS group to provide level 2 server, network, firewall, and infrastructure support services, including Operating systems, Web server, authentication software, software installation, application installation on production servers, database connections, and database changes.
- the client will provide all information required to open a support request.
- the client will assign severity codes adhering to the correct usage of these codes as defined in the client's case management process.
- Once a support request has been submitted, the client will make themselves available to work with the MCCi support resource assigned to the support request.
- the client end users do not contact MCCi support resources directly to report a problem. All problem calls must be logged through the appropriate help desk. This ensures maximum availability and response times.
- the client will continue to provide MCCi access, software, licensing, training, documentation, and support of its remote access software if it requires MCCi to utilize specific software to provide remote support. Otherwise MCCi will utilize its existing client user-assisted remote access tools.

MCCi

MCCi has the following general responsibilities under this agreement:

- MCCi will conduct business in a courteous and professional manner with the client.
- MCCi will log all information from the client required to establish contact information, document the nature of the problem and the client's hardware/network environment (as applicable).
- MCCi will attempt to resolve problems over the phone on first call.
- MCCi will escalate support request to next level of internal support within MCCi upon approach of escalation points.
- MCCi will obtain the client's approval before ticket closure or may close the ticket if 3 business days elapse without an update from the client.
- MCCi will be the interface on behalf of the client to MCCi's partner software manufacturers

There are several roles deployed within MCCi that are integral to the provision of support services to the client. These roles include the following:

IT Director/Support Manager

The MCCi IT Director will provide the overall direction of the activities of the support specialists, and will participate directly in the production of the associated deliverables when needed. This individual will reports to the MCCi President. His or her duties include supporting Account Support Representatives, Backup Support Representatives, Project Managers, Developers, and other members of the MCCi team.

Account Support Representative:



The MCCI account support representatives work as a dynamic team of support professionals who provide level 3 application support for applications provided and supported by MCCI. Reporting to the MCCI IT Director and/or MCCI Support Manager, they are responsible for the timely submission of all deliverables. Their duties include:

- Dedicating 100 percent of time to the support of existing MCCI clients
- Conducting all root-cause analysis and bug fix isolation and resolution activities, and associated documentation for the individual tasks, as assigned by the MCCI technology director and/or support manager.
- Acting as a point of contact for all application issues (software errors and related questions).
- For enhancements, determining the potential high-level effort for all changes, and based on that, either passing it on to a member of MCCI's Managed Services team if it is not a technical support related issue, or completing it themselves if possible. All bugs/software errors are addressed by level 3 support.
- Identifying all tasks associated with each support request and deriving estimates for the completion of each task.
- Responsibility for responding to and updating tickets.
- Assistance in testing to resolve application problems.
- Providing knowledge transfer to backup support specialist when needed.
- Preparing weekly and monthly status reports for pending support tickets when requested.

Backup Support Representative:

The MCCI backup support specialists work as a dynamic team of support professionals who provide level 3 application support for applications provided and supported by MCCI. Reporting to the MCCI IT Director, they are responsible for the timely submission of all deliverables and typically have other higher level job duties such as project management or development. Their duties include:

- Acting in the capacity of an Account Support Representative when there are additional capacity or escalation needs.

LASERFICHE SOFTWARE DEVELOPMENT KIT (SDK)

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