

Response to Request for Proposal

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

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:  March 27, 2014
(signature) (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:

<u>Addendum No.(as listed in BidSync.com)</u>	<u>Date Issued</u>
Addendum 1 – Updated Pre-Bid Conference Information	March 13, 2014
Addendum 2 – Received Pre-Bid Sign In Sheet	March 20, 2014
Addendum 3 – Bid Closing Date Moved to 2014 Apr 02, 2 p.m.	March 25, 2014

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.

Variances:

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



CITY OF FORT LAUDERDALE

City of Fort Lauderdale, FL

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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



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)
This item may contain other costs as may be identified on the appendix to this cost proposal

\$N/A

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

	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: X 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.

(1) _____ 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.
Business Name

(2) _____ 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.
Business Name

(3) _____ 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.
Business Name


(4) _____ 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.
Business Name

(5) _____ 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.
Business Name

(6) _____ 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.
MCCi LLC
Business Name

BIDDER'S COMPANY: MCCi LLC

AUTHORIZED COMPANY PERSON: Donny Barstow
NAME


SIGNATURE

March 31, 2014
DATE

CERTIFICATE OF LIABILITY INSURANCE

MUNIC-1

OP ID: J4

DATE (MM/DD/YYYY)

02/12/2014

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

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

PRODUCER
Rogers, Gunter, Vaughn
Insurance, Inc.
1117 Thomasville Rd.
Tallahassee, FL 32303
Samuel B. Rogers, Jr.

MCCI Insurance Exception:

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.

INSURED	Municipal Code Corp. MCCI, LLC P.O. Box 2235 Tallahassee, FL 32316
---------	---

CONTACT NAME: Teresa Beaudoin

PHONE (A/C. No. Ext): 850-386-1111

FAX (A/C. No): 850-385-9827

E-MAIL ADDRESS: tbeaudoin@rgvi.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A : Bridgefield Employers Ins. Co

25658

INSURER C: Charter Oak Fire Insurance Co.

25615

INSURER D :

INSURER E :

INSURER F :

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
C	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			I660454M5347TIA14	01/01/2014	01/01/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Emp Ben. \$ 1/2000000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/>			BA8662H918114SEL	01/01/2014	01/01/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (PER ACCIDENT) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 5,000			CUP3296R8981442	01/01/2014	01/01/2015	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		83026370	01/01/2014	01/01/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 C.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CANCELLATION

For Informational Purposes

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

AUTHORIZED REPRESENTATIVE

Grand Bracconiere

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ACORD 25 (2010/05)

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EXHIBIT 5

15-0251

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[TAB 4: LETTER OF INTEREST]



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 . 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: 850	Sub Code: q	Type Description: Service - Printers
MUNICIPAL CODE CORPORATION		
LAWTON LANGFORD		
<small>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.)</small>		

[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.

Keyleigh A. Nelesen

Keyleigh 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. Keyleigh 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.

Administrative Menu

- Documents Online
 - General
 - Documents
 - Document Search
 - CDD Reports
 - Databound Documents
 - Finance Output
 - Export Documents
 - Import Documents
 - Setup
 - Attach Definitions
 - Forms
 - Object Definitions
 - LaserFiche 9.0 Settings
 - LaserFiche 9.0 Definitions
- CDD Admin
- Database Admin
- Security Admin
- Finance Server Admin
- Workflow Admin

Start Page | **LaserFiche 9.0 Definitions** | **LaserFiche 9.0 Definitions** | **LaserFiche 9.0 Settings**

Settings ID:

LF Weblink Server name:

LF Temp Document Path:

LF Index Document Path:

LF Database Server

IP Address:

Login:

Password:

Database:

Administrative Menu

- Documents Online
 - General
 - Documents
 - Document Search
 - CDD Reports
 - Databound Documents
 - Finance Output
 - Export Documents
 - Import Documents
 - Setup
 - Attach Definitions
 - Forms
 - Object Definitions
 - LaserFiche 9.0 Settings
 - LaserFiche 9.0 Definitions
- CDD Admin
- Database Admin
- Security Admin
- Finance Server Admin
- Workflow Admin

Start Page | **LaserFiche 9.0 Definitions** | **LaserFiche 9.0 Definitions** | **LaserFiche 9.0 Settings** | **LaserFiche 9.0 Definitions**

Attach Id: ☐ Enable ☐ IFAS Table:

Description: LaserFiche Template:

Settings Id: LaserFiche Path:

Attachment Mappings:

LaserFiche 9.0 Field	IFAS 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

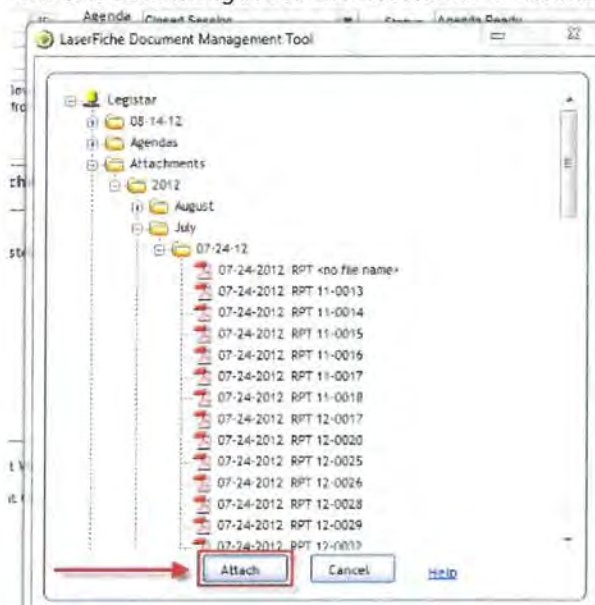
To archive an agenda, choose “Archive to Laserfiche” under reports. When run the agenda and reports will be exported and archived into Laserfiche.

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 Post Onsite Training	Remote 30 Days	Remote 45 Days	Remote 60 Days
Developer Training	None	Remote 1/2 Day	Remote 1 Day
Developer Assistance Post Developer Training	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:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Administrator Training • Records Management Training • Quick Fields Training • Workflow Training • Laserfiche Forms Training • Laserfiche SDK Training | <ul style="list-style-type: none"> • 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
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MCCi Deliverables

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- 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
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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.

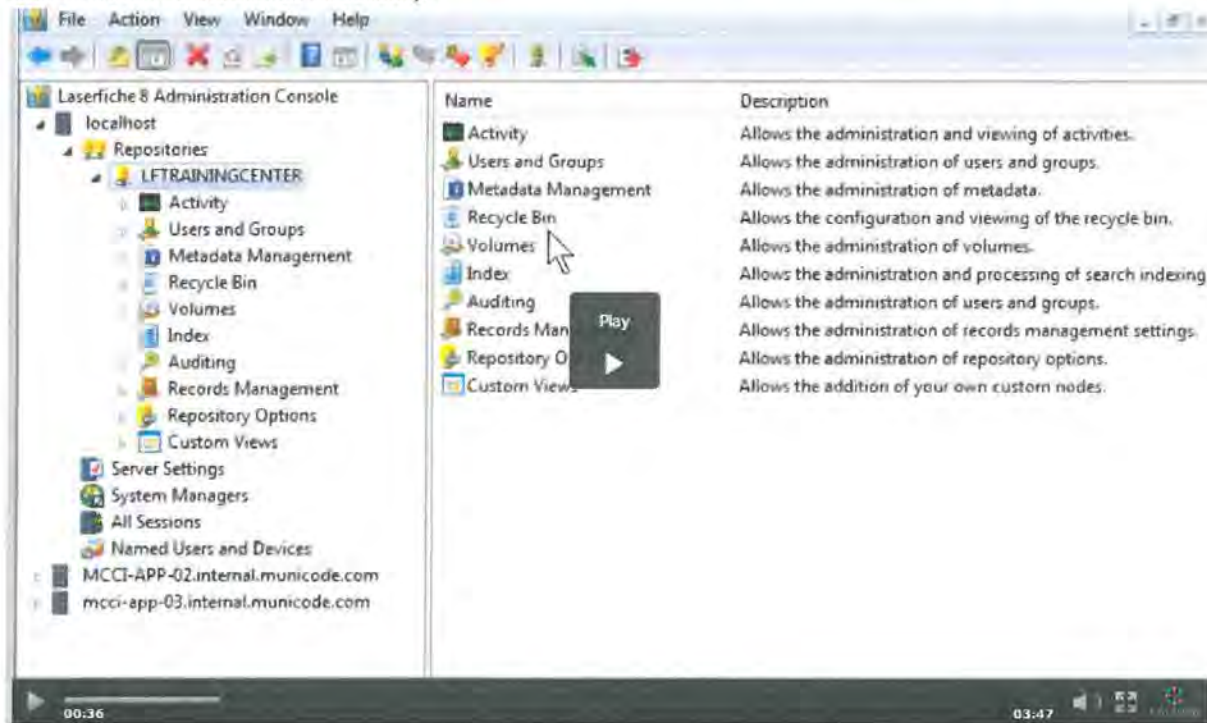
Course Categories are easy to navigate and product/ functionality specific

New in Version 9 (1)
How To Use The Training Center (2)
New to Laserfiche? (1)
Laserfiche Client (7)
Laserfiche Administration (10)
Quick Fields (9)
Workflow (5)
WebLink (5)
Web Access (8)
Records Management (4)
Tips and Tricks (1)

Search for videos

Search courses: Go

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.



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/CPPs>

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>
	*Note: Microsoft SQL Server must be purchased separately. You must additionally purchase enough licensing for your Database Management system to support your Laserfiche installation.
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.

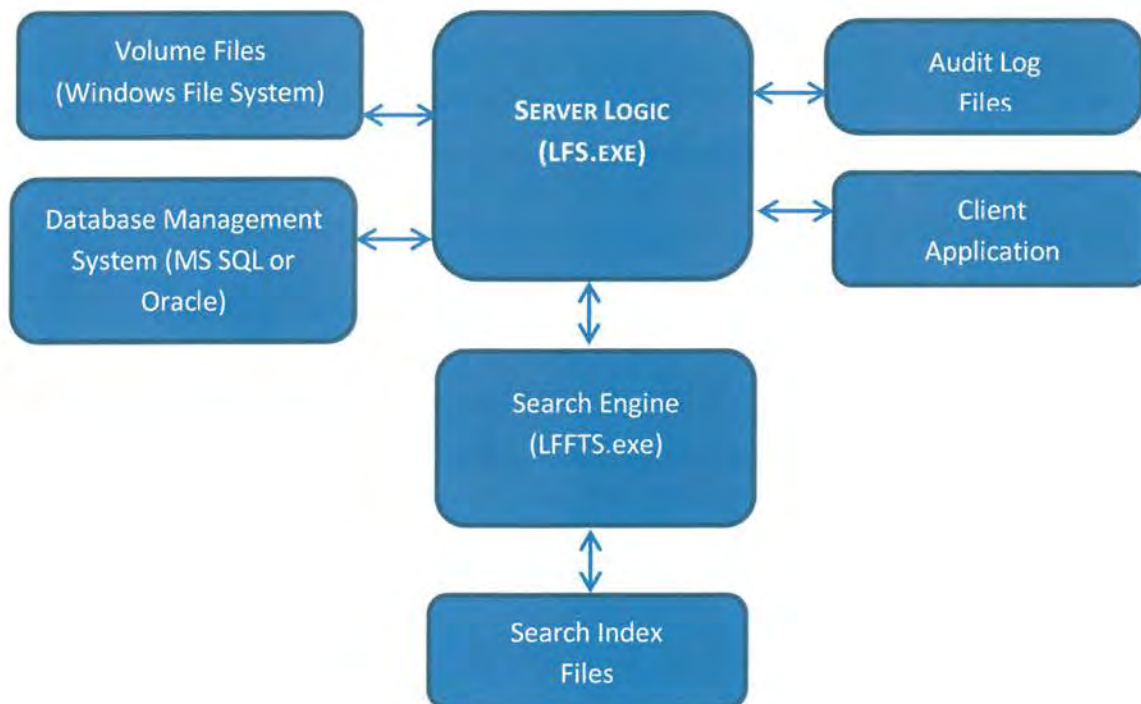
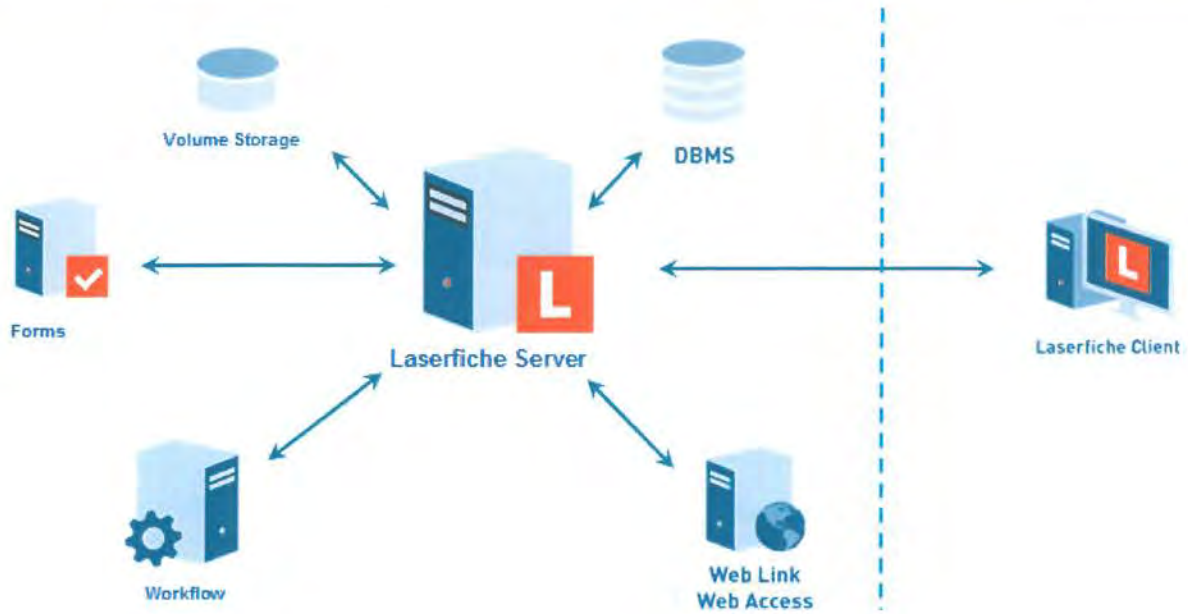
	<p>Note Clients are responsible for any additional security protocol setup/associated fees that are required to provide internal/external web access. An example would be setting up “Kerberos” for thin client active directory authentication, or setting up VPN access to allow Laserfiche’s iPad/iPhone applications to connect through the Web Access server.</p> <p>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.</p>
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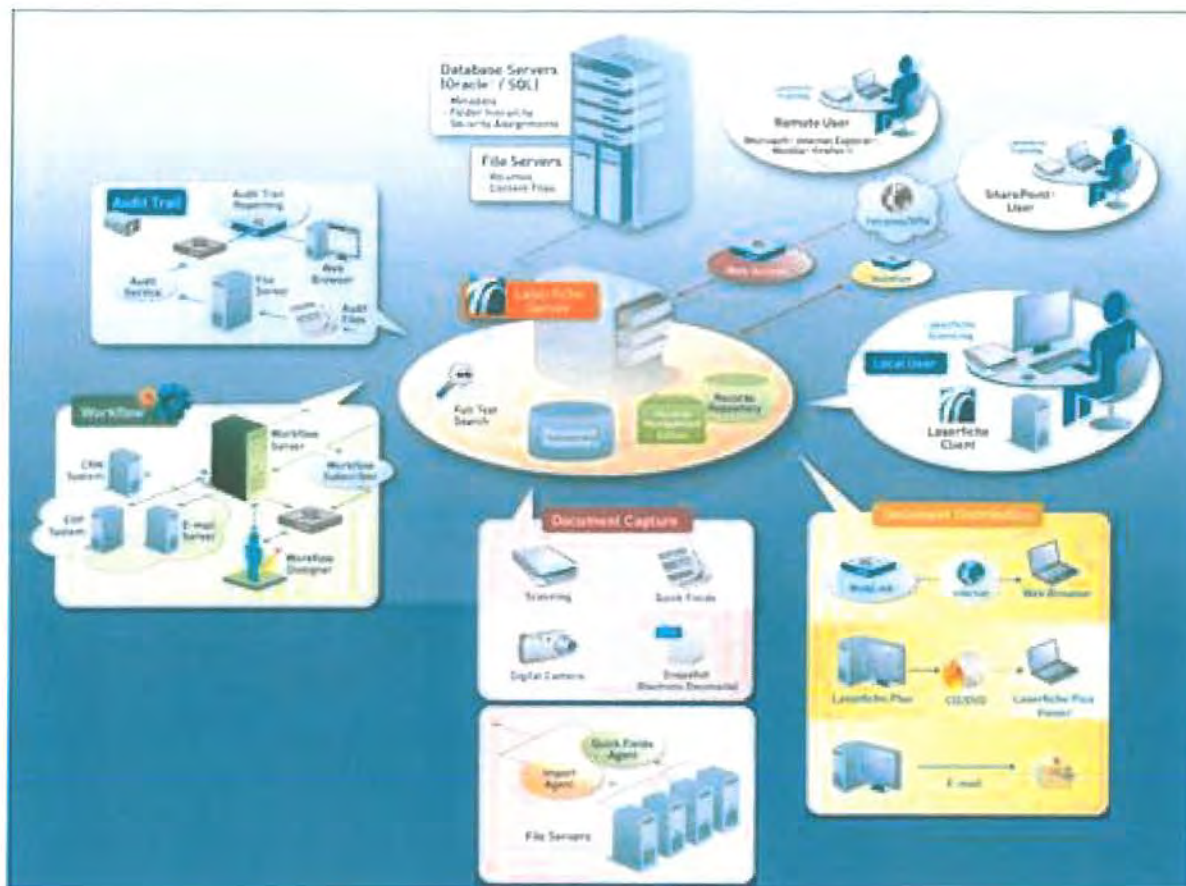
Server 7: Distributed Processing and Web Accelerator Server (Optional): For the purpose of offloading OCR Processing from Client Workstations, and accelerating Web Access image processing.

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:****ECM SOFTWARE LICENSING FOR RIO**

	Qty.	Cost	Total
<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

ELECTRONIC FORMS FOR RIO

<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

WEB TOOLS FOR RIO

<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

INTEGRATION TOOLS FOR RIO

<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	1	\$2,500.00	\$2,500.00
Integration Tools Total			\$2,500.00

ANNUAL SOFTWARE SUPPORT - BASIC LSAP

<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
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☑	Plus for Publishing <i>Royalty-free distribution of published media</i>	1	\$1,600.00	\$1,600.00
☑	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
☑	LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server.	1	\$1,600.00	\$1,600.00
☑	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
☑	Integrator's Toolkit for Rio	1	\$750.00	\$750.00
☑	Laserfiche Integration with Granicus	1	\$1,000.00	\$1,000.00
☑	Managed Services for Laserfiche Rio, Forms, SDK, Workflow Level 2 *not to exceed 85 hours	85	\$126	\$10,710
☑	Training Center 50+ Users	1	\$3,920.00	\$3,920.00
☑	MCCi Service Level Agreement	1		\$10,190.00
	Annual Support Total			\$75,770.00
	<i>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.</i>			

MCCi PROFESSIONAL SERVICES

☑	Onsite Records Management Module Training, per day <i>*Travel expenses included.</i>	2	\$1,120.00	\$2,240.00
☑	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
☑	Basic Onsite Training of Administrator, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	3	\$1,120.00	\$3,360.00
☑	LF Forms Training, per day	2	\$1,120.00	\$2,240.00
☑	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
☑	MCCi Project Manager Rate, per hour	150	\$165.00	\$24,750.00
☑	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.	1	\$7,995.00	\$7,995.00
<i>Electronic Forms Total</i>			<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>	1	\$50,000.00	\$50,000.00
<i>Web Tools Total</i>			<i>\$50,000.00</i>
<u>INTEGRATION TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	1	\$2,500.00	\$2,500.00
<i>Integration Tools Total</i>			<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

☑	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
☑	LF Forms Portal *Allows form submission from unlicensed (public) users. Allows for connection to one application server.	1	\$1,600.00	\$1,600.00
☑	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
☑	Integrator's Toolkit for Rio	1	\$750.00	\$750.00
☑	Laserfiche Integration with Granicus	1	\$1,000.00	\$1,000.00
☑	Managed Services for Laserfiche Rio, Forms, SDK, Workflow Level 2 *not to exceed 85 hours	85	\$126	\$10,710
☑	Training Center 50+ Users	1	\$3,920.00	\$3,920.00
☑	MCCi Service Level Agreement	1		\$10,190.00
	Annual Support Total			\$75,770.00
	<i>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.</i>			

MCCi PROFESSIONAL SERVICES

☑	Onsite Records Management Module Training, per day <i>*Travel expenses included.</i>	2	\$1,120.00	\$2,240.00
☑	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
☑	Basic Onsite Training of Administrator, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	3	\$1,120.00	\$3,360.00
☑	LF Forms Training, per day	2	\$1,120.00	\$2,240.00
☑	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
☑	MCCi Project Manager Rate, per hour	150	\$165.00	\$24,750.00
☑	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

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 <i>*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.</i>	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

Regular Size Images up to 11"x17"	Image Quantity	300 DPI Scanning per Image	Doc Prep per Page	OCR per Image
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

Large Format up to 42" wide	Image Quantity	300 DPI Scanning per Image	Doc Prep per Page
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

Color Scanning	Scanning Rate per Image
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

Microform Images **\$100 Minimum Charge**	Image Quantity	16mm Microfilm	35mm Microfilm	16mm Microfiche	35mm Microfiche
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

Bound Book Scanning	Image Quantity	Scanning Rate per Image
Per Image	< 1000	\$2.00
Per Image	< 10,000	\$1.25
Per Image	< 25,000	\$1.15
Per Image	> 25,000	\$1.10

Indexing Fields--per Index	Total Indexes	Price per index
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

Electronic media	Burning Rate
DVD/CD, Per Set	\$50.00

Pick Up and Delivery	Rate	Minimum
Pick Up, Per Box	\$15.00	\$75.00
Delivery, Per Box	\$15.00	\$75.00

[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.

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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

This Laserfiche Software License Agreement ("License Agreement") is made between Compulink Management Center, Inc., a California corporation doing business as Laserfiche, whose principal place of business is in Long Beach, California ("Laserfiche"), and the party (referred to as the "Licensee") on whose server or systems the Software (as described in Section 1.A below) will be made available for use.

PLEASE READ THIS LICENSE AGREEMENT CAREFULLY. BY INSTALLING, COPYING OR USING THE SOFTWARE OR THE DOCUMENTATION THAT ACCOMPANIES THIS LICENSE AGREEMENT (THE "DOCUMENTATION"), LICENSEE AGREES TO THE TERMS OF THIS LICENSE AGREEMENT ON BEHALF OF THE PARTY ON WHOSE SERVER OR SYSTEMS THE SOFTWARE WILL BE AVAILABLE FOR USE. IF LICENSEE DOES NOT AGREE OR ARE NOT AN INDIVIDUAL AUTHORIZED TO ENTER INTO LICENSE AGREEMENTS ON BEHALF OF SUCH PARTY, DO NOT INSTALL, COPY OR USE THE SOFTWARE OR THE DOCUMENTATION WITHOUT OBTAINING THE AGREEMENT OF AN AUTHORIZED INDIVIDUAL AND, IF APPLICABLE, RETURN THE SOFTWARE AND DOCUMENTATION TO YOUR SUPPLIER FOR A FULL REFUND.

RECITALS

- A. Laserfiche has developed and markets document imaging, enterprise content management, and related software programs, solutions and products under the brand name Laserfiche®.
- B. Laserfiche Software includes confidential proprietary information and trade secrets of Laserfiche, which embody substantial creative efforts and confidential information, ideas, and expressions. Laserfiche has invested large amounts of capital and time to develop and promote the Software. Laserfiche claims copyrights in the Software.
- C. Licensee understands that the Software is compatible only with certain types of computers and operating systems and that Licensee is responsible for assuring the compatibility between its computer systems, its software solutions, if any, and the Software.

THEREFORE, in consideration of the premises and covenants contained this License Agreement, Laserfiche and Licensee agree as follows:

Terms of License Agreement

1. Grant of License.

- A. Description of the Software. Laserfiche Software may include, without limitation express or implied, some or all of the following types of software: (a) "Server Software" that provides document management services to other programs; (b) "Client Software" that allows a computer or workstation to access or utilize the services provided by the Server Software; (c) "Stand-alone Software" that operates on a single computer; (d) "Demonstration Software" that is provided only for demonstration, testing and feedback purposes; (e) "Distributed Computing Cluster Software" that allows distribution of processing work for certain Laserfiche application tasks onto other machines; and/or (f) "Plug-in Software Modules" that can be added to the previously mentioned Software packages. If a separate, express license applies to particular Laserfiche software, such as terms that accompany a software development kit or

Laserfiche software designated for "application service provider" purposes, those terms will also apply. Otherwise, this License Agreement applies to Laserfiche Software described in one or more License Files (the "Software"), which constitute plain text and machine readable code generated by Laserfiche, reside on the server or computer folders containing the Software, and are installed as part of the processing of downloading the Software. Laserfiche grants Licensee a limited, non-exclusive, non-transferable license to use the Software subject to the terms and conditions of this License Agreement and the License Files which accompany the Software.

B. Limitations and Requirements.

- i. The License Files constitute part of this Agreement. The License Files define the scope and limitations of the Software. Licensee may use the Software only for the number and types of users, until the expiration date(s), if any, described in the License Files, and subject to the other limitations specified in the License Files. If Licensee receives a License Manager program that enables installation of the Software for access by multiple users, Licensee may use the License Manager program only to install the Software for access by the numbers and types of users, and subject to the other limitations described in the applicable License File.
- ii.a Licensee may install one copy of the Server Software on a single physical or a single virtual operating system environment (the instance of the running Server Software will be referred to as the "Server"), unless the applicable License File indicates that Licensee is acquiring a license to a Laserfiche Rio product. If a Laserfiche Rio product is being licensed, Licensee may install up to the maximum number copies of the Server Software listed in the applicable License File (labeled as "instances") to multiple physical or virtual operating system environments so long as those installations have continuous network access to a running instance of the included License Manager program. Licensee may install only one copy of any License Manager program on a single physical or a single virtual operating system environment.
- ii.b If Licensee is acquiring a license to a Laserfiche Rio or a Laserfiche Avante software product, the license includes Distributed Computing Cluster Software if it is listed in the applicable License File. Licensee may operate one cluster unless a greater number of clusters is listed in the applicable License File (labeled as "instances") and then may operate up to the specified maximum number of clusters. If the License File specifies a maximum number of instances of the Distributed Computing Cluster Software (shown as the "MaximumInstances" of the "DCC" module section), Licensee may include no more than the specified number of machines running the Distributed Computer Cluster Software, referred to as "nodes," across their clusters. A scheduler node will count as one instance. Licensee may only run those Plug-in Software Modules to the Laserfiche Distributed Computer Cluster Software specified in the applicable License File. If the License File specifies a maximum number of instances of the Plug-in Software Module (shown as the "MaximumInstances" of the applicable module section), Licensee may run the module on no more than the specified number of nodes across their clusters.
- iii. The Server Software may only be operated with the database system(s) (Microsoft SQL Server or Oracle) listed in the applicable License File. If no database system is listed in a License File, then such Server Software may only be operated with Microsoft SQL Server Express.
- iv. If a License File includes an item labeled as "databases" (also known as repositories), the Server Software may only host the number of databases listed in the License File, unless Licensee is acquiring a license to a Laserfiche Rio product. If Laserfiche Rio is being licensed, each running copy of the Server Software may host up to the number of databases listed in the License File.

- v. If a License File indicates that the Software includes "named user connections," Licensee may allocate the named user connections to specific individuals or devices in its discretion. When a named user connection is allocated to a specific individual person's Laserfiche or external directory account, that individual may not share the use of that named user connection by sharing the use of the account with others. When a named user connection is allocated to a device, the connection may only be used from that device, and various individuals may share the use of that device so long as only one individual is accessing the Server Software from that device at a time. There are two principal types of named user connections: first, a named user connection capable of modifying a database governed by the Server (referred to as a "Named Full User" connection and listed in the License File as "NamedUserLimit" or "ReadWriteNamedObjectLimit"); and, second, a named user connection capable of only read-only access (referred to as a "Named Retrieval User" connection and listed in the License File as "named read-only objects" or "ReadOnlyNamedObjectLimit"). A third type of named user connection is available on a limited basis, which has all of the capabilities of a Named Retrieval User connection, plus a limited set of additional read-write capabilities, which are listed in the License File. This third type of connection is referred to as "Restricted Named User" connection and is listed in the License File as "RestrictedNamedUserLimit," and it has the additional capabilities listed in the License File in a section called "RestrictedUserFeatures." Only the maximum number of each type of named user connection listed in the applicable License File may be allocated to individuals or devices. Named user connections may not be routinely reallocated for the purpose of reducing the number of named user connections required.
- vi. If a License File indicates that the Software includes "concurrent user connections," the concurrent user connections may be shared among individuals. There are two types of concurrent user connections: concurrent user connections capable of modifying a database governed by the Server (referred to as "Full User" connections and listed in the License File as "read-write users") and concurrent user connections capable of only read-only access (referred to as "Retrieval" connections and listed in the License File as "read-only users"). Once the maximum number of read-write or read-only concurrent user connections specified in the applicable License File is reached, no additional user connections of that type may be made, until some user connections of that type are closed. Individuals who require write access in the course of their work must use a Full User connection at all times; thus, individuals assigned to use a Full User connection may not use a Retrieval connection to perform read-only tasks which do not require a Full User connection. Hardware or software may not be used to reduce the number of concurrent user connections required for individuals to access or otherwise utilize Server services (sometimes called "multiplexing").
- vii. If a License File indicates that the Software lists a maximum number of "Public Portal connections" (listed as "read-only public portals"), which are intended to allow members of the public (referred to as "Public Users") read-only access to the Server Software only using a Laserfiche application known as WebLink, then once the maximum number of Public Portal connections specified in the License File is reached, no additional Public Portal connections may be made until some Public Portal connections are closed. If the License File lists a maximum number of CPU sockets that may be utilized to support Public Portal access (listed as "read-only CPU limit"), then Public Portal connections may be made only if the physical or virtual machine on which the Server Software is running has the listed number of CPUs or fewer. If neither a maximum number of Public Portal connections nor a maximum number of CPUs for Public Portal access is listed in the applicable License File, then no Public Portal connections may be made. If the Software is licensed with the Web Distribution Portal (listed as "SecurityProfiles=1" in

- the License File), all connections through WebLink will have the same security profile.
- viii. Licensee may not install a version of the Server Software later than the version listed in the applicable License File.
 - ix. If a License File lists an expiration date, the Software referenced in the License File may not be run after that date.
 - x. If a License File specifies one or more languages, then the Laserfiche user interface may only be run in those specified languages.
 - xi. If Software requires a product key or keys to install or access it, Licensee is responsible for the use of the keys assigned to Licensee. Licensee is not authorized to share the keys with third parties.
 - xii. Activation associates the use of particular Software with a specific device. This procedure is to prevent unlicensed use. During activation, the Software will send information about the Software and the device to Laserfiche. This information may include the product key of the Software, the internet protocol address of the device and information derived from the hardware configuration of the device. By downloading and using the Software, Licensee consents to the transmission of this information.
 - xiii. Add-ons and additional features that the Software can support may be used only when listed in a License File.
 - xiv. If Licensee desires to upgrade or enhance the capabilities of the Software or the numbers of users, connections or other features, Licensee must acquire the required additional rights from Laserfiche or an authorized reseller, in which case Licensee will also receive a new or updated License File.
 - xv. The Software may only be used as intended, according to the capabilities made available through its various user interfaces and according to the Documentation.
 - xvi. As between Laserfiche and Licensee, Licensee will be solely responsible for customizing the Software and the databases to restrict access only to particular individuals who are permitted users of the Software and the databases. Licensee may delegate responsibilities relating to customization to a third-party such as an authorized Laserfiche reseller; however, Licensee remains ultimately liable for complying with this License Agreement and the applicable License Files. Licensee waives all liability, claims, damages and suits against Laserfiche, and all of its employees, officers, directors and contractors in any way related to the unauthorized disclosure of, or access to, information, data or documentation in the databases, whether or not due to a defect in or malfunction of the Software. Licensee acknowledges that this License Agreement contains other limited warranties and limitations and waivers of damages and claims, and that Licensee's waiver of liability in this section is in addition to, and not in lieu of, Licensee's other waivers set forth elsewhere in this License Agreement.
 - xvii. If Software is furnished to Licensee with materials indicating that it is "Demonstration," "Evaluation," "Beta" or "Test" software, Licensee acknowledges that: (A) Laserfiche is furnishing the Software to Licensee solely for demonstration, evaluation, testing and/or feedback purposes; (B) Licensee is strictly prohibited from using the Software for any purposes other than (i) demonstration of its capabilities to prospective licensees of the Software, (ii) evaluation and testing of the Software for suitability for the period allowed in the applicable License File, or (iii) providing feedback to Laserfiche; (C) testing does not include staging content on a server in a production environment, such as loading content before or in conjunction with production use; (D) Laserfiche makes no warranties, representations or any other claims with regard to the Software's usability, reliability, performance, or overall quality; (E) Licensee will indemnify and defend Laserfiche against any claim, suit, damages or other losses, including attorney's fees and expenses, resulting from or related to the use of the Software by Licensee; and (F) Licensee's receipt of the Software does not constitute a license to use, sell, distribute, or

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xviii. If the License File lists the Standard Forms feature, then the forms features of Laserfiche may be used by Named Full Users. If the License File lists the Forms Portal feature, then Public Users may submit forms that initiate a forms business process, but Public Users may not participate in subsequent steps in the forms business processes, or create or configure forms or forms business processes, or otherwise use the forms features of Laserfiche. Named Retrieval Users and Restricted Named Users are defined as Public Users for this purpose. If the License File lists the Forms Portal and Authenticated Participants (listed as "SubmitterUsers"), then users designated as Authenticated Participants may submit forms after authentication and may participate in forms business processes at steps after the initial submission. However, Authenticated Participants may not create or configure forms or forms business processes or otherwise use the forms features of Laserfiche.

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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 exactly 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.
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- 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.

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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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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 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 <i>some</i>	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 report 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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