CITY COUNCIL

AGENDA REQUEST

AGENDA OF:	12-04-12	**AGENDA REQUEST NO:**	III-E
INITIATED BY:	PENNY JOHNSON, PROJECT ANALYST	**RESPONSIBLE DEPARTMENT:**	INFORMATION TECHNOLOGY
PRESENTED BY:	BRYAN GUINN, IT MANAGER APPLICATIONS/PROGRAMMING	**DIRECTOR:**	VERNON HUNT, DIRECTOR OF INFORMATION TECHNOLOGY
		ADDITIONAL DIRECTOR (S):	N/A

SUBJECT / PROCEEDING:	LASERFICHE – UPGRADE TO RIO
EXHIBITS:	PROPOSAL AND SOFTWARE QUOTATION SHEET

CLEARANCES		APPROVAL	
LEGAL:	MARY ANN POWELL CITY ATTORNEY	**ASSISTANT CITY MANAGER:**	STEVE GRIFFITH
PURCHASING:	TODD REED, CPPB PURCHASING MANAGER	**ASSISTANT CITY MANAGER:**	N/A
BUDGET:	JENNIFER BROWN, DIRECTOR OF BUDGET & RESEARCH	**CITY MANAGER:**	ALLEN BOGARD

BUDGET

EXPENDITURE REQUIRED: $	118, 545
CURRENT BUDGET: $	122,398
ADDITIONAL FUNDING: $	N/A

RECOMMENDED ACTION

The Information Technology Department recommends the purchase of Laserfiche RIO software as an upgrade to the Laser Fiche platform currently in use. The purchase of this software is budgeted in the Information Technology Department budget for FY13.

EXECUTIVE SUMMARY

The Information Technology Department is requesting approval to upgrade the existing Laserfiche platform from Laserfiche Classic United to Laserfiche RIO.

In 2010, the City purchased the Laserfiche Classic United software from Municipal Code Corporation (MCCI) to provide the City of Sugar Land with an electronic data management system (EDMS). The software has now been fully implemented in the City Secretary's Office and the Human Resources Department. With the need to expand the EDMS capability to all of the other city departments, the City will need to move to a more robust version of Laserfiche.

RIO is an upgraded product package and licensing system offered by MCCI that gives increased flexibility to larger organizations using the Laserfiche system. Some of the benefits of upgrading to the RIO platform include:

- Improved conformance to City Records Retention policy and the Texas State Library of Archive requirements
- Improved and more efficient access to public records
- Facilitation of communication and interaction between departments
- An increase in staff efficiency and a reduction in overhead costs
- Integration of workflows between departments
- Reduction in costs of copying documents coupled with electronic document distribution
- Enhanced disaster recovery of essential City documents

The IT Department recommends approval to purchase the RIO version of the Laserfiche EDMS software from MCCI, a Texas DIR vendor (DIR-SDD-980). MCCI is providing the City with a software credit of $77,235.96 based on the City's previous purchase of Laserfiche Classic United software, bringing the cost of the upgrade to $118,544.59. Funds for the purchase of this software are budgeted in the Information Technology Department budget for FY13.

EXHIBITS

Exhibit A: Proposal and Software Quotation Sheet from Municipal Code Corporation (MCCI), a Texas DIR approved vendor (DIR-SDD-980)

CITY OF SUGAR LAND
STANDARD CONTRACT FOR GENERAL SERVICES
Over $50K - Form Revised 5/17/10

I. General Information and Terms.

Contractor's Name and Address: MCCI
P.O. Box 2235
Tallahassee, FL 32316

Description of Services: Laserfiche Software

Maximum Contract Amount: $118, 544.59

Effective Date: On the latest date of the dates executed by both parties.
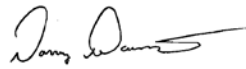
Termination Date: (See III C)

Contract Parts: This Contract consists of the following parts:

   III. Standard Contractual Provisions
   IV. Additional Terms or Conditions
   V. Additional Contract Documents

CITY OF SUGAR LAND   **CONTRACTOR**:

                                                    By: _
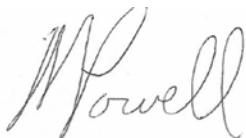_____
City Manager or Assistant City Manager

Date: _____   Date: 11/20/2012

Reviewed for Legal Compliance:

III. Standard Contractual Provisions.

A. <u>Contractor's Services</u>. The Contractor will provide to the City the services described in this Contract under the terms and conditions of this Contract.

B. <u>Billing and Payment</u>.

(1) The Contractor will bill the City for the services provided at intervals of at least 30 days, except for the final billing. The City will pay the Contractor for the services provided for in this Contract with current revenues available to the City, but all the City's payments to the Contractor, including the time of payment and the payment of interest on overdue amounts, are subject to the provisions of Chapter 2251 of the Government Code. The City is not liable to the Contractor for any taxes which the City is not liable by law, including state and local sales and use taxes (Section 151.309 and Title 3, Texas Tax Code) and federal excise tax (Subtitle D of the Internal Revenue Code). Accordingly, those taxes may not be added to any bill.

(2) Any request by the Contractor for an increase in payment for services to be provided pursuant to the Statement of Work shall be limited to 5% annually and shall be made and approved by the City prior to the Contractor providing such services or the right to payment for such increase in payment shall be waived. If there is a dispute between the Contractor and the City respecting any service provided or to be provided hereunder by the Contractor, including a dispute as to whether such service is additional to the Scope of Services included in this Contract, the Contractor agrees to continue providing on a timely basis all services to be provided by the Contractor hereunder, including any service as to which there is a dispute.

C. <u>Termination Provisions</u>.

(1) Unless terminated earlier as allowed by this Contract, this Contract terminates:

(a) On the termination date, if any, specified in the General Information in Part 1, but the obligation of a party to complete a contract requirement pending on the date of termination survives termination; or

(b) If there is no termination date specified in the General Information in Part 1, the Contract terminates when both parties have completed all their respective obligations under the Contract.

(2) The City's city manager may terminate this Contract during its term at any time for any reason by giving written notice to the Contractor not less than five business days prior to the termination date, but the City will pay the Contractor for all services rendered in compliance with this Contract to the date of termination.

(3) If the City's city council does not appropriate funds to make any payment for a fiscal year after the City's fiscal year in which the Contract becomes effective and there are no proceeds available for payment from the sale of bonds or other debt instruments, then the Contract automatically terminates at the beginning of the first day of the successive fiscal year. (Section 5, Article XI, Texas Constitution)

D. <u>Liability and Indemnity</u>. Any provision of the Contract is void and unenforceable if it: (1) limits or releases either party from liability that would exist by law in the absence of the provision; (2) creates liability for either party that would not exist by law in the absence of the provision; or (3) waives or limits either party's rights, defenses, remedies, or immunities that would exist by law in the absence

of the provision.

E. Assignment. The Contractor may not assign this Contract without the City's prior written consent.

F. Law Governing and Venue. This Contract is governed by the law of the State of Texas and a lawsuit may only be prosecuted on this Contract in a court of competent jurisdiction located in or having jurisdiction in Fort Bend County, Texas.

G. Entire Contract. This Contract represents the entire Contract between the City and the Contractor and supersedes all prior negotiations, representations, or contracts, either written or oral. This Contract may be amended only by written instrument signed by both parties.

H. Independent Contractor. The Contractor will perform the work under this Contract as an independent contractor and not as an employee of the City. The City has no right to supervise, direct, or control the Contractor or Contractor's officers or employees in the means, methods, or details of the work to be performed by Contractor.

I. Dispute Resolution Procedures. If either party disputes any matter relating to this Contract, the parties agree to try in good faith, before bringing any legal action, to settle the dispute by submitting the matter to mediation before a third party who will be selected by agreement of the parties. The parties will each pay one-half of the mediator's fees.

J. Attorney's Fees. Should either party to this Contract bring suit against the other party for any matter relating to this Contract, neither party will seek or be entitled to an award of attorney's fees or other costs relating to the suit.

K. Severability. If a court finds or rules that any part of this Contract is invalid or unlawful, the remainder of the Contract continues to be binding on the parties.

L. Contractual Limitations Period. Any provision of the Contract that establishes a limitations period that does not run against the City by law or that is shorter than two years is void. (Sections 16.061 and 16.070, Texas Civil Practice and Remedies Code)

M. Conflicting Provisions. If there is a conflict between a provision in the Contractor's Additional Contract Documents and a provision in the remainder of this Contract, the latter controls.

N. Copyright. Any original work (the Work), including any picture, video, music, brochure, writing, trademark, logo or other work created by the Contractor for the use of the City under this Contract is a "work made for hire," as defined by federal copyright law. If the Work is not by law a "work made for hire," the Contractor by execution of this Contract assigns to the City all of its rights to the Work, including the copyright. The City, as the author and owner of the copyright to the Work, may alter, reproduce, distribute, or make any other use of the Work as it deems appropriate.

O. Confidentiality. Any provision in the Contract that attempts to prevent the City's disclosure of information that is subject to public disclosure under federal or Texas law or regulation, or court or administrative decision or ruling, is invalid. (Chapter 552, Texas Government Code)

P. Tax Exemption. The City is not liable to Vendor for any federal, state, or local taxes for which the City is not liable by law, including state and local sales and use taxes (Section 151.309 and Title 3, Texas Tax Code) and federal excise tax (Subtitle D of the Internal Revenue Code). Accordingly, those taxes may not be added to any item.

IV. Additional Terms or Conditions. None.

V. Additional Contract Documents. The following documents attached to this Contract are part of this Contract:

A. Contractor's Additional Contract Documents:

1. MCCI Statement of Work dated November 14, 2012 (22 pages)

B. City's Additional Contract Documents:

1. Insurance form (4 pages)

MCCi
ExperienceExcellence

Municipal Code Corporation

CORPORATE OFFICE
Sales Department
PO Box 2235 • Tallahassee, Florida 32316
(800) 342-2633 • FAX (850) 701-0715

RUSSELL HADDOCK
Senior Account Executive (TX, LA, OK, MO, CO, NM, and KS)
7940 Park Ridge Drive Fort Worth, TX 76137
(817) 788-1102 • rhaddock@mccinnovations.com

November 14, 2012

Ms. Penny Johnson
Project Analyst
PO Box 110
Sugarland, TX 77487

Dear Ms. Johnson:

I enjoyed speaking with you recently regarding the Laserfiche software and services. Pursuant to our discussion we are pleased to enclose our Professional Services Proposal. While reviewing the proposal please keep in mind the following advantages of being a MCCi customer:

- ✓ **Leading Provider** – For the past four years, MCCi was ranked as the #1 Laserfiche VAR in the United States. With 3 offices in Texas, we are dedicated to our Texas customers and serve over 100 clients in Texas alone at this time.
- ✓ **Professional Certifications** – MCCi's staff is well-trained and holds multiple certifications in security, HIPPA, CDIA+ and more to give you the peace of mind that we are simply the best at what we do. Our staff is also Laserfiche Gold Certified, meaning we have passed the Laserfiche CPP courses required for this certification.
- ✓ **Government Focus**- MCCi was created by Municipal Code Corporation to focus on innovative technologies for Government. MCCi provides Laserfiche software and services to more than 350 government entities including Cities, Counties, State Agencies, Special Districts, and more.
- ✓ **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.
- ✓ **Superior support**- MCCi utilizes a multi-layered support team geared towards offering each client multiple contacts to enhance the usage of every product implemented. 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 of breed solutions.

If you have any questions concerning our proposal or desire additional information, please do not hesitate to contact me on our toll-free number. We appreciate your interest and hope that we will have the pleasure of working with you and serving the City of Sugarland.

Sincerely,

Russell Haddock
Senior Account Executive

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Company History

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. With a client base of over 400 government agencies and satellite offices across the country, we are striving to be the leading Electronic Records Management provider in the United States. MCCi has been the #1 Laserfiche VAR in the world the last 4 years.

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. 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 for you to integrate other main line of business solutions easily. 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 Share Point.
- *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.

Rio Features

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 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 Records Management, Batch Processing tools, Integrations, and Web Portals.

MCCi Advantage

MCCi is a leading Laserfiche provider focusing on customer service in every aspect of your project. As a client you will receive access to our highly trained staff & support services, including:

- Dedicated Project Management- Our Project Managers are highly trained in the areas of implementation, Workflow processes, integrations, and more to help your organization implement a well thought out Enterprise system based on your organization's needs. They are Laserfiche gold certified and also hold other professional certifications to maintain a high knowledge level of our client's business processes.
- Dedicated Support – Once your project is complete, you will have access to our support staff for trouble shooting & supporting your Laserfiche system. Our staff can be easily reached through email, phone or our online support center.
- Sales & Account Management team – You will have a dedicated team of an Account Executive and Account Manager that you can directly contact. They will also proactively contact you to ensure satisfaction, provide additional information on your products, and conduct web & regional events on continuing education topics.
- Training Services- Before, during, and after your project, we focus on ensuring the users are trained on the software and stay up to date on the features available. In addition to our Training Services, we offer a yearly subscription to our Online Training Center for Laserfiche to help protect your Laserfiche investment. This allows all types of users, regardless of their role, to access videos on popular topics. This information is updated monthly and will be a continued resource for your organization.
- Back File Scanning & Conversion Experience- in the event you need to address a back file scanning project or have older data from legacy systems to convert, we have experience in addressing these and integrating them into your Laserfiche system. We have converted over 30 different applications and migrated the data to Laserfiche for other clients.

STATEMENT OF WORK

	Product Description:	Qty.	Cost	DIR-SDD-980	Total
	EXISTING LASERFICHE SOFTWARE SYSTEM CONFIGURATION				
☑	RME Standard Server *requires MS SQL* Includes Advanced Audit Trail	-1	$20,101.20	N/A	($20,101.20)
☑	LF Full User United *includes Snapshot and Email*	-20	$717.90	N/A	($14,358.00)
☑	LF Retrieval User United *includes Email*	-10	$287.16	N/A	($2,871.60)
☑	LF Scanconnect 10-pack	-1	$877.43	N/A	($877.43)
☑	Weblink	-1	$7,649.62	N/A	($7,649.62)
☑	Quickfields	-1	$556.35	N/A	($556.35)
☑	QF Agent	-1	$9,492.08	N/A	($9,492.08)
☑	Zone OCR and Validation Package *Includes Zone OCR and Pattern Matching*	-1	$2,672.18	N/A	($2,672.18)
☑	Import Agent	-1	$1,427.80	N/A	($1,427.80)
☑	Workflow for Laserfiche	-1	$14,358.00	N/A	($14,358.00)
☑	Workflow Additional User	-10	$287.17	N/A	($2,871.70)
	Existing Software Credit Total				**($77,235.96)**
	ECM SOFTWARE LICENSING FOR RIO				
☑	Rio Records Management 200 - 499 Users *Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email* *The Town of Sugar Land is replacing WebLink with Web Acces as part of the Rio migration.*	200	$660.00	$620.20	$124,040.00
☑	Import Agent for Rio	1	$1,500.00	$1,409.55	$1,409.55
☑	OCR Scheduler for Laserfiche - *Requires one dedicated Laserfiche User License*	1	$1,500.00	$1,409.55	$1,409.55
☑	LF Scanconnect for Rio 10-pack	1	$915.00	$859.83	$859.83
	Document Management Software and Licenses Total				**$127,718.93**
	BATCH PROCESSING MODULES FOR RIO				
	Quickfields is licensed per machine				
☑	Quickfields Core Package for Rio *Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR*	1	$5,000.00	$4,698.50	$4,698.50
☑	QF Agent for Rio	1	$10,000.00	$9,397.00	$9,397.00
	Batch Process Modules Total				**$14,095.50**

3rd PARTY INTEGRATION TOOLS

☑	DataNow Affinity Integration (11 to 25 users)	-1	$2,500.00	$2,500.00	($2,500.00)
☑	DataNow Affinity Integration (51+ users)	1	$6,000.00	$6,000.00	$6,000.00
	Integration Tools Total				**$3,500.00**

ANNUAL SOFTWARE SUPPORT - BASIC LSAP

☑	Rio Records Management 200 - 499 Users *Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Advanced Audit Trail, Snapshot, and Email*	200	$132.00	$118.80	$23,760.00
☑	Import Agent for Rio	1	$300.00	$270.00	$270.00
☑	OCR Scheduler for Laserfiche - *Requires one dedicated Laserfiche User License*	1	$330.00	$297.00	$297.00
☑	LF Scanconnect for Rio 10-pack	1	$184.00	$165.60	$165.60
☑	Quickfields Core Package for Rio *Includes QF, Scripting Kit, and Validation packages for Bar Code, Real Time Look Up, and Zone OCR*	1	$1,000.00	$900.00	$900.00
☑	QF Agent for Rio	1	$2,000.00	$1,800.00	$1,800.00
☑	DataNow Affinity Integration (51+ users)	1	$1,200.00	$1,200.00	$1,200.00
☑	Managed Services for Laserfiche - Rio	1	$2,812.50	$2,812.50	$2,812.50
☑	Managed Services for Workflow, Level 2 *not to exceed 45 hours *see scope on page 8*	1	$5,062.50	$5,062.50	$5,062.50
☑	Training Center 50+ Users	1	$3,920.00	$3,920.00	$3,920.00
☑	MCCi Service Level Agreement	1			$5,678.52
	Annual Support Total				**$45,866.12**

For budgetary purposes, the Client should include $45,866.12 in annual budget for renewal of LSAP, SLA, Managed Services, and the Training Center for the software quoted above.

MCCi PROFESSIONAL SERVICES

☑	MCCi Project Management Services	1			$4,600.00
	Professional Services Total				**$4,600.00**

Total Project Cost		**$118,544.59**

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.

MCCi prides itself in providing high quality professional services and support. Providing the most advanced level of tech support via the web, e-mail and phone, you can rest assured that MCCi will provide you with profession installation, training and support services. Our clients can rely on us to provide a continual flow of information through our technical bulletins and newsletters.

MCCi Project Management Services

MCCi Project Managers are CDIA-certified and Laserfiche Gold certified. The CDIA (Certified Document Imaging Architect) is awarded after a comprehensive and rigorous exam focused on a broad spectrum of document and records management objectives.   There are multiple Laserfiche Certifications and MCCi focuses on maintaining all of them. MCCi Project Managers administer these services and concentrate on defining business requirements and the deliverables that follow. The MCCi Project Manager will work with the client's point of contact to put together a project plan that clearly defines the scope of services of the Project Management services. These services are included to ensure the Client is prepared for the final project implementation.

Implementation

Client Consultation - The assigned MCCi Project Manager will perform a remote pre-installation solution development plan including configuration of security rules for the Client prior to installation and training. This consultation will include a review of current document organization and retrieval practices to determine desired indexing methods, as well as other basic system set up needs. Once this information has been gathered and provided to the MCCi project manager, the basic folder structure, document naming scheme, scheme, and template set-up will be configured prior to onsite training.

Remote Installation and Configuration- Software installation and configuration may occur remotely as part of the Project Management services to ensure the onsite time purchased is focused on the direct objective.   Please refer to the statement of work to determine if the onsite time will include installation and configuration.

Remote Training- Project Management services may be utilized for training administrators or users remotely if not providing onsite training. Please refer to the statement of work to determine the training model quoted.

Laserfiche Base software Training Services

The client is provided with either instructor-led hands-on training or train-the-trainer training in the operation of the Laserfiche Software and Plug-ins, and the scope of all training services to be performed is notated in the Statement of Work.   These services will be provided onsite or remote, please refer to the Statement of Work to determine which has been quoted. Below are some sample outlines based on user-roles and system modules:

System Administration Training
- Client and Server Installation Procedure
- Users and Groups – Active Directory
- Security
- Templates
- Tags
- Document Relationships

- Records Management
- Volumes
- System settings
- Back up Procedures
- Troubleshooting Procedures
- Technical Support Overview

<u>Full User Training</u>
- Introduction to Laserfiche
- Folders and the Folder Browser
- Scanning and Importing
- OCR and Full Text Indexing
- Document Display
- Index Card/Templates
- Document Retrieval by Index Fields or Text (Searching)
- Annotations
- Extracting a Document from Laserfiche
- Briefcasing and Migrating Documents
- Customize Laserfiche
- Volumes
- Security
- Advanced Features – Plug-ins

*The following services listed have been included in your Statement of Work based on the recommendation of your Account Executive. Please consult with them for any questions.

LASERFICHE WORKFLOW MANAGED SERVICES

MCCi 's Workflow Managed Services package is a post-implementation service, and is designed to assist the client's Workflow Configuration Administrator with ongoing consulting and configuration needs. Workflow Managed Services are billed in advance each year, in return for a discounted rate. Workflow Managed Services may be used for the following:

- Additional Workflow Set Up Consultation – MCCi continues to consult and make recommendations on best practices for modifying existing / creating new workflow configurations.
- Additional Remote Training – MCCi offers additional training for the client's Workflow Configuration Administrator. This is ideal for refresher training, as well as for new personnel in the event of turnover.
- Ongoing Security Consultation – Laserfiche security plays a much larger role when business processes are being automated by Laserfiche Workflow. MCCi assists the client's Security and Workflow Configuration Administrators to offer security best practices to align with workflow configurations.
- Leveraging existing system(s) – MCCi will help identify more efficient ways of utilizing the Laserfiche product suite, as well as how to leverage other systems and the related data contained therein.
- Meta-data consultation – Various meta-data objects must be created/modified to match up with specific workflow needs. MCCi will consult and help identify meta-data needs.
- Expiration & Additional Services - Managed Services is an annual package and will expire on the same date as your SAP plan. The number of hours included are not to exceed the price of the package divided by MCCi's discounted hourly rate (Managed Service hours are discounted by 10%). Pricing can be adjusted for any additional hours if needed.
- Remote Access Support – Managed Services are delivered remotely. Remote Access Support allows our helpdesk staff to access your machines remotely to resolve problems faster. The use of Remote Access Support saves you both time and money by reducing the delays in resolving software issues without costly on-site visits.

To determine which products are included with your project, please refer to the Statement of Work

LASERFICHE AVANTE

Laserfiche Avante solution is a named user model and starts out with a feature rich system that is based on the number of people who will be using the system. It is designed for small to mid-size organizations and helps you capture, manage, distribute, and work with information in diverse working environments. Avante comes with Laserfiche Workflow and allows your organization to move beyond simple document routing to automate everyday tasks, optimize business processes, and share information with a wide variety of applications. Avante systems allow you to choose from multiple database platforms and incrementally expand the system with records management edition and other plug-ins such as Auditing, Web Access, Digital Signatures, and Batch Processing. The Laserfiche Avante pricing structure makes it simple and affordable to add new features and functionality to your Laserfiche system as your needs change.

LASERFICHE RIO

MCCi recommends the Laserfiche RIO solution for Enterprise clients that have a large volume of users, as well as the need for test environments and multiple servers/repositories. RIO and each RIO license comes coupled with Workflow, Web Access, Mobile Access, Snapshot, Email, Digital Signatures, and Advanced Audit Trail. This licensing structure makes it much easier on IT administration, especially when dealing with a large user base. In addition, RIO supports an unlimited number of application servers, as well as repositories, making it well suited for expansion and testing needs. RIO can connect either to MSSQL or Oracle for the backend database, and of course many of the same optional Laserfiche modules such as the Records Management, Batch Processing and Weblink Public Portal licenses are available with RIO.

Feature	Avante	Rio	Comments
Database Options	SQL Express, SQL, Oracle	SQL, Oracle	
Retrieval Concurrent Users	Public Portal (Weblink)	Public Portal (Weblink)	
Full Named Users	Unlimited	25 - Unlimited	Includes Workflow, Email and Snapshot for Avante; Includes Workflow, Email, Snapshot, Web Access and Advanced Audit Trail for Rio.
Retrieval Named Users	n/a	200 - Unlimited	Includes Email capability. Minimum of 200 must be purchased.
Application Servers	1	Unlimited	
User License Model	Named	Named	
Repositories	1	Up 15 per Application Server	Avante: Up to 14 additional (for a total of 15) Repositories can be added at an additional cost. RIO: Each Application Server can have up to 15 Repositories attached. RIO allows for an unlimited number of Application Servers.

Workflow	Included	Included	
Snapshot	Included	Included	
Email	Included	Included	
WebAccess (Thin client access for named users)	Add-on option	Included	
Mobile Access	Requires WebAccess	Included	
Digital Signatures	Add-on option	Included	
Audit Trail	Add-on option (Options for Starter, Standard, Advanced)	Includes Advanced Audit Trail	
Public Portal (Weblink) Options	Weblink Public Portal license package options (5,10, 25, 50, Unlimited Single Processor, Unlimited Dual Processor, Unlimited Multi Processor)	Weblink Public Portal license package options (50, Unlimited Single Processor, Unlimited Dual Processor, Unlimited Multi Processor)	Avante Public Portal: The 5 concurrent license only allows for one security profile to be set. Unlimited versions are licensed per Laserfiche application server, and per processor. The licensed number of processors must be equal to or greater than the number of processors (CPUs) on the correlating Laserfiche application server. Note: Additional copies of the Unlimited Public Portal are needed if there is a need to connect the Public Portal to more than 1 Application Server.
Upgrade Path	Rio	n/a	
Laserfiche Versions	Lf 8.1 and later	Lf 8.0.1 and later	
Web Admin Console	Included	Included	

LASERFICHE PLUG-INS

Laserfiche Plug-Ins, Utilities, and Tools

MCCi can provide additional Laserfiche Plug-ins Utilities, & Tools software. Laserfiche offers a selection of modules and development tools designed to let you tailor Laserfiche to meet your needs. Certain Plug-Ins may be bundled differently based on the Laserfiche platform. Please refer to the pricing page/statement of work to determine which modules have been proposed.

Capture Modules

Laserfiche ScanConnect™: allows ISIS scanning. A collection of ISIS scanner drivers is included with Laserfiche ScanConnect. These drivers allow images to be scanned through supported scanners. ScanConnect 7.x is can be purchased as an add-on to both Laserfiche scanning and Quick Fields.

Laserfiche Snapshot™: Laserfiche Snapshot is included with both Avante and RIO Full Named User Licenses, and can generate images and text from an electronic file (e.g. a Word document, a web page, a text editor, etc.). The files generated by Laserfiche Snapshot capture the content of the electronic file at

the time that it was processed. In other words, they represent an accurate portrayal of an electronic file at a given point in time. The images and text created from an electronic file are then stored in a Laserfiche repository. As you can see, Laserfiche Snapshot can be used as a tool to archive a particular version of an electronic file. Laserfiche Snapshot can process any electronic file that can be opened with a Windows application that has printing capabilities. This feature is automatically included with every Full User purchase.

Laserfiche Import Agent: Laserfiche Import Agent is a capture tool that can bring files into a Laserfiche repository from the Windows file system. Any file that can be stored in Laserfiche can also be imported via Import Agent. What's more, Import Agent allows for scheduled and selective imports, so that users can set up specific criteria for what gets imported when.

OCR Scheduler for Laserfiche: MCCi developed this tool. It provides a simple and effective way to mass OCR documents in Laserfiche. It allows administrators to configure multiple OCR sessions. Sessions are created based on selecting folders within a specific Laserfiche Repository and scheduling the time to begin the OCR process. Benefits:
- o Efficiency: Clients can schedule the tool to perform the OCR function, rather than tie up machines during the normal working rhythm.
- o Support/Search Content: Leaving the responsibility in users hands to conduct OCR can lead to incomplete processing. The tool provides assurance that everything in need of OCR is being addressed without end user interaction.

"QuickFields" (QF) Batch Processing Tools: Quickfields is a suite of Batch Processing utilities created by Laserfiche. Avante and RIO bundle each of these features differently, which is reflected in the Statement of Work/Pricing section:
- Laserfiche® Quick Fields™ automatically captures useful information from paper and electronic documents and organizes it for fast retrieval. Quick Fields transforms data capture from a costly and labor-intensive operation into an efficient process by collecting precise pieces of information from the masses of unstructured data flowing into your organization. Quick Fields improves the speed and accuracy of data capture while giving authorized staff instant access to the information they need to work effectively.
- QF Bar Code Validation Package - The Bar Code add-on reads bar codes on a specified page in the document. The value returned by the bar code process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. Bar Code is very powerful when combined with Real Time Lookup. Supported barcode formats: Codabar, CODE 39, CODE 128, EAN 8, EAN 13, Interleaved 2 of 5, UPCA, and UPCE.
- QF Real-time Look up Validation Package: Lookup populates template fields and validates metadata by retrieving data stored in third-party databases and other applications.
- QF Zone OCR Validation Package: Images that contain clearly printed or typed information can be converted to text files through a process called OCR (Optical Character Recognition). Once text has been extracted from an image, it can be sent along with the image to the repository. Once the document has been imported into the repository, the extracted text will be associated with the corresponding image in the document. The International Zone OCR add-on will scan a zone on an image for text. Only text found within the zone will be extracted. The data returned by this process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. The International Zone OCR add-on can be installed when Quick Fields is first installed or after it has already been installed.

- QF Forms Alignment: automatically repositions scanned documents to match a master form, correcting for scanning errors and improving data extraction.
- QF Document Classification: designed for clients who deal with multiple forms, and will recognize and process multiple document types.
- QF Auto Stamp/Redaction/Bates Numbering - The Bates stamp option is a document auto-numbering annotation option
- QF Optical Mark Recognition: detects handwritten information, including marks on surveys, tests and ballots.
- QF Agent: enables administrators to schedule forms processing around the clock and run Quick Fields sessions without operator intervention, reducing labor costs and optimizing business processes.
- QF Forms Identification: automatically recognizes the form or document based on its overall structure, even in the absence of bar codes, form data or other distinguishing information.
- QF Forms Extractor: removes form outlines to isolate data for more accurate capture.
- QF Scripting Kit: Offers a script editor, which allows developers to write C# and VB.Net Scripts, and insert the scripts into a Quickfields Session.

Distribution Modules

- Laserfiche Public Portal - WebLink™: The WebLink module publishes select documents in a Laserfiche repository to an intranet or the Internet in read-only form. Documents can be made available through the Web almost instantly, and users need only an Internet browser in order to access them. Built on ASP .NET, WebLink can be customized to match the look and feel of an organization's Internet or intranet site.
- Laserfiche WebAccess: Laserfiche Web Access is a Web browser-based thin client offering virtually all of the document management capabilities of the standard Laserfiche interface. Web Access allows your IT staff to roll out high-volume Laserfiche access without increasing your organization's application support burden. Authorized users organization-wide enjoy simultaneous access to documents, whether they are using the corporate intranet or logging in from a branch office.
  - Laserfiche Mobile Access Options: Laserfiche Web Access is required for any/all mobile access options. Web Access Light & Laserfiche Mobile are both options for providing mobile access to your Laserfiche solution:
    - Web Access Light: Designed for Blackberry, Chrome, Opera and Safari mobile browsers, offers a lightweight Web interface for popular mobile devices, enabling users to search and retrieve documents, as well as approve documents and participate in workflow automation processes, while away from their desktop computers.
    - The Laserfiche Mobile iPhone app takes advantage of the iPhone's touch screen, gesture recognition and high resolution interface to provide users with an immersive experience. Features include:
      - Create and upload new content with the iPhone camera.
      - Automatically crop, straighten and enhance captured information, with full text recognition.
      - Copy, move, rename, download, e-mail, print or delete content.

- Browse for documents in a folder structure or search the entire repository
- Participate in workflow automation processes by accessing metadata fields.

- The Laserfiche Mobile iPad app gives employees the ability to securely view and update content from wherever they are. Features include:
  - Provides secure access to documents and metadata
  - Enables users to create and upload new documents
  - Participate in Workflows on the go

- Laserfiche Plus™ Laserfiche Plus allows the information stored in a Laserfiche repository to be portable. Laserfiche documents published by Laserfiche Plus can be viewed by anybody, regardless of whether they have Laserfiche installed. If these portable Laserfiche documents are sent to a company or site that already has Laserfiche installed, then that organization can also choose to attach those documents to their repository. This software prepares a copy of the Laserfiche files (images, text, electronic files, annotations, templates and field data) for burning directly to your removable media or to a temporary directory. Choosing to publish to a temporary directory allows you to write it to your removable media at your convenience.

- Laserfiche E-Mail Plug-in™ allows instant electronic document distribution via standard MAPI-compliant e-mail applications. This feature is automatically included in every Full User and Retrieval User license purchase.

Workflow Process Automation, Collaboration, and Tracking

- Laserfiche Workflow: Efficiency and accountability-enhancing document routing, e-mail notification and audit trail reporting.

- Laserfiche Digital Signatures: Laserfiche allows users to sign briefcases when exporting as well as documents stored in Laserfiche. These are two separate applications of digital signatures. Signing a briefcase file embeds the signature in the file along with the certificate associated with the signing key. The full certificate chain is embedded. This allows users to prove who created the briefcase and that the briefcase was not tampered with. Digitally signed briefcases may, but do not necessarily contain digitally signed documents. Digital signatures can be applied to documents stored in Laserfiche. The digital signatures are stored as metadata and are preserved when exporting a document in a volume or briefcase (whether or not the briefcase was itself signed).

  - Users can digitally sign a document in the Laserfiche Client or Web Access to indicate their approval. Documents can also be countersigned by another user, which indicates approval of the document and the existing signature. Multiple signatures and countersignatures can be applied to a single document.
  - Digital signatures are validated with signing certificates on the server and the repository, which verifies that a signature on a document is trustworthy. A signature becomes invalid if the certificate is expired or if a document has been modified since the signature was applied. Signature certificates are managed through the Laserfiche Administration Console or Web Administration Console. As a pre-requisite, the organization must have Digital Certificates set-up on the network, prior to implementing Laserfiche Digital Signatures.

- Laserfiche Audit Trail Modules: Three levels of audit reporting to address your specific regulatory compliance and security needs.

- The **Starter Edition** tracks basic events that occur in the repository and that involve accessing, modifying or exporting data. Basic events include creating, editing, printing or deleting documents, creating annotations, and assigning metadata.
- The **Standard Edition** builds on the Starter Edition by tracking additional security- and access-related events. This edition can also track unsuccessful attempts to perform an action, such as failed attempts to access or print documents.
- The **Advanced Edition** meets the needs of organizations in the most highly regulated environments. It includes all the functionality of the other two editions, and also tracks many more events including password changes, the creation or modification of users and groups, and changes to repository-wide settings. It can also track all the searches users perform, require users to enter reasons for performing certain actions, and automatically add watermarks to printed documents.

Laserfiche Integration Plug-Ins
- LF Integrator's Toolkit: Provides the tools & documentation necessary for customizing Laserfiche, and integrating Laserfiche with other applications.
- Third Party Integration Plug-Ins:

  - DataNow Affinity Integration- DataNow Affinity brings the power of Laserfiche document management to the applications you use most. Document searches can be reduced to a single click of a button. New documents can be added to your Laserfiche repository without manually entering template field values, file names, or folder locations. Affinity truly makes Laserfiche feel like part of your business software

  - LF Integrator GP – LF Integrator empowers Great Plains users to scan, search and link supporting documents in Laserfiche document management applications directly from the Great Plains menu bar. Link the document and workflow management power of Laserfiche with your current Great Plains implementation.

  - LF Integrator AutoCAD – LF Integrator for AutoCAD allows you to store AutoCAD drawing files or associated documents in Laserfiche, including embedded cross reference files, directly from the AutoCAD menu. Launch Laserfiche scan or search modules using the drawing file for template or search criteria, or create a Laserfiche document template using the fields from any AutoCAD drawing title block with a single click.

  - GeoDocs: GeoDocs™ is a web-based software that seamlessly integrates ESRI ArcIMS (soon to be ArcGIS Server) and Laserfiche. Utilizing robust search capabilities, users of GeoDocs can access digital documents stored in a Laserfiche repository from within the web-based GIS program and vice versa, access spatial information stored in a GIS from within the Laserfiche web client.

  - ImageSign for Laserfiche- ImageSign for Laserfiche allows you to digitally sign documents inside of Laserfiche securely. There are also options for utilizing external signature pads to allow customers & external users to electronically sign documents.
    Created & support by MCCi only.

  - LT Systems Laserfiche Integration- LT Systems Laserfiche Integration allows users of the LT Systems Court solutions to archive court related documents into Laserfiche. Users can launch Laserfiche scan or searching windows from LT Systems and bring data and documents directly into Laserfiche while capturing metadata in LT Systems.
    Created & support by MCCi only.

Electronic Forms

- LincDocs (Electronic Forms)- LincWare's LincDoc family of eForm creation and document automation tools empowers businesses and government organizations to better serve their customers and constituents, reduce costs and better leverage bottom line critical information. LincDoc data complies with existing systems through features like network-wide interconnectivity, document repositories, version control, business-logic driven data entry, Laserfiche interface, database integration and Word- and PDF-based document authoring.

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. In order to make this possible, MCCi offers both Proactive and Technical Support.

PROACTIVE SUPPORT

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.
- Annual review of current system configuration
- 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.

TECHNICAL SUPPORT

The Laserfiche Software Assurance Plan (LSAP) helps preserve your investment and extend the benefits of your original purchase by providing you access to the assistance needed to ensure that you maximize system uptime. You have access to a toll free line to call for technical support or submit tickets online through our support center. When you subscribe to the LSAP you receive the following benefits:

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

TRAINING CENTER

MCCi's Training Center provides an easy, cost-effective way to provide Laserfiche training to all users in your organization. An annual subscription allows access to our online course offering of over 200 training videos. The Training Center is home to video categories such as Laserfiche Administration, Laserfiche Client, Workflow, and Tips & Tricks. All videos use instructor descriptions from Laserfiche Certified Professionals. The Training Center provides the following benefits:

- 24/7 access to on-demand Laserfiche training videos and other resources
- Reduction in training expenses
- Caters to all skill levels from Basic Users to Advanced System Administrators
- Unlimited access for your entire organization
- User determined schedule and pacing
- Reduction in internal support
- Increased efficiency through improved internal usage/adoption
- Instant/budgeted training available in the case of employee turnover
- Enhance your organization's internal Laserfiche training program
- Increased user productivity

MANAGED SERVICES

MCCi Managed Services are strongly encouraged to be included with every support renewal and provide the client with a discounted hourly rate by purchasing an advanced block of services per year based on the products purchased. Managed Services can be used for the following professional services:

- Additional Training – additional training, via web conferencing, can be conducted to train new users on the use of the system or as refresher training for existing users.
- Additional System Set Up Consultation – MCCi offers additional consultation that includes recommendations on best practices for adding additional departments, additional types of document etc. to your current system.
- Remote implementation of software updates – While the standard SAP plan covers free updates for software, implementation of those updates is sometimes overlooked. With the addition of our Managed Services, MCCi is at your service to directly assist in implementing software updates such as minor updates, quick fixes or point releases. Major software upgrades may or may not be covered and should be discussed with your Account Management Team.
- Annual System Review & Analysis – Upon request, MCCi will access your system to review and analyze how your organization is using the system, identify discovered potential problem areas and make recommendations for better use of the system. This analysis is designed to be implemented 6 months after the initial Software installation, and should be

performed annually after that date. This is an optional service that will be completed only if requested by the Client.

- Remote Access Support – Remote Access Support allows our helpdesk staff to access your machines remotely to resolve problems faster. The use of Remote Access Support saves you both time and money by reducing the delays in resolving software issues without costly on-site visits.
- Expiration & Additional Services –MCCi Managed Services is an annual package and will expire on the same date as your SAP plan.

MCCi does provide continued technical support for all MCCi applications. Technical support is provided via email or telephone during normal business hours of 8:00 AM to 6:00 PM EST. Clients can designate several individuals who are to be the technical support contacts. Those individuals may contact MCCi at any time for technical support. There is no limit on the number of technical support calls that can be made. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates.

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 7, Windows Vista, Windows XP Professional (Service Pack 2 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 7, Windows Vista, Windows XP Professional (Service Pack 2 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

Batch Processing Quick Fields Machine:
OS:	Windows 7, Windows Vista, Windows XP Professional (Service Pack 2 or later)
CPU:	2.8 GHz Processor or better, Performing OCR: Dual Core 2.8 GHz or faster processor
Memory:	4 GB RAM or more
Communications:	TCP/IP

High volume recommendation: Windows 7 x64 with 8 GB RAM, Intel Core 2 Duo Processors 3.33GHz

Laserfiche Application Server:
OS:	Windows 2008 R2, Windows Server 2003 (Service Pack 1 or later)
CPU:	Quad-Core Processor, 2.5 GHz Processor or better
Memory:	2-4 GB RAM
Communications:	TCP/IP

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.
Note: Images and Electronic files are stored separately from the database.

Database Management System:
Avante SQL or Rio SQL: SQL Server 2008 R2 Standard, Microsoft SQL Server 2005 (Service Pack 3 or later), Oracle 9i Release 2 (9.2.0.8+), Oracle 10g (10.2.0.4+), Oracle 11g (11.1.0.6+).
For MSSQL, MCCi recommends storing the MDF and LDF on different drives. Growth of MDF to 10% – 15% and Log to 5% to 10% of cumulative Laserfiche Volume size is anticipated.
Avante SQL Express: Microsoft SQL Server 2008 Express Edition
Note: Oracle or Microsoft SQL Server must be purchased separately. You must additionally purchase enough licensing for your DBMS to support your Laserfiche installation.

Laserfiche Workflow Server:
OS:	Windows 2008 R2, Windows Server 2003 (Service Pack 1 or later)
CPU:	4 Core Processor, 2 GHz Processor or better
Memory:	4 GB RAM
Communications:	TCP/IP

Laserfiche Audit Trail Server:
OS:	Windows 2008 R2, Windows Server 2003 (Service Pack 1 or later), IIS 6 or 7
CPU:	Dual Core Processor, 2 GHz Processor or better
Memory:	2 GB RAM
Communications:	TCP/IP
Local Storage;	C:\ Drive with 40GB or greater available

Web Module Server(s):

HARDWARE SPECIFICATIONS

Required if:	Installing "Web Access" or "Public Portal – Weblink":
OS:	Windows Server 2008 R2 with IIS 7, Windows Server 2003 with IIS 6
CPU:	2.8 GHz or faster processor
Memory:	1 GB RAM or more
Viewer:	Web Browser (minimum versions): Laserfiche Web products operate most efficiently when using Internet Explorer 9. Other supported browsers are Firefox, Safari and Chrome
Note:	Clients are responsible for any additional security protocol setup/associated fees, that are required to provide internal/external web access. An example would be setting up "Kerberos" for thin client active directory authentication, or setting up VPN access to allow Laserfiche's iPad/iPhone applications to connect through the Web Access server.

Laserfiche Public Portal – Weblink Per Processor (Unlimited) licensing 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.

OCR Scheduler for Laserfiche

OS:	Windows Operation Systems: 32 & 64 bit
Requirements:	Laserfiche Version 8 Server (runs as a service), Laserfiche Version 8 Client.
Recommendation:	1 dedicated LF Named User license

Note: Does not support OCR for Electronic Documents

Scanners:
Must use ISIS drivers to be compatible with Laserfiche ScanConnect software. Scanner compatibility should be confirmed by referencing the most up to date Laserfiche published supported scanner list at:
http://laserfiche.com/static/Resources/scanlist.html.

The terms of this agreement shall remain in force and effect for a period of ninety (90) days from the date appearing below, unless accepted by the Client.

Submitted by: **MCCi,** a Limited Liability Company

Date: November 14, 2012

By: _____
                                    (Signature)

                       Donny Barstow - President
                       _____
                                (Printed Name & Title)

Witness: _____
                                    (Signature)

Noted Items Accepted by: **TOWN OF SUGARLAND, TX**

Date: _____

By: _____
                                    (Signature)

                       _____
                                (Printed Name & Title)

Witness: _____
                                    (Signature)

                       _____
                                (Printed Name & Title)

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 THE CITY OF SUGARLAND, TX 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 PACKAGE (SAP)
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. 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.

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.

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 (DDS). 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.

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.