

Carolyn Thornton

E-signed 2023-05-18 08:08AM CDT
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Statement of Work

Laserfiche Avante to Laserfiche Cloud

Created for:
Hidalgo County

May 2, 2023

SOW DR/CPQ #CPQ-94062
DIR CONTRACT NO. DIR-CPO-4435

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Introduction

RICOH USA, INC. ("Ricoh") has prepared the following Statement of Work("SOW") to detail services for the Laserfiche Avante to Laserfiche Cloud project (the "Project") at Hidalgo County ("Customer").

This SOW outlines the Project scope and costs. The costs outlined in this SOW are based on Ricoh's experience and preliminary information received from Customer. The information in this SOW supersedes all previous estimates or verbal discussions on the Project. If there are any desired deliverables not listed in this SOW, Ricoh will manage those requests via our [Change Control](#) ("CO") process (which may be billable).

Project Objective

The main objective of the Project is to provide the following:

Export, configure and migrate existing Laserfiche(LF) Avante On-Premise system to a new Laserfiche Cloud instance:

- Laserfiche Cloud Professional – 6 Named Users
- Laserfiche Cloud – 100 Gbytes / Named User = 600Gbytes
- Laserfiche Cloud Web Public Portal – 12,000 Views Annually
- Laserfiche Cloud Forms Public Portal – 12,000 Submissions Annually
- Microsoft 365 Integration with Simultaneous Editing
- Import Agent
- Business Process Automation
- Laserfiche Workflow
- Quick Fields Complete with Agent – 10 Instances
- Capture Profiles

Project Scope

Services Included in the Project Scope

Upon receipt of authorization to proceed, the following functions and deliverables will be fulfilled within the scope of the Project. See below under “Services Detail” for a complete description of these tasks.

1. Design
2. Implementation

Customer Location

The following Customer location is included in the scope of this Project.

100 E. Cano St.
Edinburg, Tx 78539

Services Detail / Project Scope

The following are the services and tasks that Ricoh will perform to fulfill the defined deliverables in this SOW (the “Services”). Ricoh shall provide the Services on a remote basis.

1. Design

Ricoh and Customer Project team members will jointly gather, develop, and finalize the technical requirements for the Project including the validation of the preliminary requirements and configurations. These requirements will be translated into a technical design document (“TDD”). If applicable, the TDD will also include a User Acceptance Test (“UAT”) plan, defined in the appendix, the Customer will utilize during the UAT phase of the project. Any changes to the Project scope are identified during this phase, Ricoh will address via the [Change Control](#) process.

Deliverable(s): TDD for Customer review and approval

2. Implementation

In this phase, Ricoh will install, configure, and test the solution as defined in the TDD and approved by Customer, as follows:

- Setup a Laserfiche Professional Cloud account and up to 6 Named User accounts with authentication via Active Directory Single Sign On (SSO) security
- Deploy the Laserfiche Migration Tool (On-Premise to Laserfiche Cloud) utility
- Assist the Customer in the Migration of the Images and Index Data to the Laserfiche Cloud.
- Re-Configure up to 2 Departments (AP, and Finance)
- Re-Configure 2 Laserfiche Import Agent profile for Windows folder capture to a Laserfiche folder
 - Configure up to one (1) Capture Profile to support the REQ Support Files for Pos
 - Configure up to one (1) Workflow to dynamically route files to the appropriate folder for the REQ Support Files for POs process.
- Configure the Laserfiche Web Public Portal up to one (1) Public Folder Search

Deliverable(s): Installed solution according to the specifications in the TDD and provide preliminary system testing and demonstrate compliance with requirements from the TDD.

Once installation, configuration, and testing are complete, Customer will conduct the user acceptance testing (“UAT”) as discussed below. The order sequence of UAT and training will be identified and noted in the Project plan.

Training and Documentation

In this phase, Ricoh will provide the following materials and training for Customer. This training will be provided to the users that will be participating in the UAT Phase to enable the Customer resources to complete the UAT. These individuals will be the users that will conduct the “Train the Trainer” sessions for all remaining users.

Laserfiche Admin Training

Ricoh will provide two remotely delivered “Train the trainer” sessions of up to two hours covering administrative training and system structure knowledge-transfer with network administrators or other assigned client staff. This session may cover, but is not limited to:

- Technical system overview
- Using the Laserfiche web administrative tools
- Basic troubleshooting
- Laserfiche scan/import setup and monitoring
- Data Migration via Laserfiche Briefcases and a strategy in migrating data from the Laserfiche Avante On-Premise environment to the Laserfiche Cloud.

Laserfiche End user Training

Ricoh will provide up to two remotely delivered “Train the trainer” sessions of up to two hours each covering end-user training and knowledge-transfer with designated client staff. This session may cover, but is not limited to:

- Using the Laserfiche web client
- Document import, indexing, searching and retrieval

Deliverable(s): Completed delivery of User Acceptance Testing. “Train the Trainer” end user training session. Software Solution Administrative Training. As-Built project specific documentation.

Additional training by Ricoh may be requested through the [Change Control process](#).

User Acceptance Testing

The primary purpose of User Acceptance Testing (UAT) is for the Customer to test the Project from a functional standpoint, prior to company-wide production rollout, in order to verify that all the features documented are working as specified in the UAT test plan defined in the TDD. As a standard, UAT consists of testing the installed application with a subset of no more than 5 users for a period of up to 3 business days.

UAT support for any new functionality or desired enhancements outside of the TDD will be handled with the established [Change Control](#) process.

Prior to production rollout, Ricoh will request signoff of the UAT phase of the project per the mutually approved Project plan/timeline.

Deliverable(s): Acknowledgement of a working system per the UAT test plan, and any subsequent change orders (“CO”) via Customer signoff of completion of UAT testing.

Production Rollout

After UAT is complete, the Project will be deployed to the remaining users and devices in production as described in the mutually approved Project plan/timeline.

At completion of production rollout, Customer will need to execute the Solution Delivery Acceptance (“SD&A”) form.

After the new Project is deployed in the production environment, Ricoh will transition Customer to technical support

for the Software via the Ricoh Software Enterprise Support Center (“SESC”). Details on the SESC can be found [here](#).

Deliverable(s): Working solution as outlined in this SOW
Documentation of transition to steady state support

Customer Roles and Responsibilities

Any successful Project is a cooperative effort. With that in mind, the following section provides information on the roles and responsibilities expected of the Customer’s Project team. Please note that a single individual may execute the roles and responsibilities listed below. Each role does not necessarily mean that a separate Customer resource is required.

Project Sponsor

Customer will provide a designated Project sponsor who will have policymaking and budgetary authority for the Project and will be responsible for the success of the Project (including participation/delegation of status calls and/or review of status reports).

Project Lead

Customer will provide a designated Project lead who will:

- Support the development of the TDD
- Assist with the success and development of the overall Project plan/timeline and/or implementation schedule.
- Assist with the [Change Control](#) process for those tasks that are outside the scope of the Services and the TDD, including obtaining authorized signatures for COs.
- Coordination of Customer authorized signoff of each phase and milestone if required before commencement of another phase or milestone.
- Provide a list of key resources with their contact information for areas affected by the Project to the Ricoh Project lead prior to the Project kickoff.

End User Representative

Customer will designate an end user representative who will:

- Possess a solid understanding of the business processes as well as the overall project objectives.
- Be available throughout the Project Scope Phases of the project.
- Be available to answer questions or provide input during the project.

System Administrator / Technical Support

Customer will designate a representative(s) who will:

- Provide Ricoh a system administrator during implementation.
- Provide Ricoh with local area network (“LAN”) access and participate in the personal computer (“PC”) workstation software configuration.
- Provide Ricoh with system access and participate in the software installation.
- Be the focal point for the day-to-day administration of the application.
- Work with the Ricoh Project team during the system integration test and UAT as necessary.
- Be available for training and application support as specified in the Project schedule/plan.
- Provide ongoing technical support for the various software components.
- Ensure the network is in proper working order in a stable environment.

- Execute appropriate backups of the development, test, and production environments, if applicable.
- Ensure appropriate virus protection is enabled throughout the Project.
- Ensure accuracy of data/information supplied to Ricoh.
- Timely meet any deadlines for actions or decisions, including the review and acceptance of all deliverables.
- Provide any and all training not listed in this SOW to the end users.
- If this SOW is dependent upon the availability of certain hardware, software, data, or documentation, Customer agrees to cause those items to be available, installed, configured and operational in advance of commencement of the Services.

Completion Criteria

When the Services or Project detailed in this SOW have been completed and demonstrated through satisfactory UAT or otherwise, the Project will be considered complete and Ricoh will provide to Customer a solutions delivery and acknowledgement, or similar form or document (each a "Completion Notice"). Despite the previous sentence, Ricoh will have fulfilled its obligations under this SOW when any one of the following first occurs:

- Ricoh completes the Services or Project described in this SOW and provides a Completion Notice.
- This SOW is terminated in accordance with Terms and Conditions applicable to this SOW. In this case, Ricoh will invoice Customer for actual hours worked and expenses incurred up to the date of termination. Hardware and software purchases are governed by their own separate agreements and are not included in this definition.

No later than 5 business days after Customer's receipt of the Completion Notice, Customer shall: (i) accept the Services or Project by signing the Completion Notice (or so inform Ricoh in other writing, including email); or (ii) if the Project or Services contains material defects or fails to conform to the specifications, reject the Project or Services, in which event, Customer shall provide to Ricoh a reasonably detailed written statement outlining the basis for its rejection. Customer's failure to respond within the 5 business day period shall be deemed acceptance of the Services and/or Project.

In the event of rejection by Customer and written notice in accordance with the procedure above, Ricoh shall promptly correct the defect set forth in the written statement and redeliver the Project or Services within a reasonable period of time. Customer shall, as soon as reasonably practicable after such redelivery (but in no event later than 5 business days thereafter), accept or reject the redelivery in accordance with the procedure set forth above, which procedure shall be repeated until the Project or Services are accepted in accordance with this section.

Change Control

Changes to the scope of the Project or Services shall be made only in a written CO signed by both parties. Ricoh shall have no obligation to commence work in connection with any change until the fee and/or schedule impact of the change and all other applicable terms are agreed upon by both parties in writing. The following is the process to follow if changes to components within the scope of this SOW are required.

- A CO will be the vehicle for communicating change. The CO must describe the change, the reason for the change, and the effect the change will have on the Project or Services.
- The designated Project lead of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- Both the Ricoh and the Customer Project leads will review the proposed change and approve it for further investigation. Ricoh will specify if there will be any charges for such investigation, which may be incorporated into the CO. The investigation will determine the effect that the implementation of the CO charge will have on price, schedule, and other terms and conditions of this SOW.
- A written CO must be signed by both parties to authorize the implementation of the changes.

Project Assumptions

To execute the Project successfully, several key assumptions have been made:

- All services will be delivered remotely by Ricoh's technical resources unless otherwise noted in this SOW. If in the course of delivering the Services, Ricoh determines that onsite installation or delivery is required additional charges will apply. In addition, if services are delayed or additional hours are incurred due to Customer IT availability, additional charges may apply as determined by the Change Control Process.
- All discussions of Project duration are dependent upon a timely reception of requisite purchase orders ("POs") and other Customer-generated paperwork necessary to launch the Project or move forward to the next phase.
- Ricoh will start work once this SOW has been signed and a purchasing agreement received.
- Services provided by Ricoh or its subcontractors will be provided during normal business hours (8:00 am to 5:00 pm) Monday through Friday excluding Ricoh recognized holidays. Required Services provided outside of these hours have not been included in the costs.

Professional Services Fees

The level of effort to install this Project as outlined in this SOW will be delivered via a deployment retainer. The number of hours included to deploy this Project listed in the retainer amount below is based on Ricoh's experience and the scope detailed in this SOW. If the scope changes or the effort to deploy the Project is greater than the estimate, Ricoh will address via our Change Control process (that may be billable at Ricoh's standard hourly rate).

Project Laserfiche Avante to Laserfiche Cloud Migration Services

Deliverable Description	Installation Deployment Retainer
Retainer Amount	(50 hrs)

Project Laserfiche Avante to Laserfiche Cloud Migration Hours Retainer Notes

- The 50 hours must be used within 3 months of execution date of this SOW.

Professional Services Support Hours

Deliverable Description	Installation Deployment Retainer
Retainer Amount	(30 hrs)

Professional Services Support Hours Retainer Notes

- The 30 hours must be used within 12 months of execution date of this SOW.

Payment Schedule

The Fees are included in the lease payment in accordance with payment terms in the applicable lease agreement.

Customer acknowledges and agrees that the Fees for the Services to be provided by Ricoh under this SOW have been established by Ricoh and included in the lease payment set forth in the applicable lease agreement between Customer and Ricoh Financial Services or another third-party lessor, as applicable. The purchase or lease of any hardware or software is independent from this SOW and therefore not contingent on Customer's acceptance of the Services performed.

Retainer Notes

- All hours must be used within (90) days of execution date of this SOW.
- All hours are for standard working hours only (Monday through Friday 8:00 am through 5:00 pm local time). Off hours, weekend, holiday, etc. are not included.
- Once the hours have been depleted, additional time can be purchased at Ricoh's contracted retainer rate.

Budget Notes

- All costs are exclusive of applicable taxes.
- This cost is valid for a period of 30 days from the cover date; after this date it may be revised.

Terms & Conditions:

The performance of the Services described in this SOW by Ricoh for Customer is subject to and governed solely by the following terms and conditions:

1. Term. This SOW is effective as of the date that it is executed by both Customer and Ricoh and it will continue in effect for the shorter of the period necessary to complete the Services or 1 year (unless terminated earlier as specified in the following Section) (the "Term").
2. Termination. Either party may terminate this SOW for cause if the other party materially breaches the SOW, unless the breach is cured no later than 30 days after the breaching party's receipt of written notice of the breach. Either party may terminate this SOW immediately for cause upon the commencement of any voluntary or involuntary bankruptcy or insolvency proceeding by or against either party. Parties may terminate this SOW, for convenience without cause, upon 60 days prior written notice to Customer. In addition to its other legal remedies, Ricoh may suspend the performance of the Services, stop delivery of products and/or terminate this SOW for any non-payment on Customer's accounts that continues for more than 10 days following the due date. If this SOW is terminated by Customer without cause or terminated by Ricoh for cause, then Customer agrees to pay Ricoh the Fees, materials and reimbursable expenses for all non-defective Services that Ricoh provides through the date of termination. If a SOW is terminated by Ricoh without cause or terminated by Customer for cause, then, with respect to Services for which Customer has prepaid and which Ricoh has not yet fully provided to Customer, Ricoh will provide Customer with a prorated refund. The obligations of the parties under this SOW that by their nature would continue beyond expiration or termination of this SOW will survive any such expiration or termination.
3. On-Site Safety. While on Customer's site, Ricoh's personnel will comply with Customer's reasonable site safety and security policies, provided that Customer first provides those policies to Ricoh in writing in advance, they do not conflict with this SOW, and do not impose any additional financial or legal burden on Ricoh.
4. Insurance. Each party certifies that it maintains reasonable amounts of general liability, auto and personal property insurance, and workers' compensation insurance in the amount required by law, and that such insurance will remain in effect during the Term. Upon request, each party agrees to deliver the other evidence of such insurance coverage.
5. Limited Warranty and Disclaimers. Ricoh warrants that the Services will be performed: (i) in a good and workmanlike manner, (ii) using reasonable care and skill, and (iii) according to the description contained in this SOW. Ricoh will re-perform any Services not in compliance with this warranty and brought to Ricoh's attention in writing within a reasonable time, but in no event more than 30 days after such Services are performed, which will be the exclusive remedy for such non-compliance. Customer acknowledges that Ricoh's performance of Services is dependent upon Customer's timely and effective performance of its responsibilities set forth in this SOW. Except for the limited warranty provided above in this Section, (a) the services, work, and any deliverables or other goods are provided "as is", and (b) Ricoh makes no warranties of any kind (express or implied) with respect to any services, work, and any deliverables or other goods provided under this SOW, including (without limitation) any implied warranty of merchantability, fitness for a particular purpose, or non-infringement. No warranties are created by any course of dealing between the parties, course of performances, trade usage, or industry custom.
6. Limits of Liability. In no event will either party be liable for consequential, incidental, punitive, or indirect damages, including any damages for business interruption, loss of use, revenue, or profit, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, regardless of whether such damages were foreseeable and whether or not the breaching party was advised of the possibility of such damages. In no event will (1) Ricoh's liability arising out of or related to this SOW, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, exceed, in the aggregate, the Fees that Ricoh received from Customer under this SOW, and (2) Ricoh be liable to Customer or a third party for any damages arising out of or related to any failure of software, including (but not limited to) loss of data or delay of delivery of services under this SOW. Ricoh assumes no obligation to provide or install any anti-virus or similar software, and the scope of services contemplated under this SOW does not include such services.
7. IP Rights. Intellectual property rights, including the design, development and delivery of all inventions, business methods, processes, concepts, designs, blueprints, photographs, works of authorship, reports, plans, software (in source and object code format), documentation, databases, data, information and other materials (whether intangible or tangible), prepared or created by Ricoh related in the course of the Services will, upon creation, become Ricoh's property ("Ricoh IP") and Ricoh will retain all ownership rights in Ricoh IP; however, that Ricoh IP does not include, and Ricoh will not acquire ownership of data, materials or content provided by Customer. Nothing contained in this SOW will be construed to transfer, convey, restrict, impair or deprive Ricoh of any of its ownership or proprietary interest or rights in technology, information or products that existed prior to the provision of deliverables under this SOW or that may be independently developed by Ricoh outside the scope of this SOW. Customer will not use any Services or deliverables for any unlawful purpose. Subject to payment of all relevant Fees and charges, Ricoh hereby grants Customer a worldwide, perpetual, nonexclusive, non-transferable, royalty-free (other than payments identified in this SOW) license solely for its internal business purposes, and may use, display, and distribute (within Customer's organization only) the Ricoh IP, except as otherwise limited under this SOW. For clarity, this SOW and the foregoing license relates to the Services only, and software programs (whether on-site or hosted) will not be deemed to be deliverables or "Services." All licensing of Ricoh and/or third-party software is as provided in the next Section.
8. Software. All Ricoh and/or third-party software provided by Ricoh is licensed, not sold, and is subject to both the server, seat, quantity, and other usage restrictions set forth any applicable license agreement, license terms, or subscription terms ("Software License"), whether pursuant to written, click-through, shrink - wrap or other agreements for such purpose, with the licensor of the software ("Licensor"). Ricoh has no right, title or interest in any third - party software and Ricoh makes no representations and provides


no warranties with respect thereto. Customer is solely responsible for entering into Software Licenses with the applicable Licensor and acknowledges that its rights and obligations with respect to such software, as well as those of the Licensor, are solely as set forth in such Software Licenses.

9. Confidentiality. "Confidential Information" means information in any form which may be disclosed in the performance of this SOW and which: (a) is identified as confidential; or (b) should reasonably be understood by the receiving party to be confidential and proprietary (including information relating to the Services, data used or generated in the provision of the Services, or any of a party's products, operations, processes, plans or intentions, know-how, trade secrets, market opportunities or business affairs). But, "Confidential Information" will not include information which: (i) at the time of disclosure is in the public domain; (ii) after disclosure becomes part of the public domain through no fault of the receiving party; (iii) is required to be disclosed pursuant to applicable federal, state or local law, regulation or a valid order issued by a court or governmental agency of competent jurisdiction; or (iv) can be established to have been independently developed and so documented by the receiving party or obtained by the receiving party from any person not in breach of any confidential obligations to the disclosing party. Neither party may divulge, and each party must ensure that its employees and subcontractors do not divulge, to any third-party, any Confidential Information of the other party without the other party's prior written consent, except to authorized representatives of Customer or to employees or subcontractors of Ricoh who have a need to access such Confidential Information to perform the Services. Customer acknowledges and agrees that it will not provide any sensitive information, personal data or information that is otherwise regulated by applicable law, rule, statute, regulation or guidance document without first notifying Ricoh in writing, so the parties may, if required, enter into additional terms and conditions related to such information. Ricoh may use general statistics relating to this engagement so long as it does not disclose the identity of Customer or make any reference to any information from which the identity of Customer may be reasonably ascertained. Notwithstanding anything in this SOW to the contrary, Customer is responsible for ensuring its own compliance with any and all applicable legal, regulatory, business, industry, security, compliance and storage requirements relating to data retention, protection, destruction and/or access. It is Customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect Customer's business or data retention, and any actions required to comply with such laws.
10. Compliance. To the extent allowed by law, customer will indemnify, defend and hold harmless Ricoh and its representatives and affiliates from and against any fine, penalty, claim, suit, demand, liability, cause of action, damage or cost (including reasonable attorneys' fees) for any actual or alleged violation of any law or regulation, including, without limitation, claims relating to: (a) shipping of any regulated materials (e.g., hazardous materials) arising from Ricoh's shipping of materials provided by or on behalf of Customer hereunder; (b) Customer's use of personal or other regulated data in conjunction with any one or more Services; and (c) import, export and re-export control (collectively, "Import/Export Laws") arising from Customer's use of the Services and/or any software or web-based solution provided or contemplated under this SOW. Despite any other provision of this SOW, Customer will at all times remain solely responsible for complying with all applicable laws (including shipping laws or regulations and Import/Export Laws) and for obtaining any applicable authorization or license thereunder. Ricoh does not provide legal, accounting, or tax advice or represent or warrant that its services or products will guarantee or ensure compliance with any law, regulation, or other requirement. Customer represents and warrants to Ricoh that it, its employees and agents will not provide Ricoh with any document, technology, software or item for which any authorization or license is required under any Import/Export Law. Without limiting the survival of any other provisions of this SOW, Ricoh and Customer agree that the terms of this Section will survive the expiration or earlier termination of this SOW. Each party will promptly notify the other if there is a threat or initiation of any claim, demand, action or proceeding to which the indemnification obligations set forth in this Section may apply.
11. Non - Solicitation. Customer agrees that during the term of the Services and for a period of 1 year after termination thereof, it will not directly or indirectly solicit, hire or otherwise retain as an employee or independent contractor any employee of Ricoh that is or was involved with or part of the Services.
12. General. This SOW is the entire agreement between the parties relating to the subject matter of the SOW and supersedes all prior understandings, writings, proposals, representations or communications (oral or written) of either party. Only a CO in writing executed by authorized representatives of both parties may amend this SOW. Any purchase order or other Customer ordering document will not modify or affect this SOW, nor have any other legal effect. All equipment is purchased or leased by Customer under a separate agreement with independent obligations governed solely by the terms in the separate agreement. Customer may not transfer or assign this SOW without Ricoh's prior written consent. Ricoh will be excused from any delay or failure in performance under this SOW if the delay or failure is caused by any event of force majeure or other factor beyond Ricoh's reasonable control. The parties are independent contractors. This SOW will be interpreted in accordance with the substantive laws of the State of Texas, without regard to principles of conflicts of law. Electronic signatures of the parties on this SOW will have the same force and effect as manual signatures. This SOW may be executed in multiple counterparts, each of which will be deemed an original.


[Remainder of Page Intentionally Left Blank]

This SOW shall be effective as of the date of execution by both Ricoh and Customer. Scheduling of resources and Project duration estimates can only be provided after this SOW has been signed by both parties. By signing below, the undersigned represent that they are duly authorized to enter into this SOW on behalf of their respective entities.

CUSTOMER ACCEPTANCE

	Richard F Cortez County Judge	May 17, 2023
Authorized Signature	Name and Title	Date

RICOH ACCEPTANCE

	Dora Lee Brown Region Vice President	May 16, 2023
Authorized Ricoh Signature	Name and Title	Date

PLEASE PRINT THE NAME AND TITLE OF THE SIGNER IN THE APPROPRIATE SIGNATURE BLOCK.

EXECUTED as of the day and year first written above.

APPROVED BY COMMISSIONERS' COURT ON May 16, 2023.

Agenda Item No. 90777

Executive Office: MS

VENDOR:
Ricoh, USA

COUNTY:
COUNTY OF HIDALGO



Dora Lee Brown,
Regional Vice President – Mid-South Region



Hon. Richard F. Cortez, County Judge

APPROVED AS TO FORM
Office of the Criminal District Attorney,
Toribio "Terry" Palacios

ATTEST:



Robert Vina III (May 16, 2023 16:52 CDT)

Robert Viña III, Assistant District Attorney



Arturo Guajardo, Jr., County Clerk



ATTACHMENTS:
Minutes

SUPPLEMENTAL SIGNATURES:
(If Applicable)

[Home](#) > [Explore DIR Contracts](#)

Contract Number

DIR-CPO-4435

Contract Term

Contract Expiration

Vendor Information

[Ricoh USA, Inc.](#)

VENDOR CONTACT:

DIR CONTACT:

[Bill Finke](#) 

[Jennifer Kim](#)

Vendor ID: **1230334400105**

Phone: (505) 681-1728

HUB Type: **Non HUB** 

[Vendor Website](#) 

RFO: **DIR-TSO-TMP-419**

Contract Status: **Active**

Contract Overview

Ricoh USA, Inc. offers discounted Managed Print Services, Printers, Copiers, 3D Printers, Plotting and Facsimile Equipment; Document Imaging Services/Solutions; Enterprise Content Management Products, Software and Services and Enterprise Content Management Software and Services, and Related Services to the State of Texas under this contract through the Department of Information Resources (DIR). The Contract may be used by state governments, public education, other public entities in Texas, as well as public entities in other states. Resellers are available for this contract. DIR has exercised the automatic renewal option for this Contract. This renewal extends the contract through 9/25/2023.

Contract Details & Ordering Information

Getting Started

Through our various program areas, DIR helps State Agencies, local government, and organizations save money with the purchasing power of Texas.

1

Learn about the ways to [buy through DIR](#), [eligibility](#), and [tips for finding what you](#)

2

[Search our 700+ contracts](#) to find one that offer the products or services you need

3

Order from the Vendor. DIR's discounts are a starting point—negotiate further to [tips for procurement professionals](#).

Texas Department of
Information Resources

300 W. 15th Street
Suite 1300
Austin, TX 78701
512-475-4700

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 SIGN IN



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Governance

Data Center Services

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Veterans Portal

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[Ethics Policy](#)

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- 23 E. 1. AI-90229 A. Requesting acceptance and approval of the final negotiated Professional Engineering Services Agreement with B2Z Engineering, LLC (C-23-0111-05-16), in connection with the 5K Mansion Linear Park Trail in Precinct No.3. ✓
P 2/1 ✓
B. Requesting approval of Work Authorization No. 1, in the amount of \$230,020.06, to provide Professional Engineering Services for the 5K Mansion Linear Park Trail, with authority to issue a Notice to Proceed. ✓

F. Pct. 4

- OK ✓
1. AI-90782 Requesting approval of Supplemental Agreement No.1 between Hidalgo County and L&G Engineering, for Professional Engineering Services for the "Hidalgo County Precinct 4 Mile 17 Rd. Stormwater Project", to extend the termination date of the agreement (C-22-0086-05-31). ✓
P 2/1 ✓
- 2. AI-90370 Requesting approval to execute Amendment #3 between HC Precinct 4 San Carlos Endowment Center and Texas A & M University to allow for an additional one (1) year renewal to provide outreach and resource development to residents in area. ✓
P 1/2 ✓
- OK ✓
3. AI-90817 A. Presentation and acceptance of the evaluation committee's recommendation of the responses received, including the committee's consideration of the Best and Final Offer (BAFO) from the highest ranked responsible respondent, in connection with the Head Start Parking Lot Improvements (RFP No. 23-0085-04-21). ✓
B. Requesting approval to award the construction contract for the Head Start Parking Lot Improvements, to the highest ranked responsible respondent, Rene Guerra and Son Hauling, LLC, in the total amount of \$828,398.43, with authority to issue the Notice to Proceed upon receipt of the required payment and performance bonds (C-23-0085-05-16) with authority for the County Judge to sign all required documentation. ✓
- 4. AI-90731 Requesting approval of Change Order No. 3 to C-22-0272-07-12 with the 5125 Company, for Precinct #4 - Rio Grande Care Rd. Stormwater project, as recommended by the project engineer, HC Drainage District No.1; in the amount of \$15,757.60. ✓

APPROVED

G. IT Department

- P 1/2 ✓
1. AI-90777 Requesting approval to upgrade Laserfiche Avante software solution to include the cloud services with Ricoh USA, through HC'S membership with DIR Cooperative (DIR-CPO-4435) for an increase of \$4,701.08 with authority for the County Judge to sign the required documentation. ✓

H. Health & Human Services Dept.

- OK ✓
1. AI-90812 Acceptance of submitted proposal and approval of award job order contractor, Alamo Environmental, Inc. dba Alamo1, through our membership with TIPS (JOC TIPS RCSP 211001) in the amount of \$35,546.35 (fee includes bond) for Repairs/Renovations to El Milagro Health Clinic, with authority to issue a Notice to Proceed upon receipt of the required payment bond. ✓











C-23-0197-05-16 Laserfiche Cloud Software Update

Final Audit Report


2023-05-18

Created:	2023-05-16
By:	Ived Sepulveda (ived.sepulveda@co.hidalgo.tx.us)
Status:	Signed
Transaction ID:	CBJCHBCAABAATbC6fwyudOB0Z_lv67mx48mMqGLvTsVq


"C-23-0197-05-16 Laserfiche Cloud Software Update" History


-  Document created by Ived Sepulveda (ived.sepulveda@co.hidalgo.tx.us)
2023-05-16 - 9:10:27 PM GMT
-  Document emailed to deeann.pratka@ricoh-usa.com for signature
2023-05-16 - 9:13:41 PM GMT
-  Email viewed by deeann.pratka@ricoh-usa.com
2023-05-16 - 9:27:12 PM GMT
-  Signer deeann.pratka@ricoh-usa.com entered name at signing as Dora Lee Brown
2023-05-16 - 9:44:11 PM GMT
-  Document e-signed by Dora Lee Brown (deeann.pratka@ricoh-usa.com)
Signature Date: 2023-05-16 - 9:44:13 PM GMT - Time Source: server
-  Document emailed to Monica Salinas (monica.salinas@co.hidalgo.tx.us) for approval
2023-05-16 - 9:44:15 PM GMT
-  Email viewed by Monica Salinas (monica.salinas@co.hidalgo.tx.us)
2023-05-16 - 9:46:22 PM GMT
-  Document approved by Monica Salinas (monica.salinas@co.hidalgo.tx.us)
Approval Date: 2023-05-16 - 9:47:00 PM GMT - Time Source: server
-  Document emailed to robert.vina@da.co.hidalgo.tx.us for signature
2023-05-16 - 9:47:02 PM GMT
-  Email viewed by robert.vina@da.co.hidalgo.tx.us
2023-05-16 - 9:52:04 PM GMT




 Signer robert.vina@da.co.hidalgo.tx.us entered name at signing as Robert Vina III
2023-05-16 - 9:52:20 PM GMT


 Document e-signed by Robert Vina III (robert.vina@da.co.hidalgo.tx.us)
Signature Date: 2023-05-16 - 9:52:22 PM GMT - Time Source: server


 Document emailed to countyjudge@co.hidalgo.tx.us for signature
2023-05-16 - 9:52:24 PM GMT


 Email viewed by countyjudge@co.hidalgo.tx.us
2023-05-16 - 10:15:17 PM GMT

 Signer countyjudge@co.hidalgo.tx.us entered name at signing as Richard F Cortez
2023-05-17 - 9:24:15 PM GMT


 Document e-signed by Richard F Cortez (countyjudge@co.hidalgo.tx.us)
Signature Date: 2023-05-17 - 9:24:17 PM GMT - Time Source: server


 Document emailed to carolyn.thornton@co.hidalgo.tx.us for approval
2023-05-17 - 9:24:19 PM GMT


 Email viewed by carolyn.thornton@co.hidalgo.tx.us
2023-05-18 - 1:08:29 PM GMT


 Signer carolyn.thornton@co.hidalgo.tx.us entered name at signing as Carolyn Thornton
2023-05-18 - 1:08:37 PM GMT


 Document approved by Carolyn Thornton (carolyn.thornton@co.hidalgo.tx.us)
Approval Date: 2023-05-18 - 1:08:39 PM GMT - Time Source: server


 Document emailed to arturo.guajardo@co.hidalgo.tx.us for signature
2023-05-18 - 1:08:41 PM GMT

 Email viewed by arturo.guajardo@co.hidalgo.tx.us
2023-05-18 - 2:35:37 PM GMT

 Signer arturo.guajardo@co.hidalgo.tx.us entered name at signing as Arturo Guajardo Jr
2023-05-18 - 2:36:25 PM GMT

 Document e-signed by Arturo Guajardo Jr (arturo.guajardo@co.hidalgo.tx.us)
Signature Date: 2023-05-18 - 2:36:27 PM GMT - Time Source: server


 Document emailed to Carolyn Thornton (carolyn.thornton@co.hidalgo.tx.us) for approval
2023-05-18 - 2:36:29 PM GMT

 Email viewed by Carolyn Thornton (carolyn.thornton@co.hidalgo.tx.us)
2023-05-18 - 3:03:28 PM GMT



 Document approved by Carolyn Thornton (carolyn.thornton@co.hidalgo.tx.us)

Approval Date: 2023-05-18 - 3:03:41 PM GMT - Time Source: server

 Agreement completed.

2023-05-18 - 3:03:41 PM GMT

