MCCi
ExperienceExcellence

Municipal Code Corporation

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June 22, 2017

Ms. Brenda Fuller
Senior Purchasing Coordinator
301 SE Interloop Suite 105
Georgetown, TX 78628

Dear Ms. Fuller:

I enjoyed speaking with you recently regarding MCCi's 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** – MCCi is the leading provider of Laserfiche in the world and a Laserfiche Gold VAR.
- ✓ **Professionals** – MCCi's staff is well trained. All of MCCi's professional services team members acquire and maintain the Laserfiche Gold Certification. In addition, they are background checked and many go through security awareness training as required by each project.
- ✓ **Public Sector Focus** – MCCi was created by Municipal Code Corporation to focus on innovative technologies for the public sector. MCCi provides Laserfiche software and services to public sector entities including Cities, Counties, State Agencies, Special Districts, School Districts, Law Enforcement 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.
- ✓ **Robust Resources** – 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.

Sincerely,

Alexis Blue
Business Development Leader

Executive Summary

Company History

MCCi, a subsidiary of Municipal Code Corporation (The nation's leading codifier for local government), has been providing Enterprise Content 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 700 Laserfiche clients and satellite offices across the country, we are striving to be the leading Enterprise Content Management provider in the United States. MCCi has been the #1 Laserfiche VAR in the world for the last 9 years and is a Laserfiche Gold VAR.

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 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 SharePoint.
- ✓ *E-Forms & 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 Forms and 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 Directory Services for easy creation of licenses for testing, development and production systems.
- ✓ Web-based Administrative Console allowing you to administer the system from anywhere.
- ✓ Options for Electronic Forms, Records Management, Batch Processing tools, Integrations, and Web Portals.

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.

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PRICING PROPOSAL

Product Description:	Qty.	Cost	DIR-SDD-2502	Total
ECM SOFTWARE LICENSING FOR RIO				
☑ Rio Records Management 100 - 199 Users *Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (including the SharePoint integration web parts and WebAccess Light), Advanced Audit Trail, Snapshot, and Email*	50	$770.00	$693.00	$34,650.00
☑ Rio Records Management 200 - 499 Users (SPECIAL LICENSE PRICING) *These users will be used for Law Enforcement Agencies with the intention of submitting forms, uploading evidence, editing metadata, and performing redactions for use around the Digital Evidence Process. A legal agreement stating the intended usage will need to be signed stating this in order to process the order.*	175	$330.00	$330.00	$57,750.00
☑ LF Forms 100-199 Users (10% Add-on to all Named Users)	50	$70.00	$63.00	$3,150.00
☑ LF Forms 200-499 Users (10% Add-on to all Named Users)	175	$30.00	$30.00	$5,250.00
☑ Pilot Public Portal *Includes Weblink software and 25 Weblink-only retrieval connections.*	1	$25,000.00	$22,500.00	$22,500.00
Document Management Software and Licenses Total				**$123,300.00**
ANNUAL SOFTWARE SUPPORT/SUBSCRIPTION - BASIC LSAP				
☑ Rio Records Management 100 - 199 Users *Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (including the SharePoint integration web parts and WebAccess Light), Advanced Audit Trail, Snapshot, and Email*	50	$154.00	$138.60	$6,930.00
☑ Rio Records Management 200 - 499 Users *These users will be used for Law Enforcement Agencies with the intention of submitting forms, uploading evidence, editing metadata, and performing redactions for use around the Digital Evidence Process. A legal agreement stating the intended usage will need to be signed stating this in order to process the order.*	175	$132.00	$118.80	$20,790.00

☑	**Pilot Public Portal** *Includes Weblink software and 25 Weblink-only retrieval connections.*	1	$5,000.00	$4,500.00	$4,500.00
☑	LF Forms 100-199 Users (10% Add-on to all Named Users)	50	$14.00	$12.60	$630.00
☑	LF Forms 200-499 Users (10% Add-on to all Named Users)	175	$12.00	$10.80	$1,890.00
	Annual Support Total				**$34,740.00**

For budgetary purposes, the Client should include $34,740.00 in annual budget for renewal of the items quoted above. Please note that if you subscribe to MCCi's SLA or Training Center, additional user licenses may increase the cost of these items at the time of your next annual renewal.

MCCi PROFESSIONAL SERVICES

☑	**Basic Onsite Training of software, per day** *•2 Days for User Acceptance Training and Gathering of Feedback* *•3 Days for End-User Training (Train the Trainer) Workflow training and installation excluded. Travel expenses included.*	5	$2,200.00	$1,980.00	$9,900.00
☑	**MCCi Project Management Services, up to 300 hours** *•Includes everything in our Statement of Work, as well as:* *-Project Management* *-Requirements Refinement* *-Creation of written trianing documentation* *-Creation of written process and workflow documentation* *-Quality Assurance Testing* *-Buiness Process Configuration*	1	$49,500.00	$44,550.00	$44,550.00
☑	MCCi Development Rate, per hour	20	$205.00	$184.50	$3,690.00
	Professional Services Total				**$58,140.00**

☑	***Initial Product Discount for First Evidence Management Project** Discount is based on this quote and if the quote changes the discount amount is subject to change.*		($5,850)	NA	($5,850.00)
	Total Project Cost				**$210,330.00**

All Quotes Expire in 30 Days

MCCi will invoice one hundred percent (100%) of the software and support upon delivery of software. If services are included, the balance of the total project will be invoiced upon completion of the proposed professional services, which may be broken up based on the completion date of specific services. Sales tax will be included where applicable. Payment will be due within 30 days of receipt of an invoice and in line with the Texas Prompt Payment act, as well as section 4.35 of the RFP related to this project.

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

*Note: MCCi will prorate the support of this additional software to be congruent with your current Laserfiche system's support (LSAP) dates, the purpose of which is to align all software with one support date so maintenance of your account is made easy. MCCi will bill for the actual amount of support, which may be higher or lower than quoted. **To ensure you are budgeting correctly for future renewals, please add the amount listed in the budgetary note above to your current budgeted renewal amount.***

To determine which services and products are included with your project, please refer to the Pricing Proposal above.

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 Laserfiche Certified. 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 pricing proposal 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 pricing proposal 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 Pricing Proposal. These services will be provided onsite or remote, please refer to the Pricing Proposal 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

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- System Settings
- Back Up Procedures
- Troubleshooting Procedures
- Technical Support Overview

Full User Training
- 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

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.

LASERFICHE SOFTWARE FEATURES AND LICENSING

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, Digital Signatures, 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- As of 1-1-2016 included in all new user license purchases	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	
LF Connector	Add-on option	Add-on option	
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.
Records Management	Add-on option	Add-on option	
Laserfiche Versions	Lf 8.1 and later	Lf 8.0.1 and later	
Web Admin Console	Included	Included	
Laserfiche Forms Users	Add-on option	Add-on option	The Laserfiche Forms User is a required add-on to all Laserfiche Full Named User licenses, and is a pre-requisite to all other Forms licensing options. This add-on will give the current Laserfiche Full Named Users full access (submission, process involvement, and approval rights) to Laserfiche Forms Server. The Laserfiche Forms Server can be installed multiple times, however, in Avante each instance can only be associated with one Laserfiche Repository.
Laserfiche Forms Portal	Add-on option	Add-on option	Laserfiche Forms Users licensing is a prerequisite to being able to purchase Forms Portal licensing. The Forms Portal license allows Form submission from unlicensed (public) users. Forms Portal was

			also designed primarily for non-internal/public user submissions, therefore there is no Windows Authentication security validation provided. The users that access Forms through the Forms Portal can only submit forms (these users cannot participate in the business process after a form has been submitted). The Forms Portal is licensed to a specific Forms instance/server, rather than to the Laserfiche Application Server. Please note that if an organization desires to have a Forms Portal for internal users, as well as a Forms Portal for external users, and security protocol requires that these two Forms Portals reside on separate servers (one internal one external), multiple Forms Portal licenses are required.
Laserfiche Enterprise Forms Portal	Add-on option	Add-on option	The Enterprise Forms Portal License is recommended for Laserfiche Rio Customers that have multiple Laserfiche Application Servers, as well as for Laserfiche Avante (Avante only allows for one Laserfiche Application Server), but require more than two Forms Portal licenses (see Forms Portal description above). Enterprise Forms Portal is, indeed, unlimited Portals. Instead of allocating one or more Forms Servers as Portals, they all are automatically Forms Portals.
Laserfiche Authenticated Participants	Add-on option	Add-on option	Laserfiche Forms Users licensing is a prerequisite to being able to purchase Forms Authenticated Participant licensing. Forms Authenticated Participant licenses allow Non-Laserfiche Users to participate in Laserfiche Forms Process Modeler Business Processes, and allow for secure authentication when interacting with Laserfiche Forms. Forms Authenticated Participant licensing is recommended for all internal users that require authentication and/or intend to participate in more than just the Forms submission process, and for those users that do not have Laserfiche Full Named User licensing, but have a need to authenticate and participate in Laserfiche Forms Business Processes. A Forms Authenticated Participant license is required for each Forms Server that the user needs to submit to.
Upgrade Path	Rio	n/a	

LASERFICHE FEATURES & MODULES

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/pricing proposal to determine which modules have been proposed.

The following are features available in the user license, based on your system configuration and licensing platform.

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 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. In addition, access to Laserfiche Mobile and the Laserfiche Sharepoint Integration resources, is made through Laserfiche WebAccess.
- o **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.
- **Laserfiche SharePoint Integration:** The Laserfiche and SharePoint Integration (LfSPI) is built on the power of Laserfiche Web Access (Therefore Web Access is required for the Laserfiche SharePoint Integration), a Section 508-compliant thin client that reduces installation, support and maintenance requirements. The integration requires an on premise installation of SharePoint.

Laserfiche Mobile: Laserfiche Mobile lets organizations access the features of the Laserfiche Client through a smartphone or table. They can remotely capture documents, images, and other content, edit mobile-capture images, search for documents, interact with Laserfiche forms and start/participate in a business process. Mobile is available for iPhone, iPad, Windows Phone, and Android devices. Laserfiche Web Access or Laserfiche Forms is required for any/all mobile access options.

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.

Laserfiche Workflow: Enables organizations to automate standard, collaborative business processes, such as approvals or routing based on conditions. The software transforms your static Laserfiche repository into a dynamic content management solution that ensures your business processes are

performed consistently and efficiently.   Additionally, Workflow can be used for database integrations, and to improve consistency with how records are filed in Laserfiche.

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.

Electronic Forms
- Laserfiche Forms allows organizations to create Web forms for collection and processing information electronically.
- Laserfiche Forms has flexible design options to meet your organization's needs. You can:
    - Create custom forms from a library of field or selection elements.
    - Apply preset or custom themes, including page logo, colors, buttons, fonts, and more.
    - Configure form elements to dynamically be displayed or hidden depending on user inputs or to be populated with data from external data sources.
    - Automate business processes for form data to follow, such as decision-making, emailing, or approvals.
    - Create custom form layouts and dynamic behaviors with CSS and JavaScript.

- Role-based security is included to allow and restrict access to necessary functions for form submitters, reviewers, approvers, form creators, and system administrators.
- Reporting tools allow different views of details on submitted forms such as:
  - User view of details about all submitted forms.
  - Approver "dashboard" of submissions awaiting approval.
  - Administrator views of all submissions by form and approval status.
- Forms can be used internally or externally (with the appropriate licensing). Publication options include login to forms system, public URL, secure URL, or embedded into a Web page.
- Submitted data can be exported for further analysis or distribution.
- Submitted forms can be utilized to initiate an email notification or start a workflow rule within Laserfiche.
- Business process library includes (10.1+) a digital library of prebuilt form templates designed for easier process automation deployment.

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.

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 as recommended by MCCI, and should be considered independently rather than collectively. Additionally, overhead for virtualization has not been factored in to these requirements.

MCCI does not recommend any version of Windows that is approaching or is beyond the "End of Extended Support Date" specified by Microsoft.

Client/Scanning Station PC

OS	Windows 10, Windows 8 or 8.1 (32 or 64), Windows 7 (32 or 64), Windows Vista
CPU	2.8 GHz processor or faster
Memory	4 GB RAM or more
Communications	TCP/IP

Batch Processing Quick Fields Machine

OS	Windows 10, Windows 8 or 8.1 (32 or 64), Windows 7 (32 or 64), Windows Vista
CPU	2.8 GHz Processor or faster
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 Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows 2008 R2, Server 2008 (Service Pack 2 or Higher) *64-Bit Edition Only
CPU	Quad-Core Processor, 2.5 GHz Processor or better
Memory	8 - 12 GB RAM
Communications	TCP/IP
Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016. Oracle 11g (11.1.0.7+), Oracle 12c Express Editions of the above Microsoft SQL Server versions are supported

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.

Laserfiche Workflow Server

OS	Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows 2008 R2, Server 2008, (Service Pack 2 or Higher)
CPU	4 Core Processor, 2.5 GHz Processor or better
Memory	4 GB RAM or higher
Communications	TCP/IP

Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016, Oracle (11.1.0.7+), Oracle 11g R2 (11.2.0.1+), and Oracle 12c "Express" Editions of the above Microsoft SQL Server versions are supported

Laserfiche Audit Trail Server

OS & IIS	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
CPU	Dual Core Processor, 2.5 GHz Processor or better
Memory	4 GB RAM
Communications	TCP/IP
Local Storage	C:\ Drive with 40GB or greater available
Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016, Oracle 11g (11.1.0.7+), Oracle 11g R2 (11.2.0.1+), and Oracle 12c Express Editions of the above Microsoft SQL Server versions are supported

Laserfiche Connector

OS	Windows Server 2008 (Service Pack 2 or Higher), or Windows Vista (SP2+) and Later
CPU	2.93 GHz or Faster
Memory	4 GB RAM
Software Requirements	• Laserfiche Server version 9.0 or later if using Laserfiche Connector with the Laserfiche Client • Laserfiche Server version 8.3 or later if using Laserfiche Connector with Web Access • Laserfiche Web Client version 10.2 or later to use the assign template and fields action, the import action, or the show search count option with Web Access.

Web Module Server(s)

Required if	Installing "Web Access/Client" or Public Portal - "Weblink"
OS & IIS	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
CPU	Dual Core 2.8 GHz or faster processor
Memory	2 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

	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 9 Server (runs as a service), Laserfiche Version 9 Client.
Recommendation	1 dedicated LF Named User license

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.

Laserfiche Forms

Laserfiche Server	Version 9 or higher, Avante or Rio licensing model
Web Server	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
CPU	4 Core or more
Memory	8 GB RAM or more
Note	Hardware requirements may fluctuate based on the number of users logged in to the server. If you expect to have many simultaneous connections to your Laserfiche Forms server, we encourage you to configure it with a faster CPU and/or add more RAM.
Database Server	Microsoft SQL Server 2008, 2008 R2, 2012, 2012 R2, 2014 and 2016 *Express Editions of the above Microsoft SQL Server versions are supported
Client	- Users can fill out forms that start a process in Chrome (latest version), Safari (Mac only), Firefox (latest version), Internet Explorer 11 and later, Edge, Opera. - The Laserfiche Forms Inbox, Form Designer, Process Modeler, Administrative pages, etc. must be viewed in Internet Explorer 11, Edge, Firefox (latest version), or Chrome (latest version). - Laserfiche Forms also supports mobile browsing (Chrome, Firefox, and Safari recommended).

The pricing 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. The contractual terms, which are attached incorporated herein as if copied in full, shall remain in effect once accepted by Client until such time that this contract is amended or expires or is otherwise terminate by either party.

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

Date: June 22, 2017

By: _____
                                                (Signature)

                                 Donny Barstow – President
                                            (Printed Name & Title)

Noted Items Accepted by: **WILLIAMSON COUNTY, TX**

Date: _____6/27/17_____

By: _____
                                                (Signature)

                                 _Valerie Covey_____
                                            (Printed Name & Title)
                                 Commissioner Pct 3

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 according to the following terms and conditions.

LASERFICHE SOFTWARE UPGRADE

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 any available software credit for prior versions of software, the client must have an active LSAP (support/maintenance that has not expired). In regards to Subscription or Software as a Service Laserfiche licensing options, credits are not available for moving to or from an alternative Laserfiche licensing model.

INTEGRATIONS

3rd party Laserfiche Integrations or utilities may consume one or more Laserfiche user licenses depending on how the vendor designed and coded the integration. These additional licensing needs should be verified by the client and considered in the user licensing purchased.

SOFTWARE ASSURANCE PLAN (SAP)

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

- For net new systems, the support date is set 30 days after MCCi submits software order to Laserfiche.
  - For platform upgrades the support date is set immediately upon MCCi submitting software order to Laserfiche.
  - For additional software, the support date is prorated to match the client's existing support date.

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. – 5:00 p.m. local time in the Continental U.S.

SOFTWARE PURCHASES AND SUPPORT RENEWALS

Laserfiche policy dictates that MCCi as your current VAR of record, is the VAR that can download software licenses and activations for you. You can also only purchase additional Laserfiche software to expand or upgrade your Laserfiche system, and renew your Laserfiche Software Assurance Plan (LSAP) under your current VAR of record. Unless you decide to cancel your contract with MCCi or work with Laserfiche to formally change your Laserfiche Var of Record, future software purchases and support renewals will be processed and provided by MCCi.

LASERFICHE RIO SHARED SERVICES PROVISIONS

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

SERVICE LEVEL AGREEMENT (SLA)

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

MCCi SOFTWARE CUSTOMIZATIONS

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

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

MCCi SOFTWARE CONFIGURATION SERVICES

The customer may elect to contract with MCCi to configure the software. The customer is responsible for testing all software configurations completed by MCCi. By acknowledging this testing requirement, the customer waives any and all liability to MCCi for any fees, damages, etc., that could be related to software configurations.

TEST/EVALUATION SOFTWARE

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

CLIENT SOFTWARE CUSTOMIZATIONS

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

HARDWARE

MCCi does not support any hardware as part of this contract. If hardware is purchased through MCCi, the client is required to obtain the appropriate warranty and work directly with the manufacturer in regards to hardware support

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.

PROFESSIONAL SERVICES RESCHEDULING/CANCELLATIONS

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.

Site Preparation: The Client site should be ready for installation according to specifications outlined within the Hardware section. 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.

Project Delays: Requests made by the client to cancel/reschedule delivery of services, will cause a delay in delivery of the services and the overall project. The client understands that MCCi will have to respect the timelines of other scheduled projects when rescheduling services due to a request made by the client.

Docs On The Cloud Server Instances

MCCi offers "Docs On The Cloud" server instances to customers that would rather not acquire the physical or virtual infrastructure themselves. MCCi offers this service through a partner (Gordon Flesch Company, Inc.). They are the leading provider of hosted Laserfiche server instances. Unless noted otherwise, Docs On The Cloud server instances are hosted in AWS and include the creation, maintenance, and upgrades of purchased virtual machines, maintenance of operating system software, and daily backup snapshots of the hosted infrastructure. In addition, MCCi and the client have the following responsibilities:

- MCCi: Initial installation of LF software components and ongoing application of LF upgrades if customer subscribes to MCCi's Managed Services or Laserfiche Administration Services package. MCCi also serves as first tier for support issues and handles all billing related to the service.
- Client: Serves as server and database administrator; maintains all non-Laserfiche and non-operating system applications, to include required database software acquisition, installation, maintenance, upgrades, and database maintenance routines.

ADDITIONAL SERVICES

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

- Electronic Agenda and Legislative Management (Legistar). MCCi offers the Granicus Legislative Management Suite (Legistar) and related services which provides electronic automation and creation of Agendas and Minutes. Legistar is also integrated with Laserfiche.
- Scanning and Digital Conversion Bureau. MCCi offers scanning, indexing and integration of hard copy documents, microfilm/microfiche, with Laserfiche Software to provide the Client with the most powerful index retrieval search engine available.
- Open Records Request Solution (JustFOIA). MCCi offers its JustFOIA solution to help agencies track Open Records Requests. JustFOIA is a hosted solution that is user-friendly, affordable, and integrated with Laserfiche ECM.

AGREEMENT EXTENDED TO OTHER GOVERNMENTAL UNITS

MCCi agrees to allow any other Government agency to purchase products or services, 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.

LIMITED LIABILITY

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

FORCE MAJEURE

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

CLIENT FINANCIAL SOLVENCY/BANKRUPTCY

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

NO HIRE CLAUSE

Client and MCCi agree that during the period that this agreement is in force, including extensions or modifications thereto, and for an additional 12 months following this period, neither Client nor the MCCi will actively recruit, or solicit employees or independent contractors of either company, or the employees of any of the other Subcontractors; who are on active payroll status and are currently participating in this Program, without the prior written approval of the party whose employee or independent contractor is being considered for employment. This does not prohibit any employee from responding to or pursuing employment opportunities through normal media channels, i.e. newspapers, professional journals, etc. so long as it is not related to this particular program and that it is not an attempt to avoid the intent of the above restriction. If, during the term of, or within (12) months after the termination of the performance period of this agreement, client hires directly, or indirectly contracts with any of MCCi's personnel for the performance of systems engineering and/or related services hereunder, client agrees to pay MCCi 125% of the fees paid to, or in favor of such personnel for one (1) year after such personnel separates from service with MCCi.

TERMINATION

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

MARKETING & REFERENCES

Client agrees to allow MCCi to publish and publicize testimonials and case study information pertaining to MCCi's work with the Client. This information, including the Client's organization name, logo, and contact information will be used in all media types.

- No Waiver of Sovereign Immunity or Powers: Nothing in this agreement will be deemed to constitute a waiver of sovereign immunity or powers of licensee, the Williamson County Commissioners Court, or the Williamson County Judge.

* Termination for Convenience: This agreement may be terminated at any time at the option of either party, without future or prospective liability for performance upon giving sixty (60) days written notice thereof. In the event of termination, The County will only be liable for its pro rata share of services rendered and goods actually received.

* Texas Prompt Payment Act Compliance: Payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date licensee receives the goods under the contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by licensee in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of licensee's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

* Mediation: The parties agree to use mediation for dispute resolution prior to and formal legal action being taken on this Contract.

* Venue and Governing Law: Venue of this contract shall be Williamson County, Texas, and the law of the State of Texas shall govern.

* Right to Audit: SERVICE PROVIDER agrees that licensee or its duly authorized representatives shall, until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of SERVICE PROVIDER which are directly pertinent to the services to be performed under this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions. SERVICE PROVIDER agrees that licensee shall have access during normal working hours to all necessary SERVICE PROVIDER facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this section. licensee shall give SERVICE PROVIDER reasonable advance notice of intended audits.

PROFESSIONAL SERVICES- SOW
WILLIAMSON COUNTY, TX DIGITAL EVIDENCE MANAGEMENT SYSTEM

BACKGROUND

Williamson County Texas is a technology forward county that today is actively utilizing Odyssey Case Management and Laserfiche Enterprise Content Management. These applications have tremendous potential to complement each other. Williamson County has published an open solicitation for an on premise Digital Evidence Management System that will facilitate Law Enforcement Agency (LEA) document upload, e-discovery access to documents and media for Defense Attorneys, easy access to records by Williamson County employees, and tiered storage of media as cases are closed. MCCi's expertise with case management and document workflow, as well as our history of service working with Williamson County has led us to respond to this solicitation.

PROJECT OBJECTIVES

- Configure a portal for 40+ Law Enforcement Agencies to declare new cases to Williamson County, and upload evidence and other content related to the cases
- Configure a Laserfiche Workflow that automatically uploads appropriate documents in to an Odyssey case, while instead creating links in Odyssey to Laserfiche for audio and video document types for Internal users to access
- Configure a Laserfiche Workflow that synchronizes Defense Attorney case assignments with assignments made in Odyssey
- Configure a portal for an unlimited number of Defense Attorneys to view video and audio evidence on cases that have been assigned to them
- Configure a Laserfiche Workflow that automatically moves content from an active storage environment to a secondary storage environment upon a Case being "Closed" in Odyssey

Requirement	Solution
Law Enforcement Agency users need to log in to a portal that allows them to declare new cases with Williamson County and modify existing cases, as well as upload evidence to cases that have been declared	- MCCi will create a guided wizard-like Laserfiche Form that walks the Law Enforcement Agency through the process of creating a new case. This Form will also enable them to update metadata on existing cases that have been submitted to Williamson County - Upon submission of a case creation Form, an appropriate folder for that case will be created in a Laserfiche Repository built for this process at Williamson County - Law Enforcement Agencies will have access to a portal that shows them every case they have ever submitted, labeled by their internal Case Number paired with all the case's corresponding metadata. They will be able to open these cases and upload any type of document in to these folders at any point in the lifecycle of this case.
Williamson County employees need a workflow that allows them to review a New Case submission, make minor changes to data as needed, and then 'approve' the case for creation in Odyssey	- MCCi will configure a Workflow that takes all the data submitted by the LEA and requests any additional data needed from the Williamson County employee to create the case in Odyssey. - Upon approving a case in Laserfiche, the Williamson County employee will have the option to have Workflow automatically create the case in Odyssey
Williamson County employees need a workflow that allows them to review each uploaded file and determine whether it should be attached to Odyssey or removed, and whether the file will be subject to Discovery	- MCCi will create a Workflow that triggers on each independent piece of evidence as it is uploaded. This Workflow will facilitate a decision-making process performed by Williamson County staff. - Two separate decisions will be made to either attach the file in Odyssey to the approved case or remove the file, as well as whether the document should be subject to Discovery. - If the file is declared eligible for Discovery, it will be relocated to a separate area of Laserfiche for content that is subject to Discovery.

Defense Attorney usernames created in Odyssey need to be mirrored in Laserfiche	- MCCi will configure a Workflow that monitors the Odyssey database for new Defense Attorney usernames/accounts. As these accounts are created in Odyssey, they will be automatically created in Laserfiche with the same username and a temporary password. - If an email address for this Defense Attorney is available in the Odyssey database, an email notification will be sent to the Defense Attorney letting them know that they have had an account set up in Laserfiche for viewing video and audio files related to their cases. Their temporary password will be included in the email. They may choose to immediately log in to Laserfiche to change their password, or they may wait until they click on a video/audio link in Odyssey for the first time to change their password. - The first time that the Defense Attorney logs in to Laserfiche they will be prompted to change their password.
Cases assigned to one or more Defense Attorneys in Odyssey need to also be assigned to those Defense Attorneys in Laserfiche	- Laserfiche Workflow will regularly query the Odyssey database to discover cases that have been assigned to a Defense Attorney. As Defense Attorneys are assigned, Laserfiche will assign access rights for those same Defense Attorney usernames to the content stored in Laserfiche. - Only content that has been declared subject to Discovery will be made available to the Defense Attorneys.
Defense Attorneys need to be able to view case content in Laserfiche	- As content is approved in Laserfiche by Williamson County staff, the content will either be attached in the Odyssey database or linked with a URL in the Odyssey database, depending on the file type. - When Defense Attorneys are viewing cases in Odyssey, they will see this list of approved content for files that have been declared discoverable. Clicking on a link to content in Laserfiche will take them to a Weblink portal to view those records. Unless Odyssey has an authentication integration that makes their login token accessible to Laserfiche, the Defense Attorney may need to enter their username and password to log in to Laserfiche.
As case statuses are updated in Odyssey, closed cases need to trigger movement of case evidence located in Laserfiche	- MCCi will configure a Laserfiche Workflow that checks Odyssey for closed cases. As cases are closed, access to the content in Laserfiche will be removed from the Defense Attorneys.

	- The Workflow will also migrate the content from a tier 1 storage volume, to a second-tier archival volume. MCCi will rely on Williamson County to procure and set up appropriate storage volumes. - Retention schedules will be configured in Laserfiche to allow for eventual destruction of content once the appropriate schedule has been met. Retention will pivot off the case/violation type indicated in Odyssey.
Williamson County staff and Law Enforcement Agencies need to be trained on the new solution	- MCCi will set up a full week of training classes for Williamson County staff and internal resources. - Given the significant volume of Law Enforcement Agencies, MCCi recommends not attempting to go live with all 40+ LEAs at the same time. Instead, Williamson County staff can train LEAs as each is ready to come on board, allowing the County to get individualized attention to each LEA as they go live with the new solution.
Williamson County needs separate, referenceable training content for the Law Enforcement Agency, Internal Staff, and Defense Attorneys.	- MCCi's Content Production team will create training videos for each of the different user roles. Videos for internal staff can be made available through the "Training Center for Laserfiche" portal that Williamson County is already subscribed to. For external users, another portal can be provided.

MCCi

- Deduplication of documents.
- MCCi Support of Defense Attorneys. All Defense Attorney Support will be facilitated by the County's office staff.
- Manuals for Business Process.
- Authentication integration with Odyssey, since we are not currently aware of an available integration endpoint
- Configuration of Records retention schedules.

CLIENT COMMITMENTS

Commitment	Responsible
Access to the Odyssey database to build appropriate queries	Williamson County IT Staff
Documentation on any authentication integration endpoints available in Odyssey, if they exist	Williamson County IT Staff
Availability for weekly update meetings	Williamson County Stakeholders
Availability of sufficient storage hardware	Williamson County IT Staff

CHANGE MANAGEMENT

As this project progresses, it may be necessary to amend the Statement of Work (SOW). The Client understands that any change to the original SOW will affect the total hours billed and may extend the date of project completion. If necessary, the client will send a written request to MCCi outlining a requested change. MCCi will assess the change and provide the customer with a formal Scope Change Statement of Work. This revised SOW will include the full scope of the change request, as well as any additional cost that may be necessary to implement the change.

It may be necessary to halt work on this project while the client reviews the Scope Change. After receiving the Scope Change Statement of Work, the client must return a signed approval of the Scope Change to MCCi before work may proceed on the project.

ISSUE ESCALATION

Mechanisms for problem resolution and issue escalation. The following contact information is used for resolution and escalation by The Client of any unresolved issues and tasks. MCCi will acknowledge escalations in writing to include steps toward escalation resolution.

Name	Responsibility/Role	Contact Number	mail
Gareth Cales	Vice President of Professional Services, MCCi	850-701-0710	gcales@mccinnovations.com

TERMS & CONDITIONS

Project based pricing and billing: MCCi has included a not to exceed number of hours for this project. The entire amount will be billed out upon completion of the specific tasks/requirements noted herein. Billing in excess of the project price requires The Client's approval and will only occur if the actual time required exceeds the "up to" number of hours included in the pricing of the services. Any approved excess billing will be based the amount of hours and MCCi's hourly rates.

Business Process Configuration Service SOW Drafting/Approval: The drafting process is a collaborative effort in which the client must provide accurate data in order for the SOW to thoroughly reflect requirements. If the data provided by the client is inaccurate or incomplete, Change Orders and an increased budget may be necessary. The time spent by MCCi's Project Management staff to draft the SOW has been included in the not to exceed project cost.

Change Orders: As this project progresses, it may be necessary to amend the Statement of Work (SOW). The Client understands that any change to the original SOW will affect the total hours billed and may extend the date of project completion. Change orders require formal documentation and approval by both parties. Please see Change Management Section above.

Additional Configuration Services: It is likely that Business Processes will change or that enhancements to the configured Business Processes will be requested after this project is completed. With the exception of Clients who pre-pay for block professional services time, The Client will be charged based on the then current MCCi professional service rate for any additional Business Process Configuration Services requested, quoted to, and approved by The Client.

Software Licensing Needs: Any additional software licensing needs related to this service/process configuration, have not been considered or included as part of the scope of services. The Client is responsible for ensuring that the required software licensing is available.

Client Staffing Changes: In the event that the primary Client contacts change during the project, a change order may be required for training time and other related process changes caused by the staffing change.

Infrastructure/Hardware: It is The Client's responsibility to ensure that adequate hardware/infrastructure is in place and capable of handling the extra resources that may be required to support the Business Process Configuration, related software, etc.