



ST. CHARLES
S I N C E 1 8 3 4

AGENDA ITEM EXECUTIVE SUMMARY

Title:	Recommendation to Accept and Approve the Proposal Submitted by MCCI, Approve the Contract with MCCI, and Authorize the City Administrator to Execute the Same
Presenter:	Michael Drake, Information Systems, Sr. Systems Analyst

Please check appropriate box:

X	Government Operations (11/17/14)		Government Services
	Planning & Development		City Council
	Public Hearing		

Estimated Cost:	\$250,000	Budgeted:	YES	X	NO	
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If NO, please explain how item will be funded:

Executive Summary:

See attached memo.

Attachments: *(please list)*

Memo
MCCI Statement of Work / Contract
Budget Worksheet

Recommendation / Suggested Action *(briefly explain):*

Recommendation to accept and approve the proposal submitted by MCCI, approve the contract with MCCI, and authorize the City Administrator to execute the same.

<i>For office use only:</i>	<i>Agenda Item Number: 5a</i>
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Memo

Date: 11/04/2014
To: Chairman William Turner
Aldermen of the Government Operations Committee
From: Michael Drake
Re: Document Management Software and Implementation

This proposal addresses the replacement of the City's enterprise document management system, along with the addition of substantial new requested functionality.

Major business drivers of this project include:

- Integration with other City enterprise applications (add/retrieve documents)
- Ability to set retention limits on electronic documents
- Collect data and construct workflow around specific documents
- Expand record collection to include 'working' documents
- Allow distributed capture, and document addition, from other departments

Background

The document management software currently in use by the City was purchased in 2001. The system functions as an electronic archive of City historical documents. Documents stored in this archive include; agendas, agreements, contracts, easements, minutes, ordinances, plans, project documents, and standards and policies. All documents entered into the repository are either scanned by Records Management staff, or an electronic version is provided to Records Management to upload.

Since its implementation, the functional requirements, as well as the technological expectations of City staff has changed significantly. The City has implemented several new key enterprise applications including CityView (permit management), ArcGIS (geographic information systems), Drupal (intranet and internet), and Lawson (financial, budgeting, procurement, human resources, and payroll), each of which would benefit significantly by being integrated with the City's document management system. Integration would give staff the ability to view relevant associated documents directly from these systems providing greater efficiency versus current business practices. This system will also allow the City to consolidate documents and processes currently managed within other, soon to be decommissioned, systems underneath a single application umbrella.

Process

The selection process began with departmental interviews to gather requirements for a document management system. These requirements formed the basis for the RFP (request for proposal) released late last year. Proposals were evaluated and selected vendors were asked to demonstrate their products to a cross section of City staff. Follow-up discussions were conducted with each vendor to address any outstanding issues or clarify any topics. Reference checks, including site visits, were then conducted, and then the finalist, LaserFiche with MCCI as our implementation partner, was selected.

Conclusion

Purchase of LaserFiche Rio, along with partnering with MCCI for its implementation and ongoing support, will allow the City to attain the objectives outlined for this project, as well as put us in a very good position moving forward. Both of these organizations are well respected in this industry, and dedicate a significant amount of effort into the ongoing development and support of this product.

Document Management Project Budget

Software Licenses	\$91,925.00
Professional Services (MCCI) - Implementation and Training	\$77,007.00
Hardware	\$11,000.00
Professional Services (Third Party) - Integration	\$45,000.00
Contingency (15%) - Services and Hardware	\$19,951.05
Maintenance (Prorated)	<u>\$5,459.97</u>
Estimated Total	<u><u>\$250,343.02</u></u>



ExperienceExcellence

Municipal Code Corporation

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Alexis Blue, Sales Director • extension 1656 • ablue@mccinnovations.com

November 6, 2014

Mr. Michael Drake
Senior Systems Analyst
City of St. Charles
2 E. Main Street
Saint Charles, IL 60174

Dear Mr. Drake:

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

- ✓ **Leading Provider** – For the past six years, MCCI was ranked as the #1 Laserfiche VAR in the United States.
- ✓ **Professional Certifications** – MCCI's staff is well-trained and holds multiple certifications in security, HIPAA, CDIA+ and more to give you the peace of mind that we are simply the best at what we do. Our staff is also Laserfiche Gold Certified, meaning we have passed the Laserfiche CPP courses required for this certification.
- ✓ **Government Focus** – MCCI was created by Municipal Code Corporation to focus on innovative technologies for Government. MCCI provides Laserfiche software and services to more than 400 government entities including Cities, Counties, State Agencies, Special Districts, and more.
- ✓ **Specialization in Enterprise Solutions** – Our Project Managers provide implementation and training services to help make your solution an Enterprise-wide deployment. We work with you on your initial project plan knowing that one day Laserfiche will be used across the entire organization. This methodology helps you plan to meet this goal in your time frame whether it be an immediate objective or part of a multi-year plan.
- ✓ **Superior Support** – MCCI utilizes a multi-layered support team geared towards offering each client multiple contacts to enhance the usage of every product implemented. We offer support through our help desk, email, and toll free number, and also have an online support center that gives end users access to training manuals, "how to" checklists, training videos, a knowledge base, and software updates.
- ✓ **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
Sales Director

Executive Summary

Company History

MCCi, a subsidiary of Municipal Code Corporation (The nation's leading codifier for local government), has been providing Electronic Records Management Solutions to its clients since 1998. In 1998, Municipal Code Corporation (MCC) created a document imaging division, which subsequently evolved into MCCi in the summer of 2003. This allowed MCCi to provide its customers with a higher level of service, but still benefit from the stability and credibility of MCC. With a client base of over 500 government agencies and satellite offices across the country, we are striving to be the leading Electronic Records Management provider in the United States. MCCi has been the #1 Laserfiche VAR in the world the last 5 years.

Proposed Solution

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

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

Rio Features

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

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

Product Description:	Qty.	Cost	Total
<u>ECM SOFTWARE LICENSING FOR RIO</u>			
<input checked="" type="checkbox"/> Rio Pilot - Records Management 50-99 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (including the SharePoint integration web parts and WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	50	\$917.00	\$45,850.00
<input checked="" type="checkbox"/> OCR Scheduler for Laserfiche - <i>Requires one dedicated Laserfiche User License</i>	1	\$1,500.00	\$1,500.00
<input checked="" type="checkbox"/> LF Scanconnect for Rio 10-pack	1	\$915.00	\$915.00
Document Management Software and Licenses Total			\$48,265.00
<u>ELECTRONIC FORMS FOR RIO</u>			
<input checked="" type="checkbox"/> LF Forms 50-99 Users (10% Add-on to all Named Users)	50	\$83.30	\$4,165.00
<input checked="" type="checkbox"/> LF Forms Portal * <i>Allows Forms Portal to be activated on a Forms server. Multiple licenses are needed if multiple activations are required. Allows form submission only, from unlicensed (public) and non-authenticated users.</i>	1	\$7,995.00	\$7,995.00
Electronic Forms Total			\$12,160.00
<u>WEB TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Pilot Public Portal <i>Includes Weblink software and 25 Weblink-only retrieval connections.</i>	1	\$25,000.00	\$25,000.00
Web Tools Total			\$25,000.00
<u>INTEGRATION TOOLS FOR RIO</u>			
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	1	\$2,500.00	\$2,500.00
Integration Tools Total			\$2,500.00
<u>3rd PARTY INTEGRATION TOOLS</u>			
<input checked="" type="checkbox"/> DataNow Affinity Integration (26 to 50 users)	1	\$4,000.00	\$4,000.00
Integration Tools Total			\$4,000.00
<u>ANNUAL SOFTWARE SUPPORT - BASIC LSAP</u>			
<input checked="" type="checkbox"/> Rio Pilot - Records Management 50-99 Users <i>Includes Unlimited Laserfiche Servers, Records Management Edition, Workflow, WebAccess (including the SharePoint integration web parts and WebAccess Light), Advanced Audit Trail, Snapshot, and Email</i>	50	\$184.00	\$9,200.00
<input checked="" type="checkbox"/> OCR Scheduler for Laserfiche - <i>Requires one dedicated Laserfiche User License</i>	1	\$330.00	\$330.00
<input checked="" type="checkbox"/> LF Scanconnect for Rio 10-pack	1	\$184.00	\$184.00
<input checked="" type="checkbox"/> Pilot Public Portal <i>Includes Weblink software and 25 Weblink-only retrieval connections.</i>	1	\$5,000.00	\$5,000.00
<input checked="" type="checkbox"/> LF Forms 50-99 Users (10% Add-on to all Named Users)	50	\$16.70	\$835.00
<input checked="" type="checkbox"/> LF Forms Portal * <i>Allows Forms Portal to be activated on a Forms server. Multiple licenses are needed if multiple activations are required. Allows form submission only, from unlicensed (public) and non-authenticated users.</i>	1	\$1,600.00	\$1,600.00
<input checked="" type="checkbox"/> Integrator's Toolkit for Rio	1	\$750.00	\$750.00
<input checked="" type="checkbox"/> DataNow Affinity Integration (26 to 50 users)	1	\$800.00	\$800.00

<input checked="" type="checkbox"/>	Managed Services for Rio, Workflow Level 1, Forms, and Affinity <i>*not to exceed 40 hours</i>	1	\$5,040.00	\$5,040.00
	Annual Support Total			\$23,739.00
	<i>For budgetary purposes, the Client should include \$24,673.95 in annual budget for renewal of LSAP and Managed Services for the software quoted above.</i>			

MCCi PROFESSIONAL SERVICES

<input checked="" type="checkbox"/>	Basic Onsite Training of software, per day <i>Workflow training and installation excluded. Travel expenses included.</i> - 2 days of LF Administrator Training - 2 days of LF SDK Training - 2 days of Records Management Module Training - 4 days of LF End User Training using Train the Trainer approach	10	\$2,200.00	\$22,000.00
<input checked="" type="checkbox"/>	Affinity Set Up and Configuration, per application	1	\$2,500.00	\$2,500.00
<input checked="" type="checkbox"/>	LF Forms Training - Comprehensive <i>(see MCCi Advanced Implementation Services for details)</i>	1	\$4,400.00	\$4,400.00
<input checked="" type="checkbox"/>	Workflow Configuration Training, Level 1 <i>Includes remote installation with up to 2 days of onsite training. MCCi will provide remote workflow configuration assistance up to 30 days post onsite training.</i>	1	\$8,232.00	\$8,232.00
<input checked="" type="checkbox"/>	Workflow Configuration Training - Roll Out Assistance	1	\$4,400.00	\$4,400.00
<input checked="" type="checkbox"/>	MCCi Project Management Services <i>*Up to 100 hours</i>	100	\$165.00	\$16,500.00
<input checked="" type="checkbox"/>	ApplicationXtender Conversion <i>*Please see next page for description of Scope of Services</i>	1		\$18,975.00
	Professional Services Total			\$77,007.00

<input checked="" type="checkbox"/>	Laserfiche CPP Certifications <i>*Client must choose desired CPP certification courses within 6 months. Laserfiche provides an extended amount of time to take courses once signed up. Retail value- \$100 each, for more information- http://www.laserfiche.com/en-us/Events/CPs</i>	5		FREE
<input checked="" type="checkbox"/>	Laserfiche Empower 2014 Registration <i>*Up to 2 spots covering the conference registration fee (not including travel), valued at \$795 each. More information will be provided when conference registration opens up in the Summer.</i>	2		FREE
<input checked="" type="checkbox"/>	Discount <i>based on this quote and if the quote changes the discount amount is subject to change.</i>			(\$5,000.00)

Total Project Cost **\$187,671.00**

PAYMENT & BILLING TERMS

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 upon receipt of an invoice.

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

Optional Services:

<input type="checkbox"/>	Basic Onsite Training of software, per day <i>Workflow training and installation excluded. Travel expenses included.</i>	1	\$2,200.00	
<input type="checkbox"/>	MCCi Project Manager Rate, per hour	1	\$165.00	
<input type="checkbox"/>	MCCi Development Rate, per hour	1	\$185.00	

Optional: Training Center

Product Description:

ANNUAL SOFTWARE SUPPORT - BASIC LSAP

	Qty.	Cost	Total
<input type="checkbox"/> Training Center 50-99 users	1	\$3,920.00	\$3,920.00
Annual Support Total			\$3,920.00
<i>For budgetary purposes, the Client should include \$3,920.00 in annual budget for renewal of the Training Center for the software quoted above.</i>			

Total Project Cost **\$3,920.00**

**MCCi Quote for:
City of St. Charles, IL (Data Conversion Utility for Application Xtender)**

SCOPE OF SERVICES

The Client currently has approximately 255 GB of electronic records in an Application Xtender system which operates on SQL database engine as the backend. This data contains approximately 527,000 images and/or 40,800 electronic documents, which the Client would like to have migrated, indexed and integrated into their new Laserfiche system.

Access to Data – The Client will provide MCCi with remote access to the data for the purpose of review, and for assistance in configuring the migration utility. If necessary, the client will make a copy of all data to be migrated on an external hard drive and will send the data to MCCi. Additional fees may apply if the data is of a size that requires MCCi to acquire additional hardware to run the migration process.

Copy of Application – The Client is required to give MCCi access to the original application as part of the migration process. If no access can be given, this must be stated in the scope of work.

Due Diligence – Data migrations may require investigation by MCCi prior to providing time estimates and confirmation on programmatic feasibility. Due diligence time spent prior to contracting for services is incorporated into the final project cost.

Migration – The data migration utility created by MCCi, will be utilized to migrate the records to the Laserfiche system. The images and the document classes (i.e. the index data) will be preserved within the variance, if any discovered during Project Sampling and Evaluation Testing. If manual image naming or indexing is required, it will be the client's responsibility.

Supported Data Types – TIFF Images from the legacy system will be migrated into Laserfiche. No conversion of data types or removal of document wrappers will be completed during the migration process unless specifically stated in this scope of services document. Files that are encrypted will not be migrated.

File Wrapper Assumptions – Application Xtender's documents have a .bin file extension. In experiences with this system, these are not true wrappers but just renamed extensions. In addition, these files should all be tiff images.

Indexing – If indexing is desired and not currently contained within the electronic data migrated, the Client is required to provide MCCi with a database (in a format accepted by MCCi) of indexing information which would be used to auto populate template fields. Additionally, the index data must be associated with the documents via unique identifiers or pointers.

OCR – The client will be able to OCR the records internally, once the migration process is complete.

Data Capture and Quality Control – MCCi is not responsible for the accuracy of existing indexing data and/or image quality, such as errors on the media, image file corruption, data file corruption, orphaned records, encrypted data, non-supported proprietary formats or other errors that are not controllable by MCCi.

Security – Due to the vast differences in how document management systems handle security and file access, the migrated data will not retain any of the previous system security from the former document management system. It will be the responsibility of the Client to apply the necessary security and access control to the migrated data in Laserfiche. Prior to providing end user access, the Client should verify that all migrated data has had the proper security applied, including view/write access and redactions (if utilized), which is consistent with their existing Laserfiche security policy.

Sticky Notes, Redactions and/or Annotations – Due to the vast differences in how document management systems handle sticky notes, redactions and annotations, data migration services do not include migration of sticky notes or any other redactions and annotations from the legacy system to Laserfiche, unless otherwise stated in this scope of services document.

Retention of Data – MCCi is not responsible for maintaining a copy of the original data, or a copy of the converted data.

Point of Contact – MCCi requires the Client to make accessible one point of contact to MCCi for all decision making. This person is responsible for obtaining all approvals on behalf of the Client in regards to formatting, template fields, file structure, output format, etc.

Project Deliverables (Data Migration)

MCCi staff will perform the data migration and deliver to the client their indexed and migrated in an easily imported format for Laserfiche. MCCi staff will assist/perform the importing of these documents into the clients Laserfiche system.

Data Sampling and Testing

MCCi will conduct a sample testing which is intended to resolve various migration questions, confirm and ensure a mutual understanding of the migration project requirements and expectations. Work under this contract shall begin after written acceptance of sample test results by the Client.

PROJECT TIMELINE

Timeframes listed below are dependent upon date of receipt of material and project sampling acceptance and based upon business days. Time lost to decision making on the Clients behalf may extend the final delivery timeframe. If additional time is required the Client will be notified accordingly.

- a. Access is provided to electronic data: Day 1
- b. MCCi data review and data conversion utility development: Day 2-25
- c. Client reviews sample data and sign off: Day 25-30
- d. Migration process: Day 30-60
- e. Data is ready for review

PROJECT PRICING – LASERFICHE DATA MIGRATOR UTILITY DEVELOPMENT AND SUPPORT

Based on the estimates provided by the Client and is dependent upon final sample testing.

- Migration Utility & Support \$17,235.00
 - MCCi and client thoroughly review legacy data**
 - Utility configuration for up to 12 Doc types**
 - Creation/verification Laserfiche metadata templates and folder structure:** Client should have existing Laserfiche Templates
 - Sample run and presentation**
 - Migration code fixes and anomaly adjustments**
 - Data migration:** Client will be utilizing the utility to facilitate the migration internally
 - Support:** 30 days from the date of MCCi delivering migration utility
- Project Management Services \$1,740.00

TOTAL PROJECT COST \$ 18,975.00

PAYMENT & BILLING TERMS

MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of the signed contract. Twenty five percent (25%) of the total contract will be invoiced and billed upon delivery of the Data Migration Utility for Laserfiche. The balance of the project will be billed 30 days after delivery of the utility.

Sales Tax will be included where applicable. Payment will be due upon receipt of an invoice.

MCCi STANDARD SERVICES

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

Implementation

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

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

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

LASERFICHE BASE SOFTWARE TRAINING SERVICES

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

System Administration Training

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

- Records Management
- Volumes
- System Settings
- Back Up Procedures
- Troubleshooting Procedures
- Technical Support Overview

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

MCCI ADVANCED IMPLEMENTATION SERVICES

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

LASERFICHE WORKFLOW CONFIGURATION TRAINING

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

Client Deliverables

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

MCCi Deliverables

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

Matrix of Workflow Training Packages:

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

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

LASERFICHE WORKFLOW MANAGED SERVICES

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

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

LASERFICHE FORMS SERVICES

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

Forms Training Services Provided	Overview	Comprehensive
Training Duration	Up to 5 hours Remote	Up to 2 Days Remote/Onsite
Forms Designer	Yes	Yes
Process Modeler	Yes	Yes
Workflow Configuration (For Forms Process Modeler Integration, and Filing Only)	No	Yes
Forms Configuration (Up to 1 - Level 1 Form)	0	1

Forms Configuration Services Per Form	Level 1	Level 2	Level 3
Forms Design Services	Up to 15 Fields	Up to 30 Fields	Up to 50 Fields
Form Field and Data Look-up Rules*	Up to 10 Rules	Up to 20 Rules	Up to 40 Rules
Process Modeler Configuration	Up to 5 Steps	Up to 10 Steps	Up to 20 Steps
Workflow Configuration (For Forms Process Modeler Integration, and Filing Only)	No	Yes	Yes
Custom Scripting (JScript or CSS)*	Call for Quote	Call for Quote	Call for Quote

**Please note:*

- Users submitting through the Forms Portal are limited to forms submission. Users cannot participate in the workflow/routing process within Laserfiche Forms Process Modeler or Laserfiche Workflow, unless they have a Laserfiche Named User License.
- All Forms Configuration Services are conducted remotely due to multiple decision points throughout the configuration, which may cause delays.
- Field Look-ups: Database Views and Queries must exist or be created by the customer prior to MCCi database lookup configuration.
- Java Script and CSS Scripting (if needed) are not included, unless otherwise notated in the pricing section of the Statement of Work.

AFFINITY INTEGRATION CONFIGURATION & TRAINING

Includes:

- Configuration of integration for up to one department within one application
- "Train the Trainer" to empower the client to configure other integrations
- All services are conducted remotely, unless an MCCi representative is onsite for other implementation needs and onsite time permits

Client Deliverables

- Application to be integrated with must meet Affinity requirements
 - <http://www.affinityintegrations.com/requirements.aspx>
- Testing – A test copy of Affinity is available prior to purchase. *Client is responsible for testing to make sure needs are met prior to purchase*
- Assistance in defining the Measurement of Success (MOS)
- IT resources - Appointment of Affinity Administrator
- Laserfiche metadata requirements

MCCi Deliverables

- Install and integrate DataNow Affinity within current Laserfiche system environment pursuant to the Affinity requirements
- Assistance in configuring integration for up to one department within one application
 - At a minimum, if certain data fields cannot be mapped, MCCi will set up Affinity as an image enablement toolbar
- MCCi project manager to assist with defining the MOS
- Affinity integration configuration based on defined MOS
- Define Laserfiche metadata structure to support the specified integration
- Define Laserfiche security to support the integration
- Project Management services up until MOS is met
- Managed Services for up to 30 days past MOS
- Affinity Administrator Training

Measurement of Success (MOS): Based on MCCi's experience, a pre-requisite for providing and/or receiving consulting services is to jointly define an attainable MOS. The MOS is intended to address the desired outcome of the Affinity integration configuration and will be based primarily on the type and capabilities of the application to be integrated with, along with how related data should be organized in the Laserfiche system.

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

LASERFICHE AVANTE

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

LASERFICHE RIO

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

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.

SOFTWARE DESCRIPTIONS

			RIO: Each Application Server can have up to 15 Repositories attached. RIO allows for an unlimited number of Application Servers.
<i>Workflow</i>	Included	Included	
<i>Snapshot</i>	Included	Included	
<i>Email</i>	Included	Included	
<i>WebAccess (Thin client access for named users)</i>	Add-on option	Included	
<i>Mobile Access</i>	Requires WebAccess	Included	
<i>Digital Signatures</i>	Add-on option	Included	
<i>Audit Trail</i>	Add-on option (Options for Starter, Standard, Advanced)	Includes Advanced Audit Trail	
<i>Public Portal (Weblink) Options</i>	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.
<i>Records Management</i>	Add-on option	Add-on option	
<i>Laserfiche Versions</i>	Lf 8.1 and later	Lf 8.0.1 and later	
<i>Web Admin Console</i>	Included	Included	
<i>Laserfiche Forms Users</i>	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 each instance can only be associated with one Laserfiche application Server.
<i>Laserfiche Forms Portal</i>	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

			<p>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.</p>
<p><i>Laserfiche Enterprise Forms Portal</i></p>	<p>Add-on option</p>	<p>Add-on option</p>	<p>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.</p>
<p><i>Laserfiche Authenticated Participants</i></p>	<p>Add-on option</p>	<p>Add-on option</p>	<p>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.</p>
<p><i>Upgrade Path</i></p>	<p>Rio</p>	<p>n/a</p>	

LASERFICHE PLUG-INS

Laserfiche Plug-Ins, Utilities, and Tools

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

Capture Modules

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

Laserfiche Snapshot™: Laserfiche Snapshot is included with both Avante and RIO Full Named User Licenses, and can generate images and text from an electronic file (e.g. a Word document, a web page, a text editor, etc.). The files generated by Laserfiche Snapshot capture the content of the electronic file at the time that it was processed. In other words, they represent an accurate portrayal of an electronic file at a given point in time. The images and text created from an electronic file are then stored in a Laserfiche repository. As you can see, Laserfiche Snapshot can be used as a tool to archive a particular version of an electronic file. Laserfiche Snapshot can process any electronic file that can be opened with a Windows application that has printing capabilities. This feature is automatically included with every Full User purchase.

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

OCR Scheduler for Laserfiche: MCCi developed this tool. It provides a simple and effective way to mass OCR documents in Laserfiche. It allows administrators to configure multiple OCR sessions. Sessions are created based on selecting folders within a specific Laserfiche Repository and scheduling the time to begin the OCR process. Benefits:

- **Efficiency:** Clients can schedule the tool to perform the OCR function, rather than tie up machines during the normal working rhythm.
- **Support/Search Content:** Leaving the responsibility in users hands to conduct OCR can lead to incomplete processing. The tool provides assurance that everything in need of OCR is being addressed without end user interaction.

"Quick Fields" (QF) Batch Processing Tools: Quick Fields is a suite of Batch Processing utilities created by Laserfiche. Avante and RIO bundle each of these features differently, which is reflected in the Statement of Work/Pricing section:

- **Laserfiche® Quick Fields™** automatically captures useful information from paper and electronic documents and organizes it for fast retrieval. Quick Fields transforms data capture from a costly and labor-intensive operation into an efficient process by collecting precise pieces of information from the masses of unstructured data flowing into your organization. Quick Fields improves the speed and accuracy of data capture while giving authorized staff instant access to the information they need to work effectively.
- **QF Bar Code Validation Package:** The Bar Code add-on reads bar codes on a specified page in the document. The value returned by the bar code process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. Bar Code is

very powerful when combined with Real Time Lookup. Supported barcode formats: Codabar, CODE 39, CODE 128, EAN 8, EAN 13, Interleaved 2 of 5, UPCA, and UPCE.

- **QF Real-time Look up Validation Package:** Lookup populates template fields and validates metadata by retrieving data stored in third-party databases and other applications.
- **QF Zone OCR Validation Package:** Images that contain clearly printed or typed information can be converted to text files through a process called OCR (Optical Character Recognition). Once text has been extracted from an image, it can be sent along with the image to the repository. Once the document has been imported into the repository, the extracted text will be associated with the corresponding image in the document. The International Zone OCR add-on will scan a zone on an image for text. Only text found within the zone will be extracted. The data returned by this process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. The International Zone OCR add-on can be installed when Quick Fields is first installed or after it has already been installed.
- **QF Forms Alignment:** automatically repositions scanned documents to match a master form, correcting for scanning errors and improving data extraction.
- **QF Document Classification:** designed for clients who deal with multiple forms, and will recognize and process multiple document types.
- **QF Auto Stamp/Redaction/Bates Numbering:** The Bates stamp option is a document auto-numbering annotation option
- **QF Optical Mark Recognition:** detects handwritten information, including marks on surveys, tests and ballots.
- **QF Agent:** enables administrators to schedule forms processing around the clock and run Quick Fields sessions without operator intervention, reducing labor costs and optimizing business processes.
- **QF Forms Identification:** automatically recognizes the form or document based on its overall structure, even in the absence of bar codes, form data or other distinguishing information.
- **QF Forms Extractor:** removes form outlines to isolate data for more accurate capture.
- **QF Scripting Kit:** Offers a script editor, which allows developers to write C# and VB.Net Scripts, and insert the scripts into a Quick Fields Session.

Distribution Modules

- **Laserfiche Public Portal - WebLink™:** The WebLink module publishes select documents in a Laserfiche repository to an intranet or the Internet in read-only form. Documents can be made available through the Web almost instantly, and users need only an Internet browser in order to access them. Built on ASP .NET, WebLink can be customized to match the look and feel of an organization's Internet or intranet site.
- **Laserfiche WebAccess:** Laserfiche Web Access is a Web browser-based thin client offering virtually all of the document management capabilities of the standard Laserfiche interface. Web Access allows your IT staff to roll out high-volume Laserfiche access without increasing your organization's application support burden. Authorized users organization-wide enjoy simultaneous access to documents, whether they are using the corporate intranet or logging in from a branch office.
 - **Laserfiche Mobile Access Options:** Laserfiche Web Access is required for any/all mobile access options. Web Access Light & Laserfiche Mobile are both options for providing mobile access to your Laserfiche solution:
 - **Web Access Light:** Designed for Blackberry, Chrome, Opera and Safari mobile browsers, offers a lightweight Web interface for popular mobile devices, enabling users to search and retrieve documents, as well as approve documents

- and participate in workflow automation processes, while away from their desktop computers.
- The **Laserfiche Mobile iPhone app** takes advantage of the iPhone's touch screen, gesture recognition and high resolution interface to provide users with an immersive experience. Features include:
 - Create and upload new content with the iPhone camera.
 - Automatically crop, straighten and enhance captured information, with full text recognition.
 - Copy, move, rename, download, e-mail, print or delete content.
 - Browse for documents in a folder structure or search the entire repository
 - Participate in workflow automation processes by accessing metadata fields.
 - The **Laserfiche Mobile iPad app** gives employees the ability to securely view and update content from wherever they are. Features include:
 - Provides secure access to documents and metadata
 - Enables users to create and upload new documents
 - Participate in Workflows on the go
 - **Laserfiche Mobile for Android** allows you to :
 - Search across all documents in a repository
 - Pan, zoom, rotate, and easily access metadata while working with a document in the Document Viewer
 - Quickly create and upload new documents from your device's camera, images in your device's gallery, and files stored on your device
 - Full support for Laserfiche Business Processes, including starting business processes and viewing their details
 - Use personal libraries to create task lists or group related entries to make working with them faster and easier
 - Add, edit, and view entry metadata
 - Copy document text for use in other apps
 - Process, clean up, and compress captured documents for easier viewing
 - Capture the geographic coordinates of an image to allow linking documents to their mapped location
 - View and export PDFs and other electronic documents
 - E-mail document or folder links to colleagues
 - Manage documents using copy, move, rename, print, and delete
 - A variety of security options keep documents secure in Laserfiche and on your device
 - Widget lets you quickly upload new documents and images
- **Laserfiche Plus™** Laserfiche Plus allows the information stored in a Laserfiche repository to be portable. Laserfiche documents published by Laserfiche Plus can be viewed by anybody, regardless of whether they have Laserfiche installed. If these portable Laserfiche documents are sent to a company or site that already has Laserfiche installed, then that organization can also choose to attach those documents to their repository. This software prepares a copy of the Laserfiche files (images, text, electronic files, annotations, templates and field data) for burning directly to your

removable media or to a temporary directory. Choosing to publish to a temporary directory allows you to write it to your removable media at your convenience.

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

Workflow Process Automation, Collaboration, and Tracking

- **Laserfiche Workflow:** Efficiency and accountability-enhancing document routing, e-mail notification and audit trail reporting.
- **Laserfiche Digital Signatures:** Laserfiche allows users to sign briefcases when exporting as well as documents stored in Laserfiche. These are two separate applications of digital signatures. Signing a briefcase file embeds the signature in the file along with the certificate associated with the signing key. The full certificate chain is embedded. This allows users to prove who created the briefcase and that the briefcase was not tampered with. Digitally signed briefcases may, but do not necessarily contain digitally signed documents. Digital signatures can be applied to documents stored in Laserfiche. The digital signatures are stored as metadata and are preserved when exporting a document in a volume or briefcase (whether or not the briefcase was itself signed).
 - Users can digitally sign a document in the Laserfiche Client or Web Access to indicate their approval. Documents can also be countersigned by another user, which indicates approval of the document and the existing signature. Multiple signatures and countersignatures can be applied to a single document.
 - Digital signatures are validated with signing certificates on the server and the repository, which verifies that a signature on a document is trustworthy. A signature becomes invalid if the certificate is expired or if a document has been modified since the signature was applied. Signature certificates are managed through the Laserfiche Administration Console or Web Administration Console. As a pre-requisite, the organization must have Digital Certificates set-up on the network, prior to implementing Laserfiche Digital Signatures.
- **Laserfiche Audit Trail Modules:** Three levels of audit reporting to address your specific regulatory compliance and security needs.
 - The **Starter Edition** tracks basic events that occur in the repository and that involve accessing, modifying or exporting data. Basic events include creating, editing, printing or deleting documents, creating annotations, and assigning metadata.
 - The **Standard Edition** builds on the Starter Edition by tracking additional security- and access-related events. This edition can also track unsuccessful attempts to perform an action, such as failed attempts to access or print documents.
 - The **Advanced Edition** meets the needs of organizations in the most highly regulated environments. It includes all the functionality of the other two editions, and also tracks many more events including password changes, the creation or modification of users and groups, and changes to repository-wide settings. It can also track all the searches users perform, require users to enter reasons for performing certain actions, and automatically add watermarks to printed documents.

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.

Laserfiche Integration Plug-Ins

- **LF Integrator’s Toolkit:** Provides the tools & documentation necessary for customizing Laserfiche, and integrating Laserfiche with other applications.
- **Third Party Integration Plug-Ins:**
 - **DataNow Affinity Integration** – DataNow Affinity brings the power of Laserfiche document management to the applications you use most. Document searches can be reduced to a single click of a button. New documents can be added to your Laserfiche repository without manually entering template field values, file names, or folder locations. Affinity truly makes Laserfiche feel like part of your business software.
 - **RatchetX Integration** – RatchetX is a configurable and robust middleware integration tool for Laserfiche. With a single click of a button, new documents can be added to Laserfiche from another application, and users can search Laserfiche directly from the applications they use most. RatchetX is unique in regards to the robust toolset it provides for accessing data from other applications (even the toughest proprietary systems), for use configuring the most common ECM integrations: Indexing, importing/scanning, and executing search queries. In addition, RatchetX provides the capability to create custom integration activities, such as populating a record in another system from the data extracted during the intake process in Laserfiche, or looking up a record in another system from the Laserfiche interface itself (Bi-directional Integration).
 - **LF Integrator GP** – LF Integrator empowers Great Plains users to scan, search and link supporting documents in Laserfiche document management applications directly from the Great Plains menu bar. Link the document and workflow management power of Laserfiche with your current Great Plains implementation.
 - **LF Integrator AutoCAD** – LF Integrator for AutoCAD allows you to store AutoCAD drawing files or associated documents in Laserfiche, including embedded cross reference files, directly from the AutoCAD menu. Launch Laserfiche scan or search modules using the drawing file for template or search criteria, or create a Laserfiche document template using the fields from any AutoCAD drawing title block with a single click.
 - **GeoDocs: GeoDocs™** is a web-based software that seamlessly integrates ESRI ArcIMS (soon to be ArcGIS Server) and Laserfiche. Utilizing robust search capabilities, users of GeoDocs

can access digital documents stored in a Laserfiche repository from within the web-based GIS program and vice versa, access spatial information stored in a GIS from within the Laserfiche web client.

- *ImageSign for Laserfiche* – ImageSign for Laserfiche allows you to digitally sign documents inside of Laserfiche securely. There are also options for utilizing external signature pads to allow customers & external users to electronically sign documents.
**Created & supported by MCCi only.*
- *LT Systems Laserfiche Integration* – LT Systems Laserfiche Integration allows users of the LT Systems Court solutions to archive court related documents into Laserfiche. Users can launch Laserfiche scan or searching windows from LT Systems and bring data and documents directly into Laserfiche while capturing metadata in LT Systems.
**Created & supported by MCCi only.*

When you become a client of MCCi, you gain much more than just a new product. You gain a relationship between our staff and your organization to make your product implementation successful and the usage of your product an enjoyable experience. In order to make this possible, MCCi offers both Proactive and Technical Support.

PROACTIVE SUPPORT

MCCi assigns each account with a Regional Account Executive and an internal Account Manager Team. You will have already worked with your Account Executive in the pre-project phase and they will continue to support you. Your Account Executive will provide a local presence and contact information should local meetings be necessary. The Account Executive also assists in pre implementation processes.

Your Account Manager will assist in managing ongoing support through the life of the product. MCCi believes in a proactive support methodology and it is the Account Managers' role to insure this ongoing communication with clients. Your Account Manager will be in touch throughout the year to discuss optimal system usage and ensure client satisfaction. Items discussed may include, but are not limited to:

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

Educational Resource Definitions

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

- **User Groups** – MCCi offers annual user groups to keep end users trained on the newest versions and products. These are geared to both users and administrators of the system.

TECHNICAL SUPPORT

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

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

TRAINING CENTER

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

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

MANAGED SERVICES

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

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

problem areas and make recommendations for better use of the system. This analysis is designed to be implemented 6 months after the initial Software installation, and should be performed annually after that date. This is an optional service that will be completed only if requested by the Client.

- **Remote Access Support** – Remote Access Support allows our helpdesk staff to access your machines remotely to resolve problems faster. The use of Remote Access Support saves you both time and money by reducing the delays in resolving software issues without costly onsite visits.
- **Laserfiche Certifications** – First priority offering of complimentary Laserfiche certifications on an as available basis.
- **Laserfiche Conference Registration** – First priority offering of complimentary Laserfiche Annual Conference registration on an as available basis.
- **Expiration & Additional Services** – MCCi Managed Services is an annual package and will expire on the same date as your SAP plan.

MCCi does provide continued technical support for all MCCi applications. Technical support is provided via email or telephone during normal business hours of 8:00 a.m. to 5:00 p.m. local time in the Continental U.S. Clients can designate several individuals who are to be the technical support contacts. Those individuals may contact MCCi at any time for technical support. There is no limit on the number of technical support calls that can be made. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates.

HARDWARE REQUIREMENTS

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.

Scanning Station PC

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

Client

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

Batch Processing Quick Fields Machine

OS	Windows 8 (32 or 64), Windows 7 (32 or 64), Windows Vista, Windows XP Professional (Service Pack 3 or later)
CPU	2.8 GHz Processor or better, Performing OCR: Dual Core 2.8 GHz or faster processor
Memory	4 GB RAM or more
Communications	TCP/IP
High Volume Recommendation	Windows 7 x64 with 8 GB RAM, Intel Core 2 Duo Processors 3.33GHz

Laserfiche Application Server

OS	Windows Server 2012, Windows 2008 R2, Windows Server 2003 (Service Pack 1 or later)
CPU	Quad-Core Processor, 2.5 GHz Processor or better
Memory	4 - 8 GB RAM
Communications	TCP/IP

Image/File Server Storage

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

Database Management System

Avante SQL or Rio SQL	SQL Server 2012, SQL Server 2008 R2 Standard, Microsoft SQL Server 2005 (Service Pack 3 or later), Oracle 9i Release 2 (9.2.0.8+), Oracle 10g (10.2.0.4+), Oracle 11g (11.1.0.6+). For MSSQL, MCCi recommends storing the MDF and LDF on different drives. Growth of MDF to 10% – 15% and Log to 5% to 10% of cumulative Laserfiche Volume size is anticipated.
Avante SQL Express	Microsoft SQL Server 2008 Express Edition
	*Note: Oracle or Microsoft SQL Server must be purchased separately. You must additionally purchase enough licensing for your DBMS to support your Laserfiche installation.

Laserfiche Workflow Server

OS	Windows Server 2012, Windows 2008 R2, Windows Server 2003 (Service Pack 2 or later)
CPU	4 Core Processor, 2 GHz Processor or better
Memory	4 GB RAM
Communications	TCP/IP

Laserfiche Audit Trail Server

OS	Windows Server 2012, Windows 2008 R2, Windows Server 2003 (Service Pack 2 or later), IIS 6 or 7
CPU	Dual Core Processor, 2 GHz Processor or better
Memory	2 – 4 GB RAM
Communications	TCP/IP
Local Storage	C:\ Drive with 40GB or greater available

Web Module Server(s)

Required if	Installing "Web Access" or Public Portal- Weblink"
OS	Windows Server 2012 with IIS 8, Windows Server 2008 R2 with IIS 7, Windows Server 2003 with IIS 6
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
Note	Clients are responsible for any additional security protocol setup/associated fees, that are required to provide internal/external web access. An example would be setting up "Kerberos" for thin client active directory authentication, or setting up VPN access to allow Laserfiche's iPad/iPhone applications to connect through the Web Access server.

	<p>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.</p>
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OCR Scheduler for Laserfiche

OS	Windows Operation Systems: 32 & 64 bit
Requirements	Laserfiche Version 8 Server (runs as a service), Laserfiche Version 8 Client.
Recommendation	1 dedicated LF Named User license
Note	Does not support OCR for Electronic Documents

Scanners

<p>Must use ISIS drivers to be compatible with Laserfiche ScanConnect software (if utilizing the 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.</p>

Laserfiche Forms

Laserfiche Server	Version 8.3.2 or higher, Avante or Rio licensing model
Web Server	Windows Server 2008 with IIS 7 or 7.5, Windows Server 2012 or Windows 8 with IIS 8
CPU	Quad Core 2.9 GHz or faster processor
Memory	8 GB RAM or more
Database Server	Microsoft SQL Server 2008, 2008 R2, and 2012
Client	<p>Laserfiche Forms can be viewed in Chrome, Firefox 3.5 and higher, Internet Explorer 7 and higher, Opera, and Safari (Mac only). It also supports mobile browsing from iPad 2 and higher. For best results we recommend using Internet Explorer 9 or higher, Firefox 12 or higher, or Chrome 6 or higher</p>
Note	<p>Internet Explorer 7 users should install Microsoft security update 947864 (MS08-024)</p> <p>The number of Forms application servers needed is dependent upon the number of Forms instances the client would like to install. Additionally if the Forms Portal module is intended to be installed outside the secure network clients would typically need an external Forms Server and an internal Forms Server. Please review Laserfiche Software Features and Licensing chart for additional information and consult with your MCCi representative on the proper licensing and configuration for your needs.</p>

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

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

Date: November 6, 2014

By:

(Signature)

(Printed Name & Title)

Witness:

(Signature)

Noted Items Accepted by: **CITY OF ST. CHARLES, IL**

Date:

By:

(Signature)

(Printed Name & Title)

Witness:

(Signature)

(Printed Name & Title)

MCCI, a limited liability company and subsidiary of MUNICIPAL CODE CORPORATION, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCI, hereby offers the Laserfiche Software & Services according to the following terms and conditions.

LASERFICHE SOFTWARE UPGRADE

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

SOFTWARE ASSURANCE PLAN (SAP)

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

Customers may contact MCCI support via MCCI's Online Support Center, email (support@mccinnovations.com), or telephone 866-942-0464. Support is available Monday-Friday (excluding major holidays) from 8:00 a.m. - 5:00 p.m. local time in the Continental U.S..

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.

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.

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.

ADDITIONAL SERVICES

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

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

AGREEMENT EXTENDED TO OTHER GOVERNMENTAL UNITS

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

TRAVEL EXPENSES

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

LIMITED LIABILITY

In no event shall MCCI's total liability to the client exceed the project fees paid to MCCI by the client. The foregoing limit does not apply to (i) death or personal injury arising from negligence of MCCI employees or subcontractors, or (ii) in respect of all forms of loss, intentional as well as negligence including accidental loss or damage to tangible property, to the extent caused by the negligence of MCCI, its employees or subcontractors. In the event of accidental loss of or damage to tangible property, to the extent caused by the negligence of MCCI, its employees or subcontractors, the limit of liability is \$5,000,000. In the event of loss caused by or arising out of an error or omission of MCCI, its employees or sub-contractors, the limit of professional liability is \$1,000,000.

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 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 employees 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.

INSURANCE

MCCI will ensure that the required amounts and types of insurance coverage in conjunction with the work performed under this contract will be maintained (see attached City of St. Charles Certificate of Insurance Requirements).

TERMINATION

The services provided in this agreement will be in full force and effect for a period of one (1) year from the date of shipment of the completed product to the organization. Thereafter, this agreement will be year to year, provided that either party may alter or cancel the terms of this agreement upon sixty (60) days' written notice.

FEES AND PAYMENTS

Billing will be issued upon the completion of agreed upon milestones and invoices are due within (30) days of receipt.

PERSONNEL

The City reserves the right to approve all individuals providing services pursuant to this Agreement. MCCI agrees to cause its employees and agents to comply with all applicable City policies and procedures, including but not limited to those relating to the City's computer security and information systems and include herein as the "City of St. Charles Technology Use and Security Policy".

The City, on a reasonable basis, shall have the right to require the removal and replacement of any employee. The City shall notify MCCI in writing in the event the City requires such actions. MCCI shall accomplish any such removal within fourteen (14) calendar days after receipt of notice from City and shall promptly replace such person with another person, reasonably acceptable to the City. If MCCI replaces key personnel, the new key personnel shall, at no cost to the City, devote sufficient time to becoming familiar with the project prior to performing services.

DISPUTE RESOLUTION

In the event of any dispute, each of the parties will have their respective Project Managers meet to resolve such dispute or negotiate for an adjustment. If a resolution to such dispute during such meeting, the parties agree to elevate the dispute to a meeting of the Executive Sponsor and MCCI's Director of Project Management. If MCCI and the City are unable to reach a mutually agreeable resolution after such meeting, either party may institute a legal action.

CHANGE ORDERS

If the City requires the performance of services that are not then being performed, or requires a change to the existing services, the City's Project Manager shall deliver to MCCI's Project Manager a change request specifying the proposed work. MCCI, within five (5) business days, or longer as may be mutually agreed between the parties, following the date of receipt of such change request, shall provide the City with an evaluation of the change request and a written proposal. All change orders shall be governed by the terms and conditions of this agreement, including the hourly rates for services, unless mutually agreed in writing otherwise.

All changes and/or extra work shall be performed and paid for in accordance with the following:

- a) Only the City's Project Manager may authorize extra and/or changed work, and will be approved via the Change Order process described in this agreement. MCCI expressly recognizes that other City personnel are without authorization to either order extra and/or changed work or waive contract requirements. Failure of MCCI to secure the City's Project Manager's authorization for such extra and/or changed work shall constitute a waiver of any and all right to adjustment in contract price due to such unauthorized work and MCCI thereafter shall be entitled to no compensation whatsoever for performance of such work.
- b) If MCCI is of the opinion that any work it has been directed to perform is beyond the scope of this agreement and constitutes extra work, it shall promptly notify the City of the fact. The City shall make a determination as to whether or not such work is, in fact, beyond the scope of this agreement and constitutes extra work; it shall provide a change order as outline above.
- c) In the event the City determines that such work does not constitute extra work, MCCI shall not be paid extra compensation above that provided herein and if such determination is made by the City, said determination may be appealed in accordance with the dispute resolution section herein.

GENERAL

If the City should not appropriate or otherwise make available funds sufficient to implement the services provided for in this agreement, the City may unilaterally terminate this agreement only upon thirty (30) days written notice to MCCI. Upon termination, the City shall remit payment for all services delivered to the City and all expenses incurred by MCCI prior to MCCI's receipt of the termination notice.

This agreement and any matters relating to it, will be governed, construed and interpreted in accordance with the laws applicable in the State of Illinois and Kane County. Any litigation shall only be filed in Kane County, Illinois.