Prepared For:
North Port, FL

Presented By:
Logan Di Liello

ECM SOLUTION

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MCCi

MCCi

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October 4, 2017

Mr. Jeff Kasson
City of North Port
4970 City Hall Boulevard
North Port, FL 34286

Dear Mr. Kasson:

I enjoyed speaking with you recently regarding MCCi's Laserfiche software and services. While reviewing the enclosed Professional Services Proposal, please keep in mind the following advantages of being a MCCi client:

Leading Provider – MCCi is the leading provider of Laserfiche in the world and a Laserfiche Gold VAR.

Professionals – All MCCi's professional services team members acquire and maintain Laserfiche Gold Certification. In addition, they have undergone a thorough background check and security awareness training.

Public Sector Focus – MCCi was created by Municipal Code Corporation to focus on innovative technologies for the public sector. MCCi provides Laserfiche software and services to public sector entities including Cities, Counties, State Agencies, Special Districts, School Districts, Law Enforcement, and more.

Specialization in Enterprise Solutions – Our Project Managers provide implementation and training services to help deploy your Laserfiche solution across the Enterprise. 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 meet this goal within your desired 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 we 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 complementary 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. We appreciate your interest and hope that we will have the pleasure of working with you.

Sincerely,

Logan Di Liello
Territory Leader

TABLE OF CONTENTS

OUR HISTORY

Our story goes back to the 1950s, as a one-man operation, for the sole purpose of codifying municipal laws and ordinances, and printing this material. George Langford, the founder of Municode, was a true pioneer. He bought the first copy machine in Florida and carried it from city to city in the trunk of his Buick.

Fast forward 65 years and look at us now! MCCi is part of the Municode family of companies, committed to leading the industry, staying abreast of technology and focusing on the needs of our clients so that everyone – our clients and our employees – may grow.

A relationship with Laserfiche established in 1998 and a few years later became the top reseller in the world – and still maintains the ranking today. MCCi serves more than 900 clients nationwide in 44 states.

Our growth and our client's success is widely recognized. Most recently, Inc. Magazine recognized MCCi as an Inc. 5000 fastest-growing private companies in the United States. Additional noteworthy recognition includes Best Companies to Work, Florida Companies to Watch, Microsoft Gold Certified Partner, and Laserfiche Gold Certified VAR, just to name a few.

OUR CULTURE

We are fanatical about client success. Success starts with our eagerness to understand our client's goals. We understand that excellent service, client education and follow up are all part of the success life cycle.

We don't just want to date our clients. We demand every member of our team understands and practices the foundation of a long-term relationship; communication, caring, and commitment.

We innovate and evolve. Our growth initiatives are based on what our clients need and where they are headed. We understand that we must continuously evolve and improve to support our clients.

We are unreasonably picky about our teammates. We believe the execution of team goals requires excellence at every level. Each team member must enjoy hard work and excel at doing their part. We expect and empower our team to grow, professionally and personally.

OUR TEAM

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 and 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 and business processes. They are Laserfiche Gold Certified and maintain other professional certifications.

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. An annual subscription to our online Training Center for Laserfiche allows all types of users, regardless of their role, to access videos on popular topics.

DEDICATED SUPPORT
Once your project is complete, you will have access to our support staff for troubleshooting and supporting your Laserfiche system. Our staff can be easily reached by email, phone, or our online support center.

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:

- First Tier Support from MCCi to resolve Laserfiche software errors
- 100% upgrade credit for your existing software (in the event of a platform upgrade)
- 24-hour FTP and Laserfiche support website for downloading free Laserfiche software updates
- Technical bulletins and newsletters

SALES & ACCOUNT MANAGEMENT
You will have a dedicated team of an Account Executive and Account Manager that you can directly contact. 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 Manager's role to:

- Identify any needs that could easily be addressed with the current system.
- Provide resource for question and answer, best practices, how other clients are using the system with use of documented case studies, support center, etc.
- Provide continued education for existing and new users within the organization with 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

PROPOSED SOLUTION

MARKET LEADER
Since 1987, Laserfiche ECM has been trusted by more than 35,000 organizations worldwide. Over 5 million users use Laserfiche on a day to day basis. Laserfiche is unique in the market in that every product created is done so from the ground up with internal development staff. This makes all solutions seamless and integrated unlike other companies that tend to purchase other products and merge them to their platform resulting in cumbersome solutions that are not user friendly.

MCCi is proposing the enclosed Laserfiche software and MCCi's Professional Services for your organization. With capabilities ranging from electronic records management to document routing, electronic forms, and integrations, Laserfiche ECM is a powerful solution that enables the entire enterprise. Please keep in mind some of the features of Laserfiche:

USER FRIENDLY
Laserfiche is very easy to learn, navigate, and use. With a folder structure similar to Windows Explorer, Laserfiche will seem familiar to your staff, giving them the confidence to begin scanning and retrieving documents almost immediately after installation.

COMPREHENSIVE SECURITY
Laserfiche Comprehensive Security allows you to control and administer the security of your documents. You determine what functions, such as scanning and printing, each staff member may use.

INTELLIGENT SEARCH
The Laserfiche Search Engine is a powerful tool to help users find the documents they need during their day-to-day processes, including full-text search, index search, and document and folder name. The Laserfiche full-text search unlocks the contents of your documents; if you need to find a word or phrase within a document, Laserfiche 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 Office application or SharePoint, etc., Laserfiche has options available to reduce duplicate data entry and provides seamless access to your records.

E-FORMS & BUSINESS PROCESS AUTOMATION
Laserfiche allows users to capture information while automating and transforming business processes. Users are finding efficiencies by reducing the time processes take and giving users access to information instantaneously through the implementation of Laserfiche Forms and Laserfiche Workflow, resulting in cost savings for the organization.
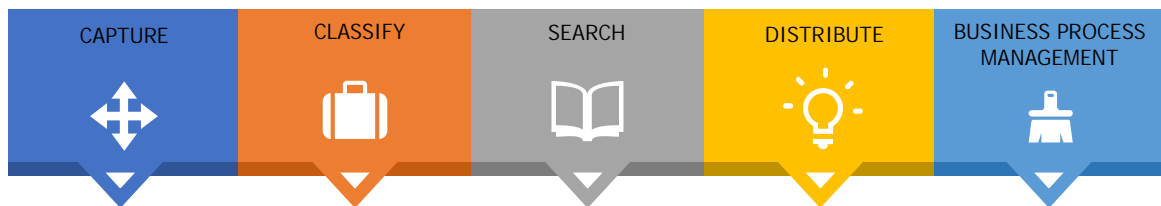
MOBILITY & WEB TOOLS
Mobile devices are now used in organizations for day-to-day operations. Laserfiche has options available to ensure you can access Laserfiche from these devices and perform related actions quickly on the go. There are also options to give your outside citizens/customers access to records through the web to promote transparency and decrease records requests.

LASERFICHE RIO

MCCi is recommending the Rio Enterprise platform for your organization. Laserfiche Rio seamlessly combines traditional enterprise content management (ECM) functionality with powerful business process management, auditing tools, and security. This platform is designed for clients like you, who innovate and evolve with changing technologies, digitally transforming their organization and expanding business processes across the enterprise.

By providing unlimited document repositories and servers, Laserfiche Rio supports development, testing, staging and production, putting you in complete control of your business processes and system design. With capabilities ranging from records management to document routing, electronic forms, and digital signatures, Laserfiche Rio provides an easy-to-use, cost effective platform for automating day-to-day business processes.

CAPTURE	CLASSIFY	SEARCH	DISTRIBUTE	BUSINESS PROCESS MANAGEMENT

![MCCi logo]

Laserfiche Rio

Product Description:	Qty.	Cost	City of Miami IFB391322	Total
ECM SOFTWARE LICENSING FOR RIO				
☑ Rio Pilot 25-49 Users *Includes Unlimited Laserfiche Servers, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Digital Signatures, Advanced Audit Trail, Snapshot, and Email*	25	$900.00	$839.25	$20,981.25
☑ OCR Scheduler for Laserfiche *- Requires one dedicated Laserfiche User License*	1	$1,500.00	$1,398.75	$1,398.75
☑ LF Scanconnect for Rio 10-pack	1	$915.00	$853.24	$853.24
☑ Pilot Public Portal *Includes Weblink software and 25 Weblink-only retrieval connections.*	1	$25,000.00	$23,312.50	$23,312.50
Document Management Software and Licenses Total				***$46,545.74***
ANNUAL SOFTWARE SUPPORT/SUBSCRIPTION - BASIC LSAP				
☑ Rio Pilot 25-49 Users *Includes Unlimited Laserfiche Servers, Workflow, WebAccess (includes SharePoint integration web parts & WebAccess Light), Digital Signatures, Advanced Audit Trail, Snapshot, and Email*	25	$180.00	$162.00	$4,050.00
☑ OCR Scheduler for Laserfiche *- Requires one dedicated Laserfiche User License*	1	$330.00	$297.00	$297.00
☑ LF Scanconnect for Rio 10-pack	1	$184.00	$165.60	$165.60
☑ Pilot Public Portal *Includes Weblink software and 25 Weblink-only retrieval connections.*	1	$5,000.00	$4,500.00	$4,500.00
☑ Laserfiche Administration Services, Level 1	1	$5,568.75	$5,568.75	$5,568.75

	Laserfiche Administration Services needs are estimated based on the current software components provided herein: up to 37.5 hours.				
☑	Training Center 50-99 Users	1	$3,920.00	$3,920.00	$3,920.00
☑	MCCi SLA 50-100 Laserfiche Users	1	$3,800.00	$3,420.00	$3,420.00
	Receive 4 hour or less response time and up to 10% off future professional service engagements – full SLA document available upon request				
	Annual Support Total				***$21,921.35***

For budgetary purposes, the Client should include $21,921.35 in annual budget for renewal of the items quoted above. Please note that if you subscribe to MCCi's SLA or Training Center, additional user licenses may increase the cost of these items at the time of your next annual renewal.

MCCi PROFESSIONAL SERVICES

☑	Laserfiche Filing Workflow Configuration *Up to 15 Documents*	1	$3,700.00	$3,330.00	$3,330.00
☑	Basic Onsite Training of software, per day	3	$2,200.00	$1,980.00	$5,940.00
	•1 Day Admin Training *•2 Days End User Training Workflow training and installation excluded. Travel expenses included.*				
☑	MCCi Project Management Services	1	$10,175.00	$9,157.50	$9,157.50
	Remote Setup/Configuration *•Laserfiche Rio, Directory Services* *•Public Portal (Internal Use)* *•Web Access, Audit Trail, OCR Scheduler, Digital Signatures* *•Workflow and Forms Essentials*				
	Professional Services Total				***$18,427.50***

Total Project Cost		***$86,894.59***

All Quotes Expire in 30 Days

DATA MIGRATION- ALCHEMY PROJECT TOTAL: $12,720.00
DATA MIGRATION- OPTIVIEW PROJECT TOTAL: $15,527.00
LASERFICHE PROJECT TOTAL: $86,894.59

GRAND TOTAL FOR 3 PROJECTS: $115,141.59

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. Hard copy manuals or software are available upon request, for a $50 additional charge.

To ensure you are budgeting correctly for future renewals, please add the amount listed in the budgetary note above to your current budgeted renewal amount.

The Client currently has electronic records in an Alchemy version 8.9 system. Data from this system will be exported by the client to CSV. The Client would like to have migrated, indexed, and integrated into their new Laserfiche system. Unless otherwise stated in the scope of services, the migration process is limited to migrating data from one system to Laserfiche.

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.

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.

Assumptions

ʃ All CSV data will be normalized and have consistent formatting and layout.
ʃ There number of documents types found on the discovery call (1) will not exceed six.
ʃ There is no corruption or hidden security on the documents

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 PRICING – DATA MIGRATION SERVICES

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

☑ Migration Utility & Support $11,070
- MCCi and client thoroughly review legacy data
- Utility configuration for up to 1 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 may be required to assist in the actual migration If original time estimates are exceeded
- Volume Consistency check

☑ Project Management Services $1,650

Total Pricing- $12,720

PAYMENT & BILLING TERMS
MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of the signed contract. Balance will be invoiced and billed upon delivery of migrated data. Sales Tax will be included where applicable. Payment will be due upon receipt of an invoice. Upon import into Client production Laserfiche repository, Client has 30 days to review imported records to verify accuracy of migrated electronic data. If the Client remains silent regarding their findings and/or 30 days elapses without notification to MCCi; the Client then deems the migration accurate and acceptable.

The Client currently has electronic records in an OptiView system. Data from this system will be exported by the client to CSV. The Client would like to have migrated, indexed, and integrated into their new Laserfiche system. Unless otherwise stated in the scope of services, the migration process is limited to migrating data from one system to Laserfiche.

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.

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.

Assumptions

- ⟩ All CSV data will be normalized and have consistent formatting and layout.
- ⟩ There number of documents types found on the discovery call (6) will not exceed 12.
- ⟩ There is no corruption or hidden security on the documents

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 PRICING – DATA MIGRATION SERVICES

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

☑ Migration Utility & Support (Up to 67 Hours)   **$13,735**
- **MCCi and client thoroughly review legacy data**
- **Utility configuration for up to 6 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 may be required to assist in the actual migration If original time estimates are exceeded
- **Volume Consistency check**

☑ Project Management Services   **$1,792**

                                                                        Total Pricing- $15,527

PAYMENT & BILLING TERMS
MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of the signed contract. Balance will be invoiced and billed upon delivery of migrated data. Sales Tax will be included where applicable. Payment will be due upon receipt of an invoice. Upon import into Client production Laserfiche repository, Client has 30 days to review imported records to verify accuracy of migrated electronic data. If the Client remains silent regarding their findings and/or 30 days elapses without notification to MCCi; the Client then deems the migration accurate and acceptable.

To determine which services are included with your project, please refer to the Pricing Section.

MCCI PROJECT MANAGEMENT SERVICES

MCCi's Laserfiche certified Team Member administer these services and concentrate on defining business requirements and the deliverables that follow. The MCCi Team Member will work with the Client's point of contact to put together a project plan that clearly defines the scope of the Project Management services, ensuring the Client is prepared for the final project implementation. The total number of service hours is limited to the total fee quoted, divided by MCCi's current Project Management rate.

CLIENT CONSULTATION

The assigned MCCi Project Manager will perform a consultation including a review of current document organization and retrieval practices to determine desired indexing methods, security rules, and 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 conventions, 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 objectives. Please refer to the Pricing Section 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 onsite training is not included. Please refer to the Pricing Section to determine if training was quoted.

AVANTE TO RIO UPGRADE PACKAGE

MCCI DELIVERABLES

- MCCi will perform licensing update to upgrade the client to Rio and newest version of Laserfiche
- MCCi will install new Rio modules not currently owned by the client to not exceed: Directory Services, Web Access, Digital Signatures, Forms Essentials
- MCCi will train the Laserfiche Administrator on how to convert their Named User licensing from the Admin Console to Directory Services
- Directory Services will be installed on the same server as the Laserfiche Server
- Self-Signed SSL certificate will be utilized to run Directory Services, or the Client has a public SSL Certificate procured for the server on which LFDS will reside
- Converting users from Administration Console to Directory Services

EXCLUSIONS

- Server move unless listed
- Metadata Configuration
- Training

UPGRADE TO AVANTE PACKAGE

MCCI DELIVERABLES

- MCCi will perform licensing update to upgrade the client to Avante and newest version of Laserfiche
- MCCi will install new Avante modules not currently owned by the client to not exceed Web Access, Forms Essentials
- MCCi will train the Laserfiche Administrator on how to convert their Concurrent User Licensing to Named User Licensing
- Upgrade to newest version of Laserfiche unless listed

EXCLUSIONS
- Server move unless listed
- Metadata Configuration
- Training

LASERFICHE FILING WORKFLOW CONFIGURATION

MCCi's Laserfiche Filing Workflow Configuration Services are designed to be highly collaborative. The goal is to provide a customized process that allows your organization to archive specified records in a proper format and location that is consistent with your organization's standards. To execute, MCCi's team of expert Project Managers and System Engineers will work with the Client's Project Manager to build a Business Process in the Client's Laserfiche environment.

MCCI DELIVERABLES
- Configure a Laserfiche Workflow including (Up To 15 Documents) for archival
  - Includes renaming of documents
  - Routing to appropriate folder structure
- Consultation with a MCCi Project Manager

CLIENT DELIVERABLES
- Provide MCCi with a mapped out narrative and flowchart of the specified business process
- Thoroughly define each resource and activity in the business process, including any exceptions
- Respond in a timely fashion to questions posed by MCCi's Business Process Configuration team
- Appointment of Client Project Manager
- Availability of IT resources as needed and end users for interviews and Business Process testing
- Required Laserfiche software licensing

BUSINESS PROCESS CONFIGURATION SERVICES

Business Process Configuration Services are designed as an option for organizations that require advanced system configuration, but may lack the time or expertise necessary to configure Workflow, Quick Fields, or any of Laserfiche's other advanced modules. MCCi's team of expert Project Managers and System Engineers will work in concert with the Client's Project Manager to build a Business Process in the Client's Laserfiche environment.

CLIENT DELIVERABLES
- Provide MCCi with a mapped out narrative and flowchart of the specified business process
- Thoroughly define each resource and activity in the business process, including any exceptions
- Respond in a timely fashion to questions posed by the Business Process Configuration team
- Appointment of Client Project Manager
- Availability of IT resources as needed
- Availability of end users for interviews and Business Process testing
- Required Laserfiche software licensing

MCCI DELIVERABLES
- Install and configure Laserfiche modules that are relevant to the implementation
- Consultation with a Laserfiche Project Manager
- Business Process Configuration Managed Services post implementation
  - The scope of Managed Services will be limited to supporting the process(es) implemented through this contract.
- Roll-out Assistance is an optional service if included in the scope of services.
- The scope of Managed Services will be limited to supporting the process(es) implemented through this contract. Note: This service will be billed separately and is billed upon completion.

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 Pricing Section for the specific Laserfiche Forms Services quoted.

Forms Configuration Services Per Form	Level 1	Level 2	Level 3
Forms Design Services Create/modify form from the Business Process Library 10.1+	Up to 15 Fields	Up to 30 Fields	Up to 50 Fields
Form Field and Data Look-up Rules*	Up 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, Filing Only	No	Yes	Yes
Custom Scripting (JScript or CSS) *	Call for Quote	Call for Quote	Call for Quote

*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 Client prior to MCCi database lookup configuration.
▪ Java Script and CSS Scripting (if needed) are not included, unless otherwise notated in the Pricing Section.

LASERFICHE CONNECTOR INTEGRATION CONFIGURATION & TRAINING
INCLUDES
▪ Configuration of integration for up to one application screen with 3 standard actions on one machine
▪ Standard Actions Included: Scan, Import, Search Client, Search Weblink, and/or Search Web Access, launching from the desired application to Laserfiche
▪ Remote "Train the Trainer" training for up to half a business day to empower the Client to configure other integrations
▪ All data used for configuration must be available from the Application Screens
▪ All services are conducted remotely, unless a MCCi representative is onsite for other implementation needs and onsite time permits

CLIENT DELIVERABLES
▪ Application to be integrated with and user's machine must meet Laserfiche Connector requirements set forth in the hardware requirements
▪ Testing – A test utility to ensure that the application screen is viable is available prior to purchase. Client is responsible for ensuring compatibility of applications prior to purchase
▪ IT resources – Appointment of Laserfiche Connector Administrator
▪ Laserfiche metadata requirements

MCCI DELIVERABLES
▪ Install and integrate Laserfiche connector within current Laserfiche system environment pursuant to the Laserfiche Connector requirements
▪ Assistance in configuring integration for one application screen with 3 standard action Connector Profiles on one machine
▪ Define Laserfiche metadata structure to support the specified integration
▪ Define Laserfiche security to support the integration
▪ Project Management services
▪ Remote Laserfiche Connector Administrator Training

RATCHET-X CONFIGURATION SERVICES

INCLUDES
- Configuration of integration for one application with up to three screen configurations identified during initial implementation
- Configuration pricing is based upon one application and up to three screens being configured at one time. Additional charges may apply if configurations of screens need to be broken up at different time frames.
- Base installation and configuration for actions that jump from the Application to Laserfiche
- Standard Actions Included: Scan, Import, Search Client, Search Weblink, and/or Search Web Access, launching from the desired application to Laserfiche
- All data used for configuration must be available from the Application Screens
- All services are conducted remotely, unless a MCCi representative is onsite for other implementation needs and onsite time permits
- For web based solutions, screen configuration will be done based on Microsoft's Internet Explorer Browser only. If other and/or multiple browser configurations are required, it must be stated in the Pricing Section.

*Client is responsible for testing to make sure needs are met prior to purchase.

RATCHETX PER CUSTOM ACTIVITY DEVELOPMENT/CONFIGURATION:
Includes any "Action" that is not listed as a Standard Action above, or any configuration that is required to have the integration points launch from Laserfiche back to the desired application, rather than from the application back to Laserfiche – Contact MCCi for Pricing Proposal.

LASERFICHE – SHAREPOINT INTEGRATION ASSISTANCE

MCCi's Laserfiche SharePoint 2013 Integration Assistance service is designed to be highly collaborative. The goal is to provide the Client with a fully functional Laserfiche SharePoint Integration for the Client's existing SharePoint 2013 implementation, along with the necessary knowledge to support the integration once the installation and configuration engagement is complete.

CLIENT DELIVERABLES
- Existing and stable on-premise on SharePoint 2013 or SharePoint 2010 solution. SharePoint Foundation is acceptable, but does not include Search functionality.
- Provide a dedicated point of contact with sufficient server and directory services administrative rights to facilitate the required configuration tasks.
- Existing and stable Laserfiche Server and Web Access (9.1 or later) installation on Windows Server 2008 R2 or Windows Server 2012.
- Identify existing, or configure new SharePoint site where the Laserfiche SharePoint Integration for SharePoint Repository and/or Search Web Parts will be installed and configured. Note: If the Laserfiche SharePoint Search integration is to be configured, SharePoint federated search feature must be configured and working properly.
- Troubleshoot and resolve server operating system, Internet Information Services, network or Kerberos related issues affecting the installation, configuration or functionality of any component of the Laserfiche SharePoint Integration for SharePoint. Note: If the client does not have the necessary skill set available to address these types of issues, the client should be prepared to engage a third-party support provider to assist.

MCCI DELIVERABLES (REMOTE DELIVERY)
- Installation of Laserfiche SharePoint Integration for SharePoint
- Configuration of Laserfiche SharePoint Repository and Search Web Parts
- Remote training on the use and configuration of Laserfiche SharePoint Repository and Search Web Parts
- In the event MCCi and the Client are unable to determine or agree on the root cause of an issue affecting the installation, configuration, or functionality of the Laserfiche SharePoint Integration for SharePoint and/or the Laserfiche SharePoint Repository and Search Web Parts, MCCi is responsible for opening the escalation case with Laserfiche Support.
  - In the event Laserfiche Support determines the root cause of an issue affecting the installation, configuration, or functionality of the Laserfiche SharePoint Integration for SharePoint and/or the Laserfiche SharePoint Repository and Search Web Parts to be related to the server operating system,

Internet Information Services, network or Kerberos, MCCi will remain available as necessary to assist the Client (if Client has expertise in these areas) or the Client's third-party support provider to resolve the Laserfiche related components of the problem.

LASERFICHE ENERGOV INTEGRATION CONFIGURATION & TRAINING
INCLUDES
- Configuration services for up to 3 EnerGov Entity Types (EnerGov Plan, EnerGov Permit, etc.)
- Remote "Train the Trainer" training for up to half a business day to empower the Client to configure other available EnerGov Entity Types.
- All services are conducted remotely, unless a MCCi representative is onsite for other implementation needs and onsite time permits

CLIENT DELIVERABLES
- Desired EnerGov Fields for mapping metadata to Laserfiche
- IT resources – Appointment of a resource to work with MCCi for configuration and training
- Laserfiche metadata requirements
- Access to EnerGov technical staff and resources as needed
- If either of the following features are desired, it is the Client's responsibility to configure the appropriate settings in EnerGov, or to work with EnerGov to do so:
    - Attachment Filtering: EnerGov configuration is needed if there is a desire to designate what type of attachments will be stored in Laserfiche.
    - Intelligent Objects: This is the EnerGov feature that allows for creating letters and other documents, and having them attached to EnerGov records. EnerGov configuration is needed to set this up and to have these documents treated as attachments to be stored in Laserfiche.

MCCI DELIVERABLES
- List of EnerGov fields available for mapping to Laserfiche
- Install integration (may require EnerGov technical resources for installation)
- Assistance in configuring up to 3 EnerGov Entity Types (EnerGov Plan, EnerGov Permit, etc.)
- Define Laserfiche metadata structure to support the specified integration
- Remote Configuration Training

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

MCCI RESPONSIBILITIES
Initial installation of Laserfiche software components and ongoing application of Laserfiche upgrades if client subscribes to MCCi's Managed Services or Laserfiche Administration Services package. MCCi also serves as first tier for support issues and handles all billing related to the service.

CLIENT RESPONSIBILITIES
Serves as server and database administrator; maintains all non-Laserfiche and non-operating system applications, to include required database software acquisition, installation, maintenance, upgrades, and database maintenance routines.

To determine which services are included with your project, please refer to the Pricing Section.

BUSINESS PROCESS REQUIREMENTS GATHERING

The MCCi Business Process Requirement Gathering includes analysis by a senior project manager. MCCi staff will interview stakeholders regarding a defined department and/or business process that the organization desires to be automated through Laserfiche ECM. The deliverable of this on-site engagement will be a Statement of Work documenting cost, hours, and desired configuration of the defined business process.

BUSINESS PROCESS ANALYSIS

MCCi will work with the Client to document a current business process. By interviewing stakeholders and documenting facts and feedback, MCCi will deliver a comprehensive report. This engagement is typically done as a needs analysis exercise prior to automating an existing business process.

MCCI DELIVERABLES

Assignment of a project manager who will be responsible for:
- Acting as the main point of contact for MCCi
- Identifying and providing contact information for process stake holders
- Coordinating and scheduling site visits so stakeholders are aware and set aside the appropriate amount of time to focus on working with MCCi
- Coordinating and scheduling conference calls/web meetings between process stakeholders and MCCi as part of the document review process
- Facilitating access to any/all resources needed for a thorough analysis
- Full participation by all process stakeholders in the interview, review, and finalizations stages

CLIENT DELIVERABLES

Coordinating Introductory Call: Share contact information and review scope of project
Stakeholder Interviews: Up to two days onsite with a business analyst
- Conducting workshops and interviews with clients
- Document business processes on whiteboard during workshops and interviews
- Business Process Report Drafting & Review: Up to 30 hours
- Draft a business process/requirements document
- Review document with Client and make revisions where necessary.
- Business Process Report Delivery: Up to one day on-site with Business Analyst
- Onsite review and presentation of finalized report
Editable copy of Business Process Report for future use

GAP ANALYSIS

The MCCi Gap Analysis is the study of the differences between two information systems or applications, often for determining how to bridge the space between where we are and where we want to be.

New Clients may be new to ECM, or could be transitioning from another system. Existing Clients may consider Gap Analysis when looking to expand their system into other departments or enterprise-wide. It is also an opportunity to investigate and report on how Laserfiche is being used versus how it was intended to be used. Either way, Gap Analysis not only serves the consulting needs, but can also mitigate inherent risks in a new project. Risks such as scope creep, unforeseen needs (people, conversions, integrations, equipment), and unknown stakeholders can be identified and cleared up at the very beginning of the project.

MCCI DELIVERABLES
The Gap Analysis process involves determining, documenting, and approving the variance between business requirements and current capabilities. MCCi takes it a step further by providing recommendations and an action plan. The final deliverable is a report that is delivered to the Client in a format that can be edited. Any future changes to the report are the responsibility of the Client. The report will detail the following:

- A summary of the current document flow path with recommended changes/requirements
- Equipment, software, and staffing recommendations
- Storage needs for each department
- Recommendations on the timing of phasing in departments (based on needs/complexity)
- Implementation recommendations

The amount of time/cost of the Gap Analysis is dependent upon the system size and number of departments to be involved.

LASERFICHE CONSULTING SERVICES
MCCi's Laserfiche Consulting Services are designed to leverage MCCi Laserfiche Certified Professionals on an annual basis. We consider ourselves an extension of your project team and assist in accomplishing your organization's Laserfiche goals. Your organization is assigned a project manager to assist with designated projects, for up to an annual dollar amount each year. Rates charged are based on the type of resources required. Consulting services can be used for, but are not limited to:

- Business Process Requirements Gathering and SOW Drafting
- Status and Strategy Meetings (Required)
- Configuration of Client-Owned Laserfiche Components
- Training on Laserfiche Components and/or Configured Laserfiche Business Processes
- Laserfiche Integration/Developer Assistance

RECORDS MANAGEMENT CONSULTING
When implementing an enterprise-wide Electronic Records Management system, it is important for a Records Program and Records Policies to be in place beforehand. MCCi's Records Management Consulting service focuses on revision and/or creation of such programs and policies. If needed, the service should be completed prior to implementing MCCi's Laserfiche Records Management module. Pricing is dependent on the level of service needed and can be determined by setting up a meeting with MCCi and the appropriate Records Consultant. Services cover a broad spectrum including designing records management plans, designing systems, identifying records eligible for destruction, assisting with legal compliance, providing training and any other records and information related service requirement.

ENTERPRISE SYSTEM REVIEW OF LASERFICHE
AREAS OF REVIEW INCLUDE:
- Review of data structure (folder structure, metadata, etc.)
- Security review and configuration
- Current paper/electronic Forms review
- Current Workflow/Capture review
- Assess current training needs
- Interviews with departments not using Laserfiche
- Utilization of Laserfiche Records Management Module
- Integration/Mobile Access Needs

MCCI DELIVERABLES:
- Verbal report of findings while onsite
- Up to 5 hours of consulting for up to 30 days after onsite consultation

CLIENT REQUIREMENTS:
Attendance by CIO/IT Director, Application administrators, departmental managers, and any other leadership members

MCCI TRAINING SERVICES

The scope of all onsite or remote training services to be performed is notated in the Pricing Section.

LASERFICHE TRAINING SERVICES

The Client is provided with instructor-led Laserfiche training, hands-on or train-the-trainer.

SYSTEM ADMINISTRATION TRAINING

- Client and Server Installation Procedure
- Security
- Tags
- Records Management
- System Settings
- Troubleshooting Procedures

- Users and Groups – Active Directory
- Templates
- Document Relationships
- Volumes
- Back Up Procedures
- Technical Support Overview

FULL USER TRAINING

- Introduction to Laserfiche
- OCR and Full Text Indexing
- Searching & Annotations
- Briefcases and Migrating
- Scanning and Importing
- Extracting a Document

- Folders and the Folder Browser
- Document Display
- Security
- Customize Laserfiche
- Index Card/Templates
- Volumes

RECORDS MANAGEMENT MODULE TRAINING

The Client should have full knowledge of internal records management policies and have prior experience in records management. This training will be quoted for clients with the Records Management functionality of Laserfiche.

BASIC OVERVIEW TRAINING FOR RECORDS MANAGEMENT

- Records Series
- Versioning
- Cutoff Criteria
- Hold Period
- Event Dispositions
- Destruction

- Records Folders
- Security Tags
- Cutoff Eligibility
- Disposition Actions
- Interim Transfers
- Permanent Records

- Document Links
- Vital Records
- Retention Period
- Time Dispositions
- Final Disposition
- Accession / Freezing

ADMIN CONSOLE SETUP FOR RECORDS MANAGEMENT

- Cycle Definitions Setup
- Retention Schedules Setup

- Locations Setup
- Cutoff Instructions Setup

BUSINESS PROCESS AUTOMATION TRAINING

Our Business Process Automation Training is designed to be highly collaborative. The goal is for the client to have a trained Business Process Automation Configuration Administrator specifically in Laserfiche Forms and Workflow. As a prerequisite, the clients Business Process Automation Configuration Administrator should be a business process savvy individual with good technical skills. This is the person tasked with handling future workflow and forms 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 including metadata requirements and sample reports from functional activities involved. This will be used as an example for the training process, in an effort to leave the client with a start of a workflow configuration.

- Appointment of Business Process Automation Configuration Administrator who has been through Laserfiche Administrator training
- IT resources

MCCI DELIVERABLES
- Install and configure Laserfiche Workflow and Laserfiche Forms with current Laserfiche system
- Onsite Workflow Configuration Administrator Training
- Onsite Forms Designer and Process Modeler Training
- Workflow and Forms Managed Services post onsite training
- Configuration assistance for a period of time immediately following onsite training
- Developer Training (Applicable to Level 2 training package)

Services Provided	Level 1	Level 2
Remote Installation	Included	Included
Onsite Training Days	4	5
Workflow and Forms Configuration Assistance Post Onsite Training	Remote 30 Days	Remote 45 Days
Developer Training	None	Remote 1/2 Day
Developer Assistance Post Developer Training	None	Remote 15 Days

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.

CLIENT DELIVERABLES
- Provide MCCi with a mapped out narrative of specified business process including metadata requirements and sample reports from functional activities involved. This will be used as an example for the training process, so the Client will be left with a start of a workflow configuration.
- Appointment of Workflow Configuration Administrator who has been through Laserfiche Administrator training / IT resources

MCCI DELIVERABLES
- Install and configure Laserfiche Workflow with current Laserfiche system
- Onsite Workflow Configuration Administrator Training
- Workflow Managed Services post onsite training
  - Configuration assistance for a remote period immediately following onsite training
- Developer Training (Applicable to Level 2 training package)

Services Provided	Filing Workflow	Level 1	Level 2
Remote Installation	Included	Included	Included
Onsite Training Days	1	2	3
Workflow Configuration Assistance Post Onsite Training	Remote 30 Days	Remote 30 Days	Remote 45 Days
Developer Training	None	None	Remote 1/2 Day
Developer Assistance Post Developer Training	None	None	Remote 15 Days

LASERFICHE FORMS TRAINING

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 Pricing Section for the specific Laserfiche Forms Services quoted.

Forms Training Services Provided	Essentials	Professional Overview	Professional Comprehensive
Training Duration	Up to 4 Hours Remote	Up to 1 Day Onsite	Up to 2 Days Onsite
Forms Designer	Yes	Yes	Yes
Process Modeler	Yes	Yes	Yes
Workflow Configuration (For Forms Process Modeler Integration, and Filing Only)	No	No	Yes
Forms Configuration (Up to 1 - Level 1 Form)	0	0	1

PROFESSIONAL SERVICES & ANNUAL SUBSCRIPTION PACKAGES

Each Client's Laserfiche Renewal covers break/fix support (i.e. resolution of error codes, etc.). MCCi offers additional annual support packages to cover remote training, best practices consultation, basic configuration services, and maintenance of existing complex business processes.

MCCi Managed Services (MS) or MCCi Laserfiche Administration Services (LAS) are strongly encouraged to be included with every support renewal.

Description	MS*	LAS** Level 1	LAS** Level 2
Additional Training	X	X	X
Additional System Set Up Consultation	X	X	X
Remote Implementation of Software Updates	X	X	X
Annual Review of Administration Settings	X	X	X
Remote Access Support	X	X	X
Priority Offering of Laserfiche CPPs & Laserfiche Empower Registration Scholarships	X	X	X
Dedicated Laserfiche Certified Professional		X	X
Laserfiche Administration Configuration Services		X	X
Configuration and maintenance of BASIC business processes utilizing Laserfiche Forms and Laserfiche Workflow		X	X
Configuration of Quick Fields sessions using purchased features		X	X
Basic Records Management Module Overview Training		X	X
Scheduled recurring consultation call upon Client's request		X	X
Maintenance of existing middleware/configurable integrations		X	X
Maintenance of MCCi/Client configured COMPLEX business processes			X
Annual Review of business process configurations			X

*Workflow Managed Services also includes ability to consult on best practices specific to workflow; additional remote training ideal for refresher training or new personnel; workflow security consultation and more.

**A Business Process is a Workflow, Forms process or Quick Fields session that automates or streamlines an organization-specific process.
- Basic: A business process requiring minimal configuration and virtually no institutional knowledge, allowing a MCCi Application Support Analyst to assist with configuration, support, and maintenance of the process. Examples: Filing workflows, simple Forms or approval/notification workflows that have few routing steps, no integration, and little to no database lookups.
- Complex: A large business process with extensive configuration that is absolutely mission critical to the organization. Examples: Large accounts payable process with a high volume of transactions, approval steps, database lookups, etc. Complex business processes require MCCi's Application Support Analyst to have institutional/process knowledge to configure the process.
- Hours: MCCi allows clients to use their hours for a multitude of services, as long as a request will not start a service that cannot be completed. None of the packages listed above are intended to be utilized for configuration of a new COMPLEX business process. In those instances, a separate SOW is required.

MANAGED SERVICES (MS)

MCCi's Managed Services package provides additional training and assistance to a Client's Laserfiche administrator and users. Pricing for the advanced block of hours is based on MCCi's Support Technician hourly rate discounted by 10%. The number of hours included is based on active products and will expire on the same date as your annual renewal. Managed Services can be used for the following:

ADDITIONAL TRAINING
Additional web-based training is conducted to train new users or as refresher training for existing users.
ADDITIONAL SYSTEM SET UP CONSULTATION
MCCi offers additional best practices consultation that includes recommendations for adding additional departments, additional types of indexing, etc.
REMOTE IMPLEMENTATION OF SOFTWARE UPDATES
While your renewal covers free version updates for software, implementation of those updates is sometimes overlooked. With the addition of Managed Services, MCCi is at your service to directly assist with 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
MCCi will access your system to review how your organization uses Laserfiche, to identify potential issues, and to make recommendations for better use of the system. This analysis may be performed annually and is an optional service that will be completed only if requested by the Client.
REMOTE ACCESS SUPPORT
If requested, our Support Technicians can access your Laserfiche system remotely to resolve issues, saving both time and money.
LASERFICHE CERTIFICATIONS
Priority offering of complimentary Laserfiche certifications, based on availability.
LASERFICHE CONFERENCE REGISTRATION
Priority offering of complimentary Laserfiche Empower registration, based on availability.

*Please see chart above for information on Workflow Managed Services.

CLIENT RESPONSIBILITIES FOR MS
▪ Configuration/maintenance of backups and any general network, security, or operating system settings outside of Laserfiche
▪ Management and creation of retention policies related to Records Management Module
▪ Providing an IT contact (internal or third-party) for MCCi to work with as necessary
▪ Providing remote access capabilities as needed. If the Client requests MCCi to have unattended access, the Client assumes all responsibility for the related session(s). The Client will work with MCCi to set up user profiles, user tags, etc. to allow desired security rights/access.

LASERFICHE ADMINISTRATION SERVICES (LAS)

MCCi's Laserfiche Administration Services package is for Clients who need a Laserfiche administrator, or additional Laserfiche administration services. Pricing for the advanced block of hours is based on MCCi's Application Support Analyst hourly rate discounted by 10%. The number of hours included is based on active products and will expire on the same date as your annual renewal. Laserfiche Administration Services offers the following:

LASERFICHE ADMINISTRATION SERVICES: LEVEL 1
▪ Dedicated Laserfiche Certified Professional
▪ Laserfiche Administration configuration services – setting up users, metadata, security, etc.
▪ Configuration and maintenance of basic business processes utilizing Laserfiche Forms and Workflow
▪ Configuration of Quick Fields sessions using purchased features – excludes custom scripting, custom calculations, etc.
▪ Basic Records Management Module Overview Training
▪ Scheduled recurring consultation calls upon Client's request
▪ Maintenance of existing middleware/configurable integrations – does not include maintenance of custom built integrations.

LASERFICHE ADMINISTRATION SERVICES: LEVEL 2
Level 2 includes the benefits of Level 1, but additionally provides the ability for MCCi to maintain complex business processes, which requires knowledge transfer and maintenance of that knowledge.

- Maintenance of MCCi/Client configured complex business processes – The Application Support Analyst can maintain MCCi or Client configured complex business processes. For example: minor tweaks, updates due to upgrades, process improvements, etc.
- Annual Review of business process configurations

CLIENT RESPONSIBILITIES FOR LEVEL 1 & LEVEL 2
- Configuration/maintenance of backups and any general network, security, or operating system settings outside of Laserfiche
- Management and creation of retention policies related to Records Management Module
- Providing an IT contact (internal or third-party) for MCCi to work with as necessary
- Create/provide process diagrams (and any other necessary paperwork/examples)
- Providing remote access capabilities as needed. If the Client requests MCCi to have unattended access, the Client assumes all responsibility for the related session(s). The Client will work with MCCi to set up user profiles, user tags, etc. to allow desired security rights/access.

*For more complex Forms, Workflow, and Transparent Records Management configurations, please discuss a Business Process Configuration Service with your Account Executive.

THE TRAINING CENTER FOR LASERFICHE
MCCi's Training Center for Laserfiche annual subscription provides an easy, cost-effective way for all users in your organization to access over 500 Laserfiche training videos.

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 and increased user productivity
- 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

*The Training Center subscription gate is based on Laserfiche full, retrieval, and WebLink/public portal users.

LASERFICHE LICENSING GUIDE

To determine which platform/license are applicable, please refer to the pricing section.

LASERFICHE PLATFORM ARCHITECTURE			
	Avante	Rio	Subscription
Application Servers	1	Unlimited	Unlimited
Repositories	1-15 (1 included)	Unlimited	Unlimited
Database Options	SQL Express, SQL, Oracle	SQL, Oracle	SQL
Web Admin Console	Included	Included (Directory Server)	Included (Directory Server)
FULL USE ACCESS LICENSES			
	Avante	Rio	Subscription
Full Named Users	Minimum of 1	Minimum of 25	Minimum of 10
Workflow	Included	Included	Included
Snapshot	Included	Included	Included
Email	Included	Included	Included
Web Access	Included	Included	Included
Mobile Access	Included	Included	Included
Digital Signatures	Add-on Option	Included	Included
Audit Trail	Add-on Option (Starter, Standard, Advanced)	Included (Advanced)	Included (Advanced)
Scan Connect	Add-on Option	Add-on Option	Add-on Option
Connector	Add-on Option	Add-on Option	Included
Forms Essentials *	Included with v10.2.1+	Included with v10.2.1+	Included with v10.2.1+
Forms Professional **	Add-on Option	Add-on Option	Included
LIMITED USE ACCESS LICENSES			
	Avante	Rio	Subscription
Retrieval Named Users	Not Available	Minimum of 200	Not Available
Forms Authenticated Participants ‡	Add-on Option	Add-on Option	Not Available
Employee Participant Subscription Licenses	Not Available	Add-on Option	Add-on Option
Education Community Subscription Licenses	Not Available	Add-on Option	Add-on Option
Community Subscription Licenses	Not Available	Add-on Option	Add-on Option
MODULE BASED LICENSES			
	Avante	Rio	Subscription
Import Agent	Add-on Option	Add-on Option	Included
Public Portal (WebLink) †	Options: Web Distribution (5), Starter (10), Standard (25), Midsize (50), Unlimited	Options: Pilot (25), Unlimited (1, 2 or Unlimited Laserfiche Application Server(s))	Options: 25, 50, 100, Unlimited (Per Laserfiche Application Server)
Records Management	Add-on Option	Add-on Option	Included
Quick Fields ††	Add-on Option	Add-on Option	Included
Forms Portal	Add-on Option	Add-on Option	Add-on Option
Enterprise Forms Portal #	Add-on Option	Add-on Option	Not Available

† Public Portal is licensed per Laserfiche Application Server; Web Distribution version only comes with 1 security profile
†† Quick Fields is licensed per machine rather than per user. Multiple Quick Fields modules/options are available dependent upon platform.
# Enterprise Forms Portal allows for Forms Portal to be activated on more than one Laserfiche Forms Application Server

LASERFICHE DEFINITIONS

LASERFICHE WORKFLOW
Automates business processes, such as approvals, routing based on conditions, or database integrations, improving consistency with how records are filed in Laserfiche.

LASERFICHE SNAPSHOT
Print directly into Laserfiche, capturing a "snapshot" of the electronic file at the time. These files are saved in TIFF format, an unalterable image.

LASERFICHE EMAIL PLUG-IN
Allows instant electronic document distribution via standard MAPI-compliant e-mail applications. This feature is included in every Full User and Retrieval User license.

LASERFICHE WEB ACCESS
A web-based thin client, offering virtually all document management capabilities of the standard Laserfiche interface. Web Access allows your IT staff to roll out high-volume Laserfiche access and version updates without increasing your organization's application support burden. Web Access also includes access to Laserfiche Mobile and the Laserfiche SharePoint Integration resources.

LASERFICHE SHAREPOINT INTEGRATION
The SharePoint Integration (SPI) is built on the power of Laserfiche Web Access, a Section 508-compliant thin client that reduces installation, support, and maintenance requirements. The integration requires an on-premise installation of SharePoint.

LASERFICHE MOBILE/WEB ACCESS LIGHT
Let's organizations access the features of the Laserfiche Client through a smartphone or tablet. They can remotely capture, edit, and search for documents, interact with Laserfiche Forms and start/participate in a business process. Mobile is available for iOS, Windows, and Android devices. Laserfiche Web Access or Laserfiche Forms is required for any/all mobile access options.

LASERFICHE DIGITAL SIGNATURES
A way of indicating that a document signature is authentic and has not been modified since the signature was applied. Allows users to automatically sign and validate documents directly in the Laserfiche Client or Laserfiche Web Access.

LASERFICHE AUDIT TRAIL MODULES
- 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.
- Standard Edition: Builds on the Starter Edition by tracking additional security/access-related events, and unsuccessful attempts to perform actions, such as failed attempts to access or print documents.
- Advanced Edition: All the functionality of the other two editions, and tracks more events including password changes, creation or modification of users and groups, and changes to repository-wide settings. It can also track all searches users perform, require users to enter reasons for performing certain actions, and automatically add watermarks to printed documents.

LASERFICHE SCANCONNECT™
A collection of ISIS scanner drivers is included with Laserfiche ScanConnect. ScanConnect can be purchased as an add-on to both Laserfiche scanning and Quick Fields.

LASERFICHE FORMS

Laserfiche Forms allows organizations to create electronic fillable forms for collection and processing information. See the Laserfiche Licensing Guide for licensing options and descriptions.

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.
- Utilize the Business process library includes (10.1+) a digital library of prebuilt form templates designed for easier process automation deployment
- Automate business processes for form data to follow, such as decision-making, emailing, or approvals (dynamic behaviors available 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 a login to forms system, public URL, secure URL, or embedded into a webpage.

Feature	Forms Essentials	Forms Professional
Business process and form creation functionality*	X	X
Operational Dashboard	X	X
View basic reports on process instances, tasks, and process data	X	X
Teams	X	X
Direct Approval through Email	X	X
Database Lookups		X
Performance Dashboard		X
Enhanced reporting with built-in data aggregation options such as count, sum, min, max, average, and median		X
Create advanced reports with data visualizations including charts and graphs		X
Payment Gateway (Compatible Payment Processor Account Required)		X

* Includes JavaScript/CSS, field rules, and form themes

LASERFICHE FORMS PORTAL MODULE

The Forms Portal license allows Form submission from unlicensed (public) users. Forms Portal is 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), Enterprise Forms Portal or multiple Forms Portal licenses are required.

LIMITED USE ACCESS LICENSES

Laserfiche offers limited use and more affordable licensing options for clients in need of only a subset of modules/features for a particular use case and/or group of users.

RETRIEVAL NAMED USERS

For users in need of read-only repository access. The Laserfiche email plug-in is included and access is available through the Laserfiche Client or Laserfiche Web Access.

LASERFICHE FORMS AUTHENTICATED PARTICIPANTS

For users who do not have the need/budget for a Full Named User License/Forms Professional license, but do have the need for authenticated access to submit forms and participate in forms approval processes. Note: In the Avante platform, a Forms Authenticated Participant license is required for each Forms Server that the user needs to submit to, whereas with the RIO platform

Laserfiche Directory Services authentication can be configured/utilized to avoid the need for additional licensing per user.

SUBSCRIPTION LASERFICHE EMPLOYEE PARTICIPANTS
For employees in need of read-only repository access and the ability to participate in forms processes.

SUBSCRIPTION LASERFICHE COMMUNITY USERS
For non-employees and non-contractors. Provides read-only repository access and ability to participate in forms processes (i.e. Vendor Management).

SUBSCRIPTION LASERFICHE EDUCATION COMMUNITY USERS
For accredited educational institutions that meet the requirements listed. Licenses are reserved for the education community including faculty, students, alumni, and parents and guardians of students. Faculty includes professors (assistant, adjunct, associated, tenured), lecturers, and researchers. Provides read-only repository access and ability to participate in forms processes.
- Educational Institutions: Defined as an accredited school organized and operated exclusively for educational purposes. An accredited school must be:
  - A public or private K-12, vocational school, correspondence school, junior college, college, university, or scientific or technical institution accredited by associations recognized by the US Department of EDU and/or the State Board of EDU.
  - A preschool meeting all of the following:
    -is an early childhood program that serves a minimum of ten children ages two through five
    -has been in operation for at least one year provides educational services.
- Administrative Offices or Boards of Education:
  - A district, regional, or state administrative offices of public Educational Institutions.
  - Administrative entities organized and operated exclusively for the administration of private Educational Institutions
  - Other state or local government entities nearly all of whose activities consist of administrative support, of a nature that advances academic learning for public Educational Institutions
- Administrative offices or boards of EDU of educational institutions: defined as district, regional, and state administrative offices of the foregoing educational institutions defined above
- Full and part-time faculty and staff of educational institutions:
- Defined as all full and part time faculty and staff of educational institutions defined above
- Full and part-time matriculated students of higher education institutions:
- Defined as full and part-time matriculated students of a higher education institution defined as a public or private vocational school, correspondence school, junior college, college, university, or scientific or technical institution accredited by associations recognized by the State Board of EDU and/or the U.S. Department of Education.
- Hospitals that are wholly owned and operated by an Educational Institution
- "Wholly owned and operated" means that the Educational institution is the sole owner of the said hospital and the only entity exercising control over the hospital's day-to-day operations.

LASERFICHE IMPORT AGENT
Automatically retrieves files stored in a Windows folder and imports them into a Laserfiche repository, performing OCR as part of the process.

LASERFICHE PUBLIC PORTAL - WEBLINK™
The WebLink module publishes select documents in a Laserfiche repository to an intranet or the Internet in read-only form. Built on ASP .NET, WebLink can be customized to match the look and feel of an organization's Internet or intranet site.

LASERFICHE RECORDS MANAGEMENT
The Records Management module allows for managing the complete life cycle of records in Laserfiche to include retention schedule management, legal holds/record freezes, disposition and vital record management, etc.

LASERFICHE "QUICK FIELDS" (QF) BATCH PROCESSING TOOLS

High volume capture software that automates document import, classification, and indexing. Quick Fields transforms data capture from a costly and labor-intensive operation into an efficient process, improving the speed and accuracy of data capture. QF is a prerequisite for the following:

- QF Bar Code Validation Package: The Bar Code add-on reads bar codes on a specified page, identifying pages, populating fields, determine document names, or determining file location. 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: The Zone OCR (Optical Character Recognition) add-on will scan a specific zone on an image for text. The data returned by this process can be used for identifying pages, populating fields, determine document names, or determining file location.
- 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 handle multiple forms and document types.
- QF Auto Stamp/Redaction/Bates Numbering: A document auto-numbering annotation option.
- QF Optical Mark Recognition: Detects handwritten information, including marks on surveys.
- QF Agent: Enables administrators to schedule QF processing without operator intervention.
- QF Forms Identification: Automatically recognizes the 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 QF script editor, allowing developers to write C# and VB.Net Scripts.

LASERFICHE PLUS™

Allows information stored in Laserfiche to be portable. When published by Laserfiche Plus files can be viewed by anybody, regardless of whether they have Laserfiche installed. 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.

MCCI'S OCR SCHEDULER FOR LASERFICHE

A simple, effective, and efficient way to mass OCR documents in Laserfiche. It allows administrators to configure multiple OCR sessions and ensure OCR is being completed, without end user interaction.

LASERFICHE CONNECTOR
Provides a streamlined experience for integrating Laserfiche with line of business applications such as CRM and ERP systems. Laserfiche Connector integrates easily through user-defined hotkeys and embedded icons. Laserfiche Connector allows you to:
- Search results will automatically open in the Laserfiche Client, Web Access, or WebLink.
- Scan and automatically populate metadata with information from a third-party application.
- Import and automatically populate metadata with information from a third-party application.
- Connect two applications by allowing one of them to start the other (including the ability to pass parameters between them).
- Choose whether any of the above actions are activated from a keyboard shortcut, a button embedded in the application's title bar, or both.

LASERFICHE INTEGRATOR'S TOOLKIT (SDK)
Provides the tools and documentation necessary for customizing Laserfiche, and integrating Laserfiche with other applications.

RATCHETX INTEGRATION
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. 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).

LASERFICHE INTEGRATOR GP
Empowers Great Plains users to scan, search and link supporting documents in Laserfiche directly from the Great Plains menu bar.

LASERFICHE INTEGRATOR 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.

LASERFICHE ENERGOV INTEGRATION BY MCCI
The Laserfiche EnerGov integration offloads the storage of documents from EnerGov to Laserfiche. This allows users to seamlessly store documents that would normally be saved in EnerGov, directly to their Laserfiche system. The integration makes use of the native EnerGov interface for attaching documents. The integration also allows meta-data associated with the EnerGov record to be tied to the entry in Laserfiche. Users wishing to view uploaded documents can do so through the existing EnerGov Interface. Please see "Client Deliverables" for other features available/dependent on EnerGov configuration settings. Each of the following areas are available in the integration configuration settings:

- EnerGov Application
- EnerGov Business
- EnerGov Business License
- EnerGov Citizen Request
- EnerGov Code Case
- EnerGov Inspections

- EnerGov Invoice
- EnerGov Inspection Case
- EnerGov Payment
- EnerGov Plan
- EnerGov Permit
- EnerGov Permit Renewal case

Platform and Licensing Requirements

The EnerGov integration can operate by using two different Laserfiche user licensing options.

- Utilization of a single named user within Laserfiche to connect to Laserfiche. This user is limited to four concurrent connections at a time. This method is not recommended for EnerGov clients who have a high level of concurrent usage.
- Utilization of Laserfiche's "Keyed Integrator's License for EnerGov", which allows for up to 25 (higher volume packages can be purchased) concurrent connections to Laserfiche. In most circumstances, this is the Laserfiche licensing approach recommended.

EnerGov Compatible Platforms: The Laserfiche EnerGov Integration is compatible with EnerGov On-Premise currently. A future release is planned for the EnerGov Cloud platform.

EnerGov Licensing Requirements: EnerGov clients must confirm with EnerGov, their ownership of the needed SDK, API, and/or general EnerGov licensing requirements related to this integration.

ESRI ARCGIS INEGRATION OPTIONS

GEODOCS
This is a robust GIS integration that is developed and maintained by a MCCi partner. It is a web-based software that seamlessly integrates ESRI 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.

ARCGIS® INTEGRATION FOR LASERFICHE
This is a basic ArcGIS (10.1 or higher) integration that is developed and maintained by a MCCi partner. It allows for easy interaction between the ArcGIS interface and a Laserfiche repository, by allowing users to upload documents to Laserfiche straight from the ArcGIS interface and view any related documents/folders via Laserfiche Weblink or Laserfiche Web Access (requires Laserfiche licensing for Laserfiche Weblink or Web Access). The dynamic ArcGIS map will auto-populate, indicating which features on the map have documents associated with them in Laserfiche.

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. Additionally, there is an automated service that archives Warrants as single documents with the associated metadata, directly from LT systems to Laserfiche.

LASERFICHE INTEGRATION WITH DOCUSIGN
The Laserfiche Integration with DocuSign enables users to initiate a signing process from within Laserfiche Web Access. Users may select the type of signing process they are initiating and attach documents that need to be a part of that process. Also, once the signing process completes, documents are imported back into the Laserfiche Repository from DocuSign as new versions of the un-signed document. Information captured during the signing process may be mapped to Laserfiche metadata fields.

LASERFICHE INTEGRATION WITH SIGNIX
Laserfiche's integration with SIGNiX will enable Clients to sign documents online with SIGNiX directly from within the Laserfiche Client or Web Access. Users may select one or more PDFs to send in a single transaction, then documents are sent over to SIGNiX where Clients follow the user friendly SIGNiX UI to complete the signature process. When the signing process is completed or cancelled, documents are imported back into the Laserfiche Repository from SIGNiX as new versions of the unsigned document. Administrators can set up certain fields to be automatically filled when a document is signed.

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. Please keep in mind that these are the minimum system requirements (see below) as recommended by MCCi, and should be considered independently rather than collectively. Additionally, overhead for virtualization has not been factored in to these requirements. MCCi does not recommend any version of Windows that is approaching or is beyond the "End of Extended Support Date" specified by Microsoft.

Client/Scanning Station PC	OS	Windows 10, Windows 8 or 8.1 (32 or 64), Windows 7 (32 or 64), Windows Vista
	CPU	2.8 GHz processor or faster
	Memory	4 GB RAM or more
	Communications	TCP/IP
Batch Processing Quick Fields Machine	OS	Windows 10, Windows 8 or 8.1 (32 or 64), Windows 7 (32 or 64), Windows Vista
	CPU	2.8 GHz Processor or faster
	Memory	4 GB RAM or more
	Communications	TCP/IP
	High Volume Recommendation	Windows 7 x64 with 8 GB RAM, Intel Core 2 Duo Processors 3.33GHz
Laserfiche Application Server	OS	Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows 2008 R2, Server 2008 (Service Pack 2 or Higher) *64-Bit Edition Only
	CPU	Quad-Core Processor, 2.5 GHz Processor or better
	Memory	8 - 12 GB RAM
	Communications	TCP/IP
	Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016. Oracle 11g (11.1.0.7+), Oracle 12c Express Editions of the above Microsoft SQL Server versions are supported
Image/File Server Storage	Typical usage factoring is 18,000 black/white standard size images per GB. Clients typically use a Network Attached Storage (NAS), Storage Area Network (SAN), or a Local Storage Device.	
Laserfiche Workflow Server	OS	Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows 2008 R2, Server 2008, (Service Pack 2 or Higher)
	CPU	4 Core Processor, 2.5 GHz Processor or better
	Memory	4 GB RAM or higher
	Communications	TCP/IP
	Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016, Oracle (11.1.0.7+), Oracle 11g R2 (11.2.0.1+), and Oracle 12c "Express" Editions of the above Microsoft SQL Server versions are supported
Laserfiche Audit Trail Server	OS & IIS	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
	CPU	Dual Core Processor, 2.5 GHz Processor or better
	Memory	4 GB RAM
	Communications	TCP/IP
	Local Storage	C:\ Drive with 40GB or greater available
	Database Server	Microsoft SQL Server 2008 (Service Pack 1), Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016, Oracle 11g (11.1.0.7+), Oracle 11g R2 (11.2.0.1+), and Oracle 12c Express Editions of the above Microsoft SQL Server versions are supported
Laserfiche Connector	OS	Windows Server 2008 (Service Pack 2 or Higher), or Windows Vista (SP2+) and Later
	CPU	2.93 GHz or Faster

	Memory	4 GB RAM
	Software Requirements	Laserfiche Server version 9.0 or later if using Laserfiche Connector with the Laserfiche Client Laserfiche Server version 8.3 or later if using Laserfiche Connector with Web Access Laserfiche Web Client version 10.2 or later to use the assign template and fields action, the import action, or the show search count option with Web Access.
Web Module Server(s)	Required if	Installing "Web Access/Client" or Public Portal - "Weblink"
	OS & IIS	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
	CPU	Dual Core 2.8 GHz or faster processor
	Memory	2 GB RAM or more
	Viewer	Web Browser (minimum versions): Laserfiche Web products operate most efficiently when using Internet Explorer 9. Other supported browsers are Firefox, Safari and Chrome
	Clients are responsible for any additional security protocol setup/associated fees that are required to provide internal/external web access. An example would be setting up "Kerberos" for thin client active directory authentication, or setting up VPN access to allow Laserfiche's iPad/iPhone applications to connect through the Web Access server.	Laserfiche Public Portal – Weblink Per Processor (Unlimited) licensing specifics: The Public Portal License allows unlimited connections per processor; however, a large number of connections may affect the Laserfiche application server performance (one processor can handle roughly 100 to 150 concurrent retrieval connections). The client must have one Public Portal License for each Laserfiche application server they desire to connect to, and the Public Portal license must be licensed by the appropriate number of processors, which is required to match or exceed the CPUs/processors on the Laserfiche application server that the Public Portal will connect to. For example, the client must have a dual-processor or multiprocessor Public Portal license in order to connect to a Laserfiche Application Server that has two or more processors. Public Portal View Only Licenses may only be used with WebLink; they are not available for other applications.
OCR Scheduler for Laserfiche	OS	Windows Operation Systems: 32 & 64 bit
	Requirements	Laserfiche Version 9 Server (runs as a service), Laserfiche Version 9 Client.
	Recommendation	1 dedicated Laserfiche Named User license
Scanners	Must use ISIS drivers to be compatible with Laserfiche ScanConnect software. Scanner compatibility should be confirmed by referencing the most up to date Laserfiche published supported scanner list at: http://laserfiche.com/static/Resources/scanlist.html	
Laserfiche Forms	Laserfiche Server	Version 9 or higher, Avante or Rio licensing model
	Web Server	Internet Information Services (IIS): IS 7 (Windows Server 2008), IIS 7.5 (Windows Server 2008 R2), IIS 8 (Windows Server 2012), IIS 8.5 (Windows Server 2012 R2), IIS 10 (Windows Server 2016)
	CPU	4 Core or more
	Memory	8 GB RAM or more
	Note	Hardware requirements may fluctuate based on the number of users logged in to the server. If you expect to have many simultaneous connections to your Laserfiche Forms server, we encourage you to configure it with a faster CPU and/or add more RAM.
	Database Server	Microsoft SQL Server 2008, 2008 R2, 2012, 2012 R2, 2014 and 2016 *Express Editions of the above Microsoft SQL Server versions are supported
	Client	Users can fill out forms that start a process in Chrome (latest version), Safari (Mac only), Firefox (latest version), Internet Explorer 11 and later, Edge, Opera. The Laserfiche Forms inbox, Form Designer, Process Modeler, Administrative pages, etc. must be viewed in Internet Explorer 11, Edge, Firefox (latest version), or Chrome (latest version). Laserfiche Forms also supports mobile browsing (Chrome, Firefox, and Safari recommended).

Terms and Conditions
MCCi, a Limited Liability Company and subsidiary of MUNICIPAL CODE CORPORATION, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCi, hereby offers the Laserfiche Software & Services according to the following terms and conditions.

LASERFICHE SOFTWARE UPGRADE
One year of LSAP must be purchased for new products when upgrading. LSAP of the original product will not be credited. However, remaining months of LSAP can be applied towards the new purchase of one year of LSAP for the new products. To receive any available software credit for prior versions of software, the client must have an active LSAP (support/maintenance that has not expired). In regards to Subscription or Laserfiche Cloud licensing options, credits are not available for moving to or from an alternative Laserfiche licensing model.

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

SOFTWARE ASSURANCE PLAN (SAP)
MCCi acts as 1st tier support and works with the manufacturer at a 2nd tier level when needed. MCCi's Software Assurance Packages include: Access to software point release updates, Telephone or E-Mail support for software related issues, 24-hour FTP and web site access, technical bulletins and newsletters. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates – any increase will not exceed the cumulative increase in the Consumer Price Index (CPI) occurring since the last price increase. Annual support payment is due in advance of the date of renewal. Reinstatement fees may apply if payment is received more than 30 days after the date of renewal. Any updates requiring shipment of software require Client to pay shipping costs. Annual support date is based on the following:
- For net new systems, the support date is set 30 days after MCCi submits software order to Laserfiche.
- For platform upgrades the support date is set immediately upon MCCi submitting software order to Laserfiche.
- For additional software, the support date is prorated to match the client's existing support date.
- For Subscription Licensing (only applicable if subscription licensing has been purchased), 45 day written notice to not renew is required, and in the event of non-renewal/payment prior to the expiration date, the subscription software will stop functioning.

Clients 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. – 8:00 p.m. Eastern time.

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

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

SERVICE LEVEL AGREEMENT (SLA)
MCCi's SLA is offered in addition to the Software Assurance Package. It is required in some circumstances, and offers the client 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 client 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 client or another vendor or application preclude the operation of MCCi's customizations.

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

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

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

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

USE OF BASECAMP
Through the course of this project, MCCi may choose to utilize the third-party service Basecamp (http://www.basecamp.com) for project management and team collaboration. Documentation and correspondence exchanged between MCCi and The Client may be stored in Basecamp.

The Client acknowledges that Basecamp is responsible for secure storage of this documentation, and agrees that Basecamp's security guidelines located at https://basecamp.com/security are acceptable for the storage of The Client's data and correspondence exchanged with MCCi.

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, client will be billed accordingly.

PROFESSIONAL SERVICES RESCHEDULING/CANCELLATIONS
Travel Expenses: If the client cancels or reschedules an installation after MCCi has made travel arrangements, travel expenses may be incurred due to circumstances such as non-refundable airline tickets, hotel reservations, rental cars, etc.
Site Preparation: The Client site should be ready for installation according to specifications outlined within the Hardware section. If site is not prepared and results in cancellation, delays, or rescheduling of an installation after MCCi has made travel arrangements, the client may incur expenses due to circumstances such as non-refundable airline tickets, training/install charges, hotel reservations, rental cars, etc.
Project Delays: Requests made by the client to cancel/reschedule delivery of services, will cause a delay in delivery of the services and the overall project. The client understands that MCCi will have to respect the timelines of other scheduled projects when rescheduling services due to a request made by the client.

Docs On The Cloud Server Instances
MCCi offers "Docs On The Cloud" server instances to clients that would rather not acquire the physical or virtual infrastructure themselves. MCCi offers this service through a partner (Gordon Flesch Company, Inc.). They are the leading provider of hosted Laserfiche server instances. Unless noted otherwise, Docs On The Cloud server instances are hosted in AWS and include the creation, maintenance, and upgrades of purchased virtual machines, maintenance of operating system software, and daily backup snapshots of the hosted infrastructure. In addition, MCCi and the client have the following responsibilities:
- MCCi: Initial installation of LF software components and ongoing application of LF upgrades if client subscribes to MCCi's Managed Services or Laserfiche Administration Services package. MCCi also serves as first tier for support issues and handles all billing related to the service.
- Client: Serves as server and database administrator; maintains all non-Laserfiche and non-operating system applications, to include required database software acquisition, installation, maintenance, upgrades, and database maintenance routines.

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

AGREEMENT EXTENDED TO OTHER GOVERNMENTAL UNITS
MCCi agrees to allow any other Government agency to purchase 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.

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

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

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

NO HIRE CLAUSE
Client and MCCi agree that during the period that this agreement is in force, including extensions or modifications thereto, and for an additional 12 months following this period, neither Client nor MCCi will actively recruit, or solicit employees or independent contractors of either company, or the employees of any of the other Subcontractors; who are on active payroll status and are currently participating in this Program, without the prior written approval of the party whose employee or independent contractor is being considered for employment. This does not prohibit any employee from responding to or pursuing employment opportunities through normal media channels, i.e. newspapers, professional journals, etc. so long as it is not related to this particular program and that it is not an attempt to avoid the intent of the above restriction. If, during the term of, or within (12) months after the termination of the performance period of this agreement, client hires directly, or indirectly contracts with any of MCCi's personnel for the performance of systems engineering and/or related services hereunder, client agrees to pay MCCi 125% of the fees paid to, or in favor of such personnel for one (1) year after such personnel separates from service with MCCi.

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

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