

Prepared For:
Hogansville, GA

Presented By:
Mike Beaudreau

LASERFICHE

CLOUD SOLUTION

Issued: March 7, 2019





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March 7, 2019

Ms. Lisa Kelly
City of Hogansville
400 East Main Street
Hogansville, GA 30230

Dear Ms. Kelly:

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

Leading Provider – MCCI is the leading provider of Laserfiche in the world.

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.

Superior Support – MCCI utilizes a multi-layered support team geared towards offering each Client multiple contacts and service level plans to enhance the usage of every product implemented.

Robust Resources – Whether it is Business Process Automation, integration, data migration from a legacy system, scanning and indexing services, etc., MCCI has additional solutions that are complimentary to Laserfiche, while allowing you to work through one vendor.

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

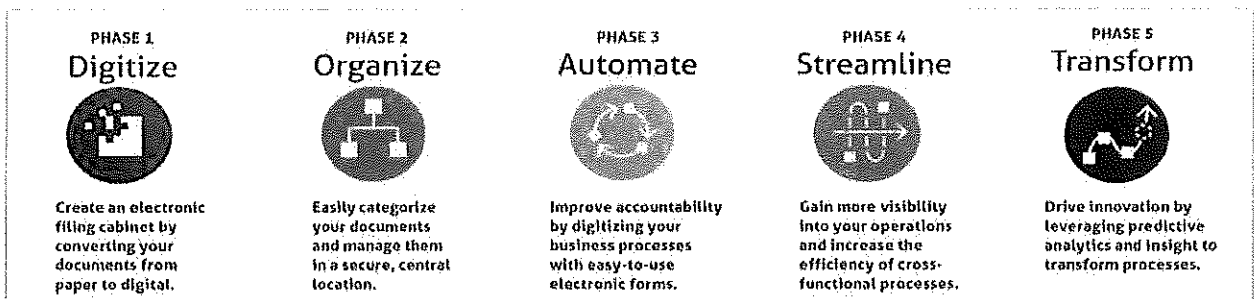
Sincerely,

Michael Beaudreau
Account Executive

EXECUTIVE SUMMARY

What once was a simple document imaging solution has evolved into a complete Content Services platform to serve the enterprise. In addition to native and core document/records management functionality, Content Services platforms continue to mature and address increasingly complex business processes and problems.

Where to start. MCCI leverages and recommends the Digital Transformation Model; an industry accepted five-phased approach to transform your office into a digital workplace. This model provides a structured framework for content services, process automation, analytics, and more. Often, technology is implemented in one department, and the interest of other departments quickly grows. The Digital Transformation Model provides guidance whether you are one department or looking to go enterprise-wide.



Selecting a solution. In 1999, we searched for a solution with company stability, growth, and service commitment to the clients. In our search for the best overall Content Services platform, Laserfiche made the decision easy as they are focused on the development of a solution that meets the demands of clients while being economical, scalable and usable.

Laserfiche is a unified solution that manages all documents and records, regardless of location or media type. Since 1987, Laserfiche has been a trusted solution of more than 35,000 organizations worldwide. As a privately-held company, Laserfiche is a platform for automating business processes from start to finish with the flexibility to integrate with your existing solutions. We strive to protect your current investments and create seamless integrations for the organization to maximize efficiencies and return on investment.

Laserfiche is unique in the market in that every product created is done so from the ground up with an internal development team. This makes all solutions seamless and integrated, unlike other companies that tend to purchase other products and merge them into their platform resulting in cumbersome solutions that are not user-friendly.

Selecting the right service provider is equally important. The solution can be the best fit for your organization, but if you select the wrong service provider, you will be faced with unexpected challenges that result in a delayed or failed project. Your provider should be the best in the industry with in-depth expertise, resources and a steadfast commitment to client success. Gartner, Inc. cites this as the most important decision when embarking on a transformation project. Expertise does not come overnight; it comes with time, projects, and learning best practices over a wide range of clients. Part of evaluating the provider's stability should include how long the provider has been in business, their reputation in the industry, their knowledge about your business model, and the strength and size of their team members in support and client relations.

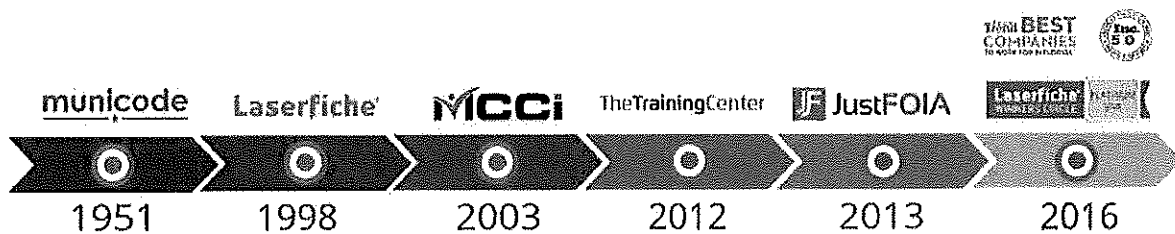
A trusted partner is more than just another set of hands; it is a fresh set of eyes, ideas, and innovation they bring to the table. Partnering involves trust and commitment from both parties to achieve successful project implementation.

ABOUT MCCI

Our story goes back to the 1950s. MCCI originated from Municode, who manages the code, ordinances, and websites of more than 4,500 municipalities. In 2003, the company's growth led to MCCI becoming a separate company and expanding its services to all types of government agencies, as well as commercial businesses.

Fast forward and look at us now! MCCI is 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 – flourish. **MCCI has grown to more than 85 employees nationwide.**

We pride ourselves in the fact that many of our clients' successes are widely recognized as **Laserfiche Run Smarter winners**, industry-specific award winners, and frequently published as leaders in their fields. Most recently, Inc. Magazine recognized MCCI as an **Inc. 5000** fastest-growing private company in the United States. Additional noteworthy recognition includes **Best Companies to Work**, Microsoft Gold Certified Partner, and the only **Laserfiche Platinum Certified Solution Provider**, to name a few.



WHY OUR CLIENTS LOVE US?

It is no secret. The answer is in the numbers. **MCCI serves more than 1,100 clients nationwide in 46 states.** We are focused on providing top-notch service to fit the needs of our clients in the best way. We are more than their service provider; we are their partner. Our culture is to put the client's needs first.

OUR CULTURE

We are fanatical about client success. Success starts with our eagerness to understand our client's goals.

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, such as:

PROFESSIONAL SERVICES

Our Project Services team is made up of Laserfiche Gold Certified, highly-trained professionals in the areas of implementation, workflow processes, integrations, and more to help you implement a well-thought-out enterprise system based on your organization's needs and business processes.

TRAINING SERVICES

Before, during, and after your project, we focus on ensuring the users are trained on the software and stay up-to-date on the features available. In addition to our online Training Center for Laserfiche resources, remote and onsite training options are available.

TECHNICAL SUPPORT

Once your project is complete, you will have access to our technical support team for troubleshooting and for support your Laserfiche solution. Our team can be easily reached by email, phone, or our online support center.

The **Laserfiche Software Assurance Plan (LSAP)** helps preserve and extend the benefits of your original solution investment by providing you access to the assistance needed to ensure that you maximize system uptime. When you subscribe to an 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, newsletters, and educational webinars

CLIENT RELATIONS

You will have a dedicated team of an account executive and account manager that you can directly contact. We believe in a proactive support methodology, which begins with client education, excellent service, and communication.

- Identify any needs that could easily be addressed by the current system
- Available as a resource for questions and answers, best practices, how other clients are using the system with the use of documented case studies, support center, etc.
- Available for continued education for existing and new users within the organization with webinars, seminars, workshops, user groups, and more
- Dedicated sales support team for pricing inquiries and budgetary information
- Annual support renewal notifications to ensure your renewal process is timely and accurate

PROPOSED SOLUTION

Laserfiche Cloud License

The Laserfiche Cloud license introduces a straightforward annual fee including software licenses, hosted storage, technical support and software updates. The licensing option provides a Software as a Service (SaaS) solution hosted on Amazon Web Services.

- 100 GB Storage Per User
- 10GB of Bandwidth Per User Per Month
- Windows, Web and Mobile Clients
- Snapshot
- Records Management
- Advanced Audit Trail with Watermark Feature
- Electronic Forms
- Digital Signatures
- Import Agent
- Laserfiche Connector
- Microsoft Office Integration

Laserfiche Cloud Product Description

Laserfiche Cloud is a Software as a Service (SaaS) solution, which provides a central digital repository accessible from anywhere. With Laserfiche cloud you can upload, view, and modify content within a streamlined fully responsive web interface. In addition to the central repository, below are some of the great features that come with Laserfiche Cloud.

- **Web Access:** Enables subscription users to access content through a web browser.
- **Forms Professional:** Create and publish customized e-forms that require no coding or scripting. A license is included with each LF Cloud user. Database look-ups are not available in the LF Cloud version of Forms.
- **Business Processes:** Diagram business processes through the process modeler, which is based on business process model and notation (BPMN) standards.
- **Import Agent:** Monitors network folders and imports files into the Laserfiche Solution. Upon import, this utility can perform OCR as well as index and route documents based on the Window's file path or file name.
- **Audit Trail:** Track activities performed in a Laserfiche repository and generate reports. Auditing helps to show compliance with legal regulations and contributes to the security of the Laserfiche repository.
- **Records Management:** Process records and record folders according to a life cycle, through creation, retrieval, storage, and disposition.
- **Laserfiche Connector:** Provides a non-code means for integrating Laserfiche with line-of-business applications.
- **Microsoft Office Integration:** Integration with Microsoft Office® Suite. Allows for direct content import as well as indexing capabilities. As a part of this integration, emails and attachments stored in Outlook can be imported to the repository with a single click and auto-indexed with information such as sender, subject, time received, etc.
- **Built-In Disaster Recovery:** Perform system backups automatically without user intervention. Documents are backed up 6xs a day with the most recent 3 backups available for a minimum of 14 days.
- **Digital Signatures:** Post signing requests to DocuSign® to sign documents directly from Laserfiche Cloud. Requires active DocuSign account.

Process Automation

Process Automation is only available with the Process Automation Cloud license. Please refer to the Pricing page to determine which package was quoted. This functionality provides many tools to automate business processes and reduce manual work:

- **Graphical Workflow Designer:** Automate activities, assign team and individual tasks, extract data, route documents, and more without requiring code
- **Business Rules:** Easily define and manage business policy logic such as decision tables and formulas, in a centralized place separately from process logic
- **Data Management:** Define data structures and store data independently of processes to provide a single source of truth for data
- **Reporting and Analytics:** Use out-of-the-box reports or create custom reports on process data for insights to make informed decisions
- **Forms:** Forms allow process managers to create and publish web forms with an intuitive forms management system without requiring coding or scripting.
 - Attractive forms can easily be created with preconfigured templates or customized with editable fonts, colors, uploaded images and layouts.
 - Drag-and-drop form elements including fields, checkboxes and radio buttons onto a form to collect the exact information needed, in the precise format required.
 - Payment collection allows payment to be collected with Braintree and Authorize.Net payment gateways.
- Automatically apply bulk annotations such as highlights, redactions, strikethroughs, and underlines across documents processed through workflows.
- Read barcodes off of documents as part of automated workflows to better streamline document capture.

Laserfiche Cloud Add-ons

These items are optional and are only part of the proposed solution if pricing has been included.

- **Public Portal:** Share documents with people outside the organization, providing read-only access to specific documents without signing in.
 - Note: Only one security profile is included.
 - 100 Views Per Month are automatically included at no additional cost.
- **Forms Portal:** Allow non-authenticated users to view and submit public starting forms.
- **Community Users:** For non-employees and non-contractors. Provides read-only repository access and ability to participate in forms processes (i.e. Vendor Management, Residents).
- **Participant Users:** For employees in need of read-only repository access and the ability to participate in forms processes.

On-Premises Add-ons

These items are optional and are only part of the proposed solution if pricing has been included.

- **Quick Fields:** An advanced automated data capture solution. Multiple Quick Fields modules are available.
- **Plus:** Create a portable copy of information stored in a Laserfiche repository.
- **SDK:** Access to the same Web Services, API's and libraries for integration with other applications.
- **ScanConnect:** Enables the use of ISIS scanning drivers with Laserfiche scanning.

Automatic Server-Side OCR

In addition to generating text while scanning and when importing electronic files such as Word documents, Laserfiche Cloud now generates text from images when they are imported into your repository. When an image file is imported into Laserfiche, a document will be created in the repository, and then the images will be OCR'd by the Laserfiche Server in the background. This makes these documents full-text searchable without having to import the documents through Import Agent or the desktop Client.

PRICING



**Laserfiche
Cloud**

PRICING PROPOSAL

<i>Product Description:</i>	<i>Qty.</i>	<i>Cost</i>	<i>Total</i>
<u>LASERFICHE CLOUD ANNUAL SUBSCRIPTION</u>			
<input checked="" type="checkbox"/> Laserfiche Cloud Process Automation Named User (1-49 Users) <i>*Includes Training Center</i>	1	\$795.00	\$795.00
<input checked="" type="checkbox"/> Laserfiche Cloud ScanConnect <i>*Licensed per machine</i>	1	\$90.00	\$90.00
<input checked="" type="checkbox"/> Managed Services for Laserfiche Cloud <i>Laserfiche Managed Services needs are estimated based on the current software components provided herein: up to 10 hours.</i>	1	\$1,260.00	\$1,260.00
<i>Annual Recurring Subscription Total</i>			<i>\$2,145.00</i>
<i>For budgetary purposes, the Client should include \$2,145.00 in annual budget for renewal of the items quoted above. Please note that if you subscribe to MCCI's SLA or Training Center, additional user licenses may increase the cost of these items at the time of your next annual renewal.</i>			
 <u>MCCI PROFESSIONAL SERVICES</u>			
<input checked="" type="checkbox"/> Remote Training of software, per day <i>Workflow training and installation excluded.</i>	1	\$1,640.00	\$1,640.00
<input checked="" type="checkbox"/> MCCI Professional Services	1	\$740.00	\$740.00
<i>Professional Services Total</i>			<i>\$2,380.00</i>
 <i>Total Project Cost</i>			 <i>\$4,525.00</i>

All Quotes Expire in 30 Days

PAYMENT & BILLING TERMS

MCCI will invoice one hundred percent (100%) of the Laserfiche Cloud Subscription upon providing access. 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.

MCCI PROJECT-BASED SERVICES

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.

LASERFICHE FILING WORKFLOW CONFIGURATION

This configuration is only included with the purchase of the Process Automation Cloud package. Please refer to the Pricing page to determine which package was quoted. 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 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 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

MCCI CONSULTING SERVICES

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
- 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

DATA MIGRATION FROM EXISTING LASERFICHE ON-PREMISE SYSTEM

This service is focused on MCCI leading the effort to migrate data from an existing on-premise Laserfiche solution to the Client's new LF Cloud environment. The service includes up to remote 10 hours for coordinating, planning, and facilitating the process.

LASERFICHE PROCESS AUTOMATION TRAINING

MCCI's Laserfiche Process Automation services are designed to be highly collaborative. The goal is to provide a customized package for your organization. Whether you need direct assistance implementing Process Automation, or hands-on training to empower your organization to create and maintain these tools, or both, MCCI has options available. Please see your Pricing Section for the specific Laserfiche Forms Services quoted.

Process Automation Training Services Provided	Forms	Workflow	Forms & Workflow
Training Duration	Up to 1 Day Onsite	Up to 1 Day Onsite	Up to 2 Days Onsite
Forms Professional	Yes	No	Yes
Workflow Designer	No	Yes	Yes
Rules	No	Yes	Yes
Entities	No	Yes	Yes

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		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

A **Business Process is a 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: Simple Forms 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.

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

- 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 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.*

HARDWARE REQUIREMENTS

MCCi will provide necessary consultation upon request, as to the compatibility of current hardware with the Laserfiche Solution. Changes and recommendations will be made at the time of consultation. See solution requirements below. Please keep in mind that these are the minimum requirements as recommended by MCCi and should be considered independently rather than collectively. Additionally, overhead for virtualization has not been factored in to these requirements.

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

Bandwidth Requirement: No less than a 10MB/Sec upload/download speed internet connection.

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
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	

Terms and Conditions

MCCI, a Limited Liability Company, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCI, hereby offers the Laserfiche Solution & Services according to the following terms and conditions.

LASERFICHE CLOUD SUBSCRIPTION TERM AND FEES

Subscription terms are annual unless otherwise stated. The annual subscription payment is due in advance of the date of renewal. System access may be removed and late fees may apply if payment is not received prior to the annual renewal date. Annual subscription dates are based on the following:

- For new implementations, the subscription date is set on the first day of the month, based on month of order placement (the month that MCCI places the order with Laserfiche)
- For additional products/subscriptions added mid-term the cost is prorated to match the existing renewal date.

ADDITIONAL LASERFICHE CLOUD PURCHASES

Laserfiche policy dictates that MCCI as your current Solution Provider of record is the only Laserfiche Solution Provider that has access to your support account, along with the ability to process subscription renewals and additional purchases on your behalf. Unless you decide to cancel your contract with MCCI or work with Laserfiche to formally change your Laserfiche Solution Provider of Record, future purchases and subscription renewals will be processed and provided by MCCI.

OVERAGE FEES FOR DATA STORAGE/BANDWIDTH

If additional data storage or bandwidth is needed mid-term, additional charges will apply. MCCI recommends reviewing this annually and pre-purchasing any additional storage/bandwidth based on anticipated needs.

DATA RESTORATION SERVICES

On an exception basis and subject to written approval from Laserfiche and additional fees, client may receive assistance to restore data which it may have lost as a result of its own actions.

UPGRADING TO ON-PREMISE PURCHASED OR SUBSCRIPTION SOFTWARE

Laserfiche does not provide credits when moving from the LF Cloud licensing model.

TECHNICAL SUPPORT

Clients may contact MCCI support via MCCI's Online Support Center, email (support@mccinnovations.com), or telephone 866-942-0464. Support is available Monday through Friday (excluding major holidays) from 8 a.m. – 8 p.m. Eastern Standard Time.

LASERFICHE CLOUD AGREEMENT

Laserfiche requires acceptance of the Laserfiche Cloud Agreement as part of the Client's account activation process. The acceptance process is handled electronically. If the Client desires a copy of the Laserfiche Cloud Agreement prior to executing this agreement, MCCI can supply upon request.

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 CONFIGURATION SERVICES

The Client may elect to contract with MCCI to configure the software. The Client is responsible for testing all 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 configuration.

TEST/EVALUATION SOFTWARE

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

CLIENT SOFTWARE CUSTOMIZATIONS

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

HARDWARE

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

CLIENT INFORMATION TECHNOLOGY ASSISTANCE

In order for MCCI to excel in Client 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.

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.

ADDITIONAL SERVICES

As an additional service/product under this contract, 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.

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.

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

Notwithstanding anything in this Agreement to the contrary, MCCI's total liability to the client for any and all claims, damages, or liability arising out of or related in any way to this agreement or the products or services being provided by MCCI to Client shall be strictly limited to the project fees paid to MCCI by the Client for the preceding 12-month period immediately preceding the event giving rise to the claim by the Client, and shall also be limited to the fees paid to MCCI for the particular service/product that the Client's claim was caused by or arose out of. [For example, if the Client is paying MCCI for both Laserfiche Product and Infrastructure Hosting Services, and the claim arises from an Infrastructure Hosting Services problem, then the liability limitation would be the 12-months fees paid for Infrastructure Hosting Services and would not include the fees paid for Laserfiche products.]

FORCE MAJEURE

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

CLIENT FINANCIAL SOLVENCY/BANKRUPTCY

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

NO HIRE CLAUSE

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

TERMINATION

The services provided in this agreement will be in full force and effect for a period of three (3) years from the execution date of the agreement, or from the initial software/maintenance subscription date (applicable only when such components are included). 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 60 days written notice.

MARKETING & REFERENCES

Client agrees to allow MCCI to publicly announce the client's selection of MCCI for the specific solution(s), at the time of the client contracting with MCCI. Additionally, upon the client providing written consent, MCCI is authorized 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.

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

Date: March 7, 2019

By: _____
(Signature)

(Printed Name & Title)

Noted Items Accepted by: **HOGANSVILLE, GA**

Date: _____

By: _____
(Signature)

(Printed Name & Title)

Quotation Sheet

SCOPE OF SERVICES AND PROJECT PRICING

The Client will furnish MCCi for its use in preparing the document imaging project all hardcopy /electronic documents to be converted.

PROJECT SCOPE – All estimates are based on information provided by the client

- General Description
 - Document Size: Regular up to 11" x 17"
 - Department: Clerk, Human Resources, Finance
 - Document Types: Minutes, Contracts, HR Files
 - Image Count: 40,700
 - Images Per Document/Roll/Fiche: 35 pages est. per file

- Document Preparation:
 - Current Storage Method: Boxes
 - Condition of documents: Generally Good
 - Image Processing & Indexing
 - DPI & Color: 300 DPI, Black & White
 - Number of Index Fields: Up to 3 Fields
 - Document Naming Convention: TBD
 - Fields to be Indexed: Year, File Type, Doc Name
 - Optical Character Recognition: Included

- Image Output
 - Method of Delivery: LF Briefcase
 - Output Type: TIFF's

- Material Handling
 - Shipping Logistics: MCCi Pickup
 - Shipping & Delivery Terms: Up to 1 shipments

- Special notes: Any corrections such as rescans or indexing changes must be brought to MCCi's attention within 90 days of the date that MCCi delivers the data to the client. Corrections will not be made after 90 days.

PROJECT PRICING

Project I – Conversion of Documents estimated cost

\$7,198

Excess Images @ \$0.192

PAYMENT & BILLING TERMS

MCCi will invoice project on a monthly schedule, based on deliverables (via Electronic media or the internet). Payment is due upon receipt of an invoice.

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