Prepared For:

College Station ISD, TX

Presented By:

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ECM SOLUTION

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January 7, 2019

Mr. David Hutchison
College Station ISD
1812 Welsh Avenue
College Station, TX 77840

Dear Mr. Hutchison:

I enjoyed speaking with you 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 Platinum 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 entities including Cities, Counties, State Agencies, Special Districts, School Districts, Law Enforcement, and more.
Specialization in Enterprise Solutions - MCCi 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,

Russell Haddock
Territory Leader

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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 VAR**, 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

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 AVANTE

MCCi is recommending the Avante platform for your organization. Laserfiche Avante 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 automating business processes.

With capabilities ranging from records management (DoD 5015.2 certified) to document routing, electronic forms, and digital signatures, Laserfiche Avante provides an easy-to-use, cost effective platform that enables efficiency and optimizes the decision-making process by getting the right content into the right hands at the right time.

As your organization continues to grow, Laserfiche offers an upgrade path to the enterprise Rio platform that provides additional robust capabilities. For more information, please refer to the Laserfiche Licensing Guide.

PRICING

Upgrade to Avante

	Product Description:	Qty.	Cost	BuyBoard #544-17	Total
EXISTING LASERFICHE SOFTWARE SYSTEM CONFIGURATION					
☑	United Standard Server Software **requires MS SQL*	-1	$6,600.00	N/A	($6,600.00)
☑	LF Full User United **includes Snapshot and Email*	-8	$750.00	N/A	($6,000.00)
☑	LF Standard Audit Trail	-1	$4,995.00	N/A	($4,995.00)
	Existing Software Credit Total				***($17,595.00)***
ECM SOFTWARE LICENSING FOR AVANTE					
☑	Avante Server for MS SQL	1	$5,000.00	$4,650.00	$4,650.00
☑	LF Records Management Module	1	$6,000.00	$5,580.00	$5,580.00
☑	LF Full Named User *Includes Web Access, Snapshot, Email, and Workflow*	35	$600.00	$558.00	$19,530.00
☑	Laserfiche Advanced Audit Trail	35	$100.00	$93.00	$3,255.00
☑	Import Agent	1	$1,495.00	$1,390.35	$1,390.35
☑	OCR Scheduler for Laserfiche - *Requires one dedicated Laserfiche User License*	1	$1,500.00	$1,395.00	$1,395.00
☑	LF Scanconnect 10-pack	1	$915.00	$850.95	$850.95
☑	LF Workflow	1	Included	Included	Included
☑	LF Forms Professional	35	$50.00	$46.50	$1,627.50
☑	Laserfiche Connector, Per User	35	$25.00	$23.25	$813.75
	ECM Software Licensing Total				***$39,092.55***
ANNUAL SOFTWARE SUPPORT/SUBSCRIPTION - BASIC LSAP					
☑	Avante Server for MS SQL	1	$1,000.00	$900.00	$900.00
☑	LF Records Management Module	1	$1,200.00	$1,080.00	$1,080.00
☑	LF Full Named User *Includes Web Access, Snapshot, Email, and Workflow*	35	$120.00	$108.00	$3,780.00
☑	Laserfiche Advanced Audit Trail	35	$20.00	$18.00	$630.00
☑	Import Agent	1	$390.00	$351.00	$351.00
☑	OCR Scheduler for Laserfiche - *Requires one dedicated Laserfiche User License*	1	$330.00	$297.00	$297.00
☑	LF Scanconnect 10-pack	1	$183.00	$164.70	$164.70
☑	LF Workflow	1	Included	Included	Included
☑	LF Forms Professional	35	$10.00	$9.00	$315.00

☑	Laserfiche Connector, Per User	35	$5.00	$4.50	$157.50
☑	Laserfiche Administration Services, Level 1 *Laserfiche Administration Services needs are estimated based on the current software components provided herein: up to 37.5 hours.*	1	$5,568.75	$5,568.75	$5,568.75
☑	Training Center 25 - 49 Users	1	$2,840.00	$2,840.00	$2,840.00
☑	MCCi SLA 25-49 Laserfiche Users *Receive front of the que support and up to 10% off future professional service engagements – full SLA document available upon request*	1	$2,500.00	$2,250.00	$2,250.00
	Annual Support Total *For budgetary purposes, the Client should include $18,333.95 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.*				***$18,333.95***

MCCi PROFESSIONAL SERVICES

☑	Laserfiche Filing Workflow Configuration **Up to 15 Document Types*	1	$3,700.00	$3,404.00	$3,404.00
☑	Basic Onsite Training of software, per day *•1 Day for Records Management* *•1 Day for End Users on New Functionality* *Workflow training and installation excluded. Travel expenses included.*	2	$2,200.00	$2,024.00	$4,048.00
☑	LF Forms Training - Basic Overview *Includes remote installation with up to 1 day onsite training. MCCi will provide remote forms configuration assistance for up to 30 days post onsite training.*	1	$4,050.00	$3,726.00	$3,726.00
☑	MCCi Project Management Services, up to 50 hours	1	$9,250.00	$8,510.00	$8,510.00
☑	Onsite Laserfiche Revitalization Services- Basic Refresh * *Includes: Up to 5 hours of remote prep time with MCCi project manager, and up to 1 day onsite*	1	$3,425.00	$3,151.00	$3,151.00
	Professional Services Total				***$22,839.00***

☑	***Initial Product Discount****Discount is based on this quote and if the quote changes the discount amount is subject to change.*	($2,840.00)
	Total Project Cost	***$59,830.50***

All Quotes Expire in 30 Days

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.

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

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

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

- 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 EnerGov "Intelligent Object" configuration is desired, it is the Client's responsibility to configure the appropriate settings in EnerGov, or to work with EnerGov to do so. Intelligent Objects 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

LASERFICHE NEOGOV INTEGRATION IMPLEMENTATION SERVICES

MCCi's Integration Implementation Services include the following tasks:

- Installation of NEOGOV Integration Utility.
- Configuration of Integration Utility to pair core NEOGOV metadata fields to Laserfiche metadata fields.
- Configure of NEOGOV Integration properties in the NEOGOV module, to enable "Send to Laserfiche" buttons in appropriate NEOGOV module(s).

If Client requires assistance setting up Laserfiche metadata, filing workflows, retention schedules, and naming conventions specific to Human Resources records as part of this implementation, Client is encouraged to also utilize MCCi's Filing Workflow Configuration or Transparent Records Management implementation services as part of this project. Configuration of metadata, filing workflows, retention schedules, and naming conventions would not otherwise be included in the scope of this implementation without those additional services. Current clients using Laserfiche in HR may also need a cleanup of their metadata prior to implementation. Please review your pricing proposal for details on what has been included.

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.

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
- 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 and retrieval 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
Participant Users (Subscription)	Not Available	Add-on Option	Add-on Option
Community Users (Subscription)	Not Available	Add-on Option	Add-on Option
Education Users (Subscription)	Not Available	Add-on Option	Add-on Option
Process Users (Subscription)	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 PARTICIPANT USERS

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 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.

SUBSCRIPTION LASERFICHE PROCESS USERS

For employees in need of user authentication and read-only repository access. Deployment is handled by Laserfiche Directory Server (LFDS). Process Managers have all Laserfiche Forms functionality:

- Create forms and participate in forms processes
- Create, manage, edit, and administer workflow processes
- Create, edit, assign teams, members and, roles
- Create and view reports

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.

INTEGRATION DESCRIPTIONS

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.

- Recommended: Utilization of Laserfiche "Keyed Integrator's License for EnerGov", which allows for up to 25 (higher volume packages can be purchased) concurrent connections to Laserfiche. This is the Laserfiche licensing approach recommended. Note that the Keyed Integrator's license is only available for the Laserfiche Avante or RIO platforms.
- Utilization of current Laserfiche licensing:
    a. Laserfiche Avante or RIO platforms: A single named user can be used to connect to the Laserfiche server. This user is limited to four concurrent connections at a time, and is the max amount allowed with Laserfiche Avante and RIO platforms;
    b. Laserfiche Classic (Team or United) platforms: A user account can be used to connect to the Laserfiche server, however it will potentially consume all available concurrent licenses and limit the use of Laserfiche outside of the EnerGov integration. It is recommended that the client upgrade to the Avante or RIO platform, rather than take the risk of utilizing the integration and not having control of license consumption within the Laserfiche Classic (Team or United) platform.

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.

Note- Client is responsible for providing their own DocuSign license.

LASERFICHE NEOGOV INTEGRATION BY MCCI

The MCCi Integration between Laserfiche and NEOGOV is a powerful tool that enables Personnel Records created in NEOGOV to be transferred seamlessly to a Laserfiche repository. To transfer records from NEOGOV to Laserfiche, users select the Applications or Onboarding documents they want to transfer, then simply click a "Send to Laserfiche" button in the NEOGOV interface.

The integration utilizes Restful Web Service APIs to automatically "upload" your NEOGOV documents from your cloud-based NEOGOV implementation to your Laserfiche repository, regardless of where the repository is located. To facilitate this transfer, this integration includes a configuration utility and Restful Web Service Endpoint that must be installed near your Laserfiche environment. This endpoint must be able to reach your Laserfiche server to store the record, while also being accessible over the public internet for the NEOGOV service to send the records to your environment.

The Laserfiche NEOGOV integration currently works with the NEOGOV Insight and Onboard modules.

Client Requirements:

- Client must have the NEOGOV Insight and/or Onboarding module(s) to make use of this integration.
- Client must have a named-user license allocated for this integration to use for uploading records.
- Client must give MCCi access to your Laserfiche environment to install our Common Web Service Endpoint.
- The listener Endpoint must be on a server that can be accessed by the NEOGOV Document Management Service and is often deployed to your DMZ environment.
- This listener service must be able to transfer received documents to your Laserfiche server over port 80 or 443.
- Client must separately procure and install their own SSL certificates to bind to IIS HTTPS endpoints, enabling encrypted transmission of HR documents from NEOGOV to Laserfiche.

HARDWARE REQUIREMENTS

MCCi will provide necessary consultation upon request, as to the compatibility of current hardware with the Laserfiche System. Changes and recommendations will be made at the time of consultation. 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 3), Microsoft SQL Server 2008 R2 (Service Pack 2), Microsoft SQL Server 2012 (Service Pack 2), Microsoft SQL Server 2014, Microsoft SQL Server 2016. Oracle 10g (10.2.0.5+), Oracle 11g (11.1.0.7+), Oracle 11g R2 (11.2.0.1+), Oracle 12c. **Note:** Express editions of the above Microsoft SQL Server versions are supported but are only suitable for repositories of fewer than one million pages and five or fewer simultaneously-connected users. Larger or more frequently-accessed repositories will see significant performance issues when using Microsoft SQL Server Express.
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 11 or later. Other supported browsers are Microsoft Edge, 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, 2016 and 2017 *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, 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:

1. LASERFICHE SOFTWARE PLATFORM 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 platform software, the client must have an active LSAP (support/maintenance that has not expired). Credits are not available for moving to Laserfiche Subscription or Cloud licensing options from an alternative Laserfiche licensing model.

2. 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.

3. 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 email support for software related issues, 24-hour FTP and website 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 renewal date. Reinstatement fees may apply if payment is received more than 30 days after the renewal date. Any updates requiring shipment of software require Client to pay shipping costs. For Laserfiche (all other software brand terms are based on manufacturer's policy) products:

- 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.
- All maintenance/subscriptions are prepaid and non-refundable.
- For Subscription Licensing (only applicable if Subscription licensing has been purchased)
  - Notice of non-renewal: 45-day written notice is required. If payment is not received prior to the expiration date, the Subscription software will no longer function.
  - Renewal of expired Subscription licensing: If a customer reactivates an expired Subscription account within the same calendar year, the customer will be charged a 1-month reinstatement penalty and the anniversary date will remain as the original anniversary date. If the reactivation of an expired account occurs a year or more after it has been expired, the customer will be charged a 1-month reinstatement penalty and will have a new anniversary date based on the date of purchase.

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. to 8 p.m. Eastern Time.

4. SOFTWARE PURCHASES AND SUPPORT RENEWALS
As your current VAR of Record, Laserfiche policy dictates that MCCi, is the only VAR that can download software licenses and activations for you. Unless you decide to cancel your contract with MCCi or work with Laserfiche to formally change your Laserfiche VAR of Record, future software purchases, upgrades, and support renewals will be processed and provided solely by MCCi.

5. LASERFICHE RIO SHARED SERVICES PROVISIONS
The Host Entity is the owner of the Laserfiche licensing and is 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.

6. SERVICE LEVEL AGREEMENT (SLA)
MCCi's SLAs are offered as additional options to the Software Assurance Package. A SLA 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 currently has two separate SLAs available:

- MCCi SLA: Level 2 – Infrastructure Hosting
- MCCi SLA: Level 3 – Application Support

7. 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 and updates 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 affect 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.

8. 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.

9. TEST/EVALUATION SOFTWARE
Purchases/availability of test and/or evaluation software are dependent upon the manufacturer's current relative policies.

10. 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 client'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 client. If MCCi's help is required to correct/update any customizations made by the client, appropriate charges will apply.

11. CLIENT OWNED HARDWARE
With the exception of MCCi providing hosted infrastructure options for Laserfiche, MCCi does not support any client-owned hardware or any of the related services as part of this contract.

12. 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.

13. CLIENT INFORMATION TECHNOLOGY ASSISTANCE
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.

14. 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.

15. 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.

16. 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 and 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.

17. 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 contract period. 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.

18. 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.]

19. INDEMNIFICATION
If MCCi or our affiliates (owners or partners), or any of our or their respective employees, agents, or suppliers (the "Indemnitees") is faced with a legal claim by a third-party arising out of your actual or alleged gross negligence, willful misconduct, violation of law, failure to meet the security obligations required by the Agreement, or violation of your agreement with your customers or end users, then you will pay the cost of defending the claim (including reasonable attorney fees) and any damages award, fine or other amount that is imposed on the Indemnitees as a result of the claim. Your obligations under this subsection include claims arising out of the acts or omissions of your employees or agents, any other person to whom you have given access to the Services, and any person who gains access to the Services as a result of your failure to use reasonable security precautions, even if the acts or omissions of such persons were not authorized by you. You must also pay reasonable attorney fees and other expenses we incur in connection with any dispute between persons having a conflicting claim to control your account with us or arising from an actual or alleged breach of your obligations to them.

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

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

22. 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, 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.

23. 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.

24. 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.

25. MCCi TERMS & CONDITIONS FOR HOSTED INFRASTRUCTURE
These "Terms & Conditions for Hosted Infrastructure" are only applicable if Client contracts with MCCi to host infrastructure for its Laserfiche Solution.

In the event that Client contracts with MCCi for Hosted Infrastructure service, there are additional contract terms applicable to these services, which are contained in "MCCi SLA: Level 2 – Infrastructure Hosting" The MCCi SLA: Level 2 – Infrastructure Hosting terms are available upon request.

Subscription Term, Fees, Payment, and Termination of Services
Subscriptions for hosted infrastructure are for no less than a one (1) year period and can be prorated to match Laserfiche software/subscription renewal dates. The term starts when access is provided. For new implementations, the Laserfiche software/subscription order process and start date of renewal periods may be aligned to match the hosted infrastructure subscription start date. The one (1) year period automatically renews, unless the client provides written notice 90 days in advance. You may terminate this Agreement for convenience at any time upon 90 days advance written notice.

- Fee increases:
  - Adjustment to fees related to an increase in the level of service requested/authorized by the client will be made at the time of such changes in service becoming available to the client.
  - Third-Party License Fees – In the event that a third-party license provider increases the fee they charge MCCi's hosting partner for your use of such license, we will increase your fees by the same percentage amount, provided we notify you in writing at least 90 days before the effective date of the price increase. Adjustments in subscription 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. Note that for renewals of terms that are one (1) year or more in length, MCCi will not increase fees more than once over a 12-month period. In the event that the client has a renewal term of less than one (1) year (examples would be quarterly or monthly), fees can be increased at any time and by any amount, upon 90 days advance written notice.
- Payment: Payments are due according to the terms specified on the invoice and always prior to the subscription expiration date. Late payments are subject to fees, as well as suspension of services.

Terms specific to different hosting options
A. Infrastructure Hosting with Managed Services
MCCi offers server instances to clients that would rather not acquire the physical or virtual infrastructure themselves and who desire to have a fully managed solution. MCCi offers these services through its award-winning partner Rackspace. MCCi offers AWS, Azure, or Rackspace hosted infrastructure, as well as fully Managed Service options, all through its partnership with Rackspace.
The client acknowledges the following terms, conditions, and limitations (and accepts that MCCi's liability and responsibility is limited by the following):

- Rackspace's Acceptable Use Policy found at: http://www.rackspace.com/information/legal/global/aup.
- Client shall have no rights against Rackspace in connection with the Hosting Services sold by MCCi.
- Prohibition of high-risk use: The client may not use the hosting service in any situation where failure or fault of the hosting services could lead to death or serious bodily injury of any person, or to physical or environmental damage. For example, you may not use or permit any other person to use the hosting services in connection with aircraft or other modes of human mass transportation, nuclear or chemical facilities, or medical life support devices.
- Microsoft license terms, if applicable: http://www.rackspace.co.uk/legal/microsoft-license.
- MCCi does not promise that the services will be uninterrupted, error-free, or completely secure. You acknowledge that there are risks inherent in internet connectivity that could result in the loss of your privacy, Client Data, Confidential Information, and property.
- MCCi is not liable to you for lost data unless and to the extent you purchase data backup services, and we fail to provide the backup services as agreed. If you purchase backup services, you release MCCi from liability for loss of data to the extent the data has changed since the time that we were last required by the Agreement to perform a backup.

B. Infrastructure Hosting Only (No Full Managed Service Option)
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 "Amazon Web Services" (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. The client acknowledges the following terms, conditions, and limitations (and accepts that MCCi's liability and responsibility is limited by the following):

- MCCi: 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 1st tier for support issues and handles all billing related to the service.
- Client: Serves as server and database administrator and maintains all non-Laserfiche and non-operating system applications, including required database software acquisition, installation, maintenance, upgrades, and database maintenance routines.

The client acknowledges and accepts the published AWS Service Level Agreement, Customer Agreement, and Customer License Terms and acknowledges and accepts that MCCi extends the same terms to the client, which will always be limited to the most recent published AWS terms and conditions:
AWC EC2 SLA: https://aws.amazon.com/ec2/sla/
AWS Customer Agreement: https://aws.amazon.com/agreement/
AWS Customer License Terms: https://www.gflesch.com/hubfs/Gordon-Flesch Site/Terms_and_Services_Documents/AWSResellerCustomerLicenseTerms.pdf

- MCCi does not promise that the Services will be uninterrupted, error-free, or completely secure. You acknowledge that there are risks inherent in internet connectivity that could result in the loss of your privacy, Client Data, Confidential Information, and property.
- MCCi is not liable to you for lost data unless and to the extent you purchase data backup services, and we fail to provide the backup services as agreed. If you purchase backup services, you release MCCi from liability for loss of data to the extent the data has changed since the time that we were last required by the Agreement to perform a backup.

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

Date: January 7, 2019

By: _____
(Signature)

_____
(Printed Name & Title)

Noted Items Accepted by: **COLLEGE STATION ISD, TX**

Date: _____

By: _____
(Signature)

_____
(Printed Name & Title)