CS-17-107

Dear Mr. Michael Niezgoda,

Renewal of Agreement

This letter confirms the auto-renewal of the Contract on the terms set out below.
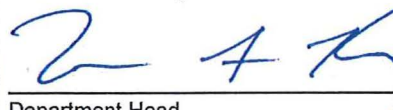
General information

No.	Topic	Details
1	**Client**	Name: Board of County Commissioners, Property Appraiser, Supervisor of Elections, Nassau County, FL
2	**Vendor**	Name: MCCI Municipal Code Corporation
3	**Contract**	Contract title: Laserfische System Support & Maintenance Program Execution Date: August 18, 2009 Effective Date: December 16, 2009 Contract tracking number: CM1466-AR06

Contract Renewal

The Client gives notice that it wishes to exercise the option to automatically renew the term of the Contract for one (1) year, beginning December 16, 2017 and ending December 15, 2018, in accordance with the provisions under the Termination clause of the agreement. The original term was 3-years and was allowed to auto renew for previous one-year terms beginning December 16, 2012 through December 15, 2017.

If you need more information or would like to discuss this matter further, please contact Angela Gregory on 904-530-6040 or at agregory@nassaucountyfl.com

Yours sincerely

_____   **11-16-17**
Department Head   Date

Approved by:

_____   **11/21/17**
Contract Management   Date

_____   **11/27/17**
Office of Management & Budget   Date

_____   **11/30/17**
County Attorney   Date

COUNTY MANAGER – FINAL SIGNATURE APPROVAL

_____   **12-4-17**
Shanea Jones, County Manager   Date

CONTRACT APPROVAL FORM

CONTRACTOR INFORMATION

Name: _MCCI Municipal Code Corporation_

Address: _P.O. Box 2235_   _TALLAHASSEE_   _FL_   _32316_
City   State   Zip

Contractor's Administrator Name: _Bob Kinsey_   Title: _Account Executive_

Tel#: _800-342-2633_ Fax#: _(850) 701-0715_ Email: _bkinsey @ mccinnovations.com_

CONTRACT INFORMATION

Contract Name: _Laserfiche Project_   Contract Value: _$29,982.00_ (approx. 8/14/09)
BOCC ONLY (see below)

Brief Description: _Software Design, installation, and training_
Total project cost is $49,946; Joint purchase with Property appraiser
($9,982), Tax Collector ($9,982) and BOCC ($29,982)   8-14-09

Contract Dates _____ to _____   Status: ✓ New ___ Renew ___ Amend# ___ WA/Task Order

How Procured: ___ Sole Source ___ Single Source ___ ITB ___ RFP ___ RFQ ___ Coop. ___ Other _Quote - written_

If Processing an Amendment:

Contract #: _____   Increase Amount of Existing Contract: _____   No Increase _____

New Contract Dates: _____ to _____   TOTAL OR AMENDMENT AMOUNT: _____

APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6

01132516 - 552646 Software

1. _____   08/12/2009   01132516 - 56400 | Equip/|
   Department Head Signature   Date   Funding Source/Acct # (approx.)
   8-14-09 8-14-09

2. _Charlotte Young_   8/12/09
   Contract Management   Date

3. _____   8/14/09
   County Attorney (approved as to form only)   Date

4. _____   8/18/09
   Office of Management & Budget   Date

Comments: _____

COUNTY COORDINATOR – FINAL SIGNATURE APPROVAL

_____   8/18/09
Edward Sealover   Date

RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:

Original: Clerk's Services; Contractor (original or certified copy)
Copy: Department
             Office of Management & Budget
             Contract Management
             Clerk Finance

MCC*i*

Municipal Code Corporation

SALES DEPARTMENT

PO Box 2235 ● Tallahassee, Florida 32316

TELEPHONE (800) 342-2633 ● FAX (850) 701-0715

Bob Kinsey, Account Executive ● extension 721 ● bkinsey@mccinnovations.com

August 5, 2009

Mark Johnson
Director of Technical Services
96160 Nassau Place
Yulee Florida 32097

Dear Mr. Johnson-

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

➤ **MCCi is a division of Municipal Code Corporation (MCC)-** MCC has been serving local governments for more than 50 years and has a proven track record of developing services to meet local government's needs. MCC's philosophy includes providing cost effective, easy to use products and providing personalized customer service that our clients deserve. MCCi has followed this model.

➤ **MCCi focuses on Local Governments-** MCCi was created by Municipal Code Corporation to focus on innovative technologies for Local Government. MCCi provides Laserfiche software and services to more than 250 Cities and Counties.

➤ **MCCi #1 local government Laserfiche VAR-** Last year, MCCi was ranked as the #1 local government Laserfiche VAR in the U.S

➤ **MCCi offers superior support-** MCCi offers support through our help desk, email, and toll free number, and we also have a phenomenal online support center that gives end users access to training manuals, "how to" checklists, training videos, a knowledge base, and software updates.

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

Sincerely,

Bob Kinsey
Account Executive

Executive Summary

Laserfiche has been a resource for over 21,000 organizations since 1987. Laserfiche creates elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovations has built a suite of products and services that address organization-wide business problems from executive, records management, and information technology and end-user perspectives.

Laserfiche is a unified solution that manages all your organization's documents and records, regardless of location or media. Laserfiche strikes a balance between security and accessibility, protecting information while providing efficient access to keep staff working at maximum productivity. Please keep in mind the following competitive advantages of Laserfiche:

- Digital Archiving- Digital archiving is the storage of paper and electronic documents in accessible electronic media with long-term preservation capability. It is cost effective because it saves physical storage space and it cuts media maintenance costs. Original documents can be stored off-site or destroyed as necessary. This simplifies the disaster recovery process by allowing you to backup documents on digital media and stores them off-site.
- Comprehensive Security- Laserfiche Comprehensive Security allows you to control the security of your documents on many levels. You determine what functions, such as scanning and printing, each staff member may use. Security features are easy to administer, records managers can administer most security functions without IT staff assistance.
- User Friendly- Laserfiche is very easy to learn and use. It has a folder tree structure similar to Windows Explorer to make it easy to use. Your office can begin to scan and retrieve documents almost immediately after installation.
- Intelligent Search- Laserfiche lets you search your documents based upon full-text search, index search, and document and folder name searches. The Laserfiche full-text search unlocks the contents of your documents; if you need to find a word or phrase within a document, the full-text search retrieves it immediately. There is not any other imaging software that allows you this many searching possibilities.
- Web Access- Laserfiche allows you to publish your documents on the web with our WebLink software. You decide which documents you wanted published and WebLink publishes them on the web without having to use HTML programming. Users can then search the site to find the information they need using the Intelligent Search feature.
- Integration- Laserfiche is able to integrate with current software and hardware on existing systems.
- Service- Laserfiche understands the importance of a thorough support service. From technical help to the latest document imaging news, Laserfiche is dedicated to forming a lasting, complete service relationship. Should you need technical assistance; a qualified professional will be available to help you.

Laserfiche Original Project - CREDIT

DOCUMENT MANAGEMENT SOFTWARE AND USERS	Quantity	Cost	Total
☑ LF Team Server Software *Includes Starter Audit Trail*	-1	$4,745	-$4,745
☑ LF Full User	-5	$750	-$3,750
☑ LF Retrieval User	-5	$300	-$1,500
☑ LF Scanconnect 10-pack	-1	$915	-$915
Document Management Software and Licenses Total			***-$10,910***

ANNUAL SOFTWARE SUPPORT - PREMIUM LSAP			
☑ LF Team Server Software *Includes Starter Audit Trail*	-1	$1,424	-$1,424
☑ LF Full User	-5	$226	-$1,130
☑ LF Retrieval User	-5	$90	-$450
Annual Support Total			***-$3,004***

MCCi has included Managed Services for the first year at no additional charge. For budgetary purposes, the Client should include $3649.2 in annual budget for renewal of LSAP and Managed Services of the above quoted software.

MCCi PROFESSIONAL SERVICES			
☑ Onsite Installation & Training of software, per day *Travel expenses included*	-2	$2,100	-$4,200
☑ Shipping and Handling Fee for Laserfiche Software			-$50
☑ MCCi Project Management Services			-$1,800

| ***Total Original Project Credit*** | | | ***-$19,964*** |

Laserfiche New Project

DOCUMENT MANAGEMENT SOFTWARE AND USERS	Quantity	Cost	Total
☑ United Standard Server Software *requires MS SQL* *Includes Starater Audit Trail*	1	$9,745	$9,745
☑ LF Full User United	10	$750	$7,500
☑ LF Retrieval User United	10	$300	$3,000
☑ LF Scanconnect 5-pack	1	$660	$660
☑ LF Scanconnect 10-pack	1	$915	$915
Document Management Software and Licenses Total			*$21,820*

WEB TOOLS	Quantity	Cost	Total
☑ Weblink	1	$7,995	$7,995
Web Tools Total			*$7,995*

BATCH PROCESSING MODULES
Quickfields is licenses per machine

	Quantity	Cost	Total
☑ QF Import Agent	1	$1,495	$1,495
Batch Process Modules Total			*$1,495*

ANNUAL SOFTWARE SUPPORT - BASIC LSAP	Quantity	Cost	Total
☑ United Standard Server Software *requires MS SQL* *Includes Starater Audit Trail*	1	$1,950	$1,950
☑ LF Full User United	10	$150	$1,500
☑ LF Retrieval User United	10	$60	$600
☑ LF Scanconnect 5-pack	1	$132	$132
☑ LF Scanconnect 10-pack	1	$184	$184
☑ Weblink	1	$1,590	$1,590
☑ QF Import Agent	1	$390	$390
☑ Managed Services	1	$990	$990
Annual Support Total			*$7,336*

For budgetary purposes, the Client should include $7653.3 in annual budget for renewal of LSAP and Managed Services of the above quoted software.

MCCi PROFESSIONAL SERVICES	Quantity	Cost	Total
☑ Onsite Installation & Training of software, per day *Travel expenses included*	3	$2,100	$6,300
☑ Shipping and Handling Fee for Laserfiche Software			$50
☑ MCCi Project Management Services		$4,950	$4,950

Total Project Cost			*$49,946*

PAYMENT & BILLING TERMS
MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of the signed contract. Balance of total project will be invoiced and billed upon completion of installation. Sales Tax will be included where applicable. Payment will be due upon receipt of an invoice.

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

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

Date: August 5, 2009

By: _____
             (Signature)

          _____
           (Printed Name & Title)

Witness: _____
             (Signature)

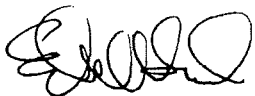Noted Items Accepted by: **NASSAU COUNTY BOARD OF COMMISSIONERS**

Date: 08-18-09
          _____

By: _____
             (Signature)

          Edward Sealover, County Coordinator
          _____
           (Printed Name & Title)

Witness: Charlotte Young
            (Signature)

          Charlotte J. Young, Contract Manager
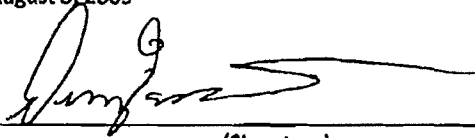   _____
           (Printed Name & Title)

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

Submitted by: MCCi, a Limited Liability Company

Date: August 5, 2009

By:
_____
(Signature)

_____
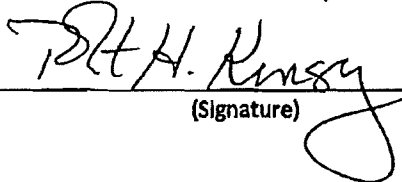Donny Barton – President
(Printed Name & Title)

Witness:
_____
(Signature)

Noted Items Accepted by: **NASSAU COUNTY BOARD OF COMMISSIONERS**
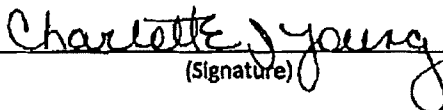
Date: 08-18-09
_____

By:
_____
(Signature)

_____
Edward Sealover, County Coordinator
(Printed Name & Title)

Witness:
_____
Charlotte J. Young
(Signature)

_____
Charlotte J. Young, Contract Manager
(Printed Name & Title)

LASERFICHE SOFTWARE. MCCi will provide the Client with a full-featured version of the Laserfiche (LF) Software. This software is a records repository allowing storage, retrieval and imaging of all documents. Capabilities include an intuitive browse window, index cards, full-text indexing, keyword template search, fuzzy word search, and virtually unlimited folders, giving users access to any document instantly. Laserfiche provides a truly concurrent licensing structure. Instead of purchasing a license for every computer with Laserfiche installed, licenses can be purchased to suit the needs of the number of people enterprise-wide that will use Laserfiche. The number of licenses purchased equals the number of concurrent users of Laserfiche. For example the 12 Retrieval users could be installed on 20 different PCs but only 12 of them could access the system simultaneously.

- **LASERFICHE TEAM:** Our entry-level product line uses SQL Express. Laserfiche Team comes with one database, which holds up to a million pages and can support up to five full and ten retrieval users. Like United, users and databases can be added in increments of one.
- **LASERFICHE UNITED:** Our premiere suite of products. Laserfiche United will support MSSQL databases (engine not included). You can start with one database and upgrade to an enterprise version with up to 15 databases. You can add full users, retrieval users and databases in increments of one.
- **LASERFICHE RECORDS MANAGEMENT EDITION:** The Laserfiche Records Management Edition is a special package that includes Laserfiche 7.0, Advanced Audit Trail and the Records Management Module. It complies with the Department of Defense records management standard (DoD 5015.2). The DoD 5015.2 standard was created as a best-practices guide for records management within departments in the Department of Defense and has since been endorsed by the United States National Archives & Records Administration (NARA). The Laserfiche Records Management Edition was designed and developed around the standard and is a turnkey solution for managing imaged, electronic and physical records. The Records Management Edition is fully integrated within the Laserfiche interface, presenting a uniform look and feel to all users and simplifying the adherence to formal records management practices within a subset of a Laserfiche repository.

Standalones:

- **EXECUTIVE:** Executive is designed to be a standalone version of the full Laserfiche Client/Server, so it offers the full functionality of the Client for one licensed user. That user can scan and OCR, create as many volumes as necessary, and store as many pages as MSDE allows.
- **DESKTOP:** Desktop is our standalone solution for small organizations or persons with limited needs. Thus, it allows one user to create only a single volume with a limit of 16,000 pages, and cannot support any additional Laserfiche modules.
- **NOTEBOOK:** Notebook is a standalone that is meant to supplement another Laserfiche Client/Server system by allowing workers outside the main office, such as public service workers out "in the field," to access documents without a connection to the main Laserfiche Server by taking a portion of the repository with them on a laptop computer. As such, Notebook can allow one user to store as many volumes and pages as MSDE and the computer's hardware will allow, but it does not include the capability to scan and OCR. Documents are, instead, imported into Notebook from the main system as briefcases or volumes system already OCRed and indexed.

Feature	Team	United	Avante	Rio	Comments
Database	SQL Express	SQL, Oracle	SQL Express, SQL, Oracle	SQL, Oracle	
Full Users	5	Unlimited	n/a	n/a	Includes Email and Snapshot
Retrieval Users	10	Unlimited	Only Public Portal Web Link	Only Public Portal Web Link	Includes Email
Full Named Users	n/a	n/a	Unlimited	100 - Unlimited	Includes Workflow, Email and Snapshot for Avante; Includes Workflow, Email, Snapshot, Web Access and Advanced Audit Trail for Rio.
Retrieval Named Users	n/a	n/a	n/a	1000 - Unlimited	Includes Email for Rio, minimum purchase of 1,000 users
Default Servers	1	1	1	Unlimited	
User License Model	Concurrent	Concurrent	Named	Named	
Model	Modular	Modular	WF automation / BPM	Enterprise	
Page Limit	1 million	Unlimited	Unlimited	Unlimited	
Public Access	Concurrent	Concurrent	Public Portal (25, 75, PP)	Public Portal (PP)	Per Processor (PP) must purchase the same amount of CPU on Lf Server
Upgrade Path	Avante, Rio or United	Avante or Rio	Rio	n/a	
Laserfiche Versions	all	all	Lf 8.1 and later	Lf 8.0.1 and later	

LASERFICHE PLUG INS, UTILITIES & TOOLS. MCCi can provide additional Laserfiche Plug-ins Utilities, & Tools software. Laserfiche offers a selection of add-ons and development tools designed to let you tailor Laserfiche to meet your needs.

Capture Plug Ins:

- **Laserfiche Import Agent™** automates document importing and document management within Laserfiche, particularly well-suited to work with multi-function peripherals
- **Laserfiche ScanConnect™** Laserfiche ScanConnect allows ISIS scanning. A collection of ISIS scanner drivers is included with Laserfiche ScanConnect. These drivers allow images to be scanned through supported scanners. ScanConnect 7.x is can be purchased as an add-on to both Laserfiche scanning and Quick Fields.

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

Distribution Plug Ins

- **Laserfiche WebLink™** The WebLink module publishes select documents in a Laserfiche repository to an intranet or the Internet in read-only form. Documents can be made available through the Web almost instantly, and users need only an Internet browser in order to access them. Built on ASP .NET, WebLink can be customized to match the look and feel of an organization's Internet or intranet site.
- **Laserfiche WebAccess** Laserfiche Web Access is a Web browser-based thin client offering virtually all of the document management capabilities of the standard Laserfiche interface. Web Access allows your IT staff to roll out high-volume Laserfiche access without increasing your organization's application support burden. Authorized users organization-wide enjoy simultaneous access to documents, whether they are using the corporate intranet or logging in from a branch office.
- **Laserfiche Plus™** Laserfiche Plus allows the information stored in a Laserfiche repository to be portable. Laserfiche documents published by Laserfiche Plus can be viewed by anybody, regardless of whether they have Laserfiche installed. If these portable Laserfiche documents are sent to a company or site that already has Laserfiche installed, then that organization can also choose to attach those documents to their repository. This software prepares a copy of the Laserfiche files (images, text, electronic files, annotations, templates and field data) for burning directly to your removable media or to a temporary directory. Choosing to publish to a temporary directory allows you to write it to your removable media at your convenience.
- **Laserfiche E-Mail Plug-In™** allows instant electronic document distribution via standard MAPI-compliant e-mail applications.

Workflow & Process Automation

- **Laserfiche Workflow:** Efficiency and accountability-enhancing document routing, e-mail notification and audit trail reporting.
- **Laserfiche Audit Trail Modules:** Three levels of audit reporting to address your specific regulatory compliance and security needs.
- **LF Audit Trail – Starter:** This edition tracks who accesses data in the repository, as well as changes made to the repository. Users can then generate reports on the life-cycle of documents, and who has accessed them.
- **LF Audit Trail – Standard:** Sites with a larger amount of activity in their repository can use this edition to set up event logging according to individual users. This allows a more finely grained auditing configuration that tracks only the data that a particular customer needs. Standard features the tracking of failed attempts to change content in the repository, giving more insight into user activities. All the functionality of the Starter edition is also included.
- **LF Audit Trail - Advanced:** Customers operating in the most demanding regulatory environments find this version ideally suited to their needs. Besides doing everything that the other two versions do, it also tracks changes in security settings, so not only what a user is looking at or changing is tracked, but who gave them the right to do so. Searches are also tracked. For additional document security, with this edition users can be required to submit reasons for printing and exporting documents. Administrators can force printed documents to have Watermarks applied to them.

Batch Processing

- **Laserfiche Quick Fields™** automates document sorting and indexing for reduced data entry costs and manual indexing errors. Laserfiche Quick Fields is a collection of image processing and enhancement tools wrapped in an elegant and intuitive interface. We call Quick Fields a document capture platform because it is so much more than just an offline scanning tool. Because Quick Fields was developed specifically for Laserfiche document imaging and management solutions, it offers a unique functionality set designed to simplify automated capture and classification of documents. In addition to working with most production level scanners, Quick Fields supports the Universal Capture plug-in and includes a powerful tool called the Laserfiche Capture Engine. The basic premise of the Laserfiche Capture Engine is to provide the ability to "scan" documents into Quick Fields from a Laserfiche repository. This fairly simple idea is extremely powerful because it eliminates dependence on traditional scanners in order to take advantage of automated image processing technology. With Quick Fields, it does not matter how an organization images their documents. They could be scanned through a networked copier/scanner, automatically imported from a fax server or converted from an electronic format through Snapshot, and Quick Fields will process them as if they were scanned in directly.
- **Pattern Matching:** The Pattern Matching add-on looks for a specified pattern within a user-defined value. This process can be used to identify a document, validate data, or to save the matching data along with a document. The pattern that will be searched for is defined by the user through predefined criteria (regular expressions). A regular expression looks for a certain pattern in a string. It can then use this pattern to look for a character or a set of characters.
- **QF Real-time look up:** look up and extract data from a 3rd party database, verify values extracted from an image matched values in the 3rd party database
- **QF Zone OCR:** Images that contain clearly printed or typed information can be converted to text files through a process called OCR (Optical Character Recognition). Once text has been extracted from an image, it can be sent along with the image to the repository. Once the document has been imported into the repository, the extracted text will be associated with the corresponding image in the document. The International Zone OCR add-on will scan a zone on an image for text. Only text found within the zone will be extracted. The data returned by this process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. The International Zone OCR add-on can be installed when Quick Fields is first installed or after it has already been installed.
- **Laserfiche Import Agent:** Laserfiche Import Agent is a capture tool that can bring files into a Laserfiche repository from the Windows file system. Any file that can be stored in Laserfiche can also be imported via Import Agent. What's more, Import Agent allows for scheduled and selective imports, so that users can set up specific criteria for what gets imported when. Import Agent can create fully OCRed and indexed documents, complete with template information and filed in the repository.
- **QF Bar Code Recognition:** The Bar Code add-on reads bar codes on a specified page in the document. The value returned by the bar code process can be used to identify a page, populate a field, determine the document name, or determine where the document will be stored. Bar Code is very powerful when combined with Real Time Lookup. Supported barcode formats: Codabar, CODE 39, CODE 128, EAN 8, EAN 13, Interleaved 2 of 5, UPCA, and UPCE.
- **QF Quick Forms:** permits multiple document classification, as well as include advanced capabilities such as form recognition, form registration, form removal and optical mark recognition.
- **QF Document Classification:** designed for clients who deal with multiple forms, and will recognize and process multiple document types.
- **QF Annotation/Bates Numbering:** The Bates stamp option is a document auto-numbering annotation option
- **Forms Processing:** The Forms Processing add-on consists of four processes, which are Laserfiche Form Extractor, Form Identification, Laserfiche Form Registration, and Laserfiche Optical Mark Recognition (OMR). Form Extractor removes the layout from an image and leaves data in a region specified on the page. Form Identification identifies images according to the layout of the page. Form Registration aligns images to match the layout of the form. OMR detects whether a region has been marked by comparing it with the same region on a master form. This add-on can only process or recognize forms when processing black & white images. Additional information is available.

Integration

- **DataNow Affinity Integration:** DataNow Affinity brings the power of Laserfiche document management to the applications you use most. Document searches can be reduced to a single click of a button. New documents can be added to your Laserfiche repository without manually entering template field values, file names, or folder locations. Affinity truly makes Laserfiche feel like part of your business software.
- **LF Integrator's Toolkit:** Tools & documentation necessary for customizing Laserfiche
- **LF Integration Express HTE:** Laserfiche HTE interface
- **GeoDocs:** GeoDoc™ is a web-based software that seamlessly integrates ESRI ArcIMS (soon to be ArcGIS Server) and Laserfiche. Utilizing robust search capabilities, users of GeoDoc 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.

MCCi, a Limited Liability Company and subsidiary of **MUNICIPAL CODE CORPORATION**, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCi, hereby offers the Laserfiche Software & Services to the **NASSAU COUNTY BOARD OF COMMISSIONERS, FL**, duly organized and existing under state law, hereinafter referred to as the Client, according to the following terms and conditions.

GAP ANALYSIS

The MCCi Gap Analysis is performed by CDIA-certified MCCi professionals. The CDIA (Certified Document Imaging Architect) is awarded after a comprehensive and rigorous exam focused on a broad spectrum of document and records management objectives. The MCCi Gap analysis is the study of the differences between two different information systems or applications, often for the purpose of determining how to get from one state to a new state. A gap is sometimes spoken of as "the space between where we are and where we want to be." Gap analysis is undertaken as a means of bridging that space. MCCi offers Gap analysis to new and existing MCCi customers, both with similar deliverables.

New Customers: New customers may be totally new to Records Management/Document Management, or could be transitioning from one system to another. Either way, gap analysis not only serves the consulting needs of a project, but can also mitigate many risks that are inherent and in a new project. Risks such as scope creep, unforeseen needs (people, conversions, integrations, equipment), and unknown stakeholders, can be identified and cleared up in the very beginning of the project.

Existing Customers: Existing customers consider gap analysis when looking to expand their system into other departments or enterprise wide. It is also a great opportunity to investigate and report on how the system is being used vs. how it was intended to be used - with the result being a plan of action.

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 which 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 plan

The amount of time/cost of a gap analysis is dependent upon the system size and number of departments to be involved.

Payment Terms: MCCi will invoice fifty percent (50%) of the total contract Gap Analysis amount upon receipt of the signed contract. Balance will be invoiced and billed upon delivery of GAP report. Payment will be due upon receipt of an invoice.

LASERFICHE SOFTWARE UPGRADE

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

LASERFICHE SOFTWARE SUPPORT

Software Support for the above software packages is offered by MCCi and Compulink. (developers of Laserfiche software) Laserfiche Software Assurance Plan (LSAP) includes: Access to software version updates, Telephone or E-Mail support for software related issues, 24-hour FTP and web site access, technical bulletins and newsletters. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates. Any updates requiring shipment of software require Client to pay shipping costs.

MCCi SOFTWARE CUSTOMIZATIONS

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

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

CLIENT SOFTWARE CUSTOMIZATIONS

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

SOFTWARE INSTALLATION

MCCi will install all software outlined herein. If additional software is needed to bring the site up to specifications, customer will be billed accordingly.

END USER TRAINING

MCCi will provide instructor-led hands-on training in the operation of the Laserfiche Software.

SYSTEM ADMINISTRATOR TRAINING

MCCi will provide a training session for Client's Systems Administrator. The Training will include Configuring Laserfiche System, Database Maintenance, Security Settings, Data Back Up, Methods of Communication for Laserfiche Software Support, and Solution Development.

SITE PREPARATION

The Client site should be ready for installation according to specifications outlined within the Hardware section listed below. 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.

MCCi PROJECT MANAGEMENT SERVICES

MCCi Project Management services are overseen by CDIA-certified MCCi professionals. MCCi administers these services and concentrates on defining business requirements and the deliverables that follow.

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

Future Implementations (additional software) – MCCi Project Management services may be included to provide remote training and/or installation, template creation, specific consultation needs such as security set up, or others needs related to adding additional software and/or departments for the defined project.

These services are included to ensure the Client is prepared for the final project implementation.

MANAGED SERVICES

MCCi Managed Services are included with every support renewal. Managed Services can be utilized for the following professional services:

- Additional Training - additional training, via web conferencing, can be conducted to train new users on the use of the system or as refresher training for existing users.
- Additional System Set Up Consultation – MCCi offers additional consultation that would include recommendations on best practices for adding additional departments, additional types of document etc. to your current system.

- Remote implementation of software updates – While the standard SAP plan covers free updates for software, implementation of those updates is sometimes overlooked. With the addition of our Managed Services, MCCi is at your service to directly assist in implementing software updates. Annual System Review & Analysis – MCCi will access your system to review and analyze how your organization is using the System, identify any potential problem areas and make recommendations for better use of the system. This analysis is designed to be implemented 6 months after the initial Software installation, and would be performed annually after that date. This is an optional service that will be completed only if requested by the Client.
- Remote Access Support - Remote Access Support allows our helpdesk staff to access your machines remotely to resolve problems faster. The use of Remote Access Support saves you both time and money by reducing the delays in resolving software issues without costly on-site visits.
- Expiration & Additional Services - MCCi's Managed Services is an annual package (not to exceed 10 hours) and will expire on the same date as your SAP plan.

RECOMMENDED MINIMUM HARDWARE SPECIFICATIONS

MCCi will provide necessary consultation as to the compatibility of current hardware with the Laserfiche System. Changes and recommendations will be made at the time of consultation. See system requirements below. Please keep in mind that these are the minimum system requirements. All scanners also require the ScanConnect Software, which is quoted within our pricing section.

HARDWARE

Hardware prices do fluctuate frequently. Pricing will be confirmed prior to order. Support for all Hardware is provided by the hardware manufacturer and is the responsibility of the Client. Manufacturer warranties can be quoted upon request.

SCANNING STATION PC
OS: Windows Professional 2000 or XP
CPU: 800 MHz processor or faster
Memory: 256 MB RAM
Communications: TCP/IP
Web browser: Internet Explorer 6.0 or higher

CLIENT REQUIREMENTS
OS: Windows Professional 2000 or XP
CPU: Pentium III 700 MHz processor or faster
Memory: 128 MB RAM
Communications: TCP/IP
Web browser: Internet Explorer 6.0 or higher

SERVER REQUIREMENTS
OS: Windows 2000 or Windows 2003.
CPU: Pentium 4 1 GHz processor or faster
Memory: 512 MB RAM minimum; 1 MB per additional user
Communications : TCP/IP

FOR LF UNITED VERSION ONLY:
Database Engine: MS SQL Server 2000 (service pack 3 or higher)

WEBLINK REQUIREMENTS
Windows 2000 with IIS 5.0 or Windows 2003 with IIS 6.0
CPU: Pentium III 650 MHz processor
Memory: 256 MB RAM
WEBLINK VIEWER REQUIREMENTS
Web Browser (minimum versions): Internet Explorer 5.5; Netscape Version 7.2, Firefox Version 1.0; Safari Version 1.2.4

SCANNERS
Must utilize ISIS drivers

ADDITIONAL SERVICES

As an additional service/product under this contact MCC and MCCi can provide the following:

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

AGREEMENT EXTENDED TO OTHER GOVERNMENTAL UNITS

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

TRAVEL EXPENSES

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

LIMITED LIABILITY

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

PAYMENT & BILLING TERMS

MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of the signed contract. Sales Tax will be included where applicable. Balance of total project will be invoiced and billed upon completion of installation. Payment will be due upon receipt of an invoice.

TERMINATION

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

Recd 7/20/09

MEMORANDUM

TO: **ED SEALOVER, COUNTY COORDINATOR**

Vicki P. Cannon

FROM: **VICKI P. CANNON, SUPERVISOR OF ELECTIONS**

DATE: **JULY 20, 2009**

**SUBJECT: AGREEMENT REGARDING LASERFISCHE IMAGING
SYSTEM PURCHASE**

Pursuant to cooperative efforts with the Board of County Commissioners and the
Property Appraiser to conserve taxpayer dollars, please accept this memorandum
as confirmation that the Nassau County Supervisor of Elections has allocated
monies and will contribute to the purchase of a shared Laserfische imaging system
and maintenance program as follows:

$ 9,982.00   Fiscal Year 2008-2009 - Laserfische Imaging System
$ 1,824.60   Subsequent Fiscal Years – Laserfische System Maintenance Program

If you have questions, or if further information is needed, please do not hesitate to
contact me.

cc: Ted Selby, Director, OMB

416 Centre Street
Fernandina Beach, Florida 32034-4243

96135 Nassau Place, Suite 3
Yulee, Florida 32097-8635

Phone: 904-491-7500 • Toll Free: 1-866-260-4301 • Fax: 904-432-1400 • TDD: 904-491-7510
email: vcannon@votenassau.com • website: www.votenassau.com

Nassau County Property Appraiser

CFA

Tammy C. Stiles, C.F.A.

Fernandina Beach - Yulee   904-491-7300
Bryceville - Callahan - Hilliard   1-888-615-4398
Fax   904-491-3629
www.nassauflpa.com

MEMORANDUM

TO: **ED SEALOVER, COUNTY COORDINATOR**

FROM: **TAMMY C. STILES, C.F.A., PROPERTY APPRAISER**

DATE: **JULY 21, 2009**

SUBJECT: AGREEMENT REGARDING LASERFISCHE IMAGING SYSTEM PURCHASE

Pursuant to cooperative efforts with the Board of County Commissioners and the Property Appraiser to conserve taxpayer dollars, please accept this memorandum as confirmation that the Nassau County Property Appraiser has allocated monies and will contribute to the purchase of a shared Laserfische imaging system and maintenance program as follows:

$ 9,982.00   Fiscal Year 2008-2009 - Laserfische Imaging System
$ 1,824.60   Subsequent Fiscal Years – Laserfische System Maintenance Program

If you have questions, or if further information is needed, please do not hesitate to contact me.

cc: Ted Selby, Director, OMB

Digital Original
Document Management Professionals

Laserfiche Document Management Solution (LF DMS)
For Nassau County

Document Management Software and Users:

Software (Per Additional User)	Unit	Users	Extended
United Standard Server Software *requires MS SQL (Includes Starter Audit Trail)	$9,995	1	$9,995
Laserfiche Full User (Concurrent)	$750	10	$7,500
Laserfiche Retrieval User (Concurrent)	$300	10	$3,000
WebLink	$7,995	1	$7,995

Capture Software	Unit	Users	Extended
Import Agent	$1,495	1	$1,495
Scan Connect (10-Pack)	$915	1	$915
Scan Connect (5-Pack)	$660	1	$660

Annual Support Costs:

Software Maintenance & Support Per Year	Year	Extended
Software Maintenance	$6,312	$6,312
Managed Services	$995	$995

Implementation Costs:

Professional Services	Days	Extended
Onsite Installation and Traiing	3	$6,000
Project Management	1	$4,995
Travel, Lodging, Meals, Transportation		$2,000

TOTAL PROJECT INVESTMENT		$51,862

Laserfiche

FSG Platform™
One Enterprise, One Solution, Zero Risk

Laserfiche Document Management Solution (LF DMS)
For Nassau County

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Project Management	1	$4,995
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TOTAL PROJECT INVESTMENT		**$51,862**