

RENEWAL OF LASERFICHE SOFTWARE ASSURANCE PLAN AND SUPPORT Bid Opening: APRIL 17, 2017	SUMNER ONE DATAMAX	MCCI, LLC	FUTURENET GROUP INC	IMAGENET CONSULTING
	6717 WALDEMAR AVE ST LOUIS MO 63139	1958A COMMONWEALTH LN TALLAHASSEE FL 32303	12801 AUBURN ST DETROIT MI 48223-3413	913 N BROADWAY AVE OKLAHOMA CITY OK 73102
PROVIDE FEE SCHEDULE FOR EACH AND EVERY YEAR		SEE ATTACHED	SEE ATTACHED	SEE ATTACHED
SERVICE SUPPORT FOR CURRENT AND FUTURE LF SERVICES		SEE ATTACHED	SEE ATTACHED	SEE ATTACHED
LF QUICK FIELDS (QTY 5)		\$120.00 EA/\$600.00	\$96.00 EA/\$480.00	\$540.00
LF QF ZONE OCR W/VALIDATION (QTY 1)		\$560.00 EA/ 2 TOTAL \$1,120.00	\$448.00 EA/2 TOTAL \$896.00	\$1,008.00/2 TOTAL
LF QF REAL TIME LOOK UP S/VALIDATION (QTY 1)		\$120.00	\$96.00	\$108.00
LF AVANTE NAMED FULL USER (QTY 46)		\$100.00EA/\$4,600.00	\$80.00 EA/\$3,680.00	\$4,140.00
LF STARTER PUBLIC PORTAL (QTY 1)		\$3,000.00	\$2,400.00	\$2,700.00
AVANTE MS SQL SERVER (QTY 1)		\$1,000.00	\$800.00	\$900.00
LF WEB ACCESS (QTY 1)		\$20.00 EA/46 TOTAL \$920.00	INCLUDED IN MNF05	\$828.00
TRAINING CENTER		50-99 USERS 1 EA/\$3,920.00		
PROVIDE COSTS FOR "YEAR ONE" ADDITIONAL FULL USER LICENSE INITIAL AND SUPPORT FEES		ANNUAL SUPPORT TOTAL \$15,280.00 FOR BUDGETARY PURPOSES, THE CLIENT SHOULD INCLUDE \$15,280.00 IN ANNUAL BUDGET FOR RENEWAL O THE ITEMS QUOTED.	SEE ATTACHED	SEE ATTACHED
			MNF05 LASERFICHE NAMED FULL USER LSAP (INCLUDES: OCR, WORKFLOW, CAPTURE, EMAIL AND WEB ADMIN CONSOLE) \$500.00	
			MNF0B5 LASERFICHE NAMED FULL USER LSAP (INCLUDES: OCR, WORKFLOW, CAPTURE, EMAIL AND WEB ADMIN CONSOLE) - BASIC LSAP \$100.00	
INITIAL PRODUCT DISCOUNT		-\$3,920.00		
TOTAL PROJECT COST		\$11,360.00	\$8,352.00	\$10,224.00

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VENDOR QUALIFICATIONS				
What is your competitive advantage?		SINCE 2008, MCCI HAS BEEN THE #1 LASERFICHE VAR WORLDWIDE SEE ATTACHED	FUTURENET'S ORGANIZATIONAL AND CORPORATE STRUCTURE PROMOTES STRONG LINES OF COMMUNICATION, DEFINITIVE REPORTING STRUCTURE, CELAR ASSIGNMENT OF ROLES AND RESPONSIBILITIES AND DELIVERY OF QUALITY PRODUCTS AND SERVICES.	IMAGENET ENJOYS SEVERAL ADVANTAGES IN THE LASERFICHE VAR SPACE. SEE ATTACHED
Are you an authorized value-added reseller of the Laserfiche product suite? If yes, for how many years?		YES SEE ATTACHED	YES SEE ATTACHED	YES SEE ATTACHED
Number of unique registered LaserFiche installations you support?		SEE ATTACHED	SEE ATTACHED	SEE ATTACHED
Total number of Avante platform LaserFiche full user licenses for which you provide first-level support.		SEE ATTACHED	SEE ATTACHED	SEE ATTACHED
Please provide at least two reference accounts not older than three years.		SEE ATTACHED	SEE ATTACHED	SEE ATTACHED
How many staff members employed by your company are 100% dedicated to LaserFiche?		35	10	15
Do you have a staffed office located within a 50-mile radius of the St Louis, Missouri?		NO	NO	YES
How many staff members are full time implementation and support staff?		19	10 SEE ATTACHED	5
How many staff members are dedicated full time to LaserFiche workflow analysis and design?		5	10 SEE ATTACHED	SEE ATACHED SLA
What are your Service Level Agreement terms and metrics reporting?		MCCI'S SLA TERMS, ALONG WITH METRICS REPORTING INFORMATION INCLUDED ON PAGE 4	SEE ATTACHED	SEE ATACHED SLA
Describe your incident escalation procedures?		WE HAVE 3 TIERS OF SUPPORT. MOST NEW TICKETS FIRST GET LOOKED AT BY TIER 1 OR 2. IF THEY ARE UNABLE TO RESOLVE THE ISSUE TIMELY, THEY WILL GET A TIER 3 TECHNICIAN INVOLVED OR OPEN A CASE DIRECTLY WITH LF IF NECESSARY	SEE ATTACHED	SEE ATTACHED
What are your specific support services and exclusions with service rates		SUPPORT TECH \$140.00 APPLICATION SUPPORT \$165.00	SEE ATTACHED	SEE ATTACHED

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REQUIRED DOCUMENTS				
NOTARIZED WORK AFFIDAVIT COMPLETED		Y	Y	Y
E-VERIFICATION DOCUMENTATION (Y/N):		N	N	Y
COPY OF INSURANCE PROVIDED		Y	N	N
TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY		N	Y	Y
COOPERATIVE BID FORM (Y/N)		Y	Y	N
COOPERATIVE CONTACT INFO:		Y	Y	N
COMPANY INFORMATION AND SIGNATURE		Y	Y	Y
BID DEPOSIT REQUIRED		N/A	N/A	N/A
COMMENTS:	NO BID	SEE ATTACHED	SEE ATTACHED	SEE ATTACHED



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

BID #: **18-0030**

Request for Proposal: **RENEWAL OF LASERFICHE SOFTWARE
ASSURANCE PLAN AND SUPPORT** Date Issued: **3-21-2018**

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, APRIL 17, 2017, AT 2:00 P.M. LOCAL TIME.

Specification
Contact:

RALPH KUDRAK
Department of Information Technology
636-797-5592
rkudrak@jeffcomo.org

Contract
Contact:

VICKIE PRATT
Department of Administrative Services
636-797-5380

Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:

SAMPLE ENVELOPE

VENDOR NAME

VENDOR ADDRESS

CONTACT NUMBER

DEPARTMENT OF THE COUNTY CLERK

JEFFERSON COUNTY MISSOURI

729 MAPLE ST / PO BOX 100

HILLSBORO MO 63050-0100

SEALED PROPOSAL: (PROPOSAL NAME)

Contract Term:
upon approval by
the County Council
and County
Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor
Information:

MCCi, LLC.

Company Name

Donny Barstow

Authorized Agent (Print)

1958A Commonwealth Ln.

Address

[Signature]

Signature

Tallahassee, FL 32303

City/State/Zip Code

President

Title

850-701-0725

Telephone #

4-13-18

Date

33-1069550

Tax ID #

dwb@mccinnovations.com

E-mail

850-564-7496

Fax #



CORPORATE OFFICE
Sales Department
P.O. Box 2235 • Tallahassee, Florida 32316
Phone (800) 342-2633 • Fax (850) 564-7496

DONNY BARSTOW
President
(850) 701-0711
dwb@mccinnovations.com

April 12, 2018

Mr. Ralph Kudrak
Jefferson County
729 Maple Street
Hillsboro, MO 63050

Dear Mr. Kudrak:

We at MCCI value the opportunity to respond to RFP #18-0030 for Renewal of Laserfiche Software Assurance Plan and Support. We are pleased to include our response attached herein. While reviewing the proposal please keep in mind the following advantages of being a MCCI client:

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

Government Focus – MCCI provides Laserfiche software and services to more than 7400 government entities including Cities, Counties, State Agencies, K-12, Higher Education, Law Enforcement, Special Districts, 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 response or desire additional information, please do not hesitate to call on our toll-free number. We appreciate your interest and hope that we will have the pleasure of working with you and Jefferson County.

Sincerely,

A handwritten signature in black ink, appearing to read 'Donny Barstow', written over a horizontal line.

Donny Barstow
President

VENDOR QUALIFICATIONS

What is your competitive advantage?

MCCI Response:

Since 2008, MCCI has been the #1 Laserfiche VAR Worldwide. Having over 900 clients located throughout, MCCI has not only helped our clients implement their systems and processes, but also have gone through a plethora of custom builds and detailed projects. Furthermore, due to MCCI's status of being the #1 VAR, MCCI has bi-weekly calls with the development team at Laserfiche, allowing our clients to have their needs and requests addressed more immediately than would be possible through other VARs. MCCI's true competitive advantage comes through our vast experience helping clients of all sizes with a variety of needs.

Jefferson County has a substantial investment in Laserfiche currently and is utilizing the Avante platform. MCCI would like to help the County take this implementation to the next level and truly become a Laserfiche Run Smarter Award Winner by highlighting automation and efficiencies that our team can help implement.

MCCI has proposed the necessary requirements for handling the standard Laserfiche Software Assurance Program for the County. Our team has also proposed some additional services to help the city make this transition seamless. We have included our Training Center for Laserfiche at no charge for the first year. The details of this system are described within our proposal. We are also including complimentary Laserfiche Empower spots and CPP courses.

MCCI is also proposing a complimentary System Health Check to the County. We have many things we review to ensure the system is in good "health" and where we might be able to make recommendations for better practices going forward. We will start with a review of the hardware Laserfiche is currently running on to ensure optimal performance as well as a review of backup procedures to discuss with the County.

We will then move along to the admin console to review setup including user and group configuration, rights and privileges, volume setup and security, fields and templates, and other settings in the admin console. After this we will review the Laserfiche client to check repository access rights as well as the folder structure. We will check to ensure templates are being used, look for any large documents to ensure there aren't any underlying issues such as users scanning in to the system with misconfigured settings. We will also check to make sure documents are being OCR'ed. We will discuss other modules with the City as well as any 3rd party integrations and review best practices for all.

MCCI uses Laserfiche forms for this process and will document the findings and provide to the County so you have a copy of it. MCCI will provide the system evaluation onsite for up to one day at no charge. We have included a copy of our System Check-up form for you to review below.

For mapping out the future of the system, we would conduct an 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 review
- Current capture review
- Assess current training needs
- Interviews with departments not using Laserfiche
- Utilization of Laserfiche Records Management Module
- Integration Needs
- Mobile access needs
- Best practices for other areas of interest

We would deliver a verbal report of findings while onsite.

Organization

Contact Name

Contact E-mail

Laserfiche License Information

Laserfiche Platform

Laserfiche Version

Server Configurations and Backups

Is Laserfiche and SQL installed on the same Server?

☐ Yes

Where is Laserfiche and SQL installed on the server?

☐ No

Describe Backup Procedure

Administration Console

Summary of how Users and Groups are Configured

☐ Yes

☐ No

☐ Other

Other Settings discussed in the Admin Console

Laserfiche Client

Summary of Repository Access Rights

☐ Yes

☐ No

☐ Other

☐ Other

☐ Other

Miscellaneous	
Do you have any 3rd Party Integrations?	
Other Laserfiche Modules Identified	
<input type="checkbox"/> Workflow	<input type="checkbox"/> Web Access
<input type="checkbox"/> WebLink	<input type="checkbox"/> Import Agent
<input type="checkbox"/> Quick Reports	<input type="checkbox"/> Forms
Complete Summary Overview of Clients System	

OUR TEAM

MCCi is a leading Laserfiche provider, focusing on customer service in every aspect of your project. As a client, you will receive access to our highly trained staff and support services, including:

DEDICATED PROJECT MANAGEMENT

Our Project Managers are highly trained in the areas of implementation, Workflow processes, integrations, and more to help your organization implement a well-thought-out Enterprise system based on your organization's needs and business processes. They are Laserfiche Gold Certified and maintain other professional certifications.

TRAINING SERVICES

Before, during, and after your project, we focus on ensuring the users are trained on the software and stay up to date on the features available. An annual subscription to our online Training Center for Laserfiche allows all types of users, regardless of their role, to access videos on popular topics.

DEDICATED SUPPORT

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

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

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

SALES & ACCOUNT MANAGEMENT

You will have a dedicated team of an Account Executive and Account Manager that you can directly contact. Your Account Manager will assist in managing ongoing support through the life of the product. MCCi believes in a proactive support methodology and it is the Account Manager's role to:

- Identify any needs that could easily be addressed with the current system.

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

Demonstrated Ability to Perform

- MCCI has had 18 Run Smarter Award winners
- MCCI currently has 22 write-ups of clients on the Laserfiche Solution Exchange.
- MCCI support team has a combined 20 years of Laserfiche support experience.
- In 2017 only 3 support calls have gone to Voicemail, every other call was answered by a live technician.
- Clients are able to email support requests or submit through our online helpdesk portal and we respond in an average of 30 minutes, even though the support coverage is either within 4 hours or 8 hours based on appropriate LSAP level.
- We have active support surveys available for clients to submit and we have a 9.8 satisfaction level out 10.
- We average a 97% renewal rating and most of the 3% loss is due to budgetary issues or commercial clients going out of business.
- MCCI is the creator of the "Training Center for Laserfiche", with over 350 training videos. To date, the Training Center has 8,575 users.
- MCCI has many customers that started with a Laserfiche reseller but switched to us due to satisfaction issues.

Laserfiche experience - Are you an authorized value-added reseller of the Laserfiche product suite? If yes, for how many years?

MCCI Response:

MCCI has been a reseller of Laserfiche for the last 15 years. With a client base of over 740 government agencies, we are striving to be the leading Enterprise Content Management (ECM) provider in the United States. MCCI has been the #1 Laserfiche VAR in government since 2005, and the #1 Laserfiche VAR in the world for the last 10 years. Over the past ten years, MCCI has had the opportunity to gain an in depth look into how government organizations utilize their documents on a day-to-day basis. This thorough understanding has provided MCCI the edge needed to provide our clients with a tailored solution that will meet each individual organization's needs. Our goal is to develop solutions that will enable our customers to increase efficiency, productivity, and internal organizational structure.

Previous Experience

MCCI has over 750 customers and has provided examples of our larger implementations below and included Key Personnel involved.

Fountain, CO

MCCi recently implemented a 100 User Laserfiche Rio system for the City of Fountain. This implementation was focused on setting up the system with the core Records Management structure as they went to a completely electronic system. This project began in December 2016 and has just wrapped up. The Project Manager for this project was Rigo Ruiz. The City is utilizing Laserfiche to automate various processes in the City Clerks office as well as Finance to eliminate the mass amounts of paper that are incoming to the City.

Lee County Schools, FL

MCCi took over the support for Lee County School District in 2014. Since then they upgraded to Laserfiche Rio and have added subscription licensing to license all teachers and staff so they can rollout Electronic Forms for various HR processes across the district. Their preferred method of rolling out projects is for MCCi to perform a formal Gap Analysis of the business process/departmental process and then put together a defined Statement of Work. Then MCCi serves as the Project Manager for this project and performs the system engineer work. We have done this for their Accounts Payable (Req to Check) process and are in the middle of a cleanup of their HR Repository and rolling out Transparent Records Management and some other HR processes. Their next processes will be focused on more HR automation and then Student Records. Justin Atwell serves as the Project Manager and Gareth Cales also served as Project Manager of the project initially.

Corpus Christi, TX

MCCi took over the support for the City of Corpus Christi in 2005. The system was in 2-3 departments and they upgraded to Laserfiche Rio in 2012. Once they began going enterprise they realized they needed help with the implementation of business processes. Even though they had a large IT staff they were rolling out a new ERP system and had other projects in place. They began contracting with MCCi for our Laserfiche Consulting Services, as it gave them the ability to budget for a specific amount of money each year for services, and the flexibility to use the resource they needed for each project- whether it be training, systems engineer work, data conversion, development, project management, etc. Over the last 3 years, Janice Hall has served as the Project Manager on the Laserfiche Consulting Services project. Rigo Ruiz has also performed System Engineer work on this project.

Number of unique registered LaserFiche installations you support?

MCCi Response:

MCCi supports over 750 Laserfiche clients.

Below are links to solution exchanges that have helped many of our clients become more efficient.

Brunswick Co, NC

<https://www.laserfiche.com/solutionexchange/how-brunswick-county-went-paperless-in-the-building-department/>

St. Charles, IL

<https://www.laserfiche.com/solutionexchange/how-the-city-of-st-charles-reduced-invoice-processing-time-by-80-with-laserfiche/>

Boca Raton, FL

<https://www.laserfiche.com/solutionexchange/how-the-city-of-boca-raton-created-a-paperless-accounts-payable-process/>

Palm Beach, FL

<https://www.laserfiche.com/solutionexchange/use-laserfiche-workflow-to-keep-business-processes-running-smoothly/>

<https://www.laserfiche.com/solutionexchange/how-the-town-of-palm-beach-manages-revenue-bond-documentation-with-laserfiche/>

Ada County Highway District, ID

<https://www.laserfiche.com/solutionexchange/how-ada-county-highway-district-automated-the-bid-procurement-process-with-laserfiche/>

Palm Beach Gardens, FL

<https://www.laserfiche.com/solutionexchange/how-palm-beach-gardens-fl-automated-the-travel-authorization-and-expense-processes-with-laserfiche/>

Williamson County, TX

<https://www.laserfiche.com/solutionexchange/how-laserfiche-made-a-difference-in-the-auditors-office/>

Bonneville Joint School District #93, ID

<https://www.laserfiche.com/solutionexchange/how-bonneville-joint-school-district-no-93-integrated-laserfiche-with-powerschool/>

<https://www.laserfiche.com/solutionexchange/how-bonneville-joint-school-district-no-93-streamlined-public-records-requests/>

Tarrant County College District, TX

<https://www.laserfiche.com/solutionexchange/how-tarrant-county-college-processes-veterans-administration-paperwork/>

<https://www.laserfiche.com/solutionexchange/submit-new-course-proposals-with-laserfiche-forms/>

Sanitation District #1, Kentucky

<https://www.laserfiche.com/solutionexchange/how-sanitation-district-1-automated-the-travel-request-process-with-laserfiche-forms/>

<https://www.laserfiche.com/solutionexchange/kentucky-sanitation-district-1s-transparent-records-management-implementation/>

<https://www.laserfiche.com/solutionexchange/implement-records-management-in-five-steps/>

Florida Board of Professional Engineers, FL

<https://www.laserfiche.com/solutionexchange/how-the-florida-board-of-professional-engineers-uses-laserfiche-to-manage-new-engineer-licensing/>

Collin County, TX

<https://www.laserfiche.com/solutionexchange/collin-county-simplified-electronic-stamping/>

<https://www.laserfiche.com/solutionexchange/how-collin-county-secured-ecm-buy-in-from-all-its-elected-officials/>

Wichita Falls, TX

<https://www.laserfiche.com/solutionexchange/how-wichita-falls-tx-manages-municipal-court-files-with-laserfiche/>

Florida League of Cities, FL

<https://www.laserfiche.com/solutionexchange/how-florida-league-of-cities-refined-accounts-payable/>

Texas Municipal Power Agency, TX

<https://www.laserfiche.com/solutionexchange/how-the-texas-municipal-power-agency-integrated-laserfiche-with-maximo/>

Total number of Avante platform LaserFiche full user licenses for which you provide first-level support.

MCCI Response:

MCCI provides support for approximately 440 Laserfiche Avante systems, including 7,533 full users.

Please provide at least two reference accounts not older than three years.

MCCI Response:



System Provided	Laserfiche
Entity Name	Fayetteville, AR
Phone Number	479-575-8320
Contact Name	Keith Macedo IT Director
Email Address	kmacedo@fayetteville-ar.gov



System Provided	Laserfiche
Entity Name	La Plata County, CO
Phone Number	970-382-6241
Contact Name	Mike Hawkins Enterprise Content Analyst
Email Address	Mike.Hawkins@co.laplata.co.us

How many staff members employed by your company are 100% dedicated to LaserFiche?

MCCI Response:

MCCI has 35 employees dedicated to Laserfiche.

Do you have a staffed office located within a 50-mile radius of the St Louis, Missouri?

MCCI Response:

No, however, MCCI dedicates multiple resources to each client, ensuring all needs are met in a timely manner. Jefferson County will have a dedicated Account Executive, Account Manager, and Territory Leader, all capable and willing to be onsite if the need were to ever arise. Furthermore, if there is ever a large project of any kind, a Project Manager will also be assigned to see through to the successful completion and implementation of said project. MCCI Support Manager also serves as escalation in the event a support issue is not being satisfied.

How many staff members are full time implementation and support staff?

MCCI Response:

MCCI has been implementing complex Enterprise level software for government organizations for over 15 years. As a company, we have a large team of technical staff ranging from software developers to system engineers and project managers. As the largest provider of Laserfiche in the Country, our technical staff handles remote and onsite training and implementations on a weekly basis. Currently, MCCI has 19 implementation and support staff on hand.

How many staff members are dedicated full time to LaserFiche workflow analysis and design?

MCCI Response:

MCCI project managers and system engineers handle initial configuration of workflow. We have 11 System Engineers on staff. On our support team, we have 5 LAS representatives that can review current workflow configurations and provide feedback for potential improvements.

What are your Service Level Agreement terms and metrics reporting?

MCCI Response:

Attached is MCCI's SLA Terms, along with Metrics Reporting information included on page 4. We have not provided pricing for MCCI's Service Level Agreement. It can be provided upon request.

Describe your incident escalation procedures?

MCCI Response:

We have 3 tiers of Support. Most new tickets first get looked at by tier 1 or 2. If they are unable to resolve the issue timely, they will get a tier 3 technician involved or open a case directly with LF if necessary.

What are your specific support services and exclusions with service rates?

MCCI Response:

MCCI's Support Technician Hourly rate is \$140.00
MCCI's Application Support Analyst rate is \$165.00
For packages below, a 10% discount applies.

Based on the size of your system Managed Services would be \$1,890 or LAS would be \$3,341.25 based on the rates with discounts applied. MCCi recommends the County take advantage of one of these packages with your support.

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.

THE TRAINING CENTER FOR LASERFICHE

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

BENEFITS

- 24/7 access to on-demand Laserfiche training videos and other resources
- Reduction in training expenses
- Caters to all skill levels from Basic Users to Advanced System Administrators

- Unlimited access for your entire organization
- User determined schedule and pacing
- Reduction in internal support and increased user productivity
- Increased efficiency through improved internal usage/adoption
- Instant/budgeted training available in the case of employee turnover
- Enhance your organization's internal Laserfiche training program

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

MCCI PRICING



MCCI Laserfiche Pricing

PRICING PROPOSAL

Product Description:	Qty.	Cost	Total
<u>ANNUAL SOFTWARE SUPPORT/SUBSCRIPTION - BASIC LSAP</u>			
<input checked="" type="checkbox"/> Avante Server for MS SQL	1	\$1,000.00	\$1,000.00
<input checked="" type="checkbox"/> LF Full Named User, Existing Client <i>Includes Snapshot, Email, and Workflow</i>	46	\$100.00	\$4,600.00
<input checked="" type="checkbox"/> Web Access, Per User	46	\$20.00	\$920.00
<input checked="" type="checkbox"/> Laserfiche Starter Public Portal <i>Includes Weblink and 10 Retrieval Connections</i>	1	\$3,000.00	\$3,000.00
<input checked="" type="checkbox"/> Quick Fields	5	\$120.00	\$600.00
<input checked="" type="checkbox"/> Zone OCR and Validation Package <i>Includes Zone OCR and Pattern Matching</i>	2	\$560.00	\$1,120.00
<input checked="" type="checkbox"/> Real Time Look Up and Validation Package <i>Includes Real Time Look Up and Pattern Matching</i>	1	\$120.00	\$120.00
<input checked="" type="checkbox"/> Training Center 50-99 Users	1	\$3,920.00	\$3,920.00
Annual Support Total			\$15,280.00
<i>For budgetary purposes, the Client should include \$15,280.00 in annual budget for renewal of the items quoted above. Please note that if you subscribe to MCCI's SLA or Training Center, additional user licenses may increase the cost of these items at the time of your next annual renewal.</i>			
<input checked="" type="checkbox"/> Complimentary System Health Check <i>*Up to 1 day onsite</i>	1		N/C
<input checked="" type="checkbox"/> Laserfiche CPP Certifications <i>*Client must choose desired CPP certification courses within 6 months. Laserfiche provides an extended amount of time to take courses once signed up. Retail value- \$100 each, for more information- http://www.laserfiche.com/en-us/Events/CPs</i>	4		N/C

<input checked="" type="checkbox"/>	Laserfiche Empower 2019 Registration <i>*Up to 2 spots covering the conference registration fee (not including travel), valued at \$795 each. More information will be provided when conference registration opens up in the Summer.</i>	2	N/C
<input checked="" type="checkbox"/>	Initial Product Discount <i>*Discount is based on this quote and if the quote changes the discount amount is subject to change.</i>		(\$3,920.00)
Total Project Cost			\$11,360.00

5. Invitation for Bid



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST. PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

BID #: 18-0030

Request for Proposal: RENEWAL OF LASERFICHE SOFTWARE ASSURANCE PLAN AND SUPPORT **Date Issued: 3-21-2018**

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, APRIL 17, 2017, AT 2:00 P.M. LOCAL TIME.

Specification Contact: **RALPH KUDRAK**
Department of Information Technology
636-797-5592
rkudrak@jeffcomomo.org

Contract Contact: **VICKIE PRATT**
Department of Administrative Services
636-797-5380

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

SAMPLE ENVELOPE

<p>SENDER NAME SENDER ADDRESS CONTACT NUMBER</p>	<p>DEPARTMENT OF THE COUNTY CLERK JEFFERSON COUNTY MISSOURI 729 MAPLE ST / PO BOX 100 HILLSBORO MO 63050-0100</p>
<p>SEALED PROPOSAL (PROPOSAL NAME)</p>	

Contract Term:
upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

FutureNet Group, Inc.	Kishal Dalal	
Company Name	Authorized Agent (Print)	
12801 Auburn St.	Signature	
Address	Sr. Vice President	
Detroit, MI 48223-3413	Title	
City/State/Zip Code	April 13, 2018	38-3217146
313.544.7117	Date	Tax ID #
Telephone #	313.544.7111	
krishald@futurenetgroup.com	Fax #	
E-mail		

April 16, 2018

Department of the County Clerk
Jefferson County Missouri
729 Maple ST / PO BOX 100
Hillsboro MO 63050-0100

Subject: Proposal Response to Request for Proposals for BID #: 18-0030 - Renewal of Laserfiche Software Assurance Plan and Support - Jefferson County

Dear Mr. Ralph Kudrak,

FutureNet Group, Inc. (FutureNet) is a technology, perimeter security, cyber security and professional services company that was incorporated in the State of Michigan in 1994. Headquartered in Detroit, Michigan, FutureNet is certified as a MBE firm. Today, the company has approximately 130 employees located at its Washington, DC, Franklin, Tennessee, and India. FutureNet is a Gold Certified Value Added Reseller (VAR) of Laserfiche.

As a Laserfiche Gold Certified VAR, FutureNet has the requisite capability to promptly troubleshoot and resolve any issues that arise before they impact operations or affect staff productivity. FutureNet's main objective is to provide seamless support and maintenance to the Laserfiche system deployed by the Jefferson County. As a Gold-Certified Reseller, we have access to the latest innovations in implementation, integration, and customization practices, and our Team constantly takes advantage of the opportunities to update and enhance their skill sets and knowledge.

Our Team implements a proven, highly successful, delivery model that enhances capabilities and communicates data effectively. We are confident that we offer the ability, experience, equipment, personnel and supervision necessary to deliver precise, prompt and best value Laserfiche services. The following pages demonstrates our expertise in fulfilling the requirements and provides an outline of our proposed solution and pricing as per the RFP. FutureNet will meet all service and personnel requirements as well as all terms and conditions included in the RFP, with no exceptions.

Some feedback received from various projects for providing Laserfiche services & Training Sessions conducted by FutureNet staff:

Recent clients for whom FutureNet has provided similar services:

- Department of Army, Mission and Installation Contracting Command
- Department of State, Office of Medical Services (MED)
- Department of Commerce
- Department of the Army - US Army Redstone Arsenal (UARA)
- United States Marine Corps (USMC)
- Department of Health and Human Services – Centers for Medicare & Medicaid Services
- Detroit Transportation Corporation – People Mover
- Howard University – College of Medicine
- City of Farmington Hills
- Clerk of the Circuit Court, Collier County, Florida



12801 Auburn St.,
Detroit, MI 48223-3413
Bus: 313.544.7117
Fax: 313.544.7111

Innovative Infrastructure Solutions

www.FutureNetGroup.com

"(We) Received great comments from Regional Office staff on trainings provided by FutureNet Team"

"Best training received so far as compared to previous Laserfiche Vendors"

"The training specialist had a vast knowledge of Laserfiche products and features"

We offer the County our experience and strong corporate support. As a Senior Vice President of FutureNet, I am fully authorized to negotiate, commit to, and execute this contract for the County. You may contact me should you have any questions associated with our proposal.

We are excited about beginning a long and fruitful relationship with your department by providing the above mentioned services at most competitive price

Regards,

Krishal Dalal,
Senior Vice President

3. Vendor Qualifications

a) What is your competitive advantage?

FutureNet's organizational and corporate structure promotes strong lines of communication, definitive reporting structure, clear assignment of roles and responsibilities and delivery of quality products and services. FutureNet offers a record of success as a prime contractor for many city, state, and federal agencies as well as many other commercial clients. FutureNet is especially well positioned to accomplish this contract for the following reasons:

We understand the requirements & Fully comply: We understand that County is interested in Renewal of Laserfiche Software Assurance Plan and Support. And looking for Value added reseller of the Laserfiche product suit. FutureNet is authorized value-added reseller, Microsoft Silver Certified Partner/Oracle Gold, Canon Certified.

Laserfiche

Authorized Reseller

We fully understand the Performance Objectives and have the approaches, methodologies, tools, technical and management experience and expertise to meet all the requirements. We will Increases efficiency and effectiveness while providing continual improvement of quality of work.



We have an integrated, experienced team: Our integrated Team of highly skilled personnel brings the best of experience in Laserfiche processes, and technology to ensure a realistic and integrated solution. Our key personnel are experienced and Gold certified. Also,

We have relevant experience and past performance: FutureNet has highly relevant experience in providing support to various municipal, state and federal government agencies. We have over 15 years of experience providing and supporting Laserfiche enterprise document management systems. At present, our team is providing Laserfiche installation and support services for 20+ clients. Our Team has extensive experience in software development, configuration and implementation. County can be confident that their requirements are well understood and web based software is implemented to help with training registration process

un...
observation...
experience. no
practical co
knowledge
ing and

We will apply proven best practices. Our technical approach is based on proven best practice methodologies, to deliver services that will hold up to stakeholders' scrutiny and assured customer satisfaction. We have best practice to work with Laserfiche products. Our team has experience to work with city, state and Federal Government project for Laserfiche services.



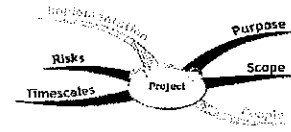
We have strong quality management practices. Our approach ensures integrated planning to address the people, processes, and technology aspects of significant initiatives such as this one. In addition, our team ensures appropriate awareness and oversight of project schedule and risks, and with our focus on quality, we assure County, total satisfaction and project success.



We have qualified and experience staff: Our team has a highly qualified staff and powerful management so that we enable us to provide all the services on time. Our key personnel are highly qualified, experienced and to exceed the PWS requirement. Specifically, for County services, we will provide staff that is expert for Laserfiche services. Our Experience and training of key personnel ensures the understanding of the requirements and give satisfaction result.



We have Project Management and Administration: Our Team includes a project manager to direct effective use of timelines for implementation, project scheduling/tracking tools and resources to complete the project on time. Quick response for reports and inquiries from County personnel. County will get quality output and successful completion with metrics ensures delivery of County's project within work schedule milestones



b) **Laserfiche experience - Are you an authorized value-added reseller of the Laserfiche product suite? If yes, for how many years?**

FutureNet is authorized value-added reseller of the Laserfiche product suit, Since 2014. Please refer out VAR certificate here:

FutureNet's Value Added Reseller (VAR) certificate:

Laserfiche®

Run Smarter™

3545 Long Beach Blvd , Long Beach, CA 90807

tel. 562-988-1688 fax 562-988-1886

www.laserfiche.com

May 19th, 2014

To whom it may concern.

This is to verify that FutureNet Group, Inc is a certified Value Added Reseller representing the Laserfiche software Laserfiche grants FutureNet Group Inc. the right to sell, market, install, distribute, maintain service, publicly perform, and publicly display the Laserfiche software FutureNet Group Inc. complies with all laws, rules, and regulations to do business in the United States of America,

Thank you for your attention.

Sincerely,

Paul Kim
District Manager
Paul.Kim@laserfiche.com
562-988-1688

c) **Number of unique registered Laserfiche installations you support?**


We are currently supporting 20+ Laserfiche installations of different size and complexities.


d) Total number of Avante platform Laserfiche full user licenses for which you provide first-level support.

We are currently provided first level support to 1000+ Avante Full user licenses

e) Please provide at least two reference accounts not older than three years.

FutureNet has proven past performance with a track record of maintaining hundreds of projects, totaling contract value of \$60+ mil for more than 20 federal agencies and dozens of local, city, and state customers within the last three years. Projects have included Laserfiche support, Laserfiche installation, digitizing services, and document management. Many of these projects received recognition and awards from our clients; including from many state, county, and local government agencies. FutureNet Group is a Laserfiche Gold Certified Reseller, with Gold Certified Laserfiche Professionals on staff. Our staff has extensive experience with the installation, implementation, and maintenance/support of Laserfiche Avante, Laserfiche Rio, Laserfiche SQL Server, Laserfiche Workflow, Laserfiche Quick Fields, Laserfiche Scanning, Laserfiche Web link, Laserfiche Audit, Laserfiche Plus, Laserfiche Software Development Toolkit (SDK), and Laserfiche iPad. We have extensive experience implementing and maintaining Laserfiche products for a wide variety of clients, including Federal Government agencies such as: U.S. Army, U.S. State, U.S. Interior, U.S. Department of Health and Human Services, U.S. Commerce, Air Force, and Marines, as well as to county and city governments and educational institutions.

Reference #1	
Agency	City of Farmington Hills 
Contract Name	Laserfiche Maintenance & Support
Contact Name	Harry Yee
Phone Number	248.871.2428
Email Address	hyee@fhgov.com

Reference #2	
Agency	Detroit Transportation Corporation – People Mover 
Contract Name	Laserfiche ECM Solution
Contact Name	Rebecca Hardy
Phone Number	313.224.2160
Email Address	rhardy@thepeoplemover.com

f) How many staff members employed by your company are 100% dedicated to Laserfiche?

Our Laserfiche Team includes 10 employees and they are as follows:

- Three (3) Systems Engineer
- Two (2) Support Engineer
- Two (2) Project Manager
- Two (2) Business Development Manager
- One (1) Program Manager

g) Do you have a staffed office located within a 50-mile radius of the St Louis, Missouri?

No. But we are successfully providing a remote support to our Laserfiche accounts across the country in all various time zones. We travel onsite for requirements gathering, annual trainings, upgrades, etc. We have capabilities to support any account remotely regardless of size or complexity.

h) How many staff members are full time implementation and support staff?

Our Laserfiche Team includes 10 employees and they are as follows:

- Three (3) Systems Engineer
- Two (2) Support Engineer
- Two (2) Project Manager
- Two (2) Business Development Manager
- One (1) Program Manager

i) How many staff members are dedicated full time to Laserfiche workflow analysis and design?

Our Laserfiche Team includes 10 employees and they are as follows:

- Three (3) Systems Engineer
- Two (2) Support Engineer
- Two (2) Project Manager
- Two (2) Business Development Manager
- One (1) Program Manager

j) What are your Service Level Agreement terms and metrics reporting?

Normally our team resolves problems with in one to two days. For critical issues our team will review the issue and what will be required for resolution and develop a time frame to minimize the impact on the client. If the resolution can be implemented remotely, we would, ideally, make arrangements to do so after business hours. FutureNet uses the following guidelines to prioritize customer requests and strives to begin working on the reported issue or problem within the target timeframe. As per criticality, our team will resolve the problem within 10 to 20 minutes/ 1 hour according to work priority. Actual response times may be shorter or longer depending on the volume of requests at any one time.

Severity	Acknowledge Time	Response Time	Resources Assigned Within	Updates	Target Resolution
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Tier 4	10 to 15 minutes	45 Minutes	1 Hours	Every 2 Hours	24 hours
Tier 3	10 to 20 minutes	90 Minutes	2 Hours	Every 4 Hours	48 Hours
Tier 2	30 minutes	2 Hours	3 Hours	Every 4 Hours	3 Business Days
Tier 1	1 Hour	3 Hours	4 Hours	N/A	Next Software Update

Table 1: Service Level Agreements

Severity	Definition
Tier 4	Error renders the program completely unable or nearly unusable or introduces a high degree of operational risk. No workaround is available. Until this error is resolved, the programs use is essentially halted. A large number of users and/or core program functionality is severely impacted.
Tier 3	Error renders essential functionality of the program to be consistently unavailable or obstructed, and causes a moderate level of hindrance or risk. Workarounds may be available, but use if the program is acutely degraded and causes continuing operational risk. A moderate number of users are significantly impacted, but overall the program continues to function.
Tier 2	Error is an inconvenience or causes inconsistent behavior, which does not impede the normal functioning of the program. It could be an error that occurs in consistently and affects non-essential functions or is an inconvenience which impacts a small number of users. It may also contain visual errors where the graphical display of the program is not ideal, but still functioning correctly.
Tier 1	Error has a small degree of significance, or is a minor cosmetic issue, or is a “one off” case. A “one off” case occurs when the error occurs infrequently and cannot be reproduced easily. There are errors that do not impact the daily use of the program. A low error is something that does not affect normal use, and can be accepted for a period of time, but user would eventually want that to be changed.

k) Describe your incident escalation procedures?

To ensure you a success and productivity, our service includes high level Support and Maintenance for Laserfiche software. This ensures that you have an access to FutureNet’s telephone support resources when it matters most, as well as many other benefits such as updates and upgrades. Our resources are available 24/7, and we’re always ready to quickly identify the root cause of your issue, find a resolution, and provide follow-up communication to ensure you a satisfaction. Our team utilizes remote access to your machines to resolve problems in as timely a manner as possible. Remote access supports save our clients both time and money by reducing the delays in resolving issues We utilize communications software to remotely access the client system to perform advanced diagnostics and problem resolution.

FutureNet’s Support	
Days of the week and hours support is available (PST.)	7:00 a.m. – 5:00 p.m. Monday through Friday PST
Average response times (initial call.)	Normally our team solves the problems with in one day.

Maximum “call-back” times (during normal business hours.)	Within one hour. Our resources are available 24/7.
Average “open ticket” or problem resolution time.	Within 12 hours and its depends upon problem

Normally our team resolves problems with in one to two days. For critical issues our team will review the issue and what will be required for resolution and develop a time frame to minimize the impact on the client. If the resolution can be implemented remotely, we would, ideally, make arrangements to do so after business hours. FutureNet uses the following guidelines to prioritize customer requests and strives to begin working on the reported issue or problem within the target timeframe. As per criticality, our team will resolve the problem within 10 to 20 minutes/ 1 hour according to work priority. Actual response times may be shorter or longer depending on the volume of requests at any one time.

Severity	Acknowledge Time	Response Time	Resources Assigned Within	Updates	Target Resolution
Tier 4	10 to 15 minutes	45 Minutes	1 Hours	Every 2 Hours	24 hours
Tier 3	10 to 20 minutes	90 Minutes	2 Hours	Every 4 Hours	48 Hours
Tier 2	30 minutes	2 Hours	3 Hours	Every 4 Hours	3 Business Days
Tier 1	1 Hour	3 Hours	4 Hours	N/A	Next Software Update

Table 2: Service Level Agreements

Severity	Definition
Tier 4	Error renders the program completely unable or nearly unusable or introduces a high degree of operational risk. No workaround is available. Until this error is resolved, the programs use is essentially halted. A large number of users and/or care program functionality is severely impacted.
Tier 3	Error renders essential functionality of the program to be consistently unavailable or obstructed, and causes a moderate level of hindrance or risk. Workarounds may be available, but use if the program is acutely degraded and causes continuing operational risk. A moderate number of users are significantly impacted, but overall the program continues to function.
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Tier 1	Error has a small degree of significance, or is a minor cosmetic issue, or is a “one off” case. A “one off” case occurs when the error occurs infrequently and cannot be reproduced easily. There are errors that do not impact the daily use of the program. A low error is something that does not affect normal use, and can be accepted for a period of time, but user would eventually want that to be changed.

We’re always ready to quickly identify the root cause of your issue, find a resolution, and provide follow-up communication to ensure your satisfaction.

- 1) **What are your specific support services and exclusions with service rates Awarded vendor will provide complete, accurate and timely processing of any and all LF requirements to transfer support from existing provider so there is no break in service support. Unless otherwise agreed to, any service support reinstatement fees due to a break in service support will be borne by the awarded vendor.**

In case if we are the awardee vendor, we are ready to provide support to the customer without any additional cost in the duration of the transfer from existing vendor to us. As we certainly understand that the customer would not like to receive any service break while they wait for the account to successfully transfer.

We have provided our standard hourly rates block for professional services in the Cost Section. The customer can utilize those hours towards additional enhancements of the current system, training, installation, upgrade, migration, etc.

FutureNet's Services for County

- ✓ *Being Value Added Reseller of Laserfiche we would be able to provide all the Laserfiche oriented services.*
- ✓ *Having large scale experience to providing Laserfiche Implementation, Maintenance and Supports services with certified engineers*
- ✓ *A key element of FutureNet's project management and customer satisfaction focus is in providing collaboration, information sharing and transparency into all the projects and programs for technical staff as well as our management and executive teams. We offer city our experience and strong corporate support, and look forward to the opportunity to collaborate with you.*
- ✓ *Customer Satisfaction is our #1 priority!*

Our Clients



4. Price

Laserfiche Item #	Description	Quantity	Unit Cost	Extended Cost
MSE10B	Laserfiche MSSQL Avante with Workflow - Basic LSAP	1	\$ 800.00	\$ 800.00
MNF05B	Laserfiche Named Full User LSAP (includes: OCR, Workflow, Capture, Email and Web Admin Console) - Basic LSAP	46	\$ 80.00	\$ 3,680.00
Included in MNF05B	Laserfiche Web Access - Basic LSAP	1	Included in MNF05	Included in MNF05
MPP1B	Laserfiche Starter Public Portal - Basic LSAP	1	\$ 2,400.00	\$ 2,400.00
MCQ01B	Laserfiche Quick Fields - Basic LSAP	5	\$ 96.00	\$ 480.00
MCQC3B	Laserfiche Zone OCR with Validation) - Basic LSAP	2	\$ 448.00	\$ 896.00
MCQC5B	Laserfiche Real Time Lookup with Validation - Basic LSAP	1	\$ 96.00	\$ 96.00
Total Cost for Laserfiche Renewal (2018-19)				\$ 8,352.00
Total Cost for Laserfiche Renewal (2019-20)				\$ 8,352.00

Cost for Purchasing Additional Full Named Users				
MNF05	Laserfiche Named Full User LSAP (includes: OCR, Workflow, Capture, Email and Web Admin Console)	1	500	\$ 500.00
MNF05B	Laserfiche Named Full User LSAP (includes: OCR, Workflow, Capture, Email and Web Admin Console) - Basic LSAP	1	100	\$ 100.00

Cost Assumptions

1. Above given cost does not include any professional services for additional configuration or support services.
2. Professional services for support, configuration or training could be purchased additionally at rate of \$139.21/hour (onsite) and \$109.53/hour (offsite).
3. The Cost is the Extended total of the quantities given in RFQ
4. The Cost is based on the below given quantities and modules as per RFQ

Laserfiche Item #	Description	Quantity
MSE10B	Laserfiche MSSQL Avante with Workflow - Basic LSAP	1
MNF05B	Laserfiche Named Full User LSAP (includes: OCR, Workflow, Capture, Email and Web Admin Console) - Basic LSAP	46
Included in MNF05B	Laserfiche Web Access - Basic LSAP	1
MPP1B	Laserfiche Starter Public Portal - Basic LSAP	1
MCQ01B	Laserfiche Quick Fields - Basic LSAP	5
MCQC3B	Laserfiche Zone OCR with Validation) - Basic LSAP	2
MCQC5B	Laserfiche Real Time Lookup with Validation - Basic LSAP	1

5. Cost for Purchasing Additional Full Named Users is also included.
6. Additional modules or quantities could be purchased at additional cost any given time.
7. The above given cost is eligible for 1 year from date of contract award
8. We have included the Annual Renewal cost for FY 2019-20 for ready reference.
9. We have assumed that Laserfiche Item # for the Avante Full Named User is MNF05B
10. We have assumed that the current Laserfiche LSAP is Basic



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

BID #: 18-0030

Request for Proposal: RENEWAL OF LASERFICHE SOFTWARE ASSURANCE PLAN AND SUPPORT Date Issued: 3-21-2018

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, APRIL 17, 2017, AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

RALPH KUDRAK
 Department of Information Technology
 636-797-5592
rkudrak@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
 Department of Administrative Services
 636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

<i>VENDOR NAME</i>	
<i>VENDOR ADDRESS</i>	
<i>CONTACT NUMBER</i>	DEPARTMENT OF THE COUNTY CLERK
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)	

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

<u>ImageNet Consulting</u>	<u>Ramsey Otzlah</u>
Company Name	Authorized Agent (Print)
<u>913 N Broadway Ave</u>	<u>[Signature]</u>
Address	Signature
<u>Oklaoma City, OK 73102</u>	<u>Lead Solutions Architect</u>
City/State/Zip Code	Title
<u>918.359.8619</u>	<u>4/16/18</u>
Telephone #	Date
<u>R0tzlah@imagenet.com</u>	Tax ID #
E-mail	Fax #

+ImageNet

Consulting

Service Level Agreement

For
Jefferson County

Service Level Agreement – Software Solutions

This Service Level Agreement is made between Jefferson County (“Client”) and ImageNet Consulting, LLC (“ImageNet”) on the Effective Date below.

Services

ImageNet will provide Client with certain Software Solutions services as more fully described in Appendix B to this Agreement under the terms herein.

Hardware/System Support

ImageNet shall provide support and replacement of all hardware and systems specified in Appendix B, provided that all Software is Genuine, Currently Licensed, and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client’s authorization to incur them.

Coverage

Remote Helpdesk and remote technical services will be provided to the Client by ImageNet through remote means between the hours of 8:00 am – 5:00 pm Monday through Friday, ImageNet recognized holidays. If customer is greater than 25 miles from an ImageNet office, travel costs will be charged to the client as an extension of the time of the call.

Support and Escalation

ImageNet will respond to Client’s Trouble Tickets under the provisions of Appendix A, and with best effort after hours or on holidays. Trouble Tickets must be opened via our ticket entry process by submitting an email ticket to: softwaresupport@imagenetconsulting.com or by phone if internet is unavailable. Each call will be assigned a Trouble Ticket number for tracking and the client will be notified of its receipt. Our escalation process is detailed in Appendix A.

Service outside Normal Working Hours

Emergency services performed outside of the hours of 8:00 am – 5:00 pm Monday through Friday, excluding public holidays, shall be subject to provisions of Appendix B.

Service Disclaimer

Client grants ImageNet authorization to view any data within the regular routine of the repair or system improvement. Client also authorizes ImageNet to reasonably delete, change, and/or rewrite any necessary information to complete the system repair or improvement that is consistent with the standards and practices in the industry.

Excluded Services

Service rendered under this Agreement does not include:

- ▶ Post-Project on-site software technical services (see fee schedule for pricing)
- ▶ Post-Project training of administrator or end-users after project completion
- ▶ Hardware warranty or maintenance (separate agreement required)

Suitability of Existing Environment

Minimum Standards Required for Services

In order for Client’s existing environment to qualify for ImageNet’s Remote Technical Services, the following requirements must be met:

- ▶ All Servers with Microsoft Windows Operating Systems must be running Windows 2003 Server or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- ▶ All Desktop PC’s and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows XP Pro or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- ▶ All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- ▶ The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
- ▶ The environment must have a currently licensed, Vendor-Supported Server-based Backup Solution that can be monitored, and send notifications on job failures and successes.
- ▶ The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.

- ▶ All Wireless data traffic in the environment must be securely encrypted.
- ▶ There must be an outside static IP address assigned to a network device, allowing VPN access.

Chronically Failing Equipment

Experience has shown equipment belonging to the client which has initially passed Minimum Standard Requirements for system support can reveal itself to become chronically failing. This means that the equipment repeatedly breaks down and consistently causes user and business interruption even though repairs are accomplished. Should this occur, while rare, Client agrees to work constructively and positively with ImageNet to replace the equipment to ensure optimum system performance.

Term of Agreement

This Agreement is effective upon the date signed, shall remain in force for one year ("Initial Term"). Any adjustments or modifications to the terms herein must be made in writing as an amendment to this Agreement and must be signed by Client and ImageNet.

- ▶ This Agreement automatically renews for subsequent annual terms beginning on the day immediately following the end of the Initial Term unless either party gives the other thirty (30) day's prior written notice of its intent not to renew this Agreement.
- ▶ This Agreement may be terminated by either party if the other Party:
 - ▽ Breaches any material term or condition of this Agreement and fails to remedy such breach within ninety (90) days of receipt of such written notice; or
 - ▽ Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.
- ▶ If either party terminates this Agreement, ImageNet will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay ImageNet the actual costs of rendering such assistance. Actual costs could include but are not limited to: Training, data transfer, license transfers or equipment de-installation.
- ▶ Client agrees to allow ImageNet to assign, delegate, and subcontract services to third party competent contractors approved by ImageNet.

Taxes

It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for services or materials rendered under this Agreement. Client shall pay any such taxes unless a valid exemption certificate is furnished to ImageNet for the state of use.

Limitation of Liability

In no event shall ImageNet be held liable for indirect, special, incidental or consequential damages arising under this contract, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, costs of substitute equipment, or other costs.

ImageNet or its suppliers shall not be liable for any indirect, incidental, consequential, punitive, economic or property damages whatsoever (including any damages for loss of business profits, business interruption, loss of data or other pecuniary loss) arising out of this Agreement

Confidentiality

ImageNet and its agents may use Client information, as necessary to or consistent with providing the contracted services, and will use best efforts to protect against unauthorized use.

Miscellaneous

This agreement shall be governed by, construed, and enforced in accordance with the laws of the State of Missouri. Jurisdiction and venue shall exclusively lie in the County of Jefferson, City of Hillsboro. It constitutes the entire Agreement between Client and ImageNet for services listed in "Appendix B". This agreement can be modified by a signed written Addendum by both parties.

If any collection action litigated or otherwise, is necessary to enforce the terms of this agreement, ImageNet shall be entitled to reasonable attorneys' fees and costs in addition to any other relief to which it may be entitled.

If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any way.

ImageNet is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

Fees and Payment Schedule

- ▶ Fees will be \$10,224 per year plus applicable taxes, invoiced to Client on an annual basis, and will become due and payable on the first day of the renewal month. Services will be suspended if payment is not received within 10 days following the date due. Refer to Appendix B for ImageNet Services covered by the annual fee under the terms of this Agreement. Any additions to the current system at any future time will be added to the annual fee.
- ▶ It is understood that all Services requested by Client that fall outside of the terms of this Agreement will be considered Projects, and will be quoted and billed as separate, individual Services.
- ▶ ImageNet Consulting, LLC reserve the right to increase contract rates annually, not to exceed 10% of the previous contract year fees and payments.

Accepted by:_____
Authorized Signature

Jefferson County

Date_____
Authorized Signature

ImageNet Consulting

4-16-18

Date

Appendix A

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected)	2	Within 4 hours	ASAP – Best Effort	8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected).	4	Within 48 hours	ASAP – Best Effort	96 hours

Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, and the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated. Support provided by ImageNet
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers. Support provided by ImageNet & Vendor
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 rd Party (Vendor) Support Engineers to resolve the most complex issues.

Service Request Escalation Procedure

- ▶ Support Request is Received
- ▶ Trouble Ticket is Created
- ▶ Issue is Identified and documented in Help Desk system
- ▶ Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support:

- ▶ Level 1 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 1 Support:

- ▶ Issue is escalated to Tier 2 Support
- ▶ Issue is qualified to determine if it can be resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support:

- ▶ Level 2 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 2 Support:

- ▶ Issue is escalated to Tier 3 Support
- ▶ Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

- ▶ Level 3 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support:

- ▶ Issue is escalated to Onsite Support
- ▶ Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

- ▶ Onsite Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

Appendix B

Software (Software Upgrades, Remote Technical Support All Tiers)

Basic Laserfiche Software Assurance Plan (LSAP B Annual) * \$10,224.00

*Laserfiche Software Assurance Plans Include Certified Product Professional Classes as defined.

Service Rates

Labor	Rate
Remote Help Desk 8am-5pm M-F (30 minutes per ticket)	INCLUDED
Remote Software Access/Assistance 8am-5pm M-F (30 minutes per ticket)	INCLUDED
Remote Administrator Assistance 8am-5pm M-F (30 minutes per ticket)	INCLUDED
Remote Scanner Assistance 8am-5pm M-F (30 minutes per ticket)	INCLUDED
Tier 2 Software Manufacturer Support	INCLUDED
Remote Help Desk (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$135/hr.
Remote Software Access/Assistance/Help (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$135/hr.
Remote Administrator Assistance (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$135/hr.
Remote Capture Assistance (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$135/hr.
Remote Workflow/Issues (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$195/hr.
Remote Migration/Issues (after 30 minutes billed in 15 min. increments) 8:00 am-5pm M-F	\$195/hr.
On site Technical/Issues Labor 8:00 am - 5:00 pm (1 hour minimum)	\$165/hr.
On site Workflow and Migration/Issues Labor 8:00 am - 5:00 pm (1 hour minimum)	\$225/hr.
Onsite Labor All Other Times (1-Hr Minimum)	\$ Time and a half/hr.

Hardware

Servers, scanners and other hardware are covered under warranty or separate maintenance agreement.

ImageNet Consulting's Response to

Request for Proposal Renewal of Laserfiche Software Assurance Plan and Support

Project Number – 18-0030

Response Deadline: Tuesday, April 17th, 2018 @ 2pm



ELECTRONIC CONTENT MANAGEMENT



MANAGED PRINT SOLUTIONS



DISPLAYS



HARDWARE



NXB



IC3D

**Ramsey Oklah
Lead Solutions Architect
ImageNet Consulting
ROklah@imagenet.com | 918-359-8619**

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Support and Escalation Procedures

On behalf of ImageNet Consulting, thank you for the opportunity to provide you with the enclosed response to your recent request for proposal. The team at ImageNet understands Jefferson County's vision for maintaining an Enterprise Content Management solution as described in your RFP. ImageNet Consulting can achieve your team's desire for a resource that enables your organization to continue to thrive and grow throughout the operations of your county and looks forward to being a part of that growth.

As you review this response and any questions come up, do not hesitate to contact me. We welcome any conversation to share additional information with each other, review/update our quote or to enhance our proposal. We are excited at the prospect to work with your team and create a successful relationship with Jefferson County!

To successes in partnership,

Ramsey Oklah
Lead Solutions Architect
ImageNet Consulting
Phone: 918.359.8619
Email: roklah@imagenet.com

Our Mission Statement: *"Provide information solutions that improve our client's bottom line and business operations."*

A brief overview of ImageNet

Throughout the years, ImageNet has evolved with the needs of our customers. In 1956, it was typewriter service. In the 70's, this small family-ran business shifted its' focus to the newly-adopted copier industry. Along with this change came a name change; BMI Systems, INC was formed. BMI began offering Canon copiers and quickly became one of the top 5 Canon Dealerships in the United States. In the late 90's and early 2000's, BMI expanded operations, opening offices in Tulsa, Dallas and Houston. Again, the technology needs of our customers changed, so did BMI. Adding several products to our portfolio like desktop print-centric HP, Xerox, Lexmark machines. By 2015, we added Konica Minolta and Samsung multifunction machines to our portfolio-making us a true solution broker that can right-fit our suite of solutions based on customer's needs while spanning across 17 locations throughout the Midwest and East Coast.

In 2006, we established an Enterprise Content Management Solutions Division and began reselling Laserfiche, seeing workflow and automation as the "next wave" in technology. Growing to be a Laserfiche Top 10 VAR out of community of nearly 800 world-wide VARs, ImageNet has been named to Laserfiche's prestigious "Winner's Circle" the past 11 years in a row and was awarded Laserfiche's "Million Dollar VAR" award the past 9 years. With nearly 500 ECM partnerships under our belt over the past 11 years, we are just catching our stride with these solutions.

Our firm is garnered as a premier provider of wide format devices, multifunction copiers, and print/copy management by our peers and manufacturers in our industry serving the entirety of the United States. ImageNet has received several awards and accolades from our industry partners. ImageNet Consulting is an HP "OPS Elite Dealer", the highest level of partnership with HP. We were named HP's highest honor, "Partner of the Year", in both 2012 and 2013. We are Samsung's largest dealership partner in the United States and subsequently their top reseller. We have consistently been in the in the top 5 for both Canon and Konica Minolta sells in the US as well since the 70's.

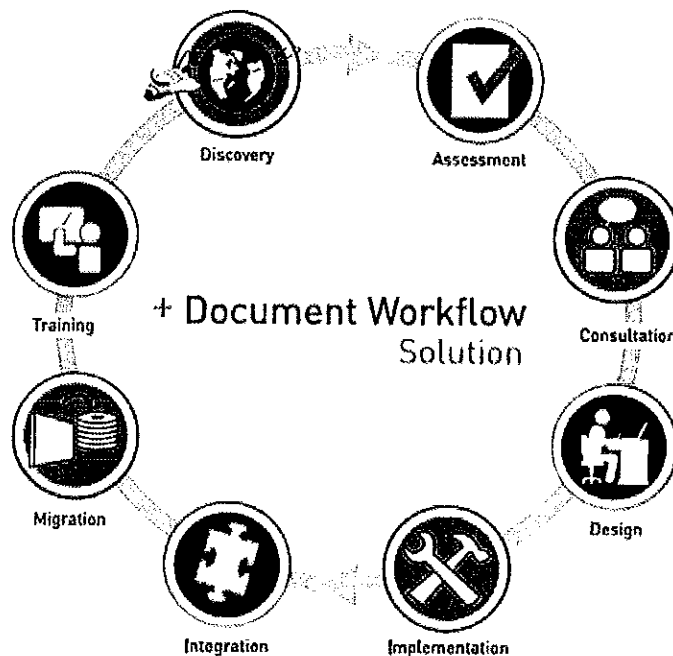
We have expanded our portfolio in the past few years, adding Managed IT Services, Digital Displays and Conferencing Systems, 3D Printing and a suite of software to answer security and management needs in the copy and print management environment. Through both organic growth and acquisition in the past four years, there are now nearly 20 branches under the ImageNet umbrella. With ImageNet being owned and operated by the Russell Family, we are a privately-held company. We feel ImageNet is uniquely positioned to meet the needs of our clients and our mission statement. We are proud of where our hard work and passionate pursuit of win-win partnerships has brought us in our 61 years. Our firm is well-structured. We are strategically positioned and well respected with our manufactures and solutions partners. We are nimble enough to react very responsively. Our ownership has a day-to-day presence in our Corporate Headquarters, with the CEO and several Vice Presidents being family members. Customer Service at our core, and we are excited at the opportunity to extend our partnership to Jefferson.

ImageNet's Solutions Division operates under the ImageNet umbrella and is responsible for the Sales and Support of Laserfiche. Our Solutions Division has a VP of Software Solutions, an Operations Manager, Operations and Contracts Administrator, A Project Coordinator and Solutions Trainer, A PMP Certified Lead Solutions Architect, a team of seasoned Software Engineers lead by a tenured Lead Systems Engineer and Migration Specialist, and finally a team of Business Analysts lead by a tenured Lead Business Analyst. Our support team reports M-F, 8-5, is managed by the Operations Division and staffed with customer-service-oriented engineers.

Support and Professional Project Management at ImageNet

ImageNet manages and supports over 400 server implementations of Laserfiche for the past decade. The Solutions Division of ImageNet has developed proficiency in and has a combined 100+ years' experience delivering and supporting Laserfiche ECM solutions. We handle nearly 100% of all customer requests in-house.

Dwight Moore, Vice President of Solutions
Hal Swaringim, General Manager of St. Louis
Ramsey Oklah, MBA, PMP, Lead Solutions Architect
Jeremy Braisher, Director of Operations
Leighanne Vaughn, Software Operations
Chris Clifton, Lead Systems Engineer & Analyst
Chris Sinor, Systems Engineer
Rick Thompson, Systems Engineer
Norman Reynolds, Systems Engineer
Janette Williams, Lead Business Analyst
Terri Neal, Business Analyst
Elexis Hennigh, Business Analyst
Simon Adeniji, PMP, Business Analyst
Cathy Wright, Solutions Helpdesk Coordinator
Alyssa Palmer, Solutions Project Coordinator



Testimonial

"ImageNet has exhibited outstanding implementation strategies throughout our installation process. Not only has the installation process been efficient but it has allowed our organization to further develop new business practices that are improving the level of services we are providing our customers--the citizens of Midwest City. We have seen our supervisors embrace the software in order to integrate very complex systems in a very short period of time. ImageNet Consulting staff has made this project one of the most productive enterprise solutions in our City's history."

Tim Lyon

Assistant City Manager of Administration, City of Midwest City

Select ImageNet Consulting State & Poly-Sub Partnerships

Oklahoma Tax Commission
University of Oklahoma
OU Health Sciences Center
Oklahoma State Bureau of Investigation
University of North Texas HSC
Oklahoma Department of Housing & Finance
Muscogee (Creek) Nation
Meridian Technology
Central Technology
Oklahoma Department of Agriculture
Enid Public Schools
Edmond Public Schools
Mustang Public Schools
Broken Arrow Public Schools
Crooked Oak Public Schools
City of the Village
Tuttle Public Schools
City of Oklahoma City
City of Bethany
City of Yukon
City of Norman
City of Edmond
City of Guthrie
City of Piedmont
City of Seminole

More available upon request...

Referrals

Oklahoma Tax Commission

Robin Haynes

RHaynes@tax.ok.gov

405-522-6842

Housing Authority of City of Austin

Lauren Immer

laural@hacanet.org

512-477-4488 ext. 2247

Firm/Team Experience Summary:

ImageNet Consulting has been a Laserfiche VAR for over 10 years, and maintained a top 10 US VAR status for most of this time. We have handled many implementations that would compare in size and scope to Jefferson County's environment, as well as many state and local government organizations giving our team a thorough understanding of the needs of a County government and the departments within it.

With experience not just in the government sector, we are able to bring ideas and best practices to bear that are learned from countless implementations in private businesses from all industries; This gives us an edge over organizations that focus only on verticals such as government thanks to the diversity of the environments in which we must function. Some comparable projects in size and scope include accounts such as the University of Oklahoma, which has over 1000 Laserfiche users across the organization in all colleges across the campus. City of Midwest City in Oklahoma is another example of similar scope where Laserfiche is being utilized to various degrees across several departments with forms and interactions/integrations with multiple system used in various departments within the city government. There are countless other examples that could be delivered in further depth if desired by the committee, as you can tell from our selected list of sample accounts provided earlier within this document.

- a. The Solutions Division is only a single part of the entire document and information ecosystem that ImageNet provides services for, so to keep the discussion clear I will elaborate on the organizational structure of our specific division. The ImageNet Solutions Division is headed by our Vice President, Dwight Moore, who reports directly to the CEO and works closely with general managers across all our physical locations. Beneath Dwight we have an operations team and a sales specialist team. Our operations team is managed by our Operations Director to insure that project schedules, resource availability, and budgeting are all properly maintained. On the operations team we have a Solutions Architect acting as an overlay between operations and sales to insure a smooth transition from sale to implementation as well as insure that scoping and budgeting on the pre-sales side sets proper expectation. Once project work begins, the project is managed by either the Operations Director or one of our two PMP certified staff members that will act in a PM role based on need. They will then work to manage the timeline and scope of the project as it is worked by our designated Analysts and Engineering staff.
- b. ImageNet has 2 Project Managers, a dedicated Project Coordinator to upkeep communication on ongoing projects, a dedicated Help Desk coordinator that manages tickets across our engineering staff, 4 dedicated Software Engineers, 5 dedicated Business Analysts for design and training, and 1 Solutions Architect to insure overall feasibility and coordinate with sales staff. Initial evaluation and assessment will be assigned to an Engineer and either an Analyst or the Solutions Architect depending on determined need and resource availability.
- c. ImageNet has over 400 Laserfiche implementations under its care and has been providing these services to clients for as many as 10 years, dependent on the client.

Laserfiche's Annual Empower Conference

Laserfiche's Annual Conference, Empower, is held in the first quarter of every year in Orange County California for advanced End-User/Administrator training. With flexible curriculum offered during the week of conference, classes range from beginner/introduction to advanced classes. Additionally, there are break-out sessions, labs, developer-led and customer-led conversations, and market-specific presentations. Most of the attendees leave with more information and a feeling of "empowerment" when it comes to describing the ability to take this into their own Laserfiche environment.

While ImageNet will waive conference registration for at least one (1) Jefferson County attendees (more scholarships might be available), travel and lodging expenses will not be covered by ImageNet.

Support and Escalation Procedures

Coverage

Remote Helpdesk and remote technical services will be provided to the Client by ImageNet through remote means between the hours of 8:00 am – 5:00 pm Monday through Friday, excepting ImageNet recognized holidays. If customer is greater than 25 miles from an ImageNet office, travel costs will be charged to the client as an extension of the time of the call.

Support and Escalation

ImageNet will respond to Client's Trouble Tickets under the provisions found herein, and with best effort after hours or on holidays. Trouble Tickets must be opened via our ticket entry process by submitting an email ticket to: softwaresupport@imagenetconsulting.com or by phone if internet is unavailable. Each call will be assigned a Trouble Ticket number for tracking and the client will be notified of its receipt. Our escalation process is detailed below.

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
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Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected).	4	Within 48 hours	ASAP – Best Effort	96 hours

Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, and the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated. Support provided by ImageNet
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers. Support provided by ImageNet & Vendor
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 rd Party (Vendor) Support Engineers to resolve the most complex issues.

Service Request Escalation Procedure

- ▶ Support Request is Received
- ▶ Trouble Ticket is Created
- ▶ Issue is Identified and documented in Help Desk system
- ▶ Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support:

- ▶ Level 1 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 1 Support:

- ▶ Issue is escalated to Tier 2 Support
- ▶ Issue is qualified to determine if it can be resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support:

- ▶ Level 2 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 2 Support:

- ▶ Issue is escalated to Tier 3 Support
- ▶ Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

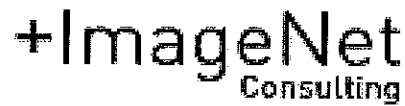
- ▶ Level 3 Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support:

- ▶ Issue is escalated to Onsite Support
- ▶ Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

- ▶ Onsite Resolution - issue is worked to successful resolution
- ▶ Quality Control –Issue is verified to be resolved
- ▶ Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system



Laserfiche Software Support Plan Renewal Quote

RFP: RENEWAL OF LASERFICHE SOFTWARE ASSURANCE PLAN AND SUPPORT
 BID#: 18-0030

April 17, 2018

Contract Contact			Specification Contact	
Company Name: Department of County Clerk Jefferson County Missouri			Company Name: Department of Information Technology Jefferson County Missouri	
Address 1: 729 Maple St.			Address 1: 729 Maple St.	
City, State, Zip: Hillsboro, MO 63050-0100			City, State, Zip: Hillsboro, MO 63050-0100	
Contact: Vickie Pratt			Contact: Ralph Kudrak	
Phone: 636-797-5380			Phone: 636-797-5592 rkudrak@jeffcomo.org	
Qty	Item #	Serial #	Description	Total
Annual Laserfiche Software Assurance Program renewal for license fees, updates and support for year April 25, 2018 thru April 25, 2019. Your current LSAP expires April 25, 2018				
5	MCQ01B		LF Quick Fields LSAP	\$540.00
2	MCQC3B		LF QF Zone OCR w/ Validation LSAP	\$1,008.00
1	MCQC5B		LF QF Real Time Look up w/ Validation LSAP	\$108.00
46	MNF05B		LF Avante Named Full User LSAP	\$4,140.00
1	MPP1B		LF Starter Public Portal LSAP	\$2,700.00
1	MSE30B		Avante MS SQL Server LSAP	\$900.00
1	MWAXB		LF Web Access	\$828.00
Basic renewal includes: 10% discount on renewal pricing New releases & product updates 2 – CPP Classes plus Gold Certification for 1, Phone Support, 2nd level support Laserfiche Systems Engineers, 24/7 access to the Knowledge Base articles, discussion forums and education resources on the Laserfiche Support Site			Sub Total	\$10,224.00
			Sales Tax if applicable	n/a
			Total Purchase Amount	\$10,224.00

Vendor Qualifications

What is your competitive advantage? ImageNet enjoys several advantages in the Laserfiche VAR space. First and foremost is the size and structure of our organization; With a geographical footprint extending from the Four Corners region to Miami, FL; ImageNet has the pleasure of working with organizations of all types, sizes, cultures, and locations. This in turn enhances our exposure to and understanding of core processes and the impacts we can have on them. By not focusing on one vertical market such as solely government, we give our staff exposure that allows them to address business continuity and efficiency in creative ways through cross-industrial experience.

Laserfiche experience - Are you an authorized value-added reseller of the Laserfiche product suite? If yes, for how many years?

Yes, ImageNet has been an authorized reseller since 2006, and has been a Winner's Circle recognized VAR since 2008 as well as a top 10 US VAR for the since 2011.

Number of unique registered LaserFiche installations you support?

ImageNet currently supports approximately 300 Laserfiche installations across the US.

Total number of Avante platform LaserFiche full user licenses for which you provide first-level support.

While a majority of our clients provide first-level support to their internal users through their IT division, we have approximately 200 users whose organizations do not have an internal IT structure and leverage ImageNet for first-level support.

Please provide at least two reference accounts not older than three years.

Oklahoma Tax Commission
Robin Haynes
RHaynes@tax.ok.gov
405-522-6842

Housing Authority of City of Austin
Lauren Immer
laural@hacanet.org
512-477-4488 ext. 2247

How many staff members employed by your company are 100% dedicated to LaserFiche?

Currently the ECM Solutions Division employs 15 staff that are dedicated full time to various aspects of our Laserfiche partnership.

Do you have a staffed office located within a 50-mile radius of the St Louis, Missouri?

Yes, ImageNet has a newly renovated location in St. Louis located at 1228 Dielman Industrial Ct, St. Louis, MO 63132. This facility has small training and conference centers that we leverage for end user education and training as needed by our clients as well.

How many staff members are full time implementation and support staff?

Of 15 Full Time staff, 10 are directly involved in implementation and support.

How many staff members are dedicated full time to LaserFiche workflow analysis and design?

5 Staff members are full time business analyst and system design roles.

What are your Service Level Agreement terms and metrics reporting?

Please see attached SLA

Describe your incident escalation procedures?

Please see attached SLA

What are your specific support services and exclusions with service rates

Please see attached SLA

Awarded vendor will provide complete, accurate and timely processing of any and all LF requirements to transfer support from existing provider so there is no break in service support. Unless otherwise agreed to, any service support reinstatement fees due to a break in service support will be borne by the awarded vendor.

As current vendor of record, we can insure that there is no break in service support and fees will be as listed without issue.