

MCCi SERVICES ORDER

Order 36860 to Master Services Agreement No. 28825: The MCCi Services Order is entered into as of the date listed on the Client's respective purchase order, ("Effective Date"), by and between MCCi and Client and is hereby incorporated into the Master Services Agreement No. 28825 and made a part thereof. If there is any conflict between a provision of the Agreement and this Order, the Agreement will control. Any capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement. This Order supersedes any previous quote or proposals received. Use of pre-printed forms, including, but not limited to, email, purchase orders, shrink-wrap or click-wrap agreements, acknowledgements, or invoices, is for convenience only, and all unilaterally issued and/or pre-printed terms and conditions stated thereon, except as specifically set forth in this Order, are void and of no effect.

PRICING: MCCi SERVICES



3717 Apalachee Parkway, Suite 201
Tallahassee, FL 32311
850.701.0725
850.564.7496 fax

Bill to: Yaniel Corrales
ycorrales@homesteadfl.gov

Ship to: Juan Lopez
jmlopez@homesteadfl.gov

cc AP Contact: esewell@cityofhomestead.com

Client Name: City of Homestead
Client Address: Client Address
Quote Number: 36860
Quote Type: Net New Platform Change
Expansion

Quote Date: July 8, 2025

<i>Service Description:</i>	<i>Qty.</i>	<i>Unit Cost</i>	<i>OMNIA - NCPA 01-162</i>	<i>Total</i>
<u>MCCi PROFESSIONAL SERVICES - STATEMENT OF WORK</u>				
<input checked="" type="checkbox"/> Platform and Version Upgrade <i>Please see detailed Exhibit A: Statement of Work (SOW).</i>	1	\$53,325.00	\$50,658.75	\$50,658.75
<i>Professional Services Subtotal</i>				<i>\$50,658.75</i>
<input checked="" type="checkbox"/> <i>Service Level Agreement Client Discount</i>		(\$2,666.25)		(\$2,666.25)
GRAND TOTAL - ONE-TIME SERVICES				<i>\$47,992.50</i>
TOTAL LASERFICHE PROJECT COST				<i>\$47,992.50</i>

All Quotes Expire 30 Days from Quote Date

This is NOT an invoice. Please use this confirmation to initiate Client's purchasing process.

SALES TAX

Sales tax will be invoiced where applicable and is not included in the fee quote above.

REMOTE SERVICES

All services will be performed remotely unless noted otherwise. All Services pricing assumes the Client will grant MCCi **secure unattended access**.

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BILLING TERMS

MCCi will invoice Client as follows:

Product/Service Description	Timing of Billing
Professional Services: Statement of Work	Defined in Statement of Work

MCCi ASSUMPTIONS

TECHNICAL SUPPORT

Clients may contact MCCi support via MCCi's Online Support Center, email (support@mccinnovations.com), or telephone 866-942-0464. Support is available Monday through Friday (excluding major holidays) from 8 am to 8 pm Eastern Time.

PROFESSIONAL SERVICES

CHANGE ORDER PROCESS

Any deviations from the contract will be documented in a Change Order that Client must execute.

CONFIGURATION ASSISTANCE

Many of MCCi's packages list remote configuration assistance for up to a certain number of days. This is based on total days, not business days.

TRAVEL

MCCi will schedule travel in consecutive days for most engagements unless otherwise stated or agreed upon.

SCHEDULING

All rates are based on normal business hours, Monday through Friday from 8 am to 5 pm local time. If scheduling needs to occur after business hours, additional rates may apply.

LIMITED LIABILITY

If the Master Agreement is silent on each party's limited liability, or there exists no master agreement, except for breach of any intellectual property right, or end user terms of use, and/or license agreement, liability is limited to the amount of dollars received by MCCi directly associated with this Order in the twelve (12) months prior to the date of the Claim. If the applicable agreement provides for a limitation of liability, then such limitation applies to the greatest extent allowed.

MCCi also does not warrant any third-party products procured on behalf of Client. If there are any product warranties provided by the manufacturer of the product, any remedy should be requested directly from manufacturer and MCCi has no liability associated therewith.

PRE-EXISTING INTELLECTUAL PROPERTY (IP)

The following products noted below are deemed Pre-existing IP as defined in the Master Agreement and are not considered "Works Made for Hire" and as such all rights, title or interest remains with MCCi. Client shall retain a non-exclusive, royalty-free, world-wide, license to use the product(s) as such product(s) is integrated into the solution purchased from MCCi and for the term of the applicable subscription(s) by Client.

- Laserfiche PowerPack by MCCi
- Laserfiche EnerGov Integration by MCCi
- Laserfiche Neogov Integration by MCCi
- GoFiche Suite for Avante/Rio/Subscription
- Common Web Service API for Laserfiche
- GovBuilt software

CLIENT SOLUTION CUSTOMIZATIONS

Client may also choose to customize their system internally without MCCi's help. MCCi is not responsible for any damage caused by the user's customization of the system not performed by MCCi. MCCi will not be held responsible

for correcting any problems that may occur from these customizations. Routine updates as provided by software manufacturers may affect any customizations made by entities other than MCCi. If MCCi's help is required to correct/update any customizations made by any entity other than MCCi, appropriate charges will apply.

CLIENT INFORMATION TECHNOLOGY ASSISTANCE

For MCCi to excel in providing the highest level of service, Client must provide timely access to technical resources. Client must provide adequate technical support for all MCCi installation and support services. If Client does not have "in-house" technical support, it is Client's responsibility to make available the appropriate Information Technology resources/consultant when needed.

FEES

Client acknowledges their pre-approval for any Order Expenses, defined below, quoted, and will reimburse Company for all reasonable out-of-pocket travel, living and other ancillary expenses paid or incurred by Company in connection with the Services ("Order Expenses"). If relevant, and provided to Company, Company will make commercially reasonable efforts to conform to Client's expense policy. If a dispute occurs regarding Company's invoicing of Order Expenses not in conformity with Client's expense policy and greater than five (5) percent of a specific invoice, such dispute will be subject to investigation and correction; otherwise, Client agrees to reimburse Company for the full amount of expenses invoiced.

Client acknowledges that the price of the license and/or subscription for the use of a third-party licensed product is subject to increases during the term of the license and/or subscription or at the time of renewal. If Company is reselling a license and/or subscription of a third-party product to Client, then Company will provide Client at least 15 days prior to written notice (an email will be sufficient) of an increase in the price of the license and/or subscription. If Client does not agree to pay such increase in the license and/or subscription, Client must provide written notice to Company within 15 days of the date of the notice of such increase. Upon receipt of such notice, Company will cancel Client's license and/or subscription to the third-party licensed product.

In all events, Client shall be liable for full payment for Services and/or Deliverables and reimbursement of Company's expenses incurred through the effective date of termination. If Client cancels or suspends this Addendum, pursuant to the Agreement and only if allowed hereunder, between completed milestones, Company will invoice Client for a pro-rated share of the completed portion of each milestone(s) for Deliverables performed through the date of such termination or delay. If Services are resumed or Deliverables continued, Company will recommence invoicing as applicable.

WARRANTY

Company warrants that all Services shall be performed by personnel with relevant skill sets and familiarity with the applicable subject matter, in a professional, competent, and workman-like manner.

Company's delivery of a Deliverable to Client shall constitute a representation by Company that it has conducted a review of the Deliverable and believes it meets the written specifications, if any, set forth in this Addendum. Client shall then have the right to conduct any review of the Deliverable as Client shall deem necessary or desirable. If Client, in its reasonable discretion, determines that any submitted Services or Deliverable does not meet the specifications, set forth in the hereunder, Client shall have five (5) business days after Company's submission to give written notice to Company specifying the deficiencies in reasonable detail. Company shall use reasonable efforts to promptly cure any such deficiencies. After completing any such cure, Company shall resubmit the Deliverable for review as set forth above. Notwithstanding the foregoing, if Client fails to reject any Deliverable within five (5) business days, such Deliverable shall be deemed accepted.

COMPANY DOES NOT WARRANT THAT THE SERVICES OR DELIVERABLES WILL BE UNINTERRUPTED OR ERROR-FREE, PROVIDED THAT COMPANY SHALL REMAIN OBLIGATED PURSUANT TO THIS SECTION. IF THE SERVICES FAIL TO CONFORM TO THE FOREGOING WARRANTY IN ANY MATERIAL RESPECT OR TO THE SPECIFICATION SET FORTH IN THIS

ORDER, CLIENT'S INITIAL REMEDY WILL BE FOR COMPANY, AT ITS EXPENSE, TO PROMPTLY USE COMMERCIALY REASONABLE EFFORTS TO CURE OR CORRECT SUCH FAILURE. UPON FAILURE OF THE FOREGOING, CLIENT'S REMEDIES, AND COMPANY'S ENTIRE LIABILITY, AS A RESULT OF SUCH FAILURE, SHALL BE SUBJECT TO THE LIMITATIONS SET FORTH IN THE MASTER SERVICES AGREEMENT. THE FOREGOING WARRANTY IS EXPRESSLY CONDITIONED UPON (I) CLIENT PROVIDING COMPANY WITH PROMPT WRITTEN NOTICE OF ANY CLAIM THEREUNDER PRIOR TO THE EXPIRATION THEREOF, WHICH NOTICE MUST IDENTIFY WITH PARTICULARITY THE NON-CONFORMITY; (II) CLIENT'S FULL COOPERATION WITH COMPANY IN ALL REASONABLE RESPECTS RELATING THERETO, INCLUDING, IN THE CASE OF MODIFIED SOFTWARE, ASSISTING COMPANY TO LOCATE AND REPRODUCE THE NON-CONFORMITY; AND (III) WITH RESPECT TO ANY DELIVERABLE, THE ABSENCE OF ANY ALTERATION OR OTHER MODIFICATION OF SUCH DELIVERABLE BY ANY PERSON OR ENTITY OTHER THAN COMPANY. COMPANY ALSO DOES NOT WARRANT ANY THIRD-PARTY PRODUCTS PROCURED ON BEHALF OF CLIENT. IF THERE ARE ANY PRODUCT WARRANTIES PROVIDED BY THE MANUFACTURER OF THE PRODUCT, ANY REMEDY SHOULD BE REQUESTED DIRECTLY FROM MANUFACTURER AND COMPANY HAS NO LIABILITY ASSOCIATED THEREWITH.

EXCEPT AS EXPRESSLY PROVIDED IN THIS ORDER OR THE AGREEMENT, COMPANY DOES NOT MAKE OR GIVE ANY REPRESENTATION OR WARRANTY, WHETHER SUCH REPRESENTATION OR WARRANTY BE EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE OR ANY REPRESENTATION OR WARRANTY FROM COURSE OF DEALING OR USAGE OF TRADE.

In the event that Client asserts any claim for warranty services hereunder and such claim relates to any matter that is mutually determined by the Parties not to be Company's responsibility hereunder (including any problem with Client's computer hardware or software that was not caused by any Services performed by Company), Client shall pay Company for all costs incurred for all evaluation, correction or other services performed by Company relating to such claim on a time and materials basis at Company's then-standard rates.

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Exhibit A:

Statement of Work

City of Homestead, FL

Platform and Version Upgrade

Issued: Month Day, Year
Valid for 30 days



STATEMENT OF WORK ("SOW")

This Statement of Work (including appendices hereto, the ("SOW") is part of Client's Master Agreement with MCCi (the "Master Agreement") and will serve as an Exhibit to the Order. If there is any conflict or inconsistency between the provisions of this SOW and the Master Agreement, the provisions of the Master Agreement shall apply unless the discrepancy is specifically called out within this SOW in which case this SOW shall control solely with respect to such conflict or inconsistency. All capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Master Agreement. In consideration of the foregoing and of the mutual covenants and promises set forth herein, MCCi and Client agree as follows:

BACKGROUND

Client is on the Laserfiche United System. MCCi performed a System Review, and it was discovered Client would need to move to new servers. This would include the application server OS and SQL server version. This effort would allow Client to upgrade to the Subscription platform and utilize EnerGov Integration. MCCi will assist with this system migration and EnerGov integration along with training for this project.

PROJECT OBJECTIVES

- #1: Project Kickoff and Project Staging
- #2: Laserfiche Overview Training
- #3: Project Discovery and Requirements Gathering
- #4: System Migration Services
- #5: Laserfiche Licensing Platform and Version Upgrade
- #6: Laserfiche Repository Configuration Services
- #7: Laserfiche Public Facing Installation and Configuration Services
- #8: Laserfiche EnerGov Integration Installation and Configuration Services
- #9: Laserfiche Administrator Training - Half Day (Remote)
- #10: Laserfiche User Training – Half Day (Remote)
- #11: Alpha Testing and User Acceptance Testing (UAT)
- #12: Solution Acceptance & Project Closeout

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PROJECT STAKEHOLDERS

GENERAL INFORMATION

PROJECT NAME	PROJECT MANAGER	MCCi SINGLE POINT OF CONTACT
(Insert Project Name, Referenced on cover page)	TBD	Bryan Frick

MCCi SOW PREPARATION INFORMATION

NAME	TITLE	EMAIL	PHONE NUMBER
Gabe Young	Solutions Engineer	gyoung@mccinnovations.com	800.342.2633 ext. 1747

CLIENT DECISION MAKER

NAME	TITLE	EMAIL	PHONE NUMBER
Allisson Figueroa	Administrative Assistant	afigueroa@homesteadfl.gov	(305) 224 4651

CLIENT PROJECT STAKEHOLDERS

NAME	TITLE	EMAIL	PHONE NUMBER
Allisson Figueroa	Administrative Assistant	afigueroa@homesteadfl.gov	(305) 224 4651

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MILESTONES & DELIVERABLES

MILESTONE	DELIVERABLES
#1: Project Kickoff and Project Staging	<p>Project Kickoff: MCCi team will coordinate and conduct 30-minute meeting with Client project stakeholders to review project objectives, assumptions, deliverable(s); and discuss procedures, plans, collaboration platform, roles, timeline, etc.</p> <p>Remote Access Set Up for MCCi Project Team: Client IT contact will work with MCCi Project Manager to establish the appropriate remote server access needed for the project and according to Client's internal security protocols.</p> <p>Creation of Project Board: MCCi Project Manager will create and manage project timelines, milestones, deliverables, communication, etc. through the Project Management Tool of MCCi's choosing and provide access to Client's project team.</p>
#2: Laserfiche Overview Training	<p>MCCi's User Overview Training is a great introduction to the Laserfiche repository, which is accessed through an application called the Laserfiche Client or the Laserfiche Cloud site. This training is specifically designed to provide new Laserfiche Clients with the ability to better understand Laserfiche before the discovery process. Attendees will become familiar with the Laserfiche repository organization best practices, understanding templates and how to search and retrieve existing content. Training is conducted on the web-based client and your trainer can emphasize certain topics listed below.</p> <ul style="list-style-type: none"> ▪ User Navigation ▪ Search & Retrieval ▪ Metadata ▪ Import Options ▪ Repository Organization ▪ Export Options ▪ Brief RME Review (If Applicable) <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide one (1) training session for 1.5 hours (90 Min) ▪ Provide Laserfiche Overview Training on MCCi Environment ▪ Provide training for up to fifteen (15) users per session <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Training will be provided remotely on a MCCi Environment ▪ This is intended to occur prior to discovery to assist in the effectiveness of solution design ▪ This is not a replacement for Laserfiche End User Training ▪ The client will not have hands-on access to a Laserfiche environment <p>EXCLUSIONS</p> <ul style="list-style-type: none"> ▪ MCCi is not responsible for customizing training materials for the client.
#3: Project Discovery and Requirements Gathering	<p>MCCi will complete requirements gathering with client stakeholders to services and deliverables specific to Milestone(s) #4-10.</p>
#4: System Migration services	<p>MCCi's System Migration Package is designed for MCCi to assist with moving your existing Laserfiche infrastructure with your currently installed applications to your new server environment and upgrading to the to the latest version of Laserfiche.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide Microsoft Window Server(s) that meets Laserfiche system requirements

	<ul style="list-style-type: none"> ▪ Provide a Windows account that has administrative rights to each new Laserfiche server, can create, write, and read the various Laserfiche databases, and query Active Directory ▪ Acquire, install, and setup TLS certificates that meet Laserfiche requirements ▪ Create backup of Laserfiche databases and restore in new SQL environment ▪ Transfer data to new environment <p>MCCI DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Upgrade existing applications in the current environment to the latest version of Laserfiche that is needed to facilitate upgrade and migration to the new environment. ▪ Install and configure latest version of one instance of each existing application in one (1) new environment (e.g., Test, Dev, Staging, QA, etc.) ▪ Register existing repositories (up to 5) in the new environment within the various Laserfiche applications ▪ Provide consultation on best practices for volume and Laserfiche database migrations ▪ Perform basic software deployment testing <p>EXCLUSIONS</p> <p>MCCI is not responsible for the following:</p> <ul style="list-style-type: none"> ▪ Installing and configuring failover clusters or load balancing ▪ Configuring servers in DMZs ▪ Updates to configuration in any Workflows, Forms, Quick Fields, or Import Agent Sessions migrated ▪ Configuring Identity Providers other than native Active Directory ▪ Migrating custom settings or integrations <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Google Chrome or Chromium Microsoft Edge is installed on all servers. ▪ The currently installed Laserfiche products must be version 8.3 or higher, or an additional charge for an upgrade in place to version 8.3 will be required. ▪ If applicable, Client has also ordered Installation and Initial Configuration of Active Directory Certificate Services package (see package description for full detail).
<p>#5: Laserfiche Licensing Platform and Version Upgrade</p>	<p>MCCI's Laserfiche Licensing Platform and Version Upgrade Package is designed for MCCI to switch your existing Laserfiche Licensing Platform (United) to a new Laserfiche Licensing Platform (Subscription) on the servers that Laserfiche is currently installed on. This includes installing new modules that are included with your new licensing platform, installing, and configuring directory server, converting/migrating users from your repository to directory server if needed, and upgrading your existing Laserfiche applications to the newest supported versions.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide a Windows account that has administrative rights to each Laserfiche server (can create, write, and read the various Laserfiche databases, and query Active Directory) ▪ Acquire, install, and set up TLS Certificates that meet Laserfiche requirements <p>MCCI DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Perform licensing update to upgrade Client to defined platform and newest supported version of Laserfiche ▪ Install and configure new modules in one (1) environment (e.g., Test, Dev, Staging, QA, etc.) not currently owned by Client to not exceed: directory server, Web Client, Forms, Workflow as outlined in the Laserfiche assumptions ▪ section

	<ul style="list-style-type: none"> ▪ Install and configure Directory Server on the appropriate server per MCCi best practices ▪ Convert/migrate repository user accounts to Directory Server (some pre-requisites apply) ▪ Configure Laserfiche web products for Single Sign-On using LFDS authentication in one (1) environment (e.g., Test, Dev, Staging, QA, etc.) <p>EXCLUSIONS MCCi is not responsible for the following:</p> <ul style="list-style-type: none"> ▪ Installing and configuring failover clusters or load balancing ▪ Configuring servers in DMZs ▪ Configuring identity providers other than native Active Directory ▪ Metadata Configuration <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Existing SQL Server version instances meet Laserfiche requirements. ▪ Existing Windows Server version meets Laserfiche requirements. ▪ Google Chrome or Chrome Microsoft Edge is installed on all Laserfiche servers. ▪ Included if applicable; Installation and Configuration of AD CS Services package, see package description for full detail. ▪ Laserfiche Server version 8 and Laserfiche Workflow version 8.3 or higher are currently installed.
<p>#6: Laserfiche Repository Configuration Services</p>	<p>MCCi's Laserfiche Repository Configuration Services are designed to assist the Client with establishing a basic repository structure. The goal is to start a foundation for the Client's organization to build their Laserfiche repository from and help establish consistent standards the Client's organizations can build on. MCCi's team will work with Client's Project Manager to discover the templates and structure that fits the Client needs.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Define each user and group necessary to access Laserfiche ▪ Complete requirements gathering with MCCi Project Team to define document types, naming schemes, folder paths, and metadata <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide requirements gathering ▪ Create up to two (2) folder structures that consist of three (3) tiered levels with no more than ten (10) folders in each level ▪ Create up to two (2) Laserfiche templates with up to seven (7) fields each ▪ Create up to two (2) Laserfiche User Groups ▪ Set entry access security for up to two folder levels with no more than ten (10) folders in each level, for up to two (2) user groups ▪ Conduct one (1) session (three (3) hours total) of remote "train the trainer" training on repository configuration overview. <p>EXCLUSIONS MCCi is not responsible for the following:</p> <ul style="list-style-type: none"> ▪ Configuring business routing logic ▪ Restructuring metadata ▪ Determining Records Management settings ▪ Cleaning up existing documents ▪ Configuring automated security

<p>#7: Laserfiche Public Facing Installation and Configuration Services</p>	<p>MCCi's public facing Laserfiche installation and configuration package is designed to implement a single Laserfiche web product in a Client's DMZ or Reverse Proxy environment and configure it to use Directory Server authentication.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Acquire, install, and set up TLS Certificates that meet Laserfiche requirements ▪ Provide servers in DMZ or Reverse Proxy ▪ Configure appropriate DNS entries ▪ Provide a Windows account that has administrative rights to each Laserfiche server (can create, write, and read the various Laserfiche databases, and query Active Directory) <p>MCCI DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Install and configure one (1) instance of Laserfiche Web Client, Forms, Mobile, or WebLink in one (1) environment (E.g., Test, Dev, Staging, QA, etc.) in a DMZ or Reverse Proxy ▪ Configure Laserfiche software to use TLS Certificates supplied by Client ▪ Configure Laserfiche software to communicate with necessary internal servers ▪ Assuming Weblink is the instance chosen for installation and configuration: ▪ Basic configuration using the WebLink Designer not to exceed three (3) hours ▪ Configure WebLink access security to one (1) level from the root on one (1) repository for the public user account ▪ Perform basic software deployment testing <p>EXCLUSIONS</p> <p>MCCi is not responsible for the following:</p> <ul style="list-style-type: none"> ▪ Installing and configuring failover clusters or load balancing ▪ Provisioning Client servers in DMZs ▪ Customization of WebLink asp Microsoft .NET Framework file ▪ Configuration of Folder Filter Expression ▪ Configuration of ADFS/SAML Authentication <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Google Chrome or Chromium Microsoft Edge is installed on all Laserfiche servers
<p>#8: Laserfiche EnerGov Integration Installation and Configuration Services</p>	<p>MCCi EnerGov integration leverages the MCCi CWSAPI to integrate with EnerGov, bringing documents with metadata into the repository and passing a reference back to EnerGov to facilitate ease of viewing documents.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide desired EnerGov Fields for mapping metadata to Laserfiche ▪ Appoint an IT resource to work with MCCi for configuration and training ▪ Communicate Laserfiche metadata requirements ▪ Facilitate access to EnerGov technical staff and resources as needed ▪ If EnerGov "Intelligent Object" configuration is desired, it is Client's responsibility to configure the appropriate settings in EnerGov or to work with EnerGov to do so. Intelligent Objects is the EnerGov feature that allows for creating letters and other documents and having them attached to EnerGov records. EnerGov configuration is needed to set this up and to have these documents treated as attachments to be stored in Laserfiche. ▪ Provide an outward-facing server for installation of the integration ▪ Provide a dedicated Laserfiche named user/keyed integrator license to operate the integration ▪ Confirm with EnerGov ownership of any needed SDK, API, and/or general EnerGov licensing requirements related to this integration. ▪ Provide SQL database to facilitate upload "chunking"

	<ul style="list-style-type: none"> Perform User Acceptance Testing (UAT) <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> Provide list of EnerGov fields available for mapping to Laserfiche Install EnerGov Integration Utility on Client server Assist in configuring up to three (3) EnerGov Entity Types (EnerGov Plan, EnerGov Permit, etc.) Create integration Laserfiche template for initial incoming documents Create integration Laserfiche workflow to translate from the integration template to the final Laserfiche template Provide remote "Train the Trainer" training in a single session for up to three (3) hours to empower Client to configure other available EnerGov Entity Types Perform alpha testing <p>EXCLUSIONS</p> <ul style="list-style-type: none"> MCCi is not responsible for configuration of Laserfiche filing workflows unless a separate package or SOW is included <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> EnerGov Self-hosted or EnerGov Cloud platform is installed and configured on Client system MCCi EnerGov Integration will be installed on Client's self-hosted servers Laserfiche 9.2 or later is installed and configured on Client system Microsoft .NET Framework 4.8 is installed and configured on Client system Laserfiche SDK 10.4 Runtime is installed and configured on Client system Microsoft Visual C++ Runtime 2017 is installed and configured on Client system Client will provide a Microsoft SQL server database to facilitate upload "chunking." Client understands the Keyed Integrator's License may be required if volume is high.
<p>#9: Laserfiche Administrator Training - Half Day (Remote)</p>	<p>MCCi's Administrator Training is available as a single half-day session. The goal is for your organization to have a trained repository administrator. The single half-day session focuses on ongoing management of the repository with a focus on user management, troubleshooting user permissions, monitoring and auditing user activity, and managing metadata. The complete list of training topics is listed below.</p> <ul style="list-style-type: none"> User Management & Security Monitoring User Activity Licensing ▪ Metadata Management Repository Architecture Overview Cloud Navigation General Repository Settings Folder Security Recycle Bin Settings <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> Have a license available for each attendee participating in the training Have access point for each attendee (laptop, desktop application, etc.) Provide the requisite IT system access Verify trainees can login to Laserfiche prior to scheduled training <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> Provide one (1) training session for three (3) hours Provide Repository Administration training according to the level of package purchased Provide training for up to six (6) users per session <p>ASSUMPTIONS</p>

	<ul style="list-style-type: none"> Attendees have either attended a Laserfiche User Training or have requisite prior user experience A single half-day onsite training will be accompanied by other training packages <p>EXCLUSIONS</p> <ul style="list-style-type: none"> MCCi is not responsible for customizing training materials for the client.
#10: Laserfiche User Training – Half Day (Remote)	<p>MCCi's User Training is a great introduction to the Laserfiche repository, which is accessed through an application called the Laserfiche Client or the Laserfiche Cloud site. Attendees will become familiar with how to import new content, how to search and retrieve existing content, and how to export. Your organization can choose whether training is conducted on the web-based or on the Windows Desktop Client. Your organization can work closely with the product trainer to identify user functions. The trainer can emphasize certain topics listed below.</p> <ul style="list-style-type: none"> Import Options & Scanning Search & Retrieval User Options Metadata Usage & Reports User Navigation Export Options Repository Organization Document Modification OCR & Generating Text <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> Have a license available for each attendee participating in the training Have access point for each attendee (laptop, desktop application, etc.) Provide the requisite IT system access Verify trainees can login to Laserfiche prior to scheduled training <p>MCCI DELIVERABLES</p> <ul style="list-style-type: none"> Provide one (1) training session for three (3) hours Provide Laserfiche User training according to the level of package purchased Provide training for up to six (6) users per session A single half-day onsite training will be accompanied by other training packages <p>EXCLUSIONS</p> <ul style="list-style-type: none"> MCCi is not responsible for customizing training materials for the client.
#11: Alpha Testing and User Acceptance Testing (UAT)	<p>MCCi will complete Alpha testing of the delivered solutions to ensure they function based upon the outlined design. Client Testing Team will execute User Acceptance Testing (UAT). Client is responsible for fully testing configurations prior to going live. Client will have 2 weeks (10 business days) to complete UAT.</p>
#12: Solution Acceptance & Project Closeout	<p>Client will go fully live with the system and configured processes. A formal wrap-up call will be held to transition Client to their MCCi Account Management and Support team.</p>

EXCLUDED

GENERAL

- MCCi is not responsible for assigning an external URL for any web-based platform/software module.
- MCCi is not responsible for creating or maintaining a backup and recovery plans.
- MCCi is not responsible for creating training documentation.
- MCCi is not responsible for final testing including, but not limited to configuration changes made by Client's team prior to system Handoff.

- Except where specifically noted, no custom coding is included; configuration work is restricted to the capabilities associated with the out-of-the-box solution.
- MCCi is not responsible for anything not expressly included in this SOW.

SOW ASSUMPTIONS

The following assumptions serve as the basis for this SOW. Any service or activity not described in this SOW is not included in the Scope of services to be provided. Variations to the following may impact the SOW's cost and/or schedule justifying a Change Order (defined below).

DELIVERABLE ACCEPTANCE CRITERIA

MCCi's completion of a Deliverable to Client shall constitute that MCCi has conducted its own review and believes it meets Client's requirements. Client shall then have the right to conduct its own review of the Deliverable as Client deems necessary. If Client, in its reasonable discretion, determines that any submitted Deliverable does not meet the agreed upon expectations, Client shall have five (5) business days after MCCi's submission to give written notice to MCCi specifying the deficiencies in reasonable detail. MCCi shall use reasonable efforts to promptly resolve any such deficiencies. Upon resolution of any such deficiencies, MCCi shall resubmit the Deliverable for review as set forth above. Notwithstanding the foregoing, if Client fails to reject any Deliverable within five (5) business days, such Deliverable shall be deemed accepted.

GENERAL

- Client agrees that the work schedule described herein represents MCCi's current best estimate and is subject to possible change due to circumstances beyond MCCi's direct control and/or new or additional information discovered during the course of the project. Further, Client understands and acknowledges that MCCi's ability to meet such work schedule is dependent upon, among other things, the accuracy of the assumptions and representations made by Client, the timeliness of Client business decisions, and the performance of Client and Client's vendor personnel in meeting their obligations for this project and in accordance with this SOW.
- If either party identifies a business issue during the project, MCCi and Client must jointly establish a plan to resolve the issues with a potential impact analysis of timeline and budget within five (5) business days of identification.
- Any necessary business decision resulting from the identified business issues must be made by Client within five (5) business days from request.
- Client shall provide MCCi accurate data throughout the requirements gathering process.
- Client is responsible to ensure that adequate hardware/infrastructure is in place and capable of handling the extra resources that may be required to support the Business Process Configuration, related software, etc.
- Any additional software licensing needs related to this service/process configuration have not been considered or included as part of this SOW. Client is responsible for ensuring that the required software licensing is available.
- If the Services require MCCi to access or use any third party software products provided or used, Client warrants that it shall have all rights and licenses of third parties necessary or appropriate for MCCi to access or use such third party products and agrees to produce evidence of such rights and licenses upon the reasonable request of MCCi and to indemnify, hold harmless and defend MCCi from and against any claims, actions, demands, lawsuits, damages, liabilities, settlements, penalties, fines, costs and expenses (including reasonable attorneys' fees) to the extent arising from MCCi's access to or use of such third party products.
- Client will maintain primary contacts and project staff for the duration of the project, as a change in staff may result in a Change Order for time spent by MCCi on retraining, reeducating, or changes in direction.
- Client will ensure that all Client's personnel who may be necessary or appropriate for the successful performance of the Services will, on reasonable notice: (i) be available to assist MCCi' personnel by answering business, technical and operational questions and providing requested documents, guidelines and procedures in a timely manner; (ii) participate in the Services as reasonably necessary for performance under this SOW; and (iii) be available to assist MCCi with any other activities or tasks required to complete the Services in accordance with this SOW.
- The Post-Implementation Configuration Assistance is intended to incur no more than 10 hours over the 30-day period. This assistance is intended to aid in transitioning Client to MCCi Support.

- **All Services pricing assumes the Client will grant MCCi unattended access** to the required infrastructure for the project. Unattended access requires the following:
 - Either a VPN connection with proper credentials or installation of on-demand remote access software utilized by MCCi.
 - Connections that can be made by an assigned MCCi Project Team without intervention from the Client from the hours of 8:00 AM ET to 8:00 PM ET.
 - A Windows Domain account assigned exclusively to the assigned MCCi Project Team, with passwords provided, that has administrative access to all infrastructure being serviced for purposes of the project.
 - A Windows Domain account, and complete access to that account including the password, for the service account to be used with any installed software products.
 - **Failure to provide this access will result in a Change Order increasing the cost to Client and timeline of the project.**
- Projects enter "On-Hold" status when (i) Client requests a delay in starting a new project, or (ii) Client is unresponsive for more than 15 business days during an active project. On-Hold status will remain until a new project start date is mutually agreed upon, or until Closed. MCCi may elect to Close the project due to project remaining On-Hold for more than 35 business days.
- Projects that are Closed prior to completion, will be billed for any progress made to date and the MCCi project team will no longer be assigned to the project. Billing for progress made to date is based on the number of hours worked or the estimated percentage of the project that has been completed, whichever is greater. Subsequently, a new order is required to restart a Closed project, and to have new MCCi project resources assigned.
- Client will provide a single point of contact responsible for coordinating communications and scheduling amongst Client stakeholders.
- MCCi will conduct a project kickoff call with Client to set objectives and review systems/processes used.
- Google Chrome or Chrome Microsoft Edge is installed on all Laserfiche servers.
- TLS 1.2 is configured on all Laserfiche servers.
- Firewall ports will be opened for and unattended remote access on all necessary servers will be granted to MCCi.
- All services will be performed Monday – Friday, 8 am to 5 pm EST.
- MCCi will only provide recordings of trainings or meetings if requested in advance. Requested recordings will be available through the Training Center for Laserfiche.
- Client will acquire, install, and setup TLS certificates that meet application requirements.
- Purchase of Managed Cloud services may cover some of these assumptions/deliverables.
- Client will ensure previously agreed upon scheduled trainings are attended by their staff. For cancellations or rescheduling, the minimum notice period requirement to avoid penalties is 2 calendar weeks prior to the training date. Penalties: (i) Regardless of the notification time period, if the training was to be in person and MCCi has incurred non-refundable travel expenses, client will reimburse MCCi accordingly, and (ii) If client cancels or reschedules training within 7 calendar days and no less than 48 hours from the training date, the client will forfeit half of the allotted training time, or be assessed a fee equal to 50% of the training package purchased, or (ii) If the client cancels or reschedules the training within 48 hours of the training date, or is a no show on the training date, the training package purchased will be charged in full and forfeited by the client.

GENERAL TESTING DEFINITIONS

- Alpha Testing – Defined as internal acceptance testing performed by the project team prior to releasing the product or configuration to the Client
- Basic Deployment Testing – Defined as testing to ensure that the crucial functions of the system are operating properly, and that the deployment is stable
- Beta Testing – Defined as the testing performed to verify functionality and fulfillment of user requirements
- User Acceptance Testing – Defined as testing performed by the Client's users to verify and accept the implemented functionality or deployment

GENERAL EXCLUSIONS

- MCCi is not responsible for assigning an external URL for any web-based platform/software module.
- MCCi is not responsible for creating or maintaining backups, backup plans or recovery plans.
- MCCi is not responsible for creating training documentation.
- MCCi is not responsible for final testing including, but not limited to, configuration changes made by Client prior to system handoff.
- Except where specifically noted, no custom coding is included; configuration work is restricted to the capabilities associated with the out-of-the-box solution.

LIMITED LIABILITY

If the Master Agreement is silent on each party's limited liability, or there exists no master agreement, except for breach of any intellectual property right, or end user terms of use, and/or license agreement, liability is limited to the amount of dollars received by MCCi directly associated with this Order in the six (6) months prior to the date of the Claim. If the applicable agreement provides for a limitation of liability, then such limitation applies to the greatest extent allowed.

INSTALLATION

- Client shall be responsible for setting up, testing, configuring, and otherwise managing users and user group security, privileges, feature rights, and access rights.
- Client shall provide support for any API-related configurations and integrations being developed by its team or third parties.
- Client shall identify users participating in the business processes and ensure that appropriate user licensing has been acquired/assigned to them based on their role.
- MCCi's technical team will be provided unattended remote access to Client's applicable servers during the duration of the project outlined in this SOW.

ROLES & RESPONSIBILITIES

PROJECT MANAGER

Responsible for planning, organizing, managing, controlling, and facilitating communicating all phases of the project. Will work with project resources to ensure accurate scoping and timely delivery of project.

SYSTEM ENGINEER

Responsible for integrating project technical aspects and making information relatable to non-technical personnel. Will work through each phase of the given system and process, from plan along with expansion to validation and operation, on measurable risk assessment, regularly concentrating on performance, testing, scheduling, and budgets.

SOLUTIONS ENGINEER

Responsible for evaluating a client's business needs and determining how MCCi can support them by leveraging our expertise and technology solutions.

PROJECT COORDINATOR

Responsible for facilitating projects through communication, documentation, scheduling, and other coordination activities.

BILLING SCHEDULE

FIXED FEE BILLING SCHEDULE

MCCi will bill Client based on the schedule defined below and will bill for actual out of pocket expenses incurred on a monthly basis.

Upon Client Acceptance of the Following Deliverables and/or Completion of the Milestone	Invoice Amount
Kick Off & Achievement of Milestones 1, 2, & 3	\$4,758.75
Achievement of Milestones 4 & 5	\$13,567.50
Achievement of Milestones 6 & 7	\$8,505.00
Achievement of Milestones 8, 9, & 10	\$17,820.00
Project Close - Final Acceptance	\$3,341.25
Total:	\$47,992.50

If either the Client or MCCi cancels any or all services in accordance with the Master Agreement, MCCi may invoice Client for a pro-rated share of the uncompleted work/milestone(s) for services actually performed through the effective date of such termination.

PROCESS & ESCALATION

CHANGE ORDER PROCESS

A Change Order is defined as a modification to the original contract price to complete Deliverables outlined in the SOW or a revised SOW to describe work required to fulfil the SOW. As this project progresses, it may be necessary to amend this SOW. Client understands that any change to this initial SOW will affect the fee and may extend the project completion date. If changes are required, Client will send a written request to MCCi outlining the requested change(s). MCCi will assess the change(s) and provide Client with a formal Change Order request. This Change Order will include the details of the scope change, as well as any additional cost that may be necessary in order to implement the same. It may be necessary to halt work on this project while Client reviews the Change Order request. After reviewing and approving the Change Order request, Client must return a signed copy to MCCi before work may proceed on the project.

ISSUE ESCALATION

Client may use the following contact information for resolution and escalation of any unresolved issues and tasks. MCCi will acknowledge escalations in writing and include steps toward resolution.

NAME	RESPONSIBILITY/ROLE	CONTACT NUMBER	EMAIL
Victor D'Aurio	Chief Operating Officer	850-701-0725 ext. 1604	victor@mccinnovations.com