



Experience Excellence

Municipal Code Corporation

SALES DEPARTMENT

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Logan Di Liello, Senior Account Executive • extension 725 • logan@mccinnovations.com

September 19, 2011

Ms. Barbara Herrera
City Clerk
8300 NW 53rd Street
Doral, Florida 33166

Dear Ms. Herrera:

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

- *Stability* - Municipal Code Corporation has been in business for over 60 years and works with over 3,000 government agencies across the United States. MCCI (a subsidiary of Municipal Code) has been in business for over 10 years and provides software and services to more than 400 cities and counties.
- *Focus* - MCCI specializes in working with government entities and focuses our products on solutions specifically for governments. In working with governments over the past ten years, MCCI has had the opportunity to gain an in depth look into their business processes on a day-to-day basis. This thorough understanding gives MCCI the edge needed to provide our clients with a tailored solution that will meet each individual organization's needs.
- *Support and Services* – MCCI utilizes a multi-layered support team geared towards offering each client multiple contacts to enhance the usage of every product implemented. Our Project Managers are specialized in Legistar implementations and have advanced professional certifications to assist in providing you with a great experience. On-going technical support is easily obtained from our support technicians by contacting us through our help desk, email, and toll free number or online support center.

Sincerely,

Logan Di Liello
Senior Account Executive

Executive Summary

MCCi has extensive experience in the implementation, training, and support of Legislative Management and Automated Agenda solutions. Offering the most robust and configurable Legislative Management solution on the market, MCCi is proud to be partnered with Legistar. Together we are the market leaders providing solutions that offer the following:

- *Agenda / Legislative Item Drafting, Approval, and Workflow Tracking*– Users will be able to draft, route for approval, and track all agenda / legislative items.
- *Agenda & Minutes Creation* - Legistar will automatically create your agenda documents and will accurately track minute's annotations, summaries, meeting actions, votes, and attendance.
- *Legislative Tracking* - From drafting through assignment to various committees, offices and meeting bodies, to final disposition, Legistar tracks every action, along with dates, free-form notation, and individual votes.
- *Search and Retrieval* – Allow internal departments and the public to search via specific index data & full-text, while allowing them to narrow down search parameters to specific items, meeting bodies, date ranges, etc.
- *Report Generation* - Legistar will automatically produce agendas, minutes, cover memos, public hearing notices, certified copies, signature copies, and other legislative reports while eliminating all data entry redundancy or the need to copy and paste file information.
- *Out of the Box Configuration* – Most systems on the market have to be “customized” to meet customer needs. Legistar is different in that it offers over 300 system settings that allow even the largest of government agencies to “configure” the system to meet their needs. For the past 25 years and longer than any competitor, Legistar has added to the system's configurability based on customer feedback and has been focused on prohibiting the need for software customizations that are typically costly and hard to maintain.
- *Enterprise Solution* – Legistar is capable of generating and maintaining agenda documentation for use by all boards, commissions, and committees. The system also allows for workflow and legislative item tracking between meeting types, which is extremely important when expanding into other meeting bodies/departments and making the most of your investment.
- *A Great Vendor Experience* – Municipal Code has been in business for over 50 years, and Legistar for over 25 years. Together, we have more than 3,000 existing government relationships, and the government focus and experience required to ensure a successful implementation.
- *Hosted & Installed Options* – Clients have the option of going with a hosted or a fully installed Legistar solution.
- *A “Greener” way to do business* – Eliminate paper from the very beginning of your Legislative process.

A Legistar solution from MCCi will improve efficiency and accuracy, streamline the current process while eliminating or reducing manpower requirements, paper production and keep you on the “cutting edge” of workflow, agenda and legislative management.

STATEMENT OF WORK

SOFTWARE SUBSCRIPTION

Legistar Hosted Edition \$21,598¹

Includes: Base Subscription
Public Web Portal – Pro Edition (InSite Public Access)
Remote Disaster Recovery Services (Legistar Matrix)
MuniCode Integration
Document Management Integration Services - Laserfiche
Media Match
First Year Managed Services and Support
Legistar Base Configuration (up to 1 meeting body with up to 3 meeting types)
MCCI Project Management Services
Onsite Training (up to 3 days)

PAYMENT & BILLING TERMS

MCCi will invoice fifty percent (50%) of the total contract amount upon receipt of signed contract, 30% upon MCCi delivering the configuration report packet, and the remaining balance will be invoiced upon completion of installation and training. Sales Tax will be included where applicable. Payment will be due upon receipt of an invoice.

¹ For budgetary purposes, the Client should include \$12,638 in annual budget for renewal of Legistar SAP and managed services of the above quoted solution.

MCCI BASE SERVICE OFFERINGS

MCCI PROJECT MANAGEMENT SERVICES

MCCI Project Management services include certified MCCI professionals. MCCI administers these services and concentrates on defining business requirements and the deliverables that follow. Our project management services not only serve the consulting needs of a project, but can also mitigate many risks that are inherent in a new project. Risks such as scope creep, unforeseen needs (people, conversions, integrations, equipment), and unknown stakeholders, can be identified and cleared up in the very beginning of the project.

- **Project management challenges:** There are several challenges facing customers in deploying an enterprise solution.
 - Project risk – a large percentage of failed projects are due to poor planning
 - Competition for internal resources
 - Project backlogs and timelines
 - Excessive maintenance/costs – if proper planning is not done
 - Ineffective communication between end users and technical lead
- **Project management promise:** The effective use of this time will directly address these challenges and will allow the client to:
 - Make informed decisions on system implementation issues
 - Use MCCI as the internal resource required to lead the session
 - Reduce project backlogs and time to implementation
 - Actively address the communication between end users and technical lead
 - Improve the probability of a successful project

MCCI includes these services to insure project success. Proper planning requires a leader, dedicated time, feedback, and rapid execution by everyone involved.

MCCI TRAINING SERVICES

Legistar Training is delivered in a combination of formal training classes and free-form assistance or 'help-desk' sessions. The exact combination and schedule is based on the number of users, their skill and task level, determined during the Project Planning Phase. Typically, a general user course will include three to four morning hours of classroom training followed by several afternoon hours of general technical assistance as the students apply what they learned.

Typically training groups consist of 6 to 8 individuals with similar responsibilities and training requirements. In addition, MCCI provides system administration training to 2 to 4 staff members who are assigned the overall administrative tasks of the system.

Below is an example of the modular training sessions:

MCCI SERVICE OFFERINGS

Group Type	Participants	Type of Training - Course Description
View Only	All Departments	The View Only training shows the user how to search in Legislative Files, Agendas and Minutes and how to access and produce reports.
Legislative File Entry	Selected Department Users	Gives the user all the detailed information to create a Legislative File, including drafting the text, adding sponsors, attachments, etc.
Agenda Creation	Individuals who maintain the Calendar	Training on how to create and maintain an Agenda, by generation or by moving adding or deleting items. Also, how to produce an Agenda report and post to Internet.
Minutes Processing	Individuals who process the Minutes or Journal	Minutes Module training on how to process minutes, taking action on files, voting, vote types, consent and reporting and post to Internet.
Administration	Primary user and/or System Administrators	Training on maintaining system administration tables, data, security, will review all tables with the System Administrator. This training is completed before any user training.

MCCI OPTIONAL SERVICE OFFERINGS

LEGISTAR POST-IMPLEMENTATION ADVANCED TRAINING \$7,500

Many of MCCI's customers who have the internal resources available desire to attain the knowledge and experience necessary to configure Legistar for other Meeting Bodies, as well as be able to adjust current configurations to meet their ever changing environments. The Advanced Level Training offered is a post-implementation service offering and includes up to 3 days of onsite training. The training uses a hands-on method, which includes best practice advice, practicing the configuration of a meeting body together, and the student configuring a meeting body from start to finish on their own based on a set of criteria/scope provided by MCCI's trainer.

Client Deliverables

- Appointment of up to 2 Legistar Administrators
- Meeting Body documentation required for configuration practice sessions
 - Sample Agendas
 - Sample Minutes
 - Documented Approval Workflows
- IT resources necessary to facilitate training

MCCI Deliverables

- MCCI project manager to facilitate the training
- Review of reports generated from configuration training sessions
- Final day re-cap of training and configuration settings

**Please check the Statement of Work to see if this service is included.*

MCCI SERVICE OFFERINGS

MCCI LEGISTAR ARCHIVE SERVICES BY DDI

Legistar Archive Services are implemented by MCCI's DDI department. The service is designed to populate a client's Legistar system with a subset of back-file Minutes records, which will improve public access by providing one location for all past and future Legislation. The year range covered will be based on volume, budget, and client feedback.

MCCi will scan and/or electronically convert the back-file of minutes documents to a searchable PDF format, and will index and link the records to the client's Legistar database and InSite Public Portal for public access. The scope of this service is limited to the Boards/Meeting Bodies that MCCi has been contracted to configure for the client. Once MCCi has received documents for scanning/conversion, the following process will occur:

- Document Preparation - The process of document preparation begins with removing any materials that may prohibit the document from being fed through the scanner (i.e. Removal of documents from file folders, Removal of staples, paperclips, tape, clips, etc) and is described as Document Preparation. Upon completion of scanning, MCCi will organize the documents into their original order as received from the Client. Re-prepping documents will be limited to re-inserting pages in the appropriate order in the Minute books/file folders in which they were received. MCCi does not re-attach staples, tape, sticky notes, paperclips, etc.
- Document Organization & Indexing – MCCi will index the minutes documents based on the following criteria if made available and apparent by the client: File Number, File Type, Date, and Meeting Body Name.
- Document Quality Control - MCCi performs a thorough quality control process after the job has been completed. Each image is inspected for quality, legibility, and accuracy. Steps are taken to ensure each document has been captured, the quality of the image is comparable to the original, and all manual indexing errors have been corrected. MCCi cannot be accountable for records not reflected in original inventory report as provided by Client. MCCi will correct only those discrepancies reported within 90 days after delivery of hard copy materials.
- Document Transportation - The client is required to package all materials per MCCi's instruction prior to delivery of materials to MCCi facilities. MCCi may be able to provide courier services depending on the client's state; otherwise MCCi offers a secured shipping container service. The client is responsible for all shipping costs, which are additional and can be estimated by MCCi's project manager.

**Please check the Statement of Work to see if this service is included. If this service is desired post-implementation pricing can be provided at the time of need.*

MEETING BODY CONFIGURATION SERVICES

MCCi will configure Legistar based on the number of meeting bodies and Meeting Types defined in the pricing section of the proposal/contract. For clarification, a "Meeting Body" is a meeting group such as a City Council. Additional meeting bodies might include groups such as the Planning and Zoning Committee, Finance Committee, Redevelopment Agency, etc.

MCCI SERVICE OFFERINGS

For each contracted meeting body, MCCI configures a unique set of Meeting Types. For example, a meeting body such as City Council may have multiple Meeting Types (Regular, Workshop, Emergency, Special, etc). As a standard, MCCI's base level configuration for the primary legislative body includes configuration of up to 3 Meeting Types. All Meeting Types under a specified Meeting Body share the same report design. Additional Meeting Body configurations may include P&Z, a Redevelopment Agency, or another committee/agency. While the initial implementation focus is typically the main Legislative Body (City Council, County Commission, etc), customers can choose to have MCCI configure Legistar for other meeting bodies.

**If these configurations are intended to be part of the initial implementation, the scope of services listed in the pricing section must reflect the additional Meeting body configurations. If this service is required post-implementation, pricing will be dependent on the extent of configuration and training needed. Alternatively, clients can purchase our post-implementation Advanced Training and configure and modify Legistar themselves.*

REPORT CUSTOMIZATION

The vast majority of configuration needs are handled through Legistar's administration console which provides access to over 300 variables that can be configured to meet the client's needs, without any customization. This includes formatting, sorting, and data variables that can be adjusted by the user to produce a wide variety of report styles without any programming at all. Dynamic data elements for headers, logos, dates, locations, and even date-sensitive membership of council and committees ensure that the agendas and minutes will always be correct without any programming changes whenever names change. Users can insert any number of boilerplate messages in the default agenda templates, which will always print as is or can be further modified at runtime.

Legistar's basic report layouts are included in the base package for agendas, minutes, cover memos, and other reports. If the client requires the report formats (layout, logo placement, etc.) to match their current layouts rather than accepting the standard formatted reports, MCCI can provide the optional service of customizing the reports. Pricing is determined based on the number of reports and scope of customizations. It should be noted that customizations increase the complexity of the system and the time and money to implement and maintain the system in future years.

MCCI highly recommends utilizing the standard reports, with all of their formatting flexibility, for a period of time prior to selecting the option to customize. It should also be noted that majority of the clients that choose to purchase a Legistar solution accept the standard reports, and leverage the user-controlled configurability of Legistar in the beginning and for future years to come.

In the event that the client chooses the option for customized reports, the scope is limited to the layout/format of the report. This includes placing any data that is on a Legistar Client screen form to virtually anywhere on the associated report in the location and font requested. Requests for changes that require database or base code level changes cannot be met through this service.

LEGISTAR SOFTWARE

Legistar is a comprehensive, agenda workflow management and information retrieval system designed specifically to support the legislative process in cities, towns, and counties. From drafting through assignment to various committees, offices and Council Meetings, to final disposition, Legistar parallels and supports the customary flow of legislative operations, tracking every action, along with dates, free-form notation, and individual votes.

Legistar will automatically produce agendas, minutes, notices, certified copies and other legislative reports while eliminating all data entry redundancy or the need to copy and paste file information. Text and data are entered only once and then organized and stored by the system so that it can be retrieved and formatted for display or for any of Legistar's standard or custom reports. The system will improve efficiency and accuracy, streamline the current process while eliminating or reducing manpower requirements, paper production and keep The Client on the "cutting edge" of workflow, agenda and document management.

LEGISTAR MODULES

The following information provides a brief description of each module available with your Legistar purchase. Please refer to the pricing section to see what is included in your project.

Base License

The Legistar base license includes the following functionality:

Agenda Automation

Legistar inherently helps automate the Agenda process. The Agenda tool in Legistar assists in generating Agenda documents, as well as providing the flexibility needed to move, delete, and add items at the last minute.

Approval Tracking

Approval Tracking is a fully integrated module that facilitates and tracks the sequence of review and approval for an agenda item prior to introduction. For example, a purchase request may be made by a staff member, drafted by another person, approved by his immediate superior, and then sent to additional persons for their review and approval before being sent on to the agenda clerk for automatic introduction on the appropriate agenda.

Special functions are included to cancel, pause, and restart the approval process and to research, display or print the approval history. There is also an option available where an approver can be part of the approval sequence for FYI purposes only. These approvers are notified that there is an item for their review, they have access to the item up for approval but cannot modify item or affect the approval sequence. Approval sequences may be modified to include or remove approvers. Each step triggers email notifications to the appropriate users. Standard system approval sequences are stored, as well as personal user sequences that can be reused or shared.

The workflow is flexible and automatic. Approvers are alerted with an email notice as well as a pop-up tickler message on their Legistar main menu form. Legistar ATS approvers are able to review all materials, annotate and comment on the text, and use standard Word Track Changes functionality to capture edits or insert comments while collaborating on a file.

SOFTWARE DESCRIPTIONS

Additionally, reviews and approval responses can be done via a totally intuitive browser form. Whether using the standard Legistar file form directly, or logging in through the ATS browser form, ATS manages the approval workflow automatically, and in real time.

Minutes Annotation

While legislative issue information is the substance of what Legistar stores, the actions taken by the Client, by its committees, and by advisory boards and commissions at meetings as well as the history of actions taken by departments on those legislative matters are the essence of what Legistar tracks. Hence, the system provides means to record meeting information, generate agendas and minutes, and provide other supporting documents.

Legislative File Tracking

In addition to the minutes annotation functions, each historical record may also have any free form notation to describe the instructions on a referral, the response on a referral, the reason that an action was taken, or perhaps any discussions or background information that led up to the action. Legistar tracks the path of each ordinance, resolution, and other legislation through the process with a series of historical records marking the life of the issue along the way. Individual routing entries, version changes, referrals to departments, final approvals and other file events are automatically captured by the system and can be queried, displayed and included in appropriate reports.

Legislative Reports

Reports are automatically generated directly from the tracking data. Once the data is entered, the system will also use its built-in sort and formatting routines, which are defined by the documents that they are intended to produce, to abstract the correct information and then produce all requested documents in their different formats, such as Client Meeting and Committee Agendas, Certifications, Notices, Client and Committee Minutes.

The operator may also specify the printing of any subset(s) of pages of a report, rather than the entire report. Other selected Legistar reports descriptions are included in the table above.

These and other system generated reports may be displayed on screen, directed to a printer, saved to a text file or, exported in PDF or HTML format for later use or transmission to other departments via electronic mail or media transfer. This feature allows the Commission to post these reports directly to its home page for immediate viewing via the Internet.

Optional Licensing

The following modules may be added in addition to the base license to enhance the functionality of your system:

Remote Disaster Recovery Service – Legistar Matrix Subscription

For the locally installed Legistar system, MCCi is including a remote backup and recovery service as a part of support. Legistar Matrix is a hosted service that will automatically back up Legistar data, encrypt and send it over the Internet to secure remote servers. Everything is secured with AES 256-bit encryption (trusted by the government for top-secret documents). This process is completely automated and runs on a schedule, so no user interaction is necessary. The possibility of human errors is also reduced.

Legistar Matrix provides complete online backup solution protecting all Legistar data, including SQL Server databases, published meetings, and attachments. Automatic, unattended backups based upon predefined schedules eliminates the day-to-day hassle of performing nightly tape backups and

SOFTWARE DESCRIPTIONS

automatically transports data to secure offsite servers hosted in two geographically separate locations.

Legistar InSite Public Access Interface Suite


Legistar InSite is a hosted service regardless of the client having the hosted or installed version of Legistar. This ensures that your public interface is continuously kept up to date with the latest technology, as well minimizing administration required by your IT resources. The browser based Legistar InSite Public Access Suite provides a complete automatic public Internet portal for organizing, searching, printing and otherwise accessing public information with no required work on the part of the Clerk's office, IT, or other Commission staff, thus significantly reducing requests for public information, copying and printing.

Legistar InSite Internet users can look-up and view legislative information by simple or complex field and full-text search criteria. Users can then further narrow their selection, highlight those items they would like a printed report on, or view the past legislative meeting history of the item including minutes, motions and votes.

Most clients are using InSite as a query-only tool to provide easy access to information for their internal users as well. It is available 24/7 and very intuitive to the casual user or researcher. This has resulted in significant time saving and printing cost by providing internal users online access to this information.

InSite is available in 3 different packages (please refer to the pricing page to see what option is included in your solution):

Feature	Essential	Professional	Ultimate
Legislation	✔	✔	✔
Calendar	✔	✔	✔
Departments	✔	✔	✔
People	✔	✔	✔
Agenda packet generation	✔	✔	✔
Video linking	✔	✔	✔
Legislation attachments	✔	✔	✔
Automatic conversion of MS Office documents to PDF		✔	✔
Meeting attachments		✔	✔
Department attachments		✔	✔
People attachments		✔	✔
Reports		✔	✔
Sign In/Sign Up		✔	✔
Bookmark & Share		✔	✔
RSS feeds		✔	✔
Private comments		✔	✔
Legislation advanced search		✔	✔
Legislation history search			✔
Alerts			✔
Online vacancy application			✔

Unlimited storage			
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Legistar On-Line Submittal - Browser Based On-line Agenda Item Submittal (OLS)

The OLS module compliments the standard item submittal features of Legistar, by providing a simple browser-based submittal method of agenda file items, or other applications for consideration. This system also allows users to submit applications, additional documents to the open agendas or Dockets.

Departments, Board-members and even outside organizations or groups can be given authorization to submit agenda items for District Board consideration, from anywhere the Internet reaches. For instance, if there are major businesses, utilities, or other outside agencies that frequently submit requests, they can now easily do so via the Internet for Board consideration. This includes attachments and other supporting materials. The submitter can then monitor the status of the item at any time 24/7.

Document Management Integration Services – Laserfiche

The integration services between Legistar and Laserfiche allow documents residing within a specific Laserfiche repository, to be attached directly to a legislative item, from within the Legistar interface. In addition, a user can easily archive Legistar reports into a specific Laserfiche repository.

Legistar MuniCode Integration

Municipal Code Corporation and Legistar have partnered in an effort to connect the Legislative management process with your codification process. This service is a federated search between Legistar's InSite (Public Portal) and the online codification hosted by Municipal Code Corporation. This integration allows constituents to look up your official code through the common InSite query by launching a consecutive search on the MuniCode site and simultaneously displaying search results from the official codification. As a pre-requisite, your code of ordinances must be hosted by Municipal Code Corporation."

Legistar MediaMatch™ - Integrated Meeting Audio/Video Indexing

Legistar's approach to audio/video integration is to provide flexibility and choice. The optional MediaMatch module allows the Client to integrate an audio/video recording with a meeting event by including dynamically indexed links to the individual agenda items or other events during that meeting. It is intuitive and efficiently designed to allow the clerk or other staff member to operate the indexing along with the standard meeting manager functions of Legistar.

- **Video Index Tool:** Post-meeting index additions or adjustments are easily performed through the index cleanup tool. The time index for either individual items or any portion of the entire video can be adjusted up or down to exactly synchronize with the meeting.
- **Video Player:** Clicking on the video link from the Legistar InSite calendar shows the video of the entire meeting. Because MediaMatch indexes the video of each item, you can also click on the video link directly from the InSite Meeting Details page, and jump directly to any one item.
- **Video Hosting Source:** MediaMatch allows the Client to either maintain its own online video storage or utilize third-party hosting. The Client may use the following video sources with MediaMatch:

SOFTWARE DESCRIPTIONS

- In-house Audio/Video Hosting: The Client may store the meeting video recordings as video files in its own streaming environment or some other hosting service. Legistar supports the following video file formats: Windows Media, Flash, Real, QuickTime, and DivX. Video links from Google Video or YouTube can also be used. Audio files, such as MP3 are supported as well.
- Outsourced Audio/Video Hosting:
 - Granicus® - MediaMatch allows the Client to utilize existing Granicus indexing tools, or the minutes toolset within Legistar (if only using Granicus as a streaming host) to complete the indexing of Granicus audio/video meeting events. Please contact your Granicus Account Manager to ensure you have the license and monthly support service for the Granicus software required.
 - LEIGHTRONIX - Provides complete video capture (including indexing), cable broadcast, video hosting, archiving, and video on-demand through the integrated video hosting services. Access to video is available internally in Legistar for internal users and in InSite (public Web portal) for Internet users. Users are able to use either solution to search out specific meeting video and jump to specific meeting agenda items within the audio/video archive.
 - Other Video Hosting Solutions - Direct access to video links must be provided, and the hosting provider must be willing to work with Legistar if needed.

Legistar Active Meeting Display

Active Meeting Display is a real-time Web page that shows the agenda item being discussed, the motion and the votes. Active Meeting Display also shows the previous item and its vote information. The page updates with the new item information when the meeting manager activates the next line on the agenda with a single button click. This module is designed to be a non-scrolling page ideal for large screen projection within meeting chambers.

TECHNICAL SUPPORT

When you become a client of MCCi, you gain much more than just a new product. You gain a relationship between our staff and your organization to make your product implementation successful and the usage of your product an enjoyable experience. In order to make this possible, MCCi offers both Proactive and Technical Support.

PROACTIVE SUPPORT

MCCi assigns each account with a Regional Account Executive and an internal Account Manager Team. You will have already worked with your Account Executive in the pre-project phase and they will continue to support you. Your Account Executive will provide a local presence and contact information should local meetings be necessary. The Account Executive also assists in pre implementation processes.

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 Managers' role to insure this ongoing communication with clients. Your Account Manager will be in touch throughout the year to discuss optimal system usage and ensure client satisfaction. Items discussed may include, but are not limited 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, Listservs, support center, etc.
- Provide continued education for existing and new users within the organization through the use of 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

TECHNICAL SUPPORT

The Legistar Software Assurance Plan (Legistar SAP) 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 Legistar SAP you receive the following benefits:

- Free software updates for your current system
- 24-hour FTP and website access which includes the MCCi Online Support Center
- Technical bulletins and newsletters

MANAGED SERVICES

MCCi Managed Services strongly encouraged to be included with every support renewal and provide the client with a discounted hourly rate by purchasing an advanced block of services per year based on the products purchased. Managed Services can be used for the following professional services:

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

TECHNICAL SUPPORT

- **Remote implementation of software updates** – While the standard SAP plan covers free updates for software, implementation of those updates is sometimes overlooked. With the addition of our Managed Services, MCCi is at your service to directly assist in implementing software updates such as minor updates, quick fixes or point releases. Major software upgrades may or may not be covered and should be discussed with your Account Management Team.
- **Annual System Review & Analysis** – Upon request, MCCi will access your system to review and analyze how your organization is using the system, identify discovered potential problem areas and make recommendations for better use of the system. This analysis is designed to be implemented 6 months after the initial Software installation, and should be performed annually after that date. This is an optional service that will be completed only if requested by the Client.
- **Remote Access Support** – Remote Access Support allows our helpdesk staff to access your machines remotely to resolve problems faster. The use of Remote Access Support saves you both time and money by reducing the delays in resolving software issues without costly on-site visits.
- **Expiration & Additional Services** –MCCi Managed Services is an annual package and will expire on the same date as your SAP plan.

MCCi does provide continued technical support for all MCCi applications. Technical support is provided via email or telephone during normal business hours of 8:00 AM to 6:00 PM EST. Clients can designate several individuals who are to be the technical support contacts. Those individuals may contact MCCi at any time for technical support. There is no limit on the number of technical support calls that can be made. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates.

RECOMMENDED MINIMUM HARDWARE REQUIREMENTS

LEGISTAR TECHNICAL REQUIREMENTS**Smart Client Requirements**

The Legistar software is developed using .Net Framework, and combines the benefits of both Web and desktop application by adopting the Smart Client Architecture. The end user can run Legistar, in Windows XP/2000/Vista/7 (any edition—Home, Professional, Media Center or Tablet PC), with the .NET Framework 1.1 with service pack 1 for .net Framework 1.1 installed and functioning. Adobe Professional is required for the Agenda Clerk(s) machine.

Legistar Server Requirements

Legistar is a hosted solution; therefore there are no server-side requirements.


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

Submitted by: MCCI, a Limited Liability Company

Date: October 1, 2011

By: 
(Signature)

H.E. GRANT EXEC. V.P.
(Printed Name & Title)

Witness: 
(Signature)

Noted Items Accepted by: CITY OF DORAL, FLORIDA

Date: October 21, 2011

By: 
(Signature)

Yvonne Soter-McKinley, Manager
(Printed Name & Title)

Witness: 
(Signature)

Barbara Herrer,
(Printed Name & Title) City Clerk

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

Submitted by: MCCI, a Limited Liability Company

Date: October 1, 2011

By: _____
(Signature)

(Printed Name & Title)

Witness: _____
(Signature)

Noted Items Accepted by: CITY OF DORAL, FLORIDA

Date: October 21, 2011

By: 
(Signature)

Yvonne Soter-McKinley, Manager
(Printed Name & Title)

Witness: 
(Signature)

Barbara Herrera,
(Printed Name & Title) City Clerk

MCCI, a Limited Liability Company and subsidiary of MUNICIPAL CODE CORPORATION, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCI, hereby offers the Legistar Solution to the client, according to the following terms and conditions.

Legistar Software Support
Legistar Software Assurance Plan (Legistar SSWAP) is offered by MCCI and is designed to provide your organization continuous access to technical support as well as solution updates as they are released. Legistar SSWAP is designed to renew each year on the anniversary date of the initial installation or an invoice was first provided if the client is utilizing the home/subscription model. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates – any increase will not exceed the cumulative increase in the Consumer Price Index (CPI) occurring over the last price increase. MCCI recommends the client designate a support contact to whom requests through, but clients can designate several individuals who are to be the technical support contact if necessary.

Legistar Software Assurance Plan (Legistar SSWAP) provides support and all software updates as released. Support is handled directly through MCCI and is provided via email or telephone during normal business hours of 8:00 AM to 6:00 PM EST. Additionally, support is available from 6:00 PM to 8 PM when requests are submitted to TechnicalSupport@municipalcode.com. All support times are Monday through Friday excluding holidays.

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

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

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

Software Installation
MCCI will install all software outlined herein. If additional software is needed to bring the site up to specifications, customer will be billed accordingly. All the days quoted for onsite services made completed remotely.

Site Preparation
The client site should be ready for installation according to specifications outlined within the Hardware section listed below. If site is not prepared or any other Client action results in cancellation, delay, or rescheduling of an installation after MCCI has made travel arrangements, the client may incur expenses due to circumstances such as non-refundable airline tickets, training/install charges, hotel reservations, rental cars, etc.

Client Information Technology Assistance
In order for MCCI to excel in customer service, the client must provide timely access to technical resources. The client must provide adequate technical support for all MCCI installation and support services. If the client does not have "in-house" technical support, it is the client's responsibility to make available the appropriate information technology resources/consultant when needed.

Legistar Software Updates
Legistar Subscription Service: Subscriber will always be using the current version of the software. Updates, new versions, new releases, patches, fixes, etc. are applied to the hosted version of the software as they become available. The subscribers never experience any installations, conversions, or major interruptions in the service for these updates.

Document Storage
MCCI's facilities contain secure rooms for hardcopy "work in progress" document storage that are designed to prevent damage from natural disasters. MCCI will arrange for the return of hardcopy documents to the client after completion of scanning. If documents reside at MCCI facilities for a period longer than 30 days after a request for delivery has been made, storage charges will apply. MCCI is not responsible for maintaining permanent archive and accepts no responsibility for loss of electronic data.

Enterprise Wide Scanning Services
In accordance with the terms and conditions at bid out here within, MCCI can provide any department in the organization with scanning services for documents other than those described in section of the pricing proposal. Costs will be based on the attached pricing schedule (Exhibit A). MCCI will consult with each department involved in beginning their own Muckdun project to determine individual scanning and indexing needs. For further information and information regarding this service please contact our Service Bureau Manager.

Microfilm & Fiche Conversion Services
MCCI offers electronic conversion services for microfilm, microfiche, and aperture cards. The Client will provide MCCI with data to be converted to electronic format. MCCI will extract the images contained on the film/fiche and migrate them to Legistar or to another industry standard format as requested by the Client. The images will be captured based upon the reduction ratio and threshold between the beginning and ending of new images on the original film. MCCI is not responsible for the accuracy of image quality, such as black borders, skewed images, blurred images, non-legible images, or other errors that are not controllable by MCCI. Unless otherwise specified in the project scope, MCCI will index by the roll/card number or unique identifier.

Project Timeline
MCCI will complete and deliver the project within 90 days after receipt of documents. Should MCCI require additional time, the Client will be notified immediately. The delivery for routine updates to the database will be within 30 days.

Quantities
Charges apply on a per project basis and are dependent upon site and volume of documents. MCCI requires having the entire project in bulk, rather than in small quantities. Breaking the project into smaller quantities will affect the volume pricing, and additional charges per image may apply. A sample may be required prior to confirming large volume job pricing.

Unanticipated Document Types & Sizes
The project quotes are made with the expectation that customer will properly prepare and annotate materials for scanning before use and that documents are consistent with the description provided in the scope of services. If documents are not as initially represented, additional charges will apply according to Exhibit A. MCCI will call for authorization to proceed with the project.

MCCI Certified Partners
MCCI maintains trusted partners for the purpose of additional capacity and flexibility in meeting client expectations. In the event Muckdun partners are used for a project, the management and support of the project is handled directly by MCCI.

Agreement Extended to Other Governmental Units

Approved as to form and legal sufficiency
for the use of the City of Doral.

[Signature]
City Attorney

Joe Limerick
Print Name

<p>_____</p> <p>_____</p> <p>_____</p>
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For the sole use of the City of Denver
Adopted as to form and substance