

CITY OF VINELAND

RESOLUTION NO. 2017-374

RESOLUTION AUTHORIZING A CONTRACT AWARD TO A STATE CONTRACT VENDOR, SHI INTERNATIONAL CORP., SOMERSET, NEW JERSEY, FOR THE PURCHASE OF DOCUMENT MANAGEMENT, IMAGING AND RECORDS RETENTION SYSTEM FOR THE CITY OF VINELAND

WHEREAS, the City of Vineland, pursuant to N.J.S.A. 40a:11-12 and N.J.A.C. 5:34-7.29(C), may by resolution and without advertising for bids, purchase any goods or services under the State of New Jersey Cooperative Purchasing Program for any State contracts entered into on behalf of the Division of Purchase and Property in the Department of the Treasury; and

WHEREAS, the City of Vineland intends to enter into a contract with a State Contract Vendor for the purchase of OnBase Modular Software for Electronic Documentation Management (EDM), including installation, project management and consulting, workflow consultative service, production document imaging, application enabler and other services more specifically specified in MTS Software Solutions Statement of Work and proposal of SHI International Corp, both attached hereto and made a part hereof, through this resolution and properly executed contracts, which shall be subject to all the conditions applicable to the current State contracts; and

WHEREAS, the Director of Information Systems has recommended that a contract be awarded to SHI International, Corp., Somerset, New Jersey (A89851) for the purchase and implementation of and training for the use of OnBase document management, imaging and records retention system for the City of Vineland, in an amount not to exceed \$207,322.20 in accordance with the OnBase ECM Implementation Statement of Work by MTS Software Solutions and proposal of SHI International Corp., Somerset, New Jersey, quotation 13882936 attached hereto and made a part hereof; and

WHEREAS, the Chief Financial Officer has certified the availability of funds for said contract to be awarded; and

WHEREAS, the City of Vineland has certified that this meets the statute and regulations governing the award of said contracts.

NOW THEREFORE BE IT RESOLVED by the Council of the City of Vineland as follows:

1. That this contract for the purchase and implementation of and training for the use of OnBase documentation management, imaging and records retention system for the City of Vineland as more specifically is set forth in the OnBase ECM Implementation Statement of Work by MTS Software Solutions and proposal of SHI International Corp. attached hereto and made a part hereof, is awarded pursuant to N.J.S.A. 40A:11-12a and N.J.A.C. 5:34-7.29(c), under the State of New Jersey Cooperative Purchasing Program.

CITY OF VINELAND

2. That the Purchasing Agent be and the same is hereby authorized to issue a contract to SHI International Corp. Somerset, New Jersey in the amount not to exceed \$207,322.20 and the Mayor is authorized to execute the said contract.

Adopted:

President of Council

ATTEST:

City Clerk



Pricing Proposal
 Quotation #: 13882936
 Created On: 8/1/2017
 Valid Until: 8/31/2017

NJ CITY OF VINELAND

Inside Account Manager

Victor Terenik

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All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Local Government Bundle MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$16,480.00	\$16,480.00
2 Document Import Processor MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$5,150.00	\$5,150.00
3 Office Business Application for 2016 (Concurrent) MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	20	\$103.00	\$2,060.00
4 Reporting Dashboards MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$10,300.00	\$10,300.00
5 Local Government Concurrent Client MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	10	\$669.50	\$6,695.00
6 Local Government Workflow Concurrent Client SL MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	5	\$1,030.00	\$5,150.00

7	Local Government Named User Client MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	3	\$412.00	\$1,236.00
8	Local Government Production Document Imaging (Kofax or TWAIN) MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$2,060.00	\$2,060.00
9	Local Government Integration for Microsoft Outlook 2016 MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$2,060.00	\$2,060.00
10	Local Government Full-Text Indexing Concurrent Client for Autonomy IDOL MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	10	\$123.60	\$1,236.00
11	Local Government Full-Text Indexing Named User Client for Autonomy IDOL MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	5	\$61.80	\$309.00
12	Local Government Records Management MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$8,240.00	\$8,240.00
13	Automated Redaction MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$20,600.00	\$20,600.00
14	Local Government Web Server MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$4,120.00	\$4,120.00
15	Public Sector Constituency Web Access MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	60000	\$0.01	\$600.00
16	Annual Support and Software Maintenance for Year 1 MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58	1	\$17,262.80	\$17,262.80
17	Fixed Cost Implementation Services MTS Software Solutions - Part#:	1	\$77,263.40	\$77,263.40

Contract Name: Software Reseller
Contract #: ITS58
Subcontract #: 89851

18	Digital Data Conversion – LaserFiche MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$10,600.00	\$10,600.00
19	OnBase Certified System Administration Certification for three attendees MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$9,540.00	\$9,540.00
20	OnBase Introduction To Workflow for two attendees MTS Software Solutions - Part#: Contract Name: Software Reseller Contract #: ITS58 Subcontract #: 89851	1	\$6,360.00	\$6,360.00

Total \$207,322.20

Additional Comments

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084.

SHI International Corp. is 100% Minority Owned, Woman Owned Business.
TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



SOFTWARE SOLUTIONS
FASTER, SMARTER WAYS TO DO BUSINESS



OnBase ECM Implementation Statement of Work – Phase 1

Disclosure Statement

This proposal includes data that cannot be disclosed outside of City of Vineland , or its subsidiaries and affiliates, and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate MTS Software and this proposal. If, however, a contract is awarded as a result of - or in connection with - the submission of this data, CITY OF VINELAND and its subsidiaries and affiliates shall have the right to duplicate, use, or disclose the data to the extent provided for in the resulting contract. This restriction does not limit CITY OF VINELAND and its subsidiaries and affiliates' rights to use information contained in this document if it is obtained from another source without restriction. The data subject to this restriction is contained on all sheets.

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Executive Summary

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Hello Mr. Terenik,

MTS Software Solutions (MTS) is pleased to submit this proposal to the City of Vineland for an Electronic Document Management System that will enable streamlined FOIA Public Records storage and request processes. We are highly confident that our recommended OnBase solution can be leveraged to improve efficiency, streamline operations, integrate with existing line of business processes and enhance customer service across the enterprise.

By working with MTS, City of Vineland will be well prepared to take advantage of the technology to increase productivity and utilize current technology trends. MTS is strategically positioned to provide City of Vineland with these services through the utilization of people, process, technology and 30+ years of expertise not only in ECM, but city government specifically.

The most significant portion of this proposal and statement of work includes MTS implementation services and project management. MTS is uniquely qualified to manage and deliver the implementation of the OnBase Enterprise Document Management solution. Our implementation teams will work hand-in-hand with the City of Vineland to assure project success.

The overall approach to licensing is based primarily on our current understanding of the user base and anticipated initial use of the solution. We will work with City of Vineland to refine the licensing and services needs as we move forward in future phases.

The MTS team remains poised to respond to your questions as we discuss next steps. We look forward to commencing a very successful relationship with City of Vineland.

Sincerely,

Larry Schwartz

MTS Software Solutions Inc. Profile

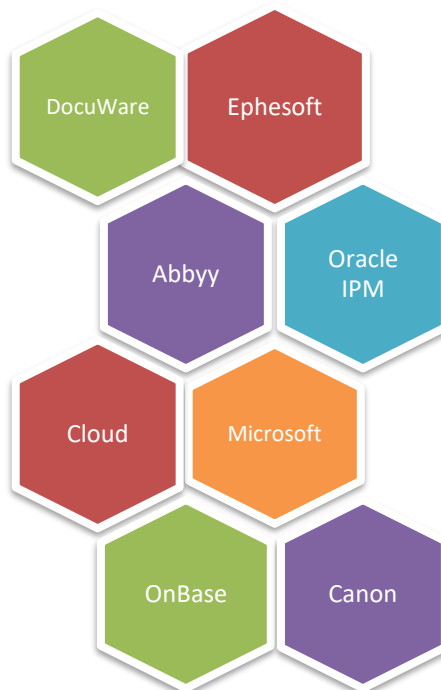
Company Overview

Since 1981, MTS Software Solutions has built a reputation for developing smart business process automation solutions that look to the future. The solutions designed and implemented by MTS simplify, streamline, and accelerate core business processes and while our clients achieve big gains in productivity and profitability it also gives them a strategic edge from their competition. Our core belief is that the overall implementation solution needs to complement the company strategy, its goals and long-term plans.

Our team of consultants and business analysts offer a wealth of experience managing projects across a number of industries in the ECM marketplace who have implemented everything from simple electronic scan and retrieve file cabinets to elaborate business process workflows and content systems.

Product Representation

MTS Software Solutions evaluates a variety of products pertaining to business process automation including; workflow, imaging, data transformation, content management and enterprise fax technology. MTS chose its products based on; core functionality, architecture scalability, interoperability, integration capability and point and click configuration capability. MTS is certified in the following technologies:



OnBase Product Overview

MTS proposes OnBase, an award winning enterprise content management (ECM) solution. OnBase is recognized as a market leader in ECM and is known for its versatility in managing critical business content from the point of inception all the way through the information lifecycle until final archival and destruction.

When choosing OnBase to meet your ECM requirements, you will gain capabilities which far exceed standard ECM functionality. OnBase also provides case management, business process management (BPM) and capture technologies on the same platform. ShareBase can further extend CITY OF VINELAND's ECM capability with file sync and share. The OnBase platform can integrate with your existing environment, extend to mobile devices and be made available on premise or in the cloud.

OnBase is one unified product comprised of individual modular components that can be used as building blocks to create a solution that meets specific business needs. OnBase is point-and-click configurable and users can quickly create and expand solutions by using simple checkboxes, menus and radio buttons. This ability to customize without code means that you can tackle your enterprise needs one phase at a time; the opportunities to grow your ECM solution are limitless. The following snapshot provides a high-level overview of all the areas OnBase can be leveraged in managing documents and content:



Capture

Capture ALL critical content (paper, electronic and data) from any location. Minimal data entry is required because your documents are automatically classified.



Process

Drive content through your processes and eliminate wasted time. Automate decisions in your processes, handle exceptions with tools to manage related tasks, activities and conversations, and facilitate case management activities.



Access

Everyone who needs to access content and processes can easily do so from anywhere. The user experience is personalized, integrated with core applications, available from mobile devices and extended to authorized users outside of your organization.



Integrate

Content integrates seamlessly with core applications without requiring custom code. Not only is content instantly available directly from these applications, the systems also synchronize data in real-time behind the scenes.



Measure

Monitor and report on the information and activities within your OnBase system. Identify and eliminate bottlenecks. Prepare for audits with instant insight into exactly what information you do and don't have, all without involving IT administrators.



Store

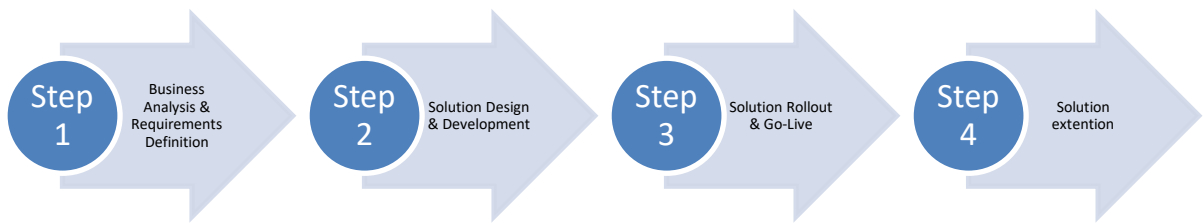
Securely store and protect content from disaster during its entire lifecycle with built-in data redundancy. Automatically destroy content when it expires in accordance with legal retention requirements.

MTS Professional Services

The success of MTS solutions has been expedited and enhanced by the MTS Professional Services Group through the use of a streamlined hybrid methodology based on waterfall and scrum methodologies. The main elements of our implementation methodology are:

- Incremental implementation phases for improved project control and more rapid realization of benefits
- Rapid deployment of a base solution in the initial implementation phase. This will provide a foundation for understanding the technology and validating the definition of subsequent implementation phases

Knowledge transfer - educate end-user and administrative resources on process analysis & re-design techniques and product knowledge



Project Initiation

A project kickoff meeting will be organized with all the key stakeholders to review the scope of the project, identify business goals, identify project resources, define communication plan, discuss implementation approach and identify key milestones.

Requirements Analysis

MTS will interview key stakeholders and perform business analysis on the document management process. Topics such as system configuration, user functions, integration points and user group security will be discussed in detail. The information gathered will be used to construct an implementation plan and submitted to CITY OF VINELAND for review and consent.

The implementation plan will contain details on the scope of the project, solution design, process flow of invoices, change management committee (comprised of key CITY OF VINELAND stakeholders and MTS project team), resources that will be working on this project and the master project schedule. The implementation plan sign-off will initiate the development phase of the project. Any changes identified after requirements will be reviewed by the change management committee and an impact analysis will be conducted to determine the best course of action.

Solution Design and Development

MTS engineers will develop the ECM solution in CITY OF VINELAND's test/development environment and use this as a workspace to configure the various aspects of the solution as per the approved implementation plan. Initial setup will be performed on-site and all subsequent development work will be done remotely. MTS will engage CITY OF VINELAND as needed to review the setup in different iterative steps. The software and hardware that is part of the proposed solution will be installed along with any supporting software. CITY OF VINELAND will be responsible for the server, operating system, database engine and network connectivity to the proposed system.

User Acceptance Testing

MTS will perform the initial testing of the entire solution once all the applications have been configured. The system will then be turned over for CITY OF VINELAND user acceptance testing (UAT). The CITY OF VINELAND UAT team will perform different test cases to make sure the system works as expected. Any issues encountered in this phase will be logged and reviewed by the MTS implementation team. The goal of this phase is to simulate the process and make sure CITY OF VINELAND is satisfied with the overall solution before rolling it out in production.

User Training

MTS will provide two types of training – System Administration training and End-User training. The System Administration training will provide an overview of all the solution components from a configuration stand point (ingesting documents, user administration and integration points. System administration training will be conducted onsite.

End-user training will provide an overview of all the functional aspects of the system. MTS will take a 'train-the-trainer' approach and provide end user training to CITY OF VINELAND's internal training group. Additional training programs can be conducted if needed (as a change order).

The End-User training will include topics such as:

- Accessing the OnBase client(s)
- Customizing the Personal page
- Importing documents
- Searching for documents using different search operators
- Working with documents (Applying annotations, creating notes, updating keywords etc.)
- Understanding Document Controls (document properties, document history, managing revisions, email options etc.)
- Using OnBase from Outlook
- Using Custom Queries and Foldering templates

The System Administration training will include topics such as:

- Overview of system architecture
- OnBase Disk Group layout
- OnBase licensing
- OnBase Objects (Document Types, Keywords etc.)
- Configuring Doc Types, Keywords, Custom Queries, Folders
- OnBase Security
- Kofax Capture integration

- System Administration tasks (monitoring processes, reviewing verification reports and application logs, managing user accounts etc.)

Additionally, MTS requires that CITY OF VINELAND have someone on staff that is certified, via Hyland training, to administer the system and make ongoing configuration changes as needed. The System Administration course is designed to introduce new and existing OnBase System Administrators to the use, maintenance and administration of OnBase. The class provides in-depth, hands-on experience that directly maps to the day-to-day activities of an OnBase System Administrator. The class also investigates effective maintenance strategies and resources available to OnBase System Administrators.

Onsite “Go Live” Support

On-site production support will provide the end users’ access to the MTS installation team members for questions and assistance once the system goes “live”. This is the key to immediate and successful use of the system. MTS team member(s) will be onsite the first five days during this phase (this will be in addition to UAT support) to ensure the system is performing as required and to assist users and administrators with any questions they may have. The MTS team member(s) will also be available remotely for up to two weeks. An internal knowledge transfer will be facilitated with MTS Support Group to provide ongoing support after the solution is successfully rolled out in production.

Project Management

The MTS project manager will manage all the resources identified for MTS tasks (WBS) and ensures that tasks are completed according to the Project Plan. Project Manager Tasks include:

- MTS Project manager will develop detailed work plan schedule using MS Project for MTS and CITY OF VINELAND tasks. The CITY OF VINELAND Project Manager will collaboratively work with the MTS Project Manager in refining the project plan, identification of the CITY OF VINELAND task owners, and task start and finish dates.
- The MTS Project Manager and representative project task owners will participate in weekly conference call project status meetings with CITY OF VINELAND Project Manager and representative project task owners. The meeting agenda will include reviewing and updating project plan tasks, identification of tasks at risk, and tracking of issues and actions.
- The MTS project manager will work with the CITY OF VINELAND project manager in doing an initial project risk assessment, determining the risk mitigation actions required, and updating the risk assessment on a monthly basis.
- MTS management will have monthly/quarterly meetings with CITY OF VINELAND Steering Committee made up of senior level executives.
- The successful completion of this project depends on the full commitment and participation of Client’s management, staff, and personnel. The success of this project is predicated upon the following responsibilities being fulfilled by both parties (Client and MTS) in accordance with the “Requirements Definition” and “Project Schedule” documents:
 - The agreed upon Project Schedule is the document of record for scheduling tasks/milestones and any changes will be managed through the Change Control Process. All parties will make every effort to complete each task as outlined prior to the end of the specified number of days from the start of the Project Kick-off. In the event the agreed Project Plan should need to be modified, either due to Project Scope modification and/or Customer requirements, the Change Control Process

will be followed. Customer will be responsible for keeping the momentum of the project and to ensure adequate time is provided to MTS for scheduling of resources.

- Client will assign resources to the project that have an intimate understanding of processes, procedures, policies and systems
- Client and MTS will make all efforts to follow the guidelines for timeframe completion of key project components related to the delivery and success of the Services contained in this SOW
- A dedicated Project Manager and Technical resource from Client will be assigned to this project. The Client Project manager will act as a single point of contact for all communications with MTS.
- Availability of Client resources (project manager, IT expertise, product management, management sign-off, and participation) in a timely manner is crucial to the success of this SOW.
- Change Control Process
 - The Change Control Process will be initiated when a change to scope, schedule, effort or approach is identified. Its purpose is to provide coordination and proper documentation of the evaluation of the changes to the project that might affect cost or schedule. This includes unproductive time due to delays caused by third parties or Client. Both parties will review the project schedule to determine new mutually agreed upon timelines and commitments.
 - The mutually executed Change Control Request will document the change, the reason for the change and impact, date requested and any applicable costs.
 - If Client is unable to provide access to required facilities or personnel or is unable to meet its tasks assigned with the mutually agreed Project Plan, MTS will endeavor to reschedule tasks to minimize non-productive time. All such non-productive time is chargeable to Client, provided that if such non-productive time is expected to be significant (greater than 8 hours). MTS will endeavor to reassign its personnel to other suitable work. If MTS is successful in such reassignment efforts, Client will not be charged for the time personnel were reassigned.

Post-Production Support Procedures

The annual Maintenance and Support services includes ongoing post production support for as long as the annual Maintenance and Support is current. This agreement includes the first year of annual Maintenance and Support. The Maintenance and Support will need to be renewed each year.

MTS Support Desk is available Monday through Friday from 8:30 AM to 5:30 PM EST, except during MTS Software's normally scheduled holidays and closures due to inclement weather. Support issues can be reported via email or by calling the support hotline. Issues are classified under the following categories:

- **Priority 'A' Issue:** A catastrophic failure that does not have a viable detour or workaround. A problem which has a serious impact on Client's business.

- **Priority 'B' Issue:** A problem which causes a serious inconvenience. This includes problems that would be considered Priority A, but have a viable detour or workaround. A problem that is visible to the Client's marketplace.
- **Priority 'C' Issue:** A problem that interferes with the effective use of the system that can be easily avoided, or a detour applied. A problem which has no impact on the Client's business. A problem which is cosmetic and not visible to the Client's marketplace.
- **Support Request Procedure**
- **Step #1:** Call the support hot line number (866)-274-6243 option 2 or e-mail: support@mts-software.net for all support requirements. A customer support professional will answer your call and provide the required support.
- **Step #2:** A customer support professional will enter into our tracking system a brief description of the issue, the type of issue and the priority classification. The analyst may ask for additional information about the issue and enter that into the tracking the tracking system as a journal entry. The analyst will provide the customer with a call with a call identification number.
- **Step #3:** The customer support professional will analyze the issue and work with the customer to schedule a time to log into the system via VPN access or request data or files from the customer by email, ftp, Cd etc.
- **Step #4:** If the issue(s) is a priority 'A' issue and can't be resolved within two hours the issue will be brought to the attention of a team leader or Supervisor who will work with the customer support professional to resolve the issue as quickly as possible. The customer support professional will also provide the customer with the proper update and plan of action.
- **Step #5:** For all B or C issues that cannot be resolved within the same day, a customer support professional will contact you that same day with a progress update. This step will be repeated each day as is practical until the issue(s) is resolved. If the issue has been reassigned to the programming group, a new contact name and number will be provided.
- **Step #6:** If your issue requires a fix to be delivered, the following will be provided: a tentative delivery date, a test script, dependency analysis, release notes and an overview of the QA process followed by MTS. All releases will then be reviewed by the Support Manager to ensure the above steps have been followed. Once approved, the release will be sent to the customer via FTP, CD or VPN and checked into our version control system.
- **Step #7:** Issues will be closed by MTS (30) days after delivery of fix, unless indicated by the customer that the fix did not resolve the problem.

Issue Escalation

Customer satisfaction is extremely important to us and we take pride in that our customer retention rate is over 98%. MTS engineers strive to provide the best technical support experience to our customers but we understand there could be situations where an issue needs to be escalated in case our clients are not satisfied with our response times, issue resolution or the troubleshooting approach. Typical situations requiring escalation include conflicting resource demands threatening project staffing, group dependencies not being met, scope disagreements, and issues with functionality of the project's deliverables nearing release time. To that end, MTS has established the following escalation procedure to make it easy for our clients to escalate an issue:



Additionally, as a partner and reseller of OnBase, we may escalate to OnBase as needed and work with OnBase on behalf of CITY OF VINELAND to secure a fix.

Customer Resources

MTS will need City of Vineland’s partnership in ensuring a successful software implementation. To that end, the following is a sample of CITY OF VINELAND resources that will be needed throughout the implementation:

BUSINESS ANALYST

The requirements gathering and analysis phase of the project will require a business analyst and/or a department manager to help fill in the finer details of the existing process and the solution requirements. The input provided will help in identifying core business objectives and in constructing a solution design that fills those gaps.

IT ADMINISTRATOR

During the configuration phase of the project, MTS will require a CITY OF VINELAND administrator to assist with any network and security related resources needed to install and configure. This resource will also need to take on the OnBase Administrator role to support the system after the solution is released into production.

USER ACCEPTANCE TESTING TEAM

CITY OF VINELAND will need to create/identify a UAT team during the testing phase that can run real-world simulations to ensure the system is working as per requirements. The UAT team’s knowledge of the business is critical to the systems success. In addition, they will be the first group trained on the system and their feedback will help fine tune the system.

CLIENT PROJECT MANAGER

CITY OF VINELAND Project manager will act as a single point of contact for all communications with MTS. City of Vineland’s project manager will be responsible for overall project management including creating integrated project plan and interfacing with MTS.

Software and Services

On-Premise Perpetual Software –

Refer to SHI Quote for pricing

Software Module Name	Qty
Local Government Bundle <ul style="list-style-type: none"> • Multi-User Server (1) • Unity Client Server (1) • EDM Services (1) • Application Enabler (1 application) • Full-Text Indexing Server for Autonomy IDOL (1) • Virtual Print Driver (1) 	1
Document Import Processor	1
Office Business Application for 2016 (Concurrent)	20
Reporting Dashboards	1
Local Government Concurrent Client	10
Local Government Workflow Concurrent Client SL	5
Local Government Named User Client	3
Local Government Production Document Imaging (Kofax or TWAIN)	1
Local Government Integration for Microsoft Outlook 2016	1
Local Government Full-Text Indexing Concurrent Client for Autonomy IDOL	10
Local Government Full-Text Indexing Named User Client for Autonomy IDOL	5
Local Government Records Management	1
Automated Redaction	1
Local Government Web Server	1
Public Sector Constituency Web Access	60000

**NOTE – Software pricing includes licenses for up to 3 environments (Production, UAT & DR). Please refer to Appendix 1 for module descriptions.*

Professional Services

Refer to SHI Quote for pricing

Item Description*
Fixed Cost Implementation Services - See scope of services for details
Digital Data Conversion – LaserFiche
OnBase Certified System Administration Certification for three attendees
OnBase Introduction To Workflow for two attendees

*NOTE – Please refer to Appendix 2 for details on scope of services for fixed cost implementation fees. Please refer to Appendix 4 for additional detail regarding the LaserFiche conversion.

Payment Terms

- 100% of the Software License fees will be invoiced upon contract signing
- 100% of Annual Support and Maintenance will be invoiced upon contract signing
 - Annual Support and Maintenance will begin at release into UAT.
- 50% of the Professional Services fees will be invoiced upon signing of the contract
- 50% of the Professional Services fees will be invoiced upon completion of UAT
- Net 60 payment terms for all invoices

Terms & Conditions

- Initial Project Kickoff & Checkpoint Review meetings and product installation will be performed on-site. The actual number of on-site days can be mutually discussed during the project planning meetings.
- Taxes and Reasonable travel expenses (Car, Airfare, hotel, meals, Parking etc.) are additional and will be billed based on actual cost
- Some portions of the solution may be built in MTS's development environment and will be moved to CITY OF VINELAND's development environment for UAT. The application will be moved to the production environment only after UAT.
- Remote system access to the client's servers will be needed during the development, implementation, and post implementation phases of the project.
- CITY OF VINELAND will provide system software such as Operating systems, Application Servers with IIS, MS SQL Server database, and disk space required to implement the solution. Additionally, CITY OF VINELAND will be responsible for network & infrastructure setup including setting up database maintenance plans and disaster recovery environment infrastructure and testing.
- Desktop rollout for client components (Unity Client, Outlook Integration, and MS Office Integration) will be installed by CITY OF VINELAND. MTS will provide MSI installers that can be pushed out using standard deployment tools.
- The software modules and professional services proposed are based on our current understanding of requirements. A change order will be processed for any additional functionality requested during the requirements gathering phase.
- Any requirements, software or professional services not explicitly stated in this agreement are considered out of scope. All out of scope requirements will be implemented on a T&M basis @ \$1,600 per day.
- MTS will work with the Div. of Revenue and Enterprise Services – Records Management Services (RMS) to get the system certified. This includes supplying and/or completing necessary documentation to meet certification requirements.

Authorization

Client hereby accepts and agrees to proceed and are authorized to sign-off on this agreement, billable services and expenses. The following individuals approve this proposal on the terms and subject to the conditions set forth in this agreement.

City of Vineland

MTS SOFTWARE SOLUTIONS

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

Appendix 1 - Solution Components

OnBase is a modular software based on different functionality and this modular model provides CITY OF VINELAND the ability to tailor a solution that matches with specific requirements. The following is the list of solution components, with descriptions of each that MTS is providing to support the project.

OnBase Core (Multi-User License)

Provides utilities, OnBase Configuration, Basic Text Search and Print Servers, three-tier OnBase Broker and a License to use the copyrighted OnBase Database in conjunction with a supported SQL Database Management System (DBMS) in a single instance, multi-user environment.

Web Server

The OnBase Web Server provides users with secure, Web-based access to enterprise data, documents, and real-time interactions with business processes. The OnBase Web Server can improve the ways that organizations do business with public customers, extranet partners and remote employees. Web browsers function as secure Internet or intranet clients that connect to a centrally managed OnBase Web Server. The web server includes ActiveX and HTML viewers.

Unity Client

The Unity Client is the next generation OnBase desktop application, offering the familiar look-and-feel of Microsoft Office products. With intuitive ribbon-style toolbars and tabs and easy access to features, users can easily navigate and perform their primary job tasks with little-to-no training. Unity Client also enables individual users to personalize their interface in order to quickly access the forms and functions they use most often. Installation and administration are simplified with WAN optimized deployment options that support ClickOnce technology for both on-premise or hosted environments.

Production Document Imaging

OnBase Document Imaging (16) provides a scalable solution for centralized and distributed scanning, where documents are scanned or swept into user-defined queues, using a TWAIN or ISIS compliant scanner. These Scan Queues are easily configured to meet document-based process requirements and departmental business needs. The documents are captured directly into OnBase, taking advantage of several methods for automating classification and indexing.

Virtual Print Driver

The Virtual Print Driver appears as a standard printer in Windows applications and enables users to electronically print documents directly into OnBase. The printer can prompt for an import dialog or can save the documents into a network directory to be swept into a scan queue. Virtual Print Driver can eliminate the expensive practice of printing documents in order to scan them back into OnBase.

EDM Services

OnBase Electronic Document Management (EDM) Services controls and tracks the modification of documents stored in OnBase through revisions and versions. This ensures the integrity of the document, protecting it against the risk of overlapping changes from multiple editors. Organizations

can centralize the management of changing business documents, and provide offline synchronization for remote users, ensuring that all users are always accessing version-accurate copies.

Application Enabler

Application Enabler provides complete interaction between a business application screen and the related OnBase documents, content and process management. Users can opt for a real-time, no-click display of documents associated with their enabled screen, or access documents and processes with a simple mouse click or key press. Business systems can be configured without custom programming, scripting or modifications. Application Enabler provides a toolbox to create integrations with virtually any application, and has a proven track record with hundreds of business systems.

Integration with Microsoft Outlook 2016

Integration for Microsoft Outlook allows an Outlook user to interact with OnBase content and through the familiar Outlook interface. This integration provides users with multiple methods for importing e-mails and any associated attachments as documents, including drag-and-drop to an Outlook folder with automatic indexing using mail message field mappings. Users can also retrieve OnBase documents directly through Outlook, increasing adoption and reducing training costs.

Office Business Application

Office Business Application (OBA) for 2016 allows users of Word, Excel, and PowerPoint to interact with OnBase enterprise content management through these familiar Microsoft Office interfaces. This integration provides users with single-click menu access for storing, retrieving, and editing OnBase documents and related content, without ever leaving their primary Office applications. The result is an easy-to-navigate interface, which extends the powerful functionality of an OnBase solution to Microsoft Office.

Public Sector Constituency Access

The Public Sector Constituency Web Access module (also known as Public Access) provides secure access of OnBase documents to public users. This is accomplished by giving minimal exposure to OnBase documents for public viewing through web sites.

Users can be presented with a search interface to find documents on their own, or search results can display automatically when search values are pre-configured. Documents viewed via Public Access are displayed as PDF files. If the document is not in PDF format (but is one of the supported file types), it will be converted to PDF to be displayed to the user.

Full-Text Indexing Server with Autonomy

The OnBase Full-Text Indexing Server for Autonomy IDOL (16) provides a simple, unified interface for retrieving textual information stored in OnBase. This integration extends native OnBase search capabilities to both structured and unstructured data. Advanced searches can be performed based on both document keywords and words or phrases that exist within OnBase documents to quickly and easily locate relevant content.

Document Import Processor

The OnBase Document Import Processor (DIP) provides the ability to automatically import, classify and index high volumes of documents, regardless of electronic file type. DIP is typically used to process output from external scanning services, legacy applications and third-party capture systems into OnBase. Powerful configuration and flexible scheduling options allow DIP to import from any text formatted index file and perform unattended processing during off-peak hours.

Reporting Dashboards

Reporting Dashboards gives organizations immediate visibility into system and business health. Users can create and share dashboards—highlighting business data most important to them—without the need to engage IT resources. Dashboards present data in a variety of graphical formats including charts, graphs, scorecards, maps and more. Interactive features then allow users to easily monitor performance and analyze trends in real-time. Dashboards can also be accessed from the web, including mobile web browsers, providing greater accessibility. Quickly view and interpret relevant data and make proactive business decisions with Reporting Dashboards.

Records Management

OnBase Records Management (RM) (16) controls the retention of all associated business records securely organized within the OnBase Folders interface. The retention cycle of a folder is triggered by an event (or the passage of time), which ties records management strategies into organizational business processes. The module provides cutoff periods, retention plans and multiple destruction options. OnBase Records Management also offers exception handling as well as an administrative management interface.

Automated Redaction

Automated Redaction (17) expands the document and data security within OnBase by evaluating selected documents for sensitive information. Private information can be detected and securely removed from image documents in a consistent and automated way. Using character recognition, pattern analysis or configured zones, every page of a document is evaluated for information that should be removed. Documents can be placed for review before being permanently redacted. Private or confidential information cannot be viewed on the redacted image documents, even when exported outside of your OnBase system.

Appendix 2 – Scope of Services

The software modules and professional services proposed are based on our current understanding of CITY OF VINELAND’s requirements. It is anticipated that configuration activity will be executed at the client’s facilities. A change order will be processed for any additional functionality requested during the requirements gathering phase.

Project Management and Consulting Services - Project Kick-off & Discovery Meetings focused on design and development of project artifacts, logistics, infrastructure, solution design, system utilization/security, document taxonomy, and interface requirements.

Environment Configuration – Services include certifying the customer supplied environments and assistance with configuring OnBase components in two environments: Test/UAT and Production. This will include consulting and best practices for the following items:

- Backup of the OnBase system utilizing the clients current DR strategies
- File structure for data storage
- SQL configuration and maintenance plans
- Security model for user access. To include connection with Active Directory.

Taxonomy and Folder Setup Services – Configuration and setup for Data Governance and custom Foldering document access functionality. Up to 120 hours of consulting and discovery services. It is anticipated that the these services will include a review, taxonomy design and configuration of all FIOA/OPRA related documents for each of the following departments:

- Mayor’s office
- Administration
- Municipal Clerk
- Municipal Court
- City Council
- Municipal Library
- Boards and Commissions
- Public Safety
- Health
- Licenses and Inspections
- Legal
- Public Works
- Fire
- Finance
- Municipal Utilities
- Water & Sewerage

Services include operational training for primary OnBase administrator and backup to finalize configuration if additional time is needed.

Workflow Consultative Services – 120 hours of professional services for one workflow consultant to assist with requirements, design and documentation. Depending on complexity, additional services hours may be required for development and configuration of workflows. These services

are anticipated to be used for OPRA/FOIA and/or NERC Compliance and/or Contract Management business automation processes but can be utilized at the discretion of City of Vineland. If additional time is needed based on complexity and requirements, this can be managed via Change Control.

Multi-user Archive / Client Baseline – Database Server setup for 1st institution, 1-10 Client Workstations (at the same location). Includes configuration of OnBase in client supplied test and UAT environments.

Electronic Document Management – Basic installation and setup of the EDM module provides revision and rendition controls for up to 5 Doc. Services include operational training for primary OnBase administrator and backup.

Production Document Imaging – Installation, configuration and setup of production document imaging module. Supports Kofax, Twain, or ISIS Scanner Devices and includes; up to 2 workstations & licenses, up to 10 Doc Types and up to 3 Scan Queues. Involves; hands-on usage training for scan operators and OnBase Administrators. Standard Autofill configuration w/Customer supplied and supported files.

Virtual Print Driver – Install and training for up to 3 workstations. Also includes creation of deployment package. Services include operational training for primary OnBase administrator and backup.

Outlook Integration – Install and set up of Outlook Integration module on up to 10 workstations. Also includes creation of deployment package. Services include administrative and operational training for primary OnBase administrator and backup.

Application Enabler (single application) – Install and set up of Application Enabler module. It is anticipated that this will be used for existing primary line of business application City of Vineland. Initial configuration effort is limited to a single application, up to 5 screens per application, and 5 hot spots per screen. There is no practical limit to the number of screens that can be configured in a single application. Services include operational training for primary OnBase administrator and backup.

Note: The City of Vineland has a number of applications in use that could be suited for use by Application Enabler. These include, but not limited to:

- Innoprise
- Cayenta
- Fire House
- Edmunds,
- Pro Phoenix
- Accela
- ESRI
- Televent

The licensing and scope for Phase 1 includes configuring a single supported application with Application Enabler. Additional licensing or API integration may be required if additional applications require integration in Phase 1. This can be addressed via change control.

Document Import Processor (DIP) – Installation, configuration and setup of DIP module for Day Forward Processing includes; up to 2 process formats, up to 10 Doc Types per format. This process is configured using a supported index file with pointers (e.g.: Driver or UNC paths) to associated documents. Services include operational training for primary OnBase administrator and backup.

Office Business Application – Install and set up of OBA application on up to 5 supported workstations. Services include assistance with development of deployment process and operational training for primary OnBase administrator and backup.

Reporting Dashboards – Configuration and setup of the Reporting Dashboards module. Services include assistance with configuring up to 3 dashboards and training for primary OnBase administrator and backup.

Public Sector Constituency Access - Configuration and setup of the Public Access service on client supplied server. Services include configuration of custom query for portal utilization and training for primary OnBase administrator and backup.

Full-Text Indexing Server with Autonomy - Configuration and setup of the Full Text Indexing Server on client supplied server. It is recommended that this service run on its own server. Services include configuration of up to 5 Full Text catalogs in addition to utilization/admin training for primary OnBase administrator and backup.

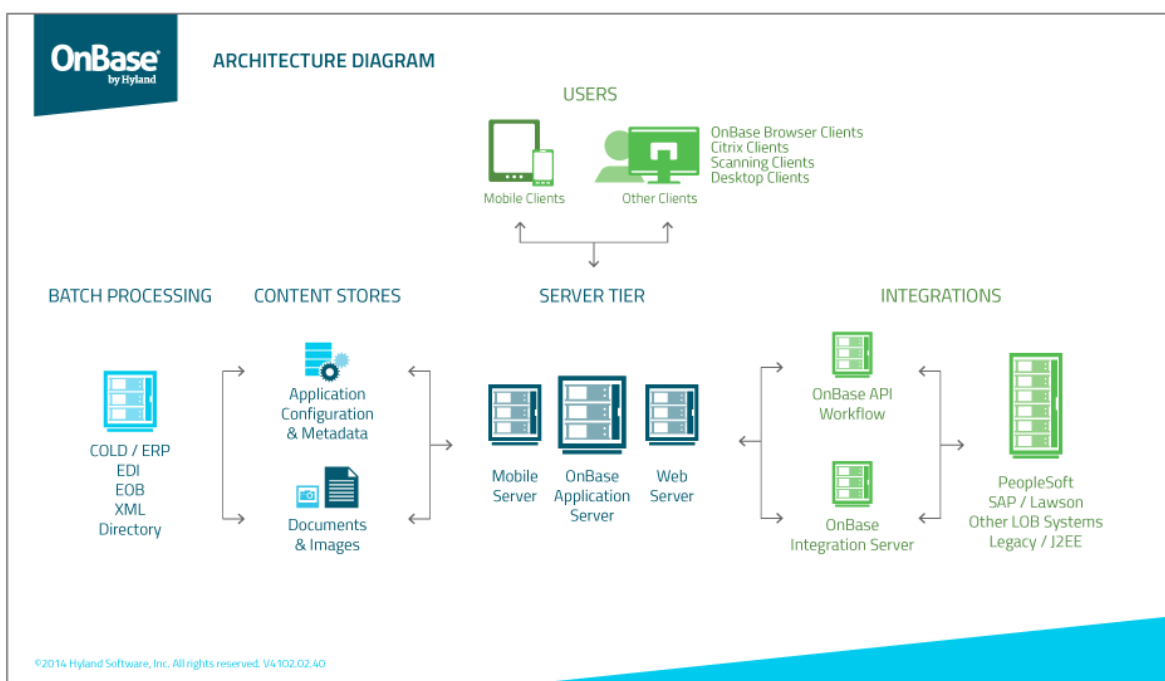
Records Management/Document Retention - Installation includes Managed Folder Configuration along with Standard and Dynamic Document Retention configuration.

- Consult with City of Vineland to setup records to match State of New Jersey's Records management policy. This will part of taxonomy definition.
- Managed Folders - MTS will assist with the configuration of up to three (3) managed folders if applicable and defined in the Requirements Document.
- Standard Document Retention - MTS will assist with the configuration of up to ten (10) Document Types if applicable and defined in the Requirements Document. Standard Retention is configured to the system Document Date only.
- Dynamic Document Retention - MTS will assist with the configuration of up to five (5) Document Types for Dynamic Retention. Dynamic Retention uses a VB Script triggered off a 'Date' keyword (for documents being monitored).
- Services include assistance with development of deployment process and operational training for primary OnBase administrator and backup.
- **[Note:** Client is responsible for definition of retention requirements by Doc Type. Any processing to update the date keyword is also Client responsibility.]

Appendix 3 - System Architecture

The OnBase solution is three-tiered and specific functionality resides within each tier. The main components of an OnBase solution include:

- An OnBase database server to house the OnBase configuration as well as all metadata of the documents (such as index values of all documents).
- The OnBase file server is a storage location where all images and imported content reside.
- An OnBase Web/Application Server is required for web (via browser) and desktop client access which provides an n-tier configuration option.



Operating Systems Supported

Desktop Operating Systems

OPERATING SYSTEM	ONBASE CLIENT	WEB/ APPLICATION SERVER	WEB CLIENT	DESKTOP	UNITY CLIENT
WINDOWS SERVER 2008 R2 SP1 (OR LATER SP)	X	X	X	X	X
WINDOWS 7 SP1 (OR LATER SP)	X	N/A	X	X	X
WINDOWS 8.1	X	N/A	X	X	X
WINDOWS SERVER 2012 R2	X	X	X	X	X
WINDOWS 10	X	N/A	X	X	X
APPLE MAC OS X (VERSION 10.6 OR LATER)	N/A	N/A	X	N/A	N/A

Mobile Operating Systems

ANDROID PHONE	Android OS 2.2 or greater
ANDROID TABLET	Android OS 3.0 or greater
iPAD & iPHONE	<p>OnBase Mobile Access and Mobile Healthcare applications are supported on iOS versions 8.4.1 and 9.3.1.</p> <p>Going forward, OnBase Mobile applications will be supported on up to two of the latest major versions of iOS.</p>
WINDOWS PHONE	<p>Windows 8.1 or greater to use Mobile Access for Windows.</p> <p>Windows Phone OS 8 or greater to use Mobile Access for Windows Phone.*</p>

Databases Supported

MICROSOFT SQL SERVER™:	<ul style="list-style-type: none"> • 2005 SP2 or later (Must be running in compatibility mode 7 or greater. SQL Server 2005 drivers must be upgraded to the Feature Pack for Microsoft SQL Server 2005 - December 2008 or a later feature pack.) • 2008 (RTM, SP1, SP2; SP2 is recommended) • 2008 R2 (RTM, SP1; SP1 is recommended) • 2012 • 2014 • 2016 <p>(Note: Your SQL Server database client software version must match or exceed the database server version.)</p>
ORACLE	<ul style="list-style-type: none"> • v 8.0.5.0 or later (third-party ODBC driver is recommended for version 8.0.5.0) • 8i: 8.1.7.7 or later (ODBC drivers should be 8.1.7 or later) • 9i: Release 1 and Release 2 (9.2) (Oracle driver version 10.2.0.3 recommended) • 10g: Release 1 and Release 2 (Oracle driver version 10.2.0.3 recommended) • 11g: Release 1 and Release 2 • 12c <p>(Note: It is strongly recommended that you have a certified Oracle DBA on staff.)</p>
SYBASE SQL ANYWHERE	<ul style="list-style-type: none"> • Sybase SQL Anywhere™ 12 • SAP Sybase SQL Anywhere 16

Recommended Hardware Requirements

Client Retrieval Workstation

CPU	2 GHz or faster
MEMORY (RAM)	2 GB
FREE HARD DISK SPACE	2 GB or greater
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)

OnBase Client Scanning Workstation

CPU	2 GHz or faster
MEMORY (RAM)	2 GB or greater
FREE HARD DISK SPACE	2 GB or greater
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)
SCANNER (MINIMUM)	TWAIN compliant

Unity Client Scanning Workstation

CPU	2.4 GHz dual-core
MEMORY (RAM)	4 GB
FREE HARD DISK SPACE	2 GB or greater
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)
SCANNER	TWAIN compliant

32-Bit Web and Application Server Hardware and Browser Requirements

The following is recommended.

CPU	Intel® Xeon™ processor with multiple cores or processors
MEMORY (RAM)	8 GB
FREE HARD DISK SPACE	2 GB or greater (Available disk space should be at least twice the size of the largest file users may upload)
NETWORK CARD	Gigabit Ethernet or higher
WEB BROWSERS (MINIMUM)	Microsoft Internet Explorer 11.0
MICROSOFT INTERNET INFORMATION SERVER (IIS)	Microsoft IIS 7.0, 7.5, 8.0 or 8.5
SERVER .NET/XML /RUNTIME LIBRARIES	<p>Microsoft .NET Framework 4.5.2 (this can be obtained from the Microsoft Download Center at http://www.microsoft.com/downloads)</p> <p>All of the following Redistributable Packages are required:</p> <ul style="list-style-type: none"> • Microsoft Visual C++ 2008 (x86) • Microsoft Visual C++ 2010 (x86) • Microsoft Visual C++ 2013 (x86) <p>(Note: To ensure that the appropriate MSXML updates are applied, the latest Windows updates must be installed.)</p>

64-Bit Application Server Hardware and Browser Requirements

The following is recommended.

CPU	Intel® Xeon™ processor with multiple cores or processors
MEMORY (RAM)	12 GB
FREE HARD DISK SPACE	2 GB or greater (Available disk space should be at least twice the size of the largest file users may upload)
NETWORK CARD	Gigabit Ethernet or higher
WEB BROWSERS (MINIMUM)	Microsoft Internet Explorer 11.0 (Note: ensure all Windows Server updates are applied.)
MICROSOFT INTERNET INFORMATION SERVER (IIS)	Microsoft IIS 7.0, 7.5, 8.0 or 8.5
SERVER .NET/XML /RUNTIME LIBRARIES	<p>Microsoft .NET Framework 4.5.2 (this can be obtained from the Microsoft Download Center at http://www.microsoft.com/downloads)</p> <p>All of the following Redistributable Packages are required:</p> <ul style="list-style-type: none"> • Microsoft Visual C++ 2008 (x64) • Microsoft Visual C++ 2010 (x86) • Microsoft Visual C++ 2010 (x64) • Microsoft Visual C++ 2013 (x64) <p>(Note: To ensure that the appropriate MSXML updates are applied, the latest Windows updates must be installed.)</p>

Web Client Hardware and Browser Requirements

The following is recommended.

CPU (MINIMUM)	1 GHz
SYSTEM MEMORY	2 GB or greater
FREE HARD DISK SPACE (MINIMUM)	200 MB
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)
WEB BROWSER	<p>Active X Web Client:</p> <ul style="list-style-type: none"> • Internet Explorer 11.0 <p>HTML Web Client (Macintosh OS):</p> <ul style="list-style-type: none"> • Chrome 49 • Firefox® (Mozilla Firefox 45 and greater, as well as on Firefox 45 Extended Support Release (ESR). • Safari 6.2.0, 7.1.0, 8.0.0, or 9.0.0 * <p>HTML Web Client (Windows OS):</p> <ul style="list-style-type: none"> • Chrome 49 • EdgeHTML 13 (limited support)

	<ul style="list-style-type: none"> • Firefox® (Mozilla Firefox 45 and greater, as well as on Firefox 45 Extended Support Release (ESR). • Internet Explorer 11.0
EMAIL PLATFORM	MAPI 1.1 Compliant Email Client connection and supporting Active Messaging DLLs

Unity Client Hardware and Browser Requirements

The following is recommended.

CPU	2.4 GHz dual-core
SYSTEM MEMORY	4 GB
FREE HARD DISK SPACE (MINIMUM)	450 MB
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)
GRAPHICS CARD	256 MB with hardware acceleration support
WEB BROWSER	As long as a supported operating system is being used, there are no further web browser requirements.
EMAIL PLATFORM	<ul style="list-style-type: none"> • Lotus Notes 8.0.2 or 8.5 • IBM Notes 9 • Microsoft Outlook 2010, 2013 or 2016 • Novell GroupWise 8 or 12
MEDIA PLAYER	Windows Media Player 10

OnBase Desktop Requirements

The following apply specifically to the OnBase Desktop platform; they do not refer exclusively to a desktop computer.

CPU (MINIMUM)	1 GHz
MEMORY	2 GB or greater
FREE HARD DISK SPACE	500 MB
SCREEN RESOLUTION	1280 x 1024 (1440 x 900 widescreen)
MICROSOFT .NET FRAMEWORK	Microsoft .Net Framework 4.5.2
MICROSOFT MSXML	To ensure that the appropriate MSXML updates are applied, the latest Windows updates must be installed
EMAIL PLATFORM	MAPI 1.1 Compliant Email Client connection and supporting Active Messaging DLLs

Autonomy IDOL Hardware Requirements

Firewall Configuration

If a firewall is used on the Hyland Autonomy IDOL server or OnBase Application server, the following ports must be open to allow communication:

- 7000
- 9000
- 9001
- 9050

If these ports are not open, Full-Text Indexing Server for Autonomy IDOL will not function correctly.

Microsoft Visual C++ Requirements

Full-Text Indexing Server for Autonomy IDOL requires the 64-bit versions of the following Microsoft Visual C++ Redistributable Packages:

- Microsoft Visual C++ 2005
- Microsoft Visual C++ 2010
- Microsoft Visual C++ 2013
- Microsoft Visual C++ 2015

The setup executables (**setup.exe**) for the Hyland Autonomy IDOL Server and the Hyland Full-Text Indexing Service detect these requirements and install the required versions, if necessary.

.NET Framework

OnBase requires Microsoft .NET Framework 4.6 or later. The .NET Framework can be obtained from the Microsoft Download Center at <http://www.microsoft.com/downloads>.

Server Supported Operating Systems

For the OnBase Application Server and Web Server, the following operating systems are supported:

- Microsoft Windows Server 2008 R2 SP1 or later service pack (x64)
- Microsoft Windows Server 2012 R2 (x64)
- Microsoft Windows Server 2016 (x64)

Autonomy IDOL Server Hardware and Other Requirements

The following components of Full-Text Indexing Server for Autonomy IDOL are 64-bit applications and must be installed on a 64-bit server:

- The Autonomy IDOL Configuration utility;
- the Autonomy IDOL server;
- the Hyland Full-Text Indexing Service (IDOL);
- the OnBase OCR engine;
- the Data Capture Server.

It is a best practice to install these components on the same machine in order to avoid introducing the potential for latency and communication issues between multiple servers. If the components need to be divided between machines, the following components must be kept together on the same machine:

- The Autonomy IDOL server and Autonomy IDOL Configuration utility must be installed on the same machine.
- The OnBase OCR engine and Data Capture Server must be installed on the same machine.

Note: The Hyland Full-Text Indexing Service (indexing service) should not be installed on the same machine as the OnBase Application Server because the indexing service requires considerable system resources and may reduce the performance of machines shared with other services or functionality.

The following table lists the hardware requirements for a single machine that is hosting all of the components.

Server Component	Minimum	Recommended
CPU	2.4 GHz quad-core	3.2 GHz Intel® XEON™ hex-core
Memory (RAM)	4 GB <hr/> Note: Using the minimum recommended memory may have an adverse effect on performance. <hr/>	12 GB
Free Hard Disk Space	5 GB	40 GB
Network Card	100 MB Ethernet	Gigabit Ethernet
Web Browser	Microsoft Internet Explorer 11.0 <hr/> Note: Ensure that all Windows Server updates are applied. <hr/>	

Appendix 4 – LaserFiche Conversion

MTS reviewed the existing LaserFiche legacy system at City of Vineland. Based on information gathered, the following is an estimate of the services to complete the conversion and assistance to process data into the OnBase solution.

Conversion Processing	Quantity
Set Up Fee	1
Total Gigabytes to Migrate/Convert	15
Project Management and Configuration for OnBase services	
Media (Encrypted USB Drive)	1
Total Cost (Profession Services + Hardware)	

NOTE: Any gap/cut-over data will be processed and invoiced separately from the main project. A minimum charge for gap/cut-over data is in the amount of \$1100 for up to 5GB of data. Gap/cut-over data greater than 5GB is in the amount of \$1100 plus the quoted per GB beyond 5GB. If the timeframe for gap data processing exceeds 90 days from the completion of the project then a new quote will be required.

Notes and Assumptions:

- A sample review of database and images may be requested.
- After the sample review of the database and images, an updated quote may be required.
- A backup copy of the database/index files will be required for this conversion.
- This quote is based on the volumes stated above. If volumes change, an updated quote will be required.
- If volumes change the per GB cost will be adjusted on the updated quote.
- This quote is based on customer converting all types of data. If customer elects to not convert all types of data, then an updated quote will be required.
- This quote is based on the input data being provided on an encrypted USB disk drive.
- This quote is based on no data or database/index files being encrypted.
- Office documents stored in the system may require additional discovery to convert properly.
- This quote is based on no data being compressed with non-industry standard compression.
- This quote includes annotation processing as optional.
- This quote includes no overlay processing.
- Files will remain in their native format.
- Customer is responsible for shipping media to MTS or approved partner facility.
- Shipping is based on using UPS.
- This quote can be used for estimating purposes. A Statement of Work will be created for contract purposes.
- All input media assumed filled to capacity. No discount for partial capacity media.

Appendix 5 – Optional Solution Components

The following solution components are being listed as optional for Phase 1. It is anticipated that these and other modules will be added in future phases of the project. If there is a desire for these specific, or other modules, to be included in Phase 1, they can be added via change management during the Phase 1 project implementation.

Mailbox Importer

Mailbox Importer automatically stores and indexes e-mails and attachments as documents in OnBase based upon specific e-mail message characteristics. Mailbox Importer is most commonly used with multiple corporate e-mail accounts that are tied to specific business processes. Mailbox Importer currently works with Microsoft Outlook, IBM Notes, Novell GroupWise, Office 365, and Gmail, and is fully supported in a Hyland Cloud environment.

The Mailbox Importer NT service polls the designated external mail system (using IMAP, POP3, or EWS protocols).

Agenda Management

The OnBase Agenda Management Suite enables government organizations a variety of meeting types by automating the process of creating meetings and meeting documents, gathering votes and minutes during the meeting, and publishing meeting information to your website.

- In **OnBase Agenda**, staff can create agenda items, upload related documents and route items for review through workflows. Meeting documents and supporting materials can be compiled and packaged for easy distribution to stakeholders, council members, and others.
- **OnBase Minutes** streamlines the meeting process. It provides a means to record motions, votes, minutes and other facets of the meeting. In addition, agenda items can be added, removed, edited and re-arranged as changes occur during the meeting.
- **OnBase Agenda Online** is a customizable web portal that allows the publication of meeting documents to your website with a single click, making information available to constituents and shareholders. In conjunction, agenda item supporting material can be easily selected for publication to the website.
- After the meeting, the OnBase Agenda Management Suite continues to assist in the finalization of the meeting process, such as the ability to add post-meeting documents to agenda items and completion of minutes for publication. This comprehensive Agenda Management solution is designed to streamline your processes and assist you throughout your entire meeting process.