



Estimate

Town of Palm Beach

Issued: August 16, 2023



RECOMMENDED SOLUTION OVERVIEW: LASERFICHE

MCCi is recommending the Laserfiche solution and MCCi Professional Services for your organization. With capabilities ranging from electronic records management to document routing, electronic forms, and integrations, Laserfiche is a powerful solution that enables the entire enterprise. Please keep in mind some of the features of Laserfiche:

USER-FRIENDLY

Laserfiche is very easy to learn, navigate, and use. With a folder structure similar to Windows Explorer, Laserfiche will seem familiar to your staff, giving them the confidence to begin scanning and retrieving documents almost immediately after installation.

COMPREHENSIVE SECURITY

Laserfiche Comprehensive Security allows you to control and administer the security of your documents. You determine which functions, such as scanning and printing, each staff member may use.

INTELLIGENT SEARCH

The Laserfiche Search Engine is a powerful tool to help users find the documents they need during their day-to-day processes, including full-text search, index search, and document and folder name. The Laserfiche full-text search unlocks the contents of your documents; if you need to find a word or phrase within a document, Laserfiche retrieves it immediately. An easy Google-style toolbar is available for searching as well.

INTEGRATION

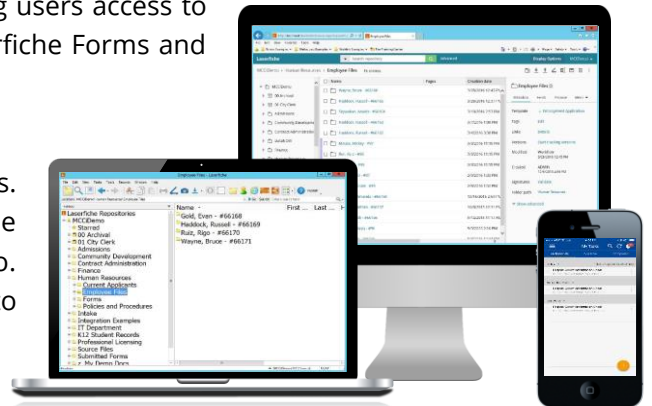
Laserfiche is the central repository for records in your organization and allows you to integrate other main line-of-business solutions easily. Whether you are looking for a way to integrate with a departmental solution, ERP solution, Microsoft Office application or SharePoint, etc., Laserfiche has options available to reduce duplicate data entry and provides seamless access to your records.

E-FORMS & BUSINESS PROCESS AUTOMATION

Laserfiche allows users to capture information while automating and transforming business processes. Users are finding efficiencies by reducing the time processes take and giving users access to information instantaneously through the implementation of Laserfiche Forms and Laserfiche Workflow, resulting in cost savings for the organization.

MOBILITY & WEB TOOLS

Mobile devices are used in organizations for day-to-day operations. Laserfiche has options available to ensure you can access Laserfiche from these devices and perform related actions quickly on the go. There are also options to give your outside citizens/clients access to records through the web to promote transparency and decrease records requests.



LASERFICHE RIO

MCCi is recommending the Rio Enterprise platform for your organization. Laserfiche Rio seamlessly combines traditional content services platform (CSP) functionality with powerful business process management, auditing tools, and security. This platform is designed for clients like you, who **innovate and evolve** with changing technologies, **digitally transforming** their organization, and expanding business processes across the enterprise.

By providing unlimited document repositories and servers, Laserfiche Rio supports development, testing, staging, and production, putting you in complete control of your business processes and system design. With capabilities ranging from records management to document routing, electronic forms, and digital signatures, Laserfiche Rio provides an easy-to-use, cost-effective platform for automating day-to-day business processes.

Each Laserfiche Rio System and Full Named User includes:

- Unlimited Laserfiche Application Servers
- Unlimited Laserfiche Repositories
- Windows, Web and Mobile Clients
- Laserfiche Advanced Audit Trail
- Laserfiche Snapshot & Email
- Laserfiche Workflow
- Laserfiche Forms Essentials
- Laserfiche Digital Signatures
- Laserfiche Discussions
- Laserfiche Integration with Microsoft Office

LASERFICHE LICENSING GUIDE

To determine which platform/licenses are applicable, please refer to the [Pricing](#) section.

LASERFICHE PLATFORM ARCHITECTURE		
	Avante	Rio
Application Servers	1	Unlimited
Repositories	1-15 (1 included)	Unlimited
Database Options	SQL Express, SQL	SQL
Web Admin Console	Included	Included (Directory Server)
FULL USE ACCESS LICENSES		
Full Named Users	Minimum of 10	Minimum of 25
Workflow	Included	Included
Snapshot	Included	Included
Email	Included	Included
Web Client	Included	Included
Mobile Access	Included	Included
Digital Signatures	Add-on Option	Included
Audit Trail	Add-on Option (Starter, Standard, Advanced)	Included (Advanced)
ScanConnect	Add-on Option	Add-on Option
Connector	Add-on Option	Add-on Option
Forms Essentials	Included with v10.2.1+	Included with v10.2.1+
Forms Professional	Add-on Option	Add-on Option
LIMITED USE ACCESS LICENSES		
Retrieval Named Users	Not Available	Minimum of 200 only if currently owned
Forms Authenticated Participants	Add-on Option only if currently owned	Add-on Option only if currently owned
Participant Users	Add-on Option	Add-on Option
Participant Users (Subscription)	Add-on Option w/LFDS	Add-on Option
Community Users (Subscription)	Add-on Option w/LFDS	Add-on Option
Education Users (Subscription)	Add-on Option w/LFDS	Add-on Option
Process Users (Subscription)	Add-on Option w/LFDS	Add-on Option
Enterprise Identity Management	Not Available	Add-on Option*
MODULE BASED LICENSES		
Import Agent	Add-on Option	Add-on Option
Public Portal (WebLink) †	Options: Web Distribution (5), Starter (10), Standard (25), Midsize (50), Unlimited	Options: Pilot (25), Unlimited (1, 2 or Unlimited Laserfiche Application Server(s))
Records Management	Add-on Option	Add-on Option
Quick Fields ††	Add-on Option	Add-on Option
Forms Portal	Add-on Option	Add-on Option
Enterprise Forms Portal #	Add-on Option	Add-on Option

† Public Portal is licensed per Laserfiche Application Server; Web Distribution version only comes with 1 security profile

†† Quick Fields is licensed per machine rather than per user, except on Subscription and Cloud where the number of available installations is limited to the number of named users. Multiple Quick Fields modules/options are available dependent upon platform.

Enterprise Forms Portal allows for Forms Portal to be activated on more than one Laserfiche Forms Application Server

*Licensed by total number of users (Named, Participant, Community and Education).

RECOMMENDED SOLUTION OVERVIEW: **MANAGED CLOUD**

MCCi Managed Cloud operates cloud infrastructure on your behalf, providing a secure and compliant environment without the worry of day-to-day management. By implementing best practices to maintain your infrastructure, this Infrastructure as a Service (IaaS) offering reduces operational overhead, while automating common activities, such as change requests, monitoring, patch management, security, and backup services, and providing full-lifecycle services to provision, run, and support your infrastructure. Managed Cloud mitigates risk and removes the burden of infrastructure operations so you can direct resources toward differentiating your business.

At MCCi, we understand our clients' needs are always changing. Our Managed Cloud Services team is standing by to engage with you on growth strategies, ongoing support, and future infrastructure needs.

MANAGED CLOUD BENEFITS

- Eases the cloud transformation process by eliminating the learning curve for architecting secure, scalable solutions on a cloud platform.
 - For existing clients that have an on-premises Laserfiche system, MCCi can handle the data migration for you. Since each client's needs are different, this migration will be quoted separately and is not included in our standard packages.
- Provides higher availability with zone-redundant services protect from single points of failure, reducing unplanned downtime and help desk and system administration time.
- Allows for virtually unlimited scaling capability, improving agility in responding to new and ever-changing national and international regulations.
- Ensures security and compliance with a FedRAMP Authorized at Level High infrastructure and next generation firewall with application layer security
- Manages updates and protects your data, including a nightly backup of all application data and databases.

FULLY MANAGED CONFIGURATION AND DEPLOYMENT

Our team of experts will do all the heavy lifting for configuring and deploying your cloud infrastructure. Once deployed, we will provide all infrastructure support services for your environment including:

- Network, security, system, computing resource, and database management.
- Application deployment, scaling, and lifecycle management.
- Patch management:
 - Monitoring and categorization of new patches and vulnerabilities.
 - Client notification of patch related maintenance windows.
 - Patch testing and roll out.
 - Auditing and reporting of device compliance.
- Backup and restore services.
- The operating system and SQL licensing needed for your infrastructure.

AZURE GOVERNMENT CLOUD

Microsoft Azure Government Cloud is [FedRAMP Authorized](#) at Level High and is able to handle data that is subject to certain government regulations and requirements, such as NIST800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS. To provide you with the highest level of security and compliance, Azure Government uses physically isolated datacenters and networks (located in U.S. only). MCCi has undergone a strict validation of eligibility for deploying in the Azure Government cloud.

MONITORING AND ALERTING WITH 24/7 ON-CALL ESCALATION

Our monitoring and alerting systems allow us to notify you of any issues from our cloud-based Network Operations Center (NOC). Our engineers can handle any cloud infrastructure issues 24/7.

ENCRYPTION

MCCi's Managed Cloud service targets end-to-end encryption, where available. Data disks are implemented using Azure Managed Disks and are encrypted at rest with Storage Services Encryption (SSE), which utilizes 256-bit AES

encryption. Azure Disk Encryption is available upon request. Where available, both front- and back-end data in transit is encrypted using TLS 1.2 or better. Data stored in SQL databases is encrypted using SQL Transparent Data Encryption (TDE).

BACKUPS

MCCi utilizes Azure Backup services to provide independent and isolated backups to guard against accidental destruction of original data. Backups are stored in a Recovery Services Vault with built-in management of recovery points. Using Recovery Services vaults, MCCi can restore files and folders from a VM or the entire VM. MCCi's Azure Backup based recovery services offering provides two types of replications to keep your storage/data highly available:

- MCCi's default offering:
 - Locally redundant storage (LRS) replicates your data three times (it creates three copies of your data) in a storage scale unit in a datacenter. All copies of the data exist within the same region. LRS is a low-cost option for protecting your data from local hardware failures.
- Enhanced offerings available upon request:
 - Geo-redundant storage (GRS) replicates your data to a secondary region (hundreds of miles away from the primary location of the source data). GRS costs more than LRS, but GRS provides a higher level of durability for your data, even if there's a regional outage.
- *Note:* MCCi's default retention period for Managed Cloud is 10 days. Extended retention period offerings available and priced separately.

FIREWALLS

MCCi's Managed Cloud infrastructure utilizes Palo Alto next-generation firewalls that:

- Adhere to the “allow what you want to allow and deny all else” premise and protect your network with security policies that are based on the application identity, irrespective of port, protocol, SSL encryption or evasive tactic.
- Inspect the application stream to prevent known threats, such as viruses, vulnerability exploits, botnets, and spyware, as well as unknown threats, such as advanced persistent threats.
- Allow us to leverage agile, inline network security and threat prevention to consistently manage and protect our applications hosted within our public cloud virtualized data center environment.

ACTIVE DIRECTORY INTEGRATION

Laserfiche supports several options for Identity Management. Depending on whether the system is a new deployment or an existing deployment that is being migrated to the Managed Cloud, there may be limitations in supported migration options or additional network communications required of the Client's network to support the desired configuration.

SUPPLEMENTAL SUPPORT PACKAGES

As Client's first-tier solution provider, MCCi provides multiple options for technical support. Client's annual renewal covers application break/fix support, version downloads, and continued educational resources. MCCi offers supplemental support packages to cover remote training, basic configuration services, and maintenance of existing business processes. MCCi's Managed Support Services (MMSS) or Process Administration Support Services (MPASS & MPASS2) packages are strongly encouraged to be included with every renewal. Supplemental Support Packages are annual subscriptions and pricing is based on the package purchased and an advanced discounted block of hours, which expire on the same date as Client's annual renewal. MMSS pricing for the advanced block of hours is based on MCCi's Support Technician II hourly rate discounted by 10%. MPASS and MPASS2 pricing for the advanced block of hours is based on MCCi's Application Support Analyst hourly rate discounted by 10%.

LASERFICHE

	MCCi's Managed Support Services	MCCi's Process Administration Support Services	
Description	MMSS	MPASS	MPASS2
Easy access to MCCi's team of Certified Technicians for application break/fix support issues (i.e., error codes, bug fixes, etc.) ⁺	■	■	■
Remote access support through web conferencing service ⁺	■	■	■
Access to product update version and hotfixes (Client Download) ⁺	■	■	■
24/7 access to the Laserfiche Support Site and Laserfiche Answers discussion forums ⁺	■	■	■
Additional Remote Basic Training	■	■	■
Additional System Settings Consultation	■	■	■
Assistance with Implementation of Version Updates	■	■	■
Annual Review (upon Client's request) of Administration Settings	■	■	■
Priority Offering of Laserfiche CPPs & Laserfiche Empower Registration Scholarships	■	■	■
Configuration and maintenance of <i>basic</i> business processes and MCCi packaged solution utilizing Laserfiche Forms and Workflow	■	■	■
Configuration of Laserfiche Quick Fields sessions	■	■	■
Basic Records Management Module Overview Training	■	■	■
Administration Configuration Services	■	■	■
Dedicated Certified Professional		■	■
Proactive recurring consultation calls upon the Client's request		■	■
Annual Review of business process configurations			■
Institutional Knowledge of Client's Solution			■
Maintenance of MCCi/Client configured <i>complex</i> business processes			■
Ability to schedule after-hours upgrades Monday-Friday 8 am to 10 pm ET and Saturday-Sunday from 12 pm to 4 pm ET			■
Basic JavaScript, CSS, and Calculations for Laserfiche Forms ⁺			■

⁺ Client's Support/Subscription Renewal includes these benefits, regardless of whether a supplemental package is purchased.

^{*} Excludes the development of new integrations, large-scale development projects, and SQL queries. Excludes maintenance of custom-built integrations, or any item not purchased from MCCi.

^{**} **Hours:** MCCi allows clients to use their hours for a multitude of services, if a request will not start a service that cannot be completed with the

hours available. None of the packages listed above are intended to be utilized to configure a new *complex* business process. In those instances, a separate SOW is required.

CLIENT RESPONSIBILITIES (All Packages)

- For self-hosted (applications hosted by Client) solutions: Configuring/maintaining backups and any general network, security, or operating system settings outside of Client's solution.
- Managing application-level security.
- Managing and creating retention policies related to Records Management Module.
- Providing an IT contact (internal or third-party) for MCCi to work with as necessary.
- Providing remote access capabilities as needed. If the Client requests MCCi to have unattended access, the Client assumes all responsibility for the related session(s). The Client will work with MCCi to set up user profiles, user tags, etc. to allow desired security rights/access.
- Creating/providing process diagrams (and any other necessary paperwork/examples).

SUPPLEMENTAL SUPPORT PACKAGE DEFINITIONS

ADDITIONAL REMOTE TRAINING

Additional web-based training is conducted to train new users or as refresher training for existing users.

ADDITIONAL SYSTEM SETTINGS CONSULTATION

MCCi offers additional best practices consultation that includes recommendations for adding additional departments, additional types of indexing, etc.

REMOTE IMPLEMENTATION OF VERSION UPDATES

While Client's renewal includes version updates, implementation of those updates is sometimes overlooked. With the addition of MMSS, MCCi is at Client's service to directly assist with implementing software updates such as minor updates, quick fixes or point releases. Dependent on the complexity and the Client's specific configurations, major software upgrades may or may not be covered and should be discussed with Client's Account Management Team.

ANNUAL SYSTEM REVIEW & ANALYSIS

MCCi will access Client's system to review how Client's organization uses Client's solution, to identify potential issues, and to make recommendations for better use of the system. This analysis may be performed annually and is an optional service that will be completed only if requested by the Client.

LASERFICHE CERTIFICATIONS

Priority offering of complimentary Laserfiche certifications, based on availability.

LASERFICHE CONFERENCE REGISTRATION

Priority offering of complimentary Laserfiche Empower registration, based on availability.

CONFIGURATION AND MAINTENANCE OF BASIC BUSINESS PROCESS

Utilizing Laserfiche Forms and Workflow, MCCi will assist with the configuration and maintenance of *basic* business processes. A basic business process requires minimal configuration and virtually no institutional knowledge of the Client's business process, allowing an MCCi Application Support Analyst to assist with configuration, support, and maintenance of the process. Examples include Filing Workflows, simple Forms, or approval/notification workflows that have few routing steps, no integration, and little to no database lookups.

MAINTENANCE OF MCCi PACKAGED SOLUTION: MCCi will assist with maintenance with a solution MCCi has created for a market that has a specific business process automation use.

CONFIGURATION OF LASERFICHE QUICK FIELDS SESSIONS

Using Client's current Quick Fields modules, MCCi will configure Quick Fields sessions, excluding custom scripting, custom calculations, etc.

BASIC RECORDS MANAGEMENT MODULE OVERVIEW TRAINING

MCCi will provide refresher overview training of the records management module. Initial training cannot be performed under this support level.

ADMINISTRATION CONFIGURATION SERVICES

MCCi will assist with administration configuration services, including setting up users, metadata, security, etc.

DEDICATED LASERFICHE CERTIFIED PROFESSIONAL

While on MCCi's **MMSS** level, Client will have access to MCCi's team of Certified Support Professionals; with **MPASS** and **MPASS2**, Client will have a representative dedicated to Client's organization.

SCHEDULED RECURRING CONSULTATION CALLS

Upon Client's request, Client's **MPASS** representative will schedule recurring calls with Client to discuss Client's current and upcoming projects. This helps us stay on the same page with Client and ensure tasks and project milestones are being completed.

ANNUAL REVIEW OF BUSINESS PROCESS CONFIGURATIONS

MCCi will review Client's business processes to see how Client's organization uses the solution, to identify potential issues, and to make recommendations for better use of the system. This analysis may be performed annually and is an optional service that will be completed only if requested by the Client.

INSTITUTIONAL KNOWLEDGE OF CLIENT SOLUTION

Turnover within Client's organization can happen, and it is important to have a plan. Who will help Client's new solution administrator get up to speed on Client's processes and solutions in place? Leave that to us. MCCi documents Client's specific organization's usage and implemented business processes, integrations, etc., and can assist with the knowledge transfer to the new solution administrator if needed.

MAINTENANCE OF MCCi/CLIENT CONFIGURED COMPLEX BUSINESS PROCESSES

The assigned representative can maintain MCCi or Client configured *complex* business processes. A *complex* business solution is a large business process with an extensive configuration that is mission-critical to the organization. For example, minor tweaks, updates due to upgrades, process improvements, etc. can be requested. For creation of new complex Forms, Workflow, and Transparent Records Management configurations, please discuss a Business Process Configuration Service with Client's Account Executive or Account Manager.

ABILITY TO SCHEDULE AFTER-HOURS UPGRADES

Avoid MCCi's after-hours premium charge for upgrades. MPASS2 clients can schedule these anytime Monday-Friday from 8 am to 10 pm ET and Saturday and Sunday from 12 pm to 4 pm ET.

BASIC JAVASCRIPT, CSS AND CALCULATIONS FOR LASERFICHE FORMS

Excludes complex scripting.

BASIC LASERFICHE WEBLINK/PUBLIC PORTAL CUSTOMIZATION

MCCi will help customize Client's WebLink/Public Portal to meet Client's needs.

SERVICE LEVEL AGREEMENT (SLA)

MCCi's SLAs are offered as additional options to Client's annual support/subscription. An SLA offers clients escalated response times depending on the severity of the support issue, as well as other additional benefits. The SLA documentation and pricing is readily available upon request. MCCi currently has two separate SLAs available:

- Infrastructure Hosting
- Application Support (Client Self-Hosted)
- Application Support (Cloud Applications)

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ESTIMATE – LASERFICHE



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

Client Name: Town of Palm Beach
Estimate Number: 28505
Estimate Type: Platform Change

Quote Date: August 16, 2023

<i>Product Description:</i>	<i>Qty.</i>	<i>Unit Cost</i>	<i>OMNIA – NCPA 01- 162</i>	<i>Total</i>
<u>EXISTING LASERFICHE SOFTWARE SYSTEM CONFIGURATION</u>				
☑ Laserfiche Avante Server for SQL Express with Workflow	-1	\$1,470.58	N/A	(\$1,470.58)
☑ Laserfiche Avante Server for MS SQL with Workflow	-1	\$4,901.97	N/A	(\$4,901.97)
☑ Laserfiche Avante Records Management Module	-1	\$5,882.35	N/A	(\$5,882.35)
☑ Laserfiche Avante Additional Repository for MS SQL	-1	\$980.40	N/A	(\$980.40)
☑ Laserfiche Avante Named Full User with Web Access	-5	\$588.23	N/A	(\$2,941.15)
☑ Laserfiche Avante Named Full User with Snapshot and Email	-163	\$490.20	N/A	(\$79,902.60)
☑ Laserfiche Avante Web Client	-163	\$98.03	N/A	(\$15,978.89)
☑ Laserfiche Avante Standard Audit Trail	-163	\$73.53	N/A	(\$11,985.39)
☑ Laserfiche Avante Standard Public Portal	-1	\$24,509.80	N/A	(\$24,509.80)
☑ Laserfiche Avante Quick Fields	-2	\$588.23	N/A	(\$1,176.46)
☑ Laserfiche Avante Zone OCR and Validation Package	-2	\$2,745.10	N/A	(\$5,490.20)
☑ Laserfiche Avante Import Agent	-1	\$1,147.06	N/A	(\$1,147.06)
☑ Scan Connect 5 pack	-1	\$647.07	N/A	(\$647.07)
<i>Existing Laserfiche Software Credit Total</i>				(\$157,013.92)
<u>CONTENT SERVICES SOFTWARE LICENSING FOR RIO</u>				
☑ Laserfiche Rio Records Management Edition Named Full User (100-199 Users)	132	\$885.50	\$823.52	\$108,704.64
☑ Laserfiche Rio Records Management Edition Participant User (50-199 Users)	50	\$319.00	\$296.67	\$14,833.50
☑ Laserfiche Rio Pilot Public Portal	1	\$25,000.00	\$23,250.00	\$23,250.00
☑ Laserfiche Rio Quick Fields Core	2	\$5,000.00	\$4,650.00	\$9,300.00
☑ Laserfiche Rio Import Agent	1	\$1,500.00	\$1,395.00	\$1,395.00
<i>Laserfiche Software Subtotal</i>				\$157,483.14
GRAND TOTAL - ONE-TIME SOFTWARE				\$469.22



Product Description:	Qty.	Unit Cost	OMNIA – NCPA 01- 162	Annual Total
<u>LASERFICHE ANNUAL SOFTWARE SUPPORT - BASIC</u>				
<input checked="" type="checkbox"/> Laserfiche Rio Records Management Edition Named Full User (100-199 Users)	132	\$177.10	\$159.39	\$21,039.48
<input checked="" type="checkbox"/> Laserfiche Rio Records Management Edition Participant User (50-199 Users)	50	\$63.80	\$57.42	\$2,871.00
<input checked="" type="checkbox"/> Laserfiche Rio Pilot Public Portal	1	\$5,000.00	\$4,500.00	\$4,500.00
<input checked="" type="checkbox"/> Laserfiche Rio Quick Fields Core	2	\$1,000.00	\$900.00	\$1,800.00
<input checked="" type="checkbox"/> Laserfiche Rio Import Agent	1	\$300.00	\$270.00	\$270.00
<i>Laserfiche Annual Recurring Software Support Subtotal</i>				<i>\$30,480.48</i>
<u>LASERFICHE ANNUAL SUBSCRIPTION - BASIC</u>				
<input checked="" type="checkbox"/> Laserfiche ScanConnect Subscription	5	\$100.00	\$95.00	\$475.00
<i>Laserfiche Annual Recurring Subscription Subtotal</i>				<i>\$475.00</i>
<u>MCCi ANNUAL SUBSCRIPTION</u>				
<input checked="" type="checkbox"/> Laserfiche PowerPack by MCCi Subscription <i>Requires dedicated Full Named User.</i>	1	\$1,000.00	\$950.00	\$950.00
<i>MCCi Annual Recurring Subscription Subtotal</i>				<i>\$950.00</i>
<u>MCCi SUPPLEMENTAL SUPPORT SERVICES SUBSCRIPTION</u>				
<input checked="" type="checkbox"/> MCCi Process Administration Support Services for Laserfiche, Level 2 <i>Client needs are estimated based on the current components provided herein: up to 20 hours that will expire at the end of your renewal term.</i>	1	\$6,750.00	\$6,750.00	\$6,750.00
<input checked="" type="checkbox"/> MCCi SLA for Laserfiche (125-249 Users)	1	\$7,850.00	\$7,065.00	\$7,065.00
<i>MCCi Supplemental Support Services Annual Recurring Subscription Subtotal</i>				<i>\$13,815.00</i>
GRAND TOTAL - RECURRING ANNUAL SUPPORT/SUBSCRIPTION				\$45,720.48

Service Description:	Qty.	Unit Cost	OMNIA – NCPA 01- 162	Total
<u>MCCi PROFESSIONAL SERVICES - STATEMENT OF WORK</u>				
<input checked="" type="checkbox"/> Managed Cloud System Migration and Sandbox <i>Please see detailed Exhibit A: Statement of Work (SOW).</i>	1	\$50,737.50	\$48,200.63	\$48,200.63
<i>Professional Services Subtotal</i>				<i>\$48,200.63</i>
GRAND TOTAL - ONE-TIME SERVICES				\$48,200.63

EXISTING LASERFICHE SOFTWARE SUPPORT CREDIT

✓ Laserfiche Avante Server for SQL Express with Workflow	-1	
✓ Laserfiche Avante Named Full User with Web Access	-5	
✓ Laserfiche Avante Server for MS SQL with Workflow	-1	
✓ Laserfiche Avante Additional Repository for MS SQL	-1	
✓ Laserfiche Avante Named Full User with Snapshot and Email	-163	
✓ Laserfiche Avante Web Client	-163	
✓ Laserfiche Avante Standard Audit Trail	-163	
✓ Laserfiche Avante Records Management Module	-1	
✓ Laserfiche Avante Standard Public Portal	-1	
✓ Laserfiche Avante ScanConnect 5 Pack (Legacy)	-1	
✓ Laserfiche Avante Quick Fields	-2	
✓ Laserfiche Avante Zone OCR and Validation Package	-2	
✓ Laserfiche Avante Import Agent	-1	
✓ Laserfiche Software Support Credit Proration	1	
✓ Existing Laserfiche Software Support Credit Total		(\$12,685.21)

EXISTING MCCi SUPPORT/SUBSCRIPTION CREDIT

✓ OCR Scheduler for Laserfiche	-1	
✓ Process Administration Support Services, Level 2	-1	
✓ MCCi Supplemental Support/Subscription Services Credit Proration	1	
Existing MCCi Supplemental Support/Subscription Credit Total		(\$3,138.24)

GRAND TOTAL - ESTIMATED EXISTING SUPPORT CREDIT**(\$15,823.44)****TOTAL LASERFICHE PROJECT COST****\$78,566.88**

NOTE: The information presented in this document is based on the results of MCCi and Client's collaborative preliminary discovery thus far and merely serves as an estimate to be used for planning purposes. As planning and discovery continue, the project scope and costs may change to meet the specific needs of the Client. MCCi will present a formal detailed pricing proposal and project scope for approval prior to the start of any project. This is not a formal quote. Additional services will likely need to be included based on required discovery session.

ESTIMATE – MANAGED CLOUD



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

Client Name: Town of Palm Beach
Estimate Number: 28505
Estimate Type: Net New

Estimate Date: August 16, 2023

<i>Product Description:</i>	<i>Qty.</i>	<i>Unit Cost</i>	<i>OMNIA – NCPA 01- 162</i>	<i>Annual Total</i>
<u>MCCI ANNUAL SUBSCRIPTION</u>				
<input checked="" type="checkbox"/> Laserfiche Managed Cloud, V300 <i>Includes 3 Servers (1 Web, 1 App, 1 DB with SQL Standard), 256GB Protected Document Storage, 256GB Protected Database Storage, and 1 S2VPN.</i>	1	\$39,950.00	\$38,751.50	\$38,751.50
<input checked="" type="checkbox"/> Managed Cloud Protected Storage, 2,048 GB	1	\$6,800.00	\$6,596.00	\$6,596.00
<input checked="" type="checkbox"/> Managed Cloud Protected Storage, 8,192 GB	1	\$32,000.00	\$31,040.00	\$31,040.00
<i>MCCI Annual Recurring Subscription Subtotal</i>				<i>\$76,387.50</i>
GRAND TOTAL - RECURRING ANNUAL SUPPORT/SUBSCRIPTION				\$76,387.50
<u>HIGH SPEED DATA TRANSFER SOLUTION</u>				
<input checked="" type="checkbox"/> High Speed Transfer for up to 12TB	1	\$7,200.00	N/A	\$7,200.00
<i>MCCI One-Time Solution Subtotal</i>				<i>\$7,200.00</i>
GRAND TOTAL - ONE-TIME SOLUTION				\$7,200.00
TOTAL MCCI MANAGED CLOUD PROJECT COST				\$83,587.50

NOTE: The information presented in this document is based on the results of MCCI and Client's collaborative preliminary discovery thus far and merely serves as an estimate to be used for planning purposes. As planning and discovery continue, the project scope and costs may change to meet the specific needs of the Client. MCCI will present a formal detailed pricing proposal and project scope for approval prior to the start of any project. This is not a formal quote. Additional services will likely need to be included based on required discovery session.



Exhibit A:

Statement of Work

Town of Palm Beach

Managed Cloud System Migration and Sandbox

Issued: August 16, 2023

Valid for 30 days



STATEMENT OF WORK ("SOW")

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

BACKGROUND

Client has engaged MCCi to migrate their Laserfiche Avante Platform to MCCi's Azure Government Managed Cloud environment and transition to Laserfiche RIO. This will allow Client to quickly scale their environment as needed, while ensuring their data is protected by having a daily backup schedule, independent and isolated backups, high availability, and a dedicated instance fully managed by our MCCi team.

PROJECT OBJECTIVES

- Project Kickoff and Staging
- Discovery/Requirements Gathering
- Laserfiche Installation - PROD
- Laserfiche System Migration
- Upgrade to LFDS Installation
- Laserfiche SAML Identity Provider Configuration
- MCCi's Managed Cloud Configuration of Laserfiche Applications' Connection Profiles
- Laserfiche PowerPack by MCCi Installation and Configuration Package
- MCCi's Managed Cloud Onsite Database Synchronization
- Alpha Testing/User Acceptance Testing
- Solution Acceptance and Project Closeout
- Post-Engagement Assistance

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PROJECT STAKEHOLDERS

GENERAL INFORMATION

PROJECT NAME	PROJECT MANAGER	MCCi SINGLE POINT OF CONTACT
Managed Cloud System Migration and Sandbox	TBD	Bryan Frick

MCCi SOW PREPARATION INFORMATION

NAME	TITLE	EMAIL	PHONE NUMBER
Rose Brewer	Solutions Architect	rwells@mccinnovations.com	(850) 701-0725

CLIENT DECISION MAKER

NAME	TITLE	EMAIL	PHONE NUMBER
Andy Jadoo	Director of Information Technology	ajadoo@townofpalmbeach.com	(561) 227-6310

CLIENT PROJECT STAKEHOLDERS

NAME	TITLE	EMAIL	PHONE NUMBER
Andy Jadoo	Director of Information Technology	ajadoo@townofpalmbeach.com	(561) 227-6310

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MILESTONES & DELIVERABLES

MILESTONE	DELIVERABLES
1: Project Kickoff and Staging	<p>Project Kickoff: MCCi team will coordinate and conduct 30-minute meeting with Client project stakeholders to review project objectives, assumptions, deliverable(s); and discuss procedures, plans, collaboration platform, roles, timeline, etc.</p> <p>Remote Access Set Up for MCCi Project Team: Client IT contact will work with MCCi Project Manager to establish the appropriate remote server access needed for the project and according to Client's internal security protocols.</p> <p>Creation of Asana Project: MCCi Project Manager will create and manage project timelines, milestones, deliverables, communication, etc. through Asana and provide access to Client's project team.</p>
2: Discovery/ Requirements Gathering	<p>MCCi will complete requirements gathering with client stakeholders to services and deliverables specific to Milestone(s)</p>
3: Laserfiche Installation – PROD	<p>MCCi's Installation milestone is designed for MCCi to install and do initial configuration of the applications that come with your Laserfiche Licensing Platform (RIO).</p> <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> Install and configure one (1) instance of each application in one (1) environment (Production) as outlined in the Laserfiche Assumptions section Perform basic software deployment testing <p>EXCLUSIONS</p> <ul style="list-style-type: none"> Installing and configuring failover clusters or load balancing Configuring servers in DMZs Migration of existing Laserfiche environment/applications to new environment Configuring identity providers other than Active Directory <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> Google Chrome or Chromium Microsoft Edge is installed on all Laserfiche servers If applicable, Client has also ordered Installation and Initial Configuration of Active Directory Certificate Services package (see package description for full detail)
4: Laserfiche System Migration	<p>MCCi's System Migration milestone is designed for MCCi to assist with moving your existing Laserfiche infrastructure with your currently installed applications to your new server environment and upgrading to the latest Laserfiche supported versions.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> Create backup of Laserfiche databases <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> Restore Laserfiche databases in new SQL environment Transfer Laserfiche Repository volume data to new environment Register existing repositories in the new environment with the various Laserfiche applications Upgrade existing Laserfiche applications to newest supported version of Laserfiche Perform basic software deployment testing <p>EXCLUSIONS</p> <ul style="list-style-type: none"> Installing and configuring failover clusters or load balancing Configuring servers in DMZs

	<ul style="list-style-type: none"> ▪ Updates to configuration in any Workflows, Forms, Quick Fields, or Import Agent Sessions migrated ▪ Configuring Identity Providers other than native Active Directory ▪ Installing or Configuring applications that were not already installed or configured ▪ Migrating custom settings or integrations <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Google Chrome or Chromium Microsoft Edge is installed on all servers. ▪ The currently installed Laserfiche products must be version 8.3 or higher, or an additional charge for an upgrade in place to version 8.3 will be required. ▪ If applicable, Client has also ordered Installation and Initial Configuration of Active Directory Certificate Services package (see package description for full detail).
5: Upgrade to LFDS Installation	<p>MCCi's Upgrade to LFDS Installation milestone is designed to upgrade a Client's system from repository authentication to using directory server authentication. This includes migrating repository user accounts and groups to directory server and configuring existing Laserfiche web products to use directory server authentication.</p> <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Install and configure LFDS in one (1) environment (Production) ▪ Migrate repository user accounts and groups to LFDS ▪ Configure Laserfiche web products for Single Sign-On using LFDS authentication in one (1) environment (E.g., Test, Dev, Staging, QA, etc.) ▪ Perform basic software deployment testing <p>EXCLUSIONS</p> <ul style="list-style-type: none"> ▪ Adding new users, creating new groups, access rights, and security ▪ Migrating existing Laserfiche environment/applications to new environment <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Google Chrome or Chromium Microsoft Edge is installed on all Laserfiche servers ▪ Included if applicable; Installation and Configuration of AD CS Services package, see package description for full detail. ▪ Repository user accounts can be migrated using the User Account Migration tool. If the tool is not able to be used, a change order may be needed.
6: Laserfiche SAML Identity Provider Configuration	<p>MCCi's Laserfiche SAML Identity Provider milestone is designed to help Client configure directory server with a SAML 2.0 supported identity provider.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide MCCi with claims mapping configuration information from SAML 2.0 Identity Provider (IdP) <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Configure directory server to use the Client's SAML identity provider for authentication in the Laserfiche system ▪ Provide Client training on how to create accounts in directory server from the Client's SAML identity provider <p>EXCLUSIONS</p> <ul style="list-style-type: none"> ▪ Configuring individual Laserfiche web products to use Single Sign On ▪ Troubleshooting issues with the SAML identity provider ▪ Identifying provider conversion: the migration (or conversion) of users from the current identity provider to the new SAML identity provider, including, without limitation, directory server and repository users

	<ul style="list-style-type: none"> ▪ Migrating (or converting) of users from current identity provider to the new SAML identity provider, including directory server and repository users ▪ Creating accounts in directory server from Client's SAML identity provider <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ Laserfiche Directory Server is installed and configured. ▪ Client's identity services must support SAML 2.0 tokens. ▪ Client must have sufficient access and privileges to their SAML-compatible identity services to configure Laserfiche as an authorized SAML service provider. This includes (but is not limited to) firewalls, exporting metadata, and importing metadata.
7: MCCi's Managed Cloud Configuration of Laserfiche Applications' Connection Profiles	<p>MCCi's Managed Cloud Configuration milestone is designed for MCCi to configure the connection profiles within the Managed Cloud environment for Laserfiche Forms, Workflow, Quick Fields and Import Agent.</p> <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Update of 30 Laserfiche Workflow connection profiles to point to new Laserfiche environment in MCCi's Managed Cloud <p>EXCLUSIONS</p> <ul style="list-style-type: none"> ▪ Import Agent will not be installed within MCCi's Managed Cloud environment ▪ Quick Fields will not be installed within MCCi's Managed Cloud environment
8: Laserfiche PowerPack by MCCi Installation and Configuration Package	<p>MCCi provides installation and configuration services to assist MCCi's Clients in quickly utilizing the benefits of the powerful features included in PowerPack.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Provide IIS web server to host the Data Analytics website ▪ Provide SQL Server to host Data Analytics database (will be created during the initial configuration) ▪ Provide server/workstation to install OCR Scheduler and Data Analytics service ▪ Provide Laserfiche Workflow server to install and configure custom Workflow Activities ▪ Provide a dedicated Laserfiche named user license for PowerPack to utilize <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Install PowerPack components on a single server (workflow custom activities will be installed on the workflow server) ▪ Configure one OCR Scheduler schedule ▪ Install PDF and Microsoft Office iFilters ▪ Provide one (1) remote overview training for up to one (1) hour <p>EXCLUSIONS</p> <ul style="list-style-type: none"> ▪ Configuring OCR Scheduler to extract text from electronic files other than PDF and MS Office files (Tiff files will still be OCR'd) ▪ Running OCR on files in Laserfiche record series ▪ Creating workflows <p>ASSUMPTIONS</p> <ul style="list-style-type: none"> ▪ PowerPack is whitelisted with Client's antivirus software. ▪ Client environment supports the latest Laserfiche SDK runtimes. ▪ Microsoft Visual C++ 2015 Update 3 is installed and configured on Client system. ▪ Microsoft .NET Framework 4.8 is installed and configured on Client system. ▪ Laserfiche Workflow 10.2 or later is installed and configured on Client system. ▪ Laserfiche Server 10.2 is installed and configured on Client system.

9: MCCi's Managed Cloud Onsite Database synchronization	<p>MCCi's Managed Cloud Onsite Database synchronization milestone is designed for MCCi to update the external Line of Business application databases that will be staying onsite to synchronize within the Managed Cloud environment. This will allow for the Laserfiche workflows and Forms database lookups to still function. Client will choose from three methods: Direct, Asynchronous, or Azure SQL Data Sync.</p> <p>CLIENT DELIVERABLES</p> <ul style="list-style-type: none"> Provide method of synchronization to MCCi <p>MCCi DELIVERABLES</p> <ul style="list-style-type: none"> Configuration and setup of up to two (2) external Line of Business Application Databases, within MCCi's Managed Cloud environment, to include either Direct, Asynchronous, or Azure SQL Data Sync method. <p>EXCLUSIONS</p> <ul style="list-style-type: none"> MCCi will not be responsible for maintaining the external databases
10: Alpha Testing/User Acceptance Testing	<p>MCCi will complete Alpha testing of the delivered solutions to ensure they function based upon the outlined design. Client Testing Team will execute User Acceptance Testing (UAT). Client is responsible for fully testing configurations prior to going live. Client will have 2 weeks (10 business days) to complete UAT.</p>
11: Solution Acceptance and Project Closeout	<p>Client will go fully live with the solution. A formal wrap-up call will be held to transition Client to their MCCi Account Management and Support team.</p>
12: Post-Engagement Assistance	<p>MCCi Project Team will continue to be available for 30-days [or Not to Exceed 4 hours] after System Handoff for questions, and in-scope corrections/adjustments</p>

EXCLUDED

GENERAL

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

SOW ASSUMPTIONS

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

DELIVERABLE ACCEPTANCE CRITERIA

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

GENERAL

- Client agrees that the work schedule described herein represents MCCi's current best estimate and is subject to possible change due to circumstances beyond MCCi's direct control and/or new or additional information discovered during the course of the project. Further, Client understands and acknowledges that MCCi's ability to meet such work schedule is dependent upon, among other things, the accuracy of the assumptions and representations made by Client, the timeliness of Client business decisions, and the performance of Client and Client's vendor personnel in meeting their obligations for this project and in accordance with this SOW.
- If either party identifies a business issue during the project, MCCi and Client must jointly establish a plan to resolve the issues with a potential impact analysis of timeline and budget within five (5) business days of identification.
- Any necessary business decision resulting from the identified business issues must be made by Client within five (5) business days from request.
- Client shall provide MCCi accurate data throughout the requirements gathering process.
- Client is responsible to ensure that adequate hardware/infrastructure is in place and capable of handling the extra resources that may be required to support the Business Process Configuration, related software, etc.
- Any additional software licensing needs related to this service/process configuration have not been considered or included as part of this SOW. Client is responsible for ensuring that the required software licensing is available.
- If the Services require MCCi to access or use any third party software products provided or used, Client warrants that it shall have all rights and licenses of third parties necessary or appropriate for MCCi to access or use such third party products and agrees to produce evidence of such rights and licenses upon the reasonable request of MCCi and to indemnify, hold harmless and defend MCCi from and against any claims, actions, demands, lawsuits, damages, liabilities, settlements, penalties, fines, costs and expenses (including reasonable attorneys' fees) to the extent arising from MCCi's access to or use of such third party products.
- Client will maintain primary contacts and project staff for the duration of the project, as a change in staff may result in a Change Order for time spent by MCCi on retraining, reeducating, or changes in direction.
- Through the course of this project, MCCi may choose to utilize the third-party service Asana (<http://www.asana.com>) for project management and team collaboration. Documentation and correspondence exchanged between MCCi and Client may be stored in Asana.
- Client will ensure that all Client's personnel who may be necessary or appropriate for the successful performance of the Services will, on reasonable notice: (i) be available to assist MCCi's personnel by answering business, technical and operational questions and providing requested documents, guidelines and procedures in a timely manner; (ii) participate in the Services as reasonably necessary for performance under this SOW;

and (iii) be available to assist MCCi with any other activities or tasks required to complete the Services in accordance with this SOW.

- The Post-Implementation Configuration Assistance is intended to incur no more than 10 hours over the 30-day period. This assistance is intended to aid in transitioning Client to MCCi Support.
- All Services pricing assumes the Client will grant MCCi unattended access to the required infrastructure for the project. Failure to provide this access will result in a Change Order increasing the cost to the Client

GENERAL TESTING DEFINITIONS

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

GENERAL EXCLUSIONS

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

LIMITED LIABILITY

If the Master Agreement is silent on each Parties' limited liability, liability is limited to the amount of dollars received by MCCi directly associated with this Order.

INSTALLATION

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

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ROLES & RESPONSIBILITIES

PROJECT MANAGER

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

SYSTEMS ENGINEER

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

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BILLING SCHEDULE

FIXED FEE BILLING SCHEDULE

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

Upon Client Acceptance of the Following Deliverables and/or Completion of the Milestone	Invoice Amount
Kick Off & Achievement of Milestones 1 & 2	\$2,885.63
Achievement of Milestones 3 & 4	\$11,756.25
Achievement of Milestones 5, 6, 7, & 8	\$14,641.88
Achievement of Milestone 9	\$14,107.50
Project Close & Achievement of Milestones 10, 11, & 12 - Final Acceptance	\$4,809.38
Total:	\$48,200.63

If Client cancels this SOW between completed milestones in accordance with the Master Agreement, MCCi may invoice Client for a prorated share of the uncompleted milestone(s) for services actually performed through the date of such termination.

PROCESS & ESCALATION

CHANGE ORDER PROCESS

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

It may be necessary to halt work on this project while Client reviews the Change Order request. After reviewing and approving the Change Order request, Client must return a signed copy to MCCi before work may proceed on the project.

ISSUE ESCALATION

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

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