



DATE: November 1, 2006

TO: Honorable Mayor and City Councilmembers

FROM: City Clerk's Office

SUBJECT: **APPROVAL OF A PROFESSIONAL SERVICES AGREEMENT WITH MARIS IMAGING SOLUTIONS, LLC OF CARLSBAD, CA IN THE AMOUNT OF \$75,629.43 FOR THE CITY'S DOCUMENT IMAGING SYSTEM TECHNICAL SUPPORT, SOFTWARE LICENSING, SCANNER MAINTENANCE, UPGRADES AND ADDITIONAL READ ONLY LICENSING FOR USERS OF THE DOCUMENT IMAGING SYSTEM; AND AUTHORIZATION FOR THE CITY MANAGER TO EXECUTE THE AGREEMENT**

**SYNOPSIS**

Staff recommends that the City Council approve a one-year professional services agreement in the amount of \$75,629.43 with Maris Imaging Solutions, LLC of Carlsbad, to provide annual technical support, software licensing and upgrades, scanner maintenance, and additional read-only licensing for the Citywide system, including the City Clerk Department, Information Technologies Division and Police Department electronic document imaging installations; and authorize the City Manager to execute the agreement.

**BACKGROUND**

Annual renewal of the software licensing, upgrade and help desk support is necessary to keep the software current and the associated hardware functional. This agreement also includes an additional block of 50-74 user read-only licensing and upgrade support, allowing system access for 200–250 additional users.

**ANALYSIS**

This annual agreement will continue technical support and licensing that has been in place for several years. The funding has been approved as part of the normal budget process for this fiscal year. This year's budgeted amount is higher than previous years due to the request for additional user licensing.

**FISCAL IMPACT**

In the City Clerk Department adopted budget for FY 2006-2007, City Council approved funding for the existing and increased licensing.

**CITY ATTORNEY'S ANALYSIS**

The referenced documents have been reviewed by the City Attorney and approved as to form.

**RECOMMENDATION**

Staff recommends that the City Council approve a one-year professional services agreement in the amount of \$75,629.43 with Maris Imaging Solutions, LLC of Carlsbad, to provide annual technical support, software licensing and upgrades, scanner maintenance, and additional read-only licensing for the Citywide system, including the City Clerk Department, Information Technologies Division and Police Department electronic document imaging installations; and authorize the City Manager to execute the agreement.

PREPARED BY:

*Jolly Probaugh, ASST.*  
for Barbara Riegel Wayne  
City Clerk

SUBMITTED BY:

  
Barry E. Martin  
Interim City Manager

Reviewed By:

Michelle Skaggs Lawrence, Assistant to the City Manager

**ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL  
SUPPORT AND LICENSING**

**CITY OF OCEANSIDE**

**PROFESSIONAL SERVICES AGREEMENT**

THIS AGREEMENT is made and entered into this \_\_\_ day of \_\_\_\_\_, 2006, by and between the CITY OF OCEANSIDE, a municipal corporation, hereinafter designated as "CITY", and MARIS IMAGING SOLUTIONS, LLC, hereinafter designated as "CONSULTANT".

**RECITALS**

- A. CITY desires to obtain technical support services, licensing, system maintenance and software upgrades from an independent contractor for the above named project.
- B. CONSULTANT has submitted a proposal to provide technical support services for the CITY in accordance with the terms set forth in this Agreement.
- C. CITY desires to contract with CONSULTANT as an independent contractor and CONSULTANT desires to provide services to CITY as an independent contractor.
- D. CONSULTANT has demonstrated its competence and professional qualifications necessary for the satisfactory performance of the services designated herein by virtue of its experience, training, education and expertise.

**NOW, THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:**

- 1.0 **SCOPE OF WORK** The project is more particularly described as follows:
  - Provide technical support for the City's document imaging software and hardware during CONSULTANT'S normal business hours of 8:00 am – 5:00 Monday through Friday. This support to include installations at the Civic Center, Police Department, and the City Operations Center. After hours support will be provided in accordance with Exhibit B.
  - Provide maintenance for scanners as listed in Exhibit A.
  - Provide and install all licensing, licensing renewals, and software upgrades (as made available from the software vendors) for installed software, as identified in Exhibit A.

## ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL SUPPORT AND LICENSING

- Provide and install an additional 50-74 user read-only ApplicationXtender licenses and provide 1<sup>st</sup> year maintenance and any applicable upgrades, as shown in Exhibit A.

1.1 **PROFESSIONAL SERVICES PROVIDED BY CONSULTANT** The professional services to be performed by CONSULTANT shall consist of but not be limited to the following:

- Technical support for trouble calls
- Maintenance of the software to include installation and setup of software upgrades
- Installation and coordination with the software developer for licensing.

1.1.1 Work closely with the City Clerk Records Manager in performing work in accordance with this Agreement in order to receive clarification as to the result that the CITY expects to be accomplished by CONSULTANT. The City Clerk Records Manager, under the authority of the City Clerk, shall be the CITY'S authorized representative in the interpretation and enforcement of all work performed in connection with this Agreement. The City Clerk may delegate authority in connection with this Agreement to the City Chief Information Officer.

1.2 **SERVICES PROVIDED BY CITY** The CITY shall perform the following services:

1.2.1 Provide access to all hardware related to the maintenance and operation of the City's Document Imaging System as required to troubleshoot problems, perform routine maintenance and upgrades, and provide other services as may be required.

### 2.0 **TIMING REQUIREMENTS**

2.1 Technical support response times are important in the performance of work under this Agreement. The response requirements are presented in Exhibit B.

2.2 Length of term of this agreement. This agreement will be in effect for a period of one (1) year covering the period July 9<sup>th</sup>, 2006 until July 8<sup>th</sup>, 2007.

3.0 **INDEPENDENT CONTRACTOR** CONSULTANT'S relationship to the CITY shall be that of an independent contractor. CONSULTANT shall have no authority, express or implied, to act on behalf of the CITY as an agent, or to bind the CITY to any obligation whatsoever, unless specifically authorized in writing by the City Clerk. CONSULTANT shall be solely responsible for the

**ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL  
SUPPORT AND LICENSING**

performance of any of its employees, agents or subcontractors under this agreement.

CONSULTANT shall report to the CITY any and all employees, agents and consultants performing work in connection with this project, and all shall be subject to the approval of the CITY.

4.0 **WORKERS' COMPENSATION** Pursuant to Labor Code section 1861, the CONSULTANT hereby certifies that the CONSULTANT is aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that Code, and the CONSULTANT will comply with such provisions and provide certification of such compliance as a part of these Award Documents. The certification shall be in accordance with Subsections 5.3 through 5.8 of this Agreement.

5.0 **LIABILITY INSURANCE**

5.1 CONSULTANT shall, throughout the duration of this Agreement, maintain comprehensive general liability and property damage insurance, or commercial general liability insurance, covering all operations of CONSULTANT, its agents and employees, performed in connection with this Agreement including, but not limited to, premises and automobile.

5.2.1 CONSULTANT shall maintain liability insurance in the following minimum limits:

Comprehensive General Liability Insurance  
(bodily injury and property damage)

Combined Single Limit Per Occurrence	\$ 1,000,000
General Aggregate	\$ 2,000,000*

Commercial General Liability Insurance  
(bodily injury and property damage)

General limit per occurrence	\$ 1,000,000
General limit project specific	\$ 2,000,000

<u>Automobile Liability Insurance</u>	\$ 1,000,000
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## ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL SUPPORT AND LICENSING

\*General aggregate per year, or part thereof, with respect to losses or other acts or omissions of CONSULTANT under this Agreement.

- 5.2.2 If coverage is provided through a Commercial General Liability Insurance policy, a minimum of 50% of each of the aggregate limits shall remain available at all times. If over 50% of any aggregate limit has been paid or reserved, the CITY may require additional coverage to be purchased by the CONSULTANT to restore the required limits. The CONSULTANT shall also notify the CITY'S Project Manager promptly of all losses or claims over \$25,000 resulting from work performed under this contract, or any loss or claim against the CONSULTANT resulting from any of the CONSULTANT'S work.
- 5.3 All insurance companies affording coverage to the CONSULTANT for the purposes of this Section shall add the City of Oceanside as "additional insured" under the designated insurance policy for all work performed under this Agreement. Insurance coverage provided to the CITY as an additional insured shall be primary insurance and other insurance maintained by the CITY, its officers, agents and employees shall be excess only and not contributing with insurance provided pursuant to this Section.
- 5.4 All insurance companies affording coverage to the CONSULTANT pursuant to this Agreement shall be insurance organizations authorized by the Insurance Commissioner of the State of California to transact business of insurance in the state or be rated as A-X or higher by A.M. Best.
- 5.5 All insurance companies affording coverage shall provide thirty (30) days written notice to the CITY should the policy be cancelled before the expiration date. For the purposes of this notice requirement, any material change in the policy prior to the expiration shall be considered a cancellation.
- 5.6 CONSULTANT shall provide evidence of compliance with the insurance requirements listed above by providing a Certificate of Insurance, in a form satisfactory to the City Attorney, concurrently with the submittal of this Agreement.
- 5.7 CONSULTANT shall provide a substitute Certificate of Insurance no later than thirty (30) days prior to the policy expiration date. Failure by the CONSULTANT to provide such a substitution and extend the policy expiration date shall be considered a default by CONSULTANT and may subject the CONSULTANT to a

## ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL SUPPORT AND LICENSING

suspension or termination of work under the Agreement.

- 5.8 Maintenance of insurance by the CONSULTANT as specified in this Agreement shall in no way be interpreted as relieving the CONSULTANT of any responsibility whatsoever and the CONSULTANT may carry, at its own expense, such additional insurance as it deems necessary.

CONSULTANT shall provide evidence of compliance with these insurance requirements by providing a Certificate of Insurance.

- 6.0 **CONSULTANT'S INDEMNIFICATION OF CITY** CONSULTANT shall indemnify and hold harmless the CITY and its officers, agents and employees against all claims or lawsuits for damages to persons or property arising out of the conduct, negligent acts, errors, omissions or wrongful acts of conduct of the CONSULTANT or its employees, agents, subcontractors or others in connection with the execution of the work covered by this Agreement, except for those claims arising from the willful misconduct, sole negligence or active negligence of the CITY, its officers, agents or employees. CONSULTANT'S indemnification shall include any and all costs, expenses, expert fees, attorneys' fees and liability assessed against or incurred by the CITY, its officers, agents or employees in defending against such claims or lawsuits, whether the same proceed to judgment or not. Further, CONSULTANT, at its own expense, shall, upon written request by the CITY, defend any such suit or action brought against the CITY, its officers, agents or employees resulting or arising from the tortious acts or omissions of the CONSULTANT.

CONSULTANT'S indemnification of CITY shall not be limited by any prior or subsequent declaration by the CONSULTANT.

- 7.0 **ERRORS AND OMISSIONS** In the event that the City Clerk determines that the CONSULTANT'S negligence, misconduct, errors or omissions in the performance of work under this Agreement has resulted in expense to CITY greater than would have resulted if there were no such negligence, errors or omissions in the plans or contract specifications, CONSULTANT shall reimburse CITY for the additional expenses incurred by the CITY. Nothing herein is intended to limit CITY'S rights under Sections 6 or 7.

### 8.0 **COMPENSATION**

- 8.1 For work performed by CONSULTANT in accordance with this Agreement,

**ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL  
SUPPORT AND LICENSING**

CITY shall pay CONSULTANT in accordance with the schedule of the annual billing rate set forth in Exhibit "A", attached hereto and incorporated herein by reference. After hours support will be provided at the rates specified by Exhibit B. No rate changes shall be made during the term of this Agreement without prior written approval of the City Clerk. CONSULTANT'S compensation for all work performed in accordance with this Agreement shall not exceed the total contract price of \$ 75,629.43.

No work shall be performed by CONSULTANT in excess of the total contract price without prior written approval of the City Clerk. CONSULTANT shall obtain approval by the City Clerk prior to performing any work that results in incidental expenses to CITY as set forth in Section 9.2.2.

8.2 CONSULTANT shall maintain accounting records including the following information:

8.2.1 Names and titles of employees or agents, types of work performed and times and dates of all work performed in connection with this Agreement which is billed on an hourly basis.

8.2.2 All incidental expenses including remote or on-site after hours technical support.

8.3 CONSULTANT shall submit annual invoices to CITY. CITY shall make 1 payment to CONSULTANT not to exceed the total contract price within thirty (30) days of receipt of invoice, subject to the approval of the City Clerk.

9.0 **TERMINATION OF AGREEMENT** Either party may terminate this Agreement by providing thirty (30) days written notice to the other party.

If any portion of the work is terminated or abandoned by the CITY, then the CITY shall pay CONSULTANT for any work completed up to and including the date of termination or abandonment of this Agreement, in accordance with Section 9. The CITY shall be required to compensate CONSULTANT only for work performed in accordance with the Agreement up to and including the date of termination.

10.0 **ASSIGNMENT AND DELEGATION** This Agreement and any portion thereof shall not be assigned or transferred, nor shall any of the CONSULTANT'S duties be delegated, without the express written consent of the CITY. Any attempt to assign or delegate this Agreement without the express written consent of the CITY shall be void and of no force or effect. A consent by the CITY to one assignment

## ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL SUPPORT AND LICENSING

shall not be deemed to be a consent to any subsequent assignment.

This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

11.0 **ENTIRE AGREEMENT** This Agreement comprises the entire integrated understanding between CITY and CONSULTANT concerning the work to be performed for this project and supersedes all prior negotiations, representations or agreements.

12.0 **INTERPRETATION OF THE AGREEMENT** The interpretation, validity and enforcement of the Agreement shall be governed by and construed under the laws of the State of California. The Agreement does not limit any other rights or remedies available to CITY.

The CONSULTANT shall be responsible for complying with all local, state and federal laws whether or not said laws are expressly stated or referred to herein.

Should any provision herein be found or deemed to be invalid, the Agreement shall be construed as not containing such provision and all other provisions, which are otherwise lawful, shall remain in full force and effect, and to this end the provisions of this Agreement are severable.

13.0 **AGREEMENT MODIFICATION** This Agreement may not be modified orally or in any manner other than by an Agreement in writing, signed by the parties hereto.

14.0 **DISPUTE RESOLUTION**

a. Any controversy or claim arising out of or relating to this Agreement, or concerning the breach or interpretation thereof, shall be first submitted to mediation, the cost of which shall be borne equally by the parties.

b. No suit shall be brought on this contract unless all statutory claims filing requirements have been met.

15. **NOTICES** All notices, demands, requests, consents or other communications which this Agreement contemplates or authorizes, or requires or permits either party to give to the other, shall be in writing and shall be personally delivered or mailed to the respective party as follows:

**ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL  
SUPPORT AND LICENSING**

**TO CITY:**

City of Oceanside  
City Clerk  
300 North Coast Highway  
Oceanside, CA 92054

**TO CONSULTANT:**

Maris Imaging Solutions, LLC  
2380 Camino Vida Roble  
Suite C  
Carlsbad, CA. 92011

Either party may change its address by notice to the other party as provided herein.

Communications shall be deemed to have been given and received on the first to occur:

- a. Actual receipt at the offices of the party to whom the communication is to be sent, as designated above, or
- b. Three (3) working days following the deposit in the United States mail of registered or certified mail, postage prepaid, return receipt requested, addressed to the offices of the party to whom the communication is to be sent, as designated above.

16.0 **SIGNATURES** The individuals executing this Agreement represent and warrant that they have the right, power, legal capacity and authority to enter into and to execute this Agreement on behalf of the respective legal entities of the CONSULTANT and the CITY.

**ANNUAL CITY-WIDE DOCUMENT IMAGING SYSTEM TECHNICAL  
SUPPORT AND LICENSING**

**IN WITNESS WHEREOF** the parties hereto for themselves, their heirs, executors, administrators, successors and assigns do hereby agree to the full performance of the covenants herein contained and have caused this Professional Services Agreement to be executed by setting hereunto their signatures:

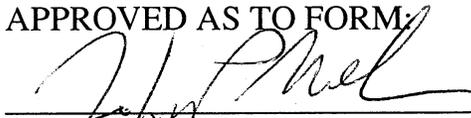
MARIS IMAGING SOLUTIONS, LLC

CITY OF OCEANSIDE

By:   
Mark Ghourdjian/Owner

By: \_\_\_\_\_  
Barry E. Martin, Interim City Manager

By: \_\_\_\_\_  
Name/Title  
54-2175290  
Employer ID No.

APPROVED AS TO FORM:  
  
City Attorney

**NOTARY ACKNOWLEDGMENTS OF CONSULTANT MUST BE ATTACHED.**

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

State of California

County of SAN DIEGO

} SS.

On Oct. 4, 2006, before me, HOLLY J. TROBAUGH, NOTARY PUBLIC  
Date Name and Title of Officer (e.g., "Jane Doe, Notary Public")

personally appeared MARK GHOURDJIAN,  
Name(s) of Signer(s)

personally known to me

proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



WITNESS my hand and official seal.

Place Notary Seal Above

Holly J. Trobaugh  
Signature of Notary Public

**OPTIONAL**

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

**Description of Attached Document**

Title or Type of Document: Professional Services Agreement/Document Imaging

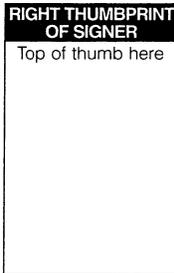
Document Date: October 18, 2006 Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: Barry Martin, Interim City Manager

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: Mark Ghourdjian

- Individual
- Corporate Officer — Title(s): owner
- Partner —  Limited  General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: \_\_\_\_\_

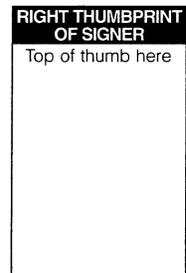


Signer Is Representing: \_\_\_\_\_

Maris Imaging Solutions, LLC

Signer's Name: \_\_\_\_\_

- Individual
- Corporate Officer — Title(s): \_\_\_\_\_
- Partner —  Limited  General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: \_\_\_\_\_



Signer Is Representing: \_\_\_\_\_



**Confidential Price Quotation for the City of Oceanside**  
**"City Clerk Annual Software/Hardware Maintenance"**

Quote Date: Thursday, August 09, 2006  
 This quotation is valid for 30 days

Customer Name: John Guthrie  
 Company Name: City of Oceanside

ITEM	DESCRIPTION	QTY	RENEWAL COST
1	ApplicationXtender / WebXtender Seats	28	\$7,660.80
2	Full Text Client	10	\$358.20
3	Full Text Server	1	\$539.82
4	OCR Server	1	\$359.82
5	ScanXtender	1	\$89.82
6	Ascent Capture 75k	1	\$990.00
7	Ascent Capture Workstation	1	\$540.00
8	Kodak i50 scanner	1	\$170.00
9	Kodak i50 scanner	1	\$170.00
10	Contex Wide Format Scanner / Software	1	\$1,600.00
11*	50-74 User Read-Only WX PAL License List 29,999.00 18% Discount	1	\$24,599.18
12*	1 <sup>st</sup> Year WX-PAL License Maintenance	1	\$5,165.83
13	Maris Annual Tech Support includes Onsite, Phone, Email (\$600.00 Discount from 2005)	1	\$1,200.00
ATSP Discount			-\$1,000.00
Sub Total			\$42,443.47
Tax			\$3,273.87
Total			\$45,717.34

**Notes:**

Payment Terms – Net 15

\* Denotes Options

Client Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_

Please sign and fax to Maris Imaging Solutions, LLC upon acceptance. Thank You.  
 Maris Imaging Solutions, LLC 663 S. Rancho Santa Fe Rd Suite 207 San Marcos, Ca.  
 92078 760-603-9523 Office/Fax

Prices are subject to change at anytime and product specifications may be changed by the manufacturer without notice.



**Confidential Price Quotation for the City of Oceanside  
"EMC Documentum Annual Software Maintenance Renewal"**

Quote Date: Tuesday, August 08, 2006  
This quotation is valid for 30 days

Customer Name: Michael Sherwood  
Company Name: City of Oceanside

ITEM	DESCRIPTION	QTY	RENEWAL COST
1	ApplicationXtender / WebXtender Seats	10	\$3,960.00
2	ApplicationXtender / WebXtender / ERMX Seats	10	\$5,310.00
3	ERMX Reports Mgmt Server	1	\$899.82
4	DX 2000 Data Manager	1	\$341.82
5	DX 2000 MediaStor Level D	1	\$1,259.82
6	ERMX PCL Option	1	\$5,399.82
7	ERMX PDF Option	1	\$899.82
8	ScanXtender	1	\$89.82
9	Full Text Client	10	\$538.20
10	Full Text Server	1	\$719.82
11	Maris Annual Tech Support includes Onsite, Phone, Email	1	\$995.00
		ATSP Discount	-\$1,000.00
		Sub Total	\$19,413.94
		Tax	\$1,504.97
		Total	\$20,918.91

**Important:**

Payment Terms – Net 15

Items 9 &amp; 10 were not accounted for in last year's renewal per Documentum

Client Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_

Please sign and fax to Maris Imaging Solutions, LLC upon acceptance. Thank You.

**Maris Imaging Solutions, LLC 663 S. Rancho Santa Fe Rd. Suite 207 San Marcos, Ca. 92078  
760-603-9523 Office/Fax**

Prices are subject to change at anytime and product specifications may be changed by the manufacturer without notice.



**Confidential Price Quotation for the City of Oceanside  
"Oceanside PD Annual Imaging Software/Hardware Maintenance Renewal"**

Quote Date: Tuesday, August 09, 2006  
This quotation is valid for 30 days

Customer Name: Cathy Osgan  
Company Name: Oceanside PD

ITEM	DESCRIPTION	QTY	RENEWAL COST
1	ApplicationXtender / WebXtender Seats	5	2,385.00
2	Full Text Client	5	269.10
3	Full Text Server	1	719.82
4	OCR Server	1	359.82
5	DiskXtender 2000 MediaStor Optical Level A	1	233.82
6	Ascent Capture 75k	1	990.00
7	Ascent Capture Workstation	1	540.00
8	Kodak i260 Document Scanner	1	900.00
9	Maris Imaging 24 Hour Annual Tech Support includes Onsite, Phone, Email	1	2,450.00
ATSP Discount			-\$325.00
Sub Total			\$8,522.56
Tax			\$470.62
Total			\$8,993.18

**Important:**

Payment Terms – Net 15

Client Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_

Please sign and fax to Maris Imaging Solutions, LLC upon acceptance. Thank You.

Maris Imaging Solutions, LLC 663 S. Rancho Santa Fe Rd Suite 207 San Marcos, Ca. 92078  
760-603-9523 Office/Fax

Prices are subject to change at anytime and product specifications may be changed by the manufacturer without notice.



## **Maris Imaging Solutions, LLC Technical Support Services**

### **Hours of Operation**

Technical Support hours of operation are from 8am – 5pm Monday through Friday  
Holidays excluded.

24-Hour Technical Support Services are available to the Oceanside Police Department  
Sunday through Saturday.

### **Contacting Technical Support**

Help Desk Support – (760)-603-9523  
Emergency 24-Hour Support – (760)-845-5304  
Email [Support@marisimaging.com](mailto:Support@marisimaging.com)

Most incoming problems are resolved on primary contact by utilizing Remote Desktop  
support.

Our goal for contacting users on tracked problems depends on the severity of the  
problem: a 1-hour callback for severe problems, and up to 24 hours for low-priority  
problems.

Problems that cannot be immediately resolved by our Technical Support staff may  
involve the manufacturer's technical support in resolving the client's problems; however  
we always retain ownership of the problem.

Onsite technical support may be necessary in solving problem in the event Remote  
Desktop support is unsuccessful.

Maris Imaging Solutions, LLC  
2380 Camino Vida Roble Suite C  
Carlsbad, Ca. 92011  
760-603-9523 office / fax

When contacting our Technical Support, please have the following information available:

1. Your company name
2. Your name, telephone number(s), and e-mail address
3. The product name, version, and operating system
4. Your description of the problem and any documentation which may help in resolving the issue i.e., error logs, screen shots
5. A severity code from 1 to 4 that you will assign to the issue
  - a. 1 – System Down
  - b. 2 – High Impact issue
  - c. 3 – Question concerning product performance
  - d. 4 – General product use question

### **Software Upgrades**

Clients are entitled to software product updates through the purchase of annual EMC Documentum and Kofax software maintenance agreements. Maris Imaging Solutions provides professional onsite installation which is included in the renewal cost.

### **Professional Services not included in the Software Maintenance Agreement**

Off-hour Remote Technical Support (excluding the Oceanside P.D.) - \$150.00/hr  
Off-hour Onsite Technical Support (excluding the Oceanside P.D.) - \$175.00/hr  
Software Application Creation / Modifications - \$65.00/hr  
Customized Programming - \$175.00/hr

Maris Imaging Solutions, LLC  
2380 Camino Vida Roble Suite C  
Carlsbad, Ca. 92011  
760-603-9523 office / fax