

**SERIAL 12115 RFP INTEGRATED E-COMMERCE DOCUMENT MANAGEMENT
(ONLINE POLICE REPORT)**

DATE OF LAST REVISION: February 24, 2016 CONTRACT END DATE: March 31, 2017

CONTRACT PERIOD THROUGH MARCH 31, ~~2016~~ 2017

TO: All Departments

FROM: Office of Procurement Services

SUBJECT: Contract for **INTEGRATED E-COMMERCE DOCUMENT MANAGEMENT
(ONLINE POLICE REPORT)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **March 13, 2013**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Chief Procurement Officer
Office of Procurement Services

AS/jl
Attach

Copy to: Office of Procurement Services
Amie Bristol, Maricopa County Sheriff's Office

EXHIBIT A

PRICING

SERIAL 12115-RFP

NIGP CODE: 920 27

COMPANY NAME: Appriss Inc. Doeview LLC

DOING BUSINESS AS (DBA) NAME: Doeview.us.com

MAILING ADDRESS: 10401 Linn Station Rd., Ste. 200, Louisville, KY 40223
5801 W Michigan Ave Ste. D, Lansing, MI 48917

REMIT TO ADDRESS: 10401 Linn Station Rd., Ste. 200, Louisville, KY 40223
5801 W Michigan Ave Ste. D, Lansing, MI 48917

TELEPHONE NUMBER: 866-277-7477 866-394-0832

FACSIMILE NUMBER: 502-561-1825 517-327-1988

WEB SITE: www.appriss.com www.doeview.us.com

REPRESENTATIVE NAME: Steve Person ~~Dan Puuri~~

REPRESENTATIVE PHONE NUMBER: 517-303-6797 866-394-0832

REPRESENTATIVE E-MAIL: sperson@appriss.com an.puuri@doeview.us.com

	<u>YES</u>	<u>NO</u>	<u>REBATE</u>
WILL ALLOW OTHER GOVERNMENTAL ENTITIES TO PURCHASE FROM THIS CONTRACT:	[X]	[]	
WILL ACCEPT PROCUREMENT CARD FOR PAYMENT:	[X]	[]	

PAYMENT TERMS:

[X] NET 30 DAYS

1.0 PRICING:

1.1 Respondent's proposed convenience schedule:

1.1.1 ~~Fee per page~~ \$0.50 (~~For pages after the first 10 fee is returned to MCSO~~)

1.1.2 **Fixed fee per report**
~~Minimum fee per document~~ \$8.50 (\$5.00 Agency Fee + \$3.50 **Appriss Doeview** Convenience Fee)

1.1.3 Is there a break after "X" number of pages? [NO]

A \$5.00 Agency Flat Fee is charged to purchasers. This Agency Fee per purchased report is added to the **Appriss Doeview** Convenience Fee of \$3.50 for a total report fee of \$8.50. The Agency Fee is reimbursed to MCSO on the 15th of each month for all reports purchased in the previous month. MCSO has the right to change their Agency Fee at any time and **Appriss Doeview** will adjust.

1.1.3.1 Describe:

1.1.4 Other fees: No Other Fees \$

APPRISS INC. 10401 LINN STATION ROAD, SUITE 200, LOUISVILLE, KY 40223
DOCVIEW, 5801 W MICHIGAN AVE STE. D, LANSING, MI 48917

PRICING SHEET: NIGP CODE 92027

Terms: NET 30

Vendor Number: N/A

Telephone Number: 866-394-0832

Fax Number: 517-327-1988

Contact Person: **Steve Person** ~~Dan Puuri~~

E-mail Address: sperson@appriss.com ~~an.puuri@doeview.us.com~~

Certificates of Insurance Required

Contract Period: To cover the period ending **March 31, 2016 2017.**



CONTRACT PURSUANT TO RFP

SERIAL 12115 -RFP

This Contract is entered into this 13th day of March, 2013 by and between Maricopa County (“County”), a political subdivision of the State of Arizona, and **Appriss Inc. Doeview LLC**, an Arizona corporation (“Contractor”) for the purchase of Integrated E-Commerce Document Management (Online Police Report) services.

1.0 CONTRACT TERM:

- 1.1 This Contract is for a term of three (3) years, beginning on the 13th day of March, 2013 and ending the 31st day of March, ~~2016~~ **2017**.
- 1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of three (3) years, (or at the County’s sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

2.0 FEE ADJUSTMENTS:

Any request for a fee adjustments must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

3.0 PAYMENTS:

- 3.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit “A”.
- 3.2 Payment shall be made upon the County’s receipt of a properly completed invoice.
- 3.3 FEE PAYMENT (REVENUE SHARING):
 - 3.3.1 Contractor must submit proposed Fee Payment Schedule in Exhibit A.
 - 3.3.2 Contractor shall be required to pay TOTAL FEES due to MCSO for each month by the 15th of the following month. Payments shall be by check and shall be sent directly to the Records Division, 111 S. 3rd Ave, 3rd Floor, Phoenix, AZ 85003 for police accident and/or crime reports.
 - 3.3.3 A detailed report of applicable transactions and fee assessments for the prior month shall also be provided electronically to MCSO Records Division under separate cover no later than the 15th of each month.

4.0 DUTIES:

- 4.1 The Contractor shall perform all duties stated in Exhibit "B", or as otherwise directed in writing by the Procurement Officer.
- 4.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

5.0 TERMS and CONDITIONS:

5.1 INDEMNIFICATION:

- 5.1.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.
- 5.1.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
- 5.1.3 The scope of this indemnification does not extend to the sole negligence of County

5.2 INSURANCE:

- 5.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of A+. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.
- 5.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 5.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 5.2.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 5.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

5.2.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

5.2.7 The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

5.2.8 The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

5.2.9 Commercial General Liability:

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

5.2.10 Workers' Compensation:

5.2.10.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

5.2.10.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

5.2.11 Errors and Omissions Insurance:

Errors and Omissions insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for errors or omissions of the Contractor, with limits of no less than \$1,000,000 for each claim.

5.2.12 Certificates of Insurance.

Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon ten (10) business days. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

5.2.12.1 In the event any insurance policy (ies) required by this contract is (are) written on a "claims made" basis, coverage shall extend for two years past completion

and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

5.2.12.2 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

5.2.13 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

5.3 WARRANTY OF SERVICES:

5.3.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.

5.3.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

5.4 PROCUREMENT CARD ORDERING CAPABILITY:

The County may determine to use a MasterCard Procurement Card, to place and make payment for orders under the Contract.

5.5 INTERNET ORDERING CAPABILITY:

The County intends, at its option, to use the Internet to communicate and to place orders under this Contract.

5.6 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Office of Procurement Services
ATTN: Contract Administration
320 West Lincoln Street
Phoenix, Arizona 85003-2494

For Contractor:

Appriss Inc.
10401 Linn Station Road, Suite 200
Louisville, KY 40223

~~Docview LLC~~
~~Attn: Dan Puuri~~
~~5801 W. Michigan Ave, Ste D~~
~~Lansing, MI 48917~~

5.7 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in

the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

5.8 TERMINATION FOR DEFAULT:

5.8.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

5.8.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

5.8.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

5.8.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

5.9 TERMINATION BY THE COUNTY:

If the Contractor should be adjudged bankrupt, should make a general assignment for the benefit of its creditors, or if a receiver should be appointed on account of its insolvency, the County may terminate the Contract. If the Contractor should persistently or repeatedly refuse or should fail, except in cases for which extension of time is provided, to provide enough properly skilled workers or proper materials, or persistently disregard laws and ordinances, or not proceed with work or otherwise be guilty of a substantial violation of any provision of this Contract, then the County may terminate the Contract. Prior to termination of the Contract, the County shall give the Contractor fifteen- (15) calendar day's written notice. Upon receipt of such termination notice, the Contractor shall be allowed fifteen (15) calendar days to cure such deficiencies.

5.10 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

5.11 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

5.12 ADDITIONS/DELETIONS OF SERVICE:

5.12.1 The County reserves the right to add and/or delete materials to a Contract. If a service requirement is deleted, payment to the Contractor will be reduced proportionately, to the amount of service reduced in accordance with the bid price. If additional materials are required from a Contract, prices for such additions will be negotiated between the Contractor and the County.

5.12.2 The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.

5.13 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the District and the Contractor.

5.14 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

5.15 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Office of Procurement Services shall be responsible for approving all amendments for Maricopa County.

5.16 ACCESS TO AND RETENTION OF RECORDS FOR THE PURPOSE OF AUDIT AND/OR OTHER REVIEW:

5.16.1 In accordance with section MCI 367 of the Maricopa County Procurement Code the Contractor agrees to retain all books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is latest. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

5.16.2 If the Contractor's books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

5.16.3 **If at any time it is determined by the County that a cost for which payment has been made is a disallowed cost, the County shall notify the Contractor in writing of the disallowance. The course of action to address the disallowance shall be at sole discretion of the County, and may include either an adjustment to future invoices, request for credit, request for a check or deduction from current billings. Submitted by the Contractor by the amount of the disallowance, or to require reimbursement forthwith of the disallowed amount by the Contractor by issuing a check payable to Maricopa County.**

5.17 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

5.18 ALTERNATIVE DISPUTE RESOLUTION:

5.18.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

5.18.1.1 Render a decision;

5.18.1.2 Notify the parties that the exhibits are available for retrieval; and

5.18.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

5.18.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

5.18.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

5.19 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

5.20 RIGHTS IN DATA:

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

5.21 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

5.22 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

5.22.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees and A.R.S. §23-214(A). The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system and shall keep a record of the verification for the duration of the employee's employment or at least three years, whichever is longer. I-9 forms are available for download at USCIS.GOV.

5.22.2 The County retains the legal right to inspect contractor and subcontractor employee documents performing work under this Contract to verify compliance with paragraph 5.22.1 of this Section. Contractor and subcontractor shall be given reasonable notice of the County's intent to inspect and shall make the documents available at the time and date specified. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County will consider this a material breach of the contract and may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

~~5.23 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:~~

~~5.23.1 By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.~~

~~5.23.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.~~

5.24 CONTRACTOR LICENSE REQUIREMENT:

5.24.1 The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Office of Procurement Services and the using agency of any and all changes concerning permits, insurance or licenses.

5.24.2 Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to possess the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact

the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

5.25 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

5.25.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

5.25.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

5.25.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

5.25.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

5.25.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

5.25.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contract.

5.25.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

5.26 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE)

The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County. If you **do not** want to grant such access to a member of \$AVE, **please state** so in your proposal. In the absence of a statement to the contrary, the County will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

5.27 INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENTS (ICPA's)

County currently holds ICPA's with numerous governmental entities throughout the State of Arizona. These agreements allow those entities, with the approval of the Contractor, to purchase their requirements under the terms and conditions of the County Contract. Please indicate on Attachment A, your acceptance or rejection regarding such participation of other governmental entities. Your response will not be considered as an evaluation factor in awarding a contract

5.28 PRICES:

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

5.29 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

5.30 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

5.31 INFLUENCE

As prescribed in MC1-1202 of the Maricopa County Procurement Code, any effort to influence an employee or agent to breach the Maricopa County Ethical Code of Conduct or any ethical conduct, may be grounds for Disbarment or Suspension under MC1-902.

An attempt to influence includes, but is not limited to:

5.31.1 A Person offering or providing a gratuity, gift, tip, present, donation, money, entertainment or educational passes or tickets, or any type valuable contribution or subsidy,

5.31.2 That is offered or given with the intent to influence a decision, obtain a contract, garner favorable treatment, or gain favorable consideration of any kind.

If a Person attempts to influence any employee or agent of Maricopa County, the Chief Procurement Officer, or his designee, reserves the right to seek any remedy provided by the Maricopa County Procurement Code, any remedy in equity or in the law, or any remedy provided by this contract.

5.32 PUBLIC RECORDS:

All Offers submitted and opened are public records and must be retained by the Records Manager at the Office of Procurement Services. Offers shall be open to public inspection after Contract award and execution, except for such Offers deemed to be confidential by the Office of Procurement Services. If an Offeror believes that information in its Offer should remain confidential, it shall indicate as confidential, the specific information in its offer and submit a statement with its offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. The Records Manager of the Office of Procurement Services shall determine whether the identified information is confidential pursuant to the Maricopa County Procurement Code and the Arizona Public Records Law.

5.33 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

5.33.1 Exhibit A, Pricing;

5.33.2 Exhibit B, Scope of Work;

5.33.3 Clarification Questions and Answers

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

Dan Puuri
AUTHORIZED SIGNATURE

Dan Puuri Managing Partner
PRINTED NAME AND TITLE

5801 W Michigan St D Lansing, MI 48917
ADDRESS

2-14-2013
DATE

MARICOPA COUNTY

[Signature]
CHAIRMAN, BOARD OF SUPERVISORS

MAR 13 2013
DATE

ATTESTED:
[Signature]
CLERK OF THE BOARD

MAR 13 2013
DATE

APPROVED AS TO FORM:
[Signature]
LEGAL COUNSEL

2/21/13
DATE

EXHIBIT B

SCOPE OF WORK

1.0 SCOPE OF WORK:

1.1 BACKGROUND:

The Maricopa County Sheriff’s Office is the fourth largest county law enforcement agency by population and land mass in the United States, with responsibility for an area that covers 9,226 square miles. Enforcement staff patrols all unincorporated areas within Maricopa County and services eight contract cities – Fountain Hills, Carefree, Cave Creek, Guadalupe, Litchfield Park, Gila Bend, and Sun Lakes. In addition, MCSO provides dispatch and 911 services for the town of Youngtown. MCSO also serves numerous large recreation areas that attract hundreds of thousands of people each year.

The Sheriff’s Office values the reputation it has earned for effective leadership and innovation around the nation and the world. In keeping with this commitment, MCSO is always looking for ways to save taxpayer dollars while maintaining high standards of service. MCSO believes that implementation of an eCommerce system for online police reports offers an opportunity to better serve citizens and share information with other agencies more efficiently.

Currently, dissemination of traffic reports to citizens, insurance companies, law firms, and other agencies requires manual processing. After an accident, deputies forward the approved Incident Report (IR) to the MCSO Records Division. The IR is photocopied and the copy is sent to the Maricopa County Department of Transportation (MCDOT). The original IR is filed in the Records Division.

When the Records Division receives a request for an accident report, the original IR is pulled from Records’ files, photocopied, and any required redaction is completed. After paying a fee, the requestor receives the redacted copy of the report. The original IR is re-filed, along with request documentation (generally a request form or a letter). Fees are reconciled and deposited weekly. The current fee for accident reports is \$5.00 for a report up to ten (10) pages, plus \$0.50 per page for any additional pages. Requestors are not notified if an IR “Supplemental” (i.e., an addition to the original report) is received after the original request for a copy was received and processed.

Recently, the Sheriff’s Office awarded a contract for a new CAD/RMS (Computer Aided Dispatch / Records Management System) to Intergraph Corporation. After this system goes live, it is anticipated that the current workflows will change. For example, instead of forwarding hardcopies of IRs to the Records Division, all reports will be available in the RMS as a .pdf document. In addition, the RMS includes functionality to redact documents electronically. *RFP responses must address both current (manual) and future (computerized) processing for police reports.*

Following is workload information pertaining to Sheriff’s Office incidents and reports:

Description	2011	2010	2009	2008
Total # CAD (Dispatch) Incidents	216,895	224,174	230,082	227,829
- Calls for Service	84,433	87,718	91,225	95,677
- On View	132,032	136,115	138,492	131,603
- Unknown	430	341	365	549
Total # Incident Reports (IRs)	29,819	30,875	34,079	38,733
Traffic IRs Received	3,389	3,797	3,738	4,268
Traffic IRs Released *	4,196	4,091	4,089	4,780

* Figures include multiple copies of a single report.

1.2 TECHNOLOGY ENVIRONMENT:

- 1.2.1 MCSO systems currently operate in an environment that includes a secure, distributed network of systems and PC workstations. Currently, all MCSO systems can be accessed using TCP/IP on the County's Secure Ethernet Wide Area Network (WAN). As applicable, proposed solutions must operate on an encrypted Ethernet network, and communicate via TCP/IP using the MCSO-specified VPN solution. System connectivity into this environment should be minimized for security and efficiency reasons.
- 1.2.2 Any electronic data feeds to/from proposed systems, whether batch or near real time, must interface with MCSO or County data systems using MCSO-preferred transaction-oriented protocols within our secure network environment. The preferred approach is via a vendor centralized server connection to the County Integration Engine to minimize external connectivity to the MCSO network. The County Integration Engine is used to facilitate connectivity between systems using a myriad of transport and data formatting protocols.

1.3 PHASE 1 REQUIREMENTS:

- 1.3.1 Phase 1 – Implementation of a vendor hosted Software as a Service (SaaS) eCommerce system that will allow accident IRs to be disseminated online to citizens, insurance companies, law firms, and other law enforcement agencies or County departments. The following requirements must be addressed in the RFP response:
 - 1.3.1.1 The eCommerce system SHALL be offered at NO COST to MCSO and shall be a revenue generating system for MCSO.
 - 1.3.1.2 The eCommerce system shall be supported financially by the vendor with a convenience fee charged to the report purchaser.
 - 1.3.1.3 Accident report purchases shall be paid via a merchant account provided by the Contractor. All merchant accounts fees shall be covered by the Contractor through convenience fees. Describe the merchant account process and specify how the process is Payment Card Industry (PCI) Compliant. Include information about the Contractor's PCI Certification (if applicable).
 - 1.3.1.4 Accident reports shall be provided to law enforcement agencies and/or County Departments such as MCDOT (Maricopa County Department of Transportation) at no charge. Describe how the proposed eCommerce system can provide for data sharing, including how these agencies will be identified or flagged as no-charge IR requestors.
 - 1.3.1.5 The Contractor shall provide MCSO with business cards or similar approved documents, free of charge, to be given on scene to all parties involved in an accident. All parties involved in an accident also have the option to obtain their accident report directly from the Records Division, at which time; they will also be directed to the eCommerce system for future inquiries.
 - 1.3.1.6 The proposed eCommerce system must be user-friendly, intuitive to use, and shall include help features for online users. Provide screen shots of the proposed eCommerce application with your proposal.
 - 1.3.1.7 Contractor shall provide training for MCSO staff in accordance with Section 2.7 below.

- 1.3.1.8 Describe the functionality/process for transmitting hardcopy accident reports from MCSO to the proposed eCommerce system.
- 1.3.1.9 Describe the functionality/process for transmitting selected IRs electronically from MCSO's new Intergraph RMS to the proposed eCommerce system. Any data feeds between systems shall be provided by the Contractor at no cost to MCSO.
- 1.3.1.10 Describe the functionality/process for indexing data from accident IRs. Specifically indicate who performs the indexing process, i.e., MCSO or the Contractor. If indexing is done by the Contractor, also specifically disclose whether or not indexing is conducted "off-shore" and/or by a "third party company."
- 1.3.1.11 Describe security features of the eCommerce solution and/or Contractor work flow processes that safeguard against unwarranted release of IRs to individuals or companies that are not authorized to view or purchase reports.
- 1.3.1.12 Describe how the proposed eCommerce system is (or can be) integrated with other document / content management solutions available through the Contractor. Explain how and where the various types of records are stored (e.g., police reports, FOIA requests, agency documents, etc.), as well as how the record types are accessed by internal and/or external users.

1.3.2 FUTURE PHASES:

- 1.3.2.1 Provide information about any similar cost-neutral, revenue-sharing applications offered by the Contractor that may be of interest to MCSO or other County departments in future phases. Responses given for the broader scope will not be considered in the evaluation process pertaining to the initial phase of this RFP, but may be used later to add additional services to the awarded contract.

1.3.3 IMPLEMENTATION PLAN:

The Contractor must provide a detailed Implementation Plan that models a general standard practice implementation. Please include the following:

- 1.3.3.1 Task Level Information: The plan must include all activities including pre-implementation activities that are necessary for a successful project at multiple levels - primary activity, task level, and subtasks levels as needed.
- 1.3.3.2 Identification of All Resources: The plan must clearly identify the Vendor (including subcontractors), and other resources required, including County resources, to successfully complete the project. The Vendor must provide job descriptions and the number of personnel to be assigned for all implementation activities - needs assessment, design, build/configuration, testing, training, procedure development, conversion to production use, and ongoing operations.
- 1.3.3.3 Plan Progress Charts: The plan must include appropriate progress/Gantt chart-style project schedule including all phases, activities, resources (by job title) as well as any County resources required as part of the Vendor's implementation. Include estimated durations for the activities, deliverable milestones, and dependencies.

- 1.3.3.4 Identify the level of system design and build that is required from the County (e.g., menus, user security, order and documentation templates, code set/dictionaries, alerts).
- 1.3.3.5 Identify periodic planned meetings and status reports.
- 1.3.3.6 Identify the tools and/or services you offer for workflow analysis of the county's current processes and the redesigned (post implementation) processes.
- 1.3.3.7 Identify the number of current implementations your firm is working on and identify the number of pending implementations your firm expects to begin within the next 12 months.

1.3.4 BACKGROUND CHECKS:

At the sole discretion of MCSO's Systems Security Officer (SSO), Contractor's staff (or subcontractor's staff) providing services under this RFP may be required to undergo a background check to be performed by the Maricopa County Sheriff's Office or other approved law enforcement agency. The background check may also include successful completion of Arizona Department of Public Safety (DPS) Terminal Operator Certification (TOC) Level "D." Contractor's staff must also clear FBI background check(s) prior to entering any MCSO facility to complete assessments and/or work. (Forms to be completed shall be provided by MCSO.) Final award of this proposal may be contingent upon the Contractor's successful completion of these security clearance requirements.

1.3.5 CONTRACTOR QUALIFICATIONS AND REQUIREMENTS:

- 1.3.5.1 Contractor shall provide background information about the organization's experience and expertise in providing electronic content management services. Include information such as the number of agencies that currently use the proposed eCommerce system for online police reports, how long the system has been available, etc. Give examples of any other types of documents that are being provided online for other government agencies. Also indicate what percentage of the company's revenue is generated by the proposed eCommerce system.
- 1.3.5.2 Contractor shall provide financial documentation necessary to prove business stability and the ability to invest in and provide support for the proposed eCommerce system.
- 1.3.5.3 The eCommerce system proposed for online police reports shall have been in release a minimum of one (1) year.
- 1.3.5.4 The eCommerce system proposed shall have been installed in a minimum of one (1) law enforcement agency of the same scope, complexity and size as the Maricopa County Sheriff's Office.

PROPOSAL

2.3 PHASE 1 REQUIREMENTS

2.3.1.1 **Contractor Doeview LLC (Doeview)** offers to MCSO a No-Cost solution for disseminating accident IR reports, crime reports, fire reports and other public documents via its proven Docview.us.com eCommerce system. **Contractor Doeview** eCommerce System (Docview.us.com) is a Software as a Service (SaaS) that allows online access 24/7 to law enforcement users, insurance users, law firms and citizens.

RFP 12115 requires the eCommerce system to be a revenue generating system for MCSO. For each report that is purchased, **Contractor Doeview** returns 100 percent of the Agency Fee that is due to MCSO. In order to increase the number of accident IR reports sold, **Contractor Doeview** offers the following:

- **Contractor Doeview** has a signed business agreement with the single largest purchaser of accident reports; LexisNexis. LexisNexis purchases approximately 40 percent of accident reports that are requested by insurance companies. By contracting with **Contractor Doeview**, MCSO is guaranteed that all reports (available online within 7 days of the accident date) will be purchased by LexisNexis via Docview.us.com. This business relationship will insure that a significant time savings will be achieved in the MCSO Records Division.
- **Contractor Doeview** has an Optional feature that allows law firms to search for injury codes and purchase the reports which are used for marketing purposes. Agencies that allow this Optional Injury Code Search typically see an increase in reports purchased resulting in increased revenues.
- **Contractor Doeview** also has a very simple search screen for citizens to search for and purchase their accident report. **Contractor Doeview** provides a toll free help line for customer support and online email support. In addition, citizens can also submit a support robot request that automatically notifies them by email when an accident report has become available online. These features reduce the time spent by MCSO records staff in providing support requests to citizens and also increases the probability that a report is sold online.

2.3.1.2 **Contractor Doeview** is a financially sound company. It employs 20 individuals working in three different states. **Contractor Doeview** processes over 400,000 crash reports each year and relies upon its convenience fees paid by report purchases.

2.3.1.3 Accident report purchases made by citizens are paid by credit card via **Contractor Doeview's** merchant account provider Authorize.net. For those vendors submitting an RFP response that collect and maintain credit card information, it is important that they are PCI Compliant. It is also important to verify that the vendor is PCI Compliant for all of their law enforcement customers. In other words, a vendor may only be PCI Compliant for a particular law enforcement agency or state, and not necessarily PCI Compliant for their entire eCommerce System.

Contractor Doeview has implemented its eCommerce system whereby NO credit card information is collected or stored within **Contractor Doeview's** eCommerce system or on its servers. We have no concern whatsoever as a company that credit card information can be divulged through hackers. Once a citizen searches for the accident report and selects the purchase screen, the citizen leaves the **Contractor Doeview** eCommerce system and completes the purchase directly with **Contractor Doeview's** merchant provider. Once the credit card information is validated with the merchant provider (Authorize.net), the transaction is completed and a "successful settlement" is transmitted back to **Contractor Doeview**. At this point, the purchased report is automatically opened on the citizen's computer screen. Please note that this process is the most secure and is completed within two seconds. If the citizen (purchaser) provides a valid email in the purchase screen, the receipt and report purchase link is also emailed to them.

Please note that **Contractor Doeview**'s integration with its merchant account provider is the most secure method of handling credit card purchases and relieves **Contractor Doeview** of any liability in storing credit card information.

- 2.3.1.4 **Contractor Doeview** has complete data sharing capabilities between law enforcement agencies and within a law enforcement agency.

Some vendors do Not allow for data sharing between law enforcement agencies. The vendor will cordon off an agencies reports so that only that agency can search and view their own reports. **Contractor Doeview** has the ability to cordon off reports, but all of **Contractor Doeview**'s agencies allow for data sharing between law enforcement agencies. This is an important feature for investigators to be able to search for persons, vehicles and phone numbers and get results from agencies other than their own.

Contractor Doeview has also implemented an ALERT tool. Investigators can enter an ALERT that will search all new incoming accident reports that match their ALERT. Search fields consist of names, VIN, Plate and Telephone Number. Because of the volume of **Contractor Doeview**'s new and recent accident reports, our ALERT tool has the capability of being the most effective.

(NOTE: Please note that a vendor may tout that their tool searches on more accident reports because their company purchases accident data from State Department of Transportation. While this may be true, the accident data can be months or a year old resulting in no value to investigators.)

Contractor Doeview eCommerce system has various User Types and they are as outlined below. Please note that all users are vetted by **Contractor Doeview** personnel to insure the Account Request is being submitted by a bonafide account requestor.

- **Contractor Doeview** Admin User – Allows **Contractor Doeview** personnel complete access to the system for administration purposes.
- Law Enforcement User – Various positions (records, investigations, etc.) within MCSO are provided Username/Password (Logins) to manage reports, run activity reports, view reports, conduct searches, edit and perform other functionality.
- Insurance User – Over 1,000 insurance accounts have been setup and managed by **Contractor Doeview**. MCSO personnel are not responsible for managing these accounts. These accounts are invoiced on the first of each month for all purchases made in the previous month. The insurance users are mailed a hard copy or emailed a PDF Invoice.
- Law Firm User – Law Firm accounts also have paid access to the reports. If MCSO permits, law firms will also have access to a special search tool that allows for searching of reports by injury code. From experience, we have learned to offer this feature only through a pre-paid account in which the law firm user has to pay in advance for any purchases made through the injury code search. Please note this is an Optional search feature and MCSO does not have to allow searches by injury code.

(NOTE: Prepaid accounts are not setup for Insurance Users. Insurance companies prefer to be invoiced on the first of the month for all of the previous month's report purchases. Other competitors have found that using prepaid accounts is a benefit to their company, but it is not desired and is not considered a benefit by the insurance user. Businesses and individuals for accounting purposes, do not like to have their monies sitting in someone else's bank account and not available for use elsewhere.)

- Citizens – Citizens do **not** have to sign up for an account. The citizen purchase process is simple and very easy to use. Citizen pay with a credit card as fully explained in section 2.3.1.3.

(NOTE: MCSO should be aware that some vendors may force citizens to set up an account in which personal information is captured. **Contractor Doeview** believes this makes it more cumbersome for citizens to obtain a copy of their accident report.)

- Media User – If MCSO permits it, local media can be provided paid access to the reports.
- **Other Government Agency** – MCSO government agencies such as the County Department of Transportation, Public Service, Prosecutor’s Office, etc. can receive Logins that provide **free** access to MCSO reports. **Contractor Docview** has a feature that allows these accounts to only access the reports from those particular agencies that permit the access. In other words, the Other Government Agency users cannot access reports from agencies that have not provided permission.

The various user accounts (Admin, Law Enforcement and Other Government Agency) have **free** access. Insurance, law firm and Media are accounts in which users have to pay for the reports either through invoices or pre-paid accounts. Citizens do not have to open an account and they can simply pay by credit card.

(NOTE: Report purchasers who provide a valid email at the time of purchase are automatically notified when an original report is corrected or a supplement report is appended. The purchaser is emailed a link to the report and they are able to obtain the corrected/supplement report at no cost.)

2.3.1.5 Approximately 10 percent of report purchases are made by citizens. The majority of reports purchased are made by account users (insurance and law firm). **Contractor Docview** provides their law enforcement agencies with accident cards that the officer/deputy completes with the report number/accident date and then hands out to the citizens. The card refers the citizen to www.Docview.us.com in order to obtain the report. In most instances, the citizen calls his/her insurance agent and the insurance adjuster will obtain the report. **Contractor Docview** is well known throughout the country for processing accident reports and making them available to the insurance users. **Contractor Docview** will also provide a template to MCSO which allows them to modify the accident card and easily make copies of the accident cards. Agencies have found that this simplifies the process and saves money by copying a simple accident card on paper stock, rather than printing on a “business card” stock. A sample of the accident card is below.



2.3.1.6 The following screen shots illustrate the search screen, displayed results, purchase screen, support screen, library, purchase history, online agency activity report and citizen purchase screens. This is the law enforcement view only.

*** Maricopa County Administrative Search:**

Allows MCSO users to search for the crash reports uploaded by their agency and other agencies that use the Contractor Docview eCommerce application.

Home Administration Support Logout

DOCVIEW.US.COM

Crime Reports Fire Reports Crash Reports Injury Code Search

Crash Reports Search

Agency: Note: Adding more filter values will reduce search time.

Report Information (Event) Persons Involved Vehicle Information

Date Range Start: Date Range End: First Name: Vehicle VIN:
 Uploaded Range Start: Uploaded Range End: Last Name: Plate Number:
 Report Number: Location: Phone:

Report #	Case #	First Names	Last Names	Location	Crash Date	Upload Date
1224323		JUDITH	GLEASON	E HAPPY VALLEY RD - 98TH ST	11/01/2012	11/02/2012
1224330		TALI, RICHARD	MIZRAHI, FAGAN	E CACTUS RD - SCOTTSDALE RD	11/01/2012	11/02/2012
1224333		MARLYN, AMY	BELLINCAMPI, MATERNICK	E SHEA BL - 77TH PL	11/01/2012	11/02/2012
1224233		ANNABELLE, ADOLFO, DEVON	ZULAICA, MAYOR, BRENTLINGER	E GOLD DUST AV - N SCOTTSDALE RD	10/31/2012	11/02/2012
1224241		JENNIFER, DAVID	SCHNELL, JAEGER	N ALMA SCHOOL PY - E PINNACLE VISTA DR	10/31/2012	11/02/2012
1224251		ENRIQUE, GEORGE	MERCADO, JR	E CAMELBACK RD - N SADDLEBAG TR	10/31/2012	11/02/2012
1224256		LANCE, TRACY	KONRAD, SORENSON	N SCOTTSDALE RD - INDIAN BEND	10/31/2012	11/02/2012
1224202		REGINALD, CALVIN	ALEXANDER, CROWDER	N PIMA RD - E INDIAN SCHOOL RD	10/30/2012	11/01/2012
1224157		RONALD, JASON	MALPEDI, GELBAND	E SHEA BL - 90TH ST	10/30/2012	11/01/2012
1224165		REMON, FELIX	KHOSHABA, ESTRADA	N SCOTTSDALE RD - OAK	10/30/2012	11/01/2012
1224168		BELLARAKLEV, SHANE	BELLARAKLEV, SAWYER	N MILLER RD - E ROOSEVELT ST	10/30/2012	11/01/2012
1224181		JOHN, NOELLE	NALTSAS, JACKOWIAK	N HAYDEN RD - E THOMAS RD	10/30/2012	11/02/2012
1224169		BYRON, DOUGLAS	BYRD, DZURILLA	N SCOTTSDALE RD - E DYNAMITE BL	10/30/2012	11/02/2012
1224183		TAMMY, DONNA	VANKEUREN, KONECKI	E PRINCESS BL - N SCOTTSDALE RD	10/30/2012	11/02/2012
1224198		LUIS, MARY	FLORES, BRADY	N 68TH ST - PINCHOT	10/30/2012	11/02/2012
1224158		AMELIA, ASHLEY	PARKE, GIBSON	N FRANK LLOYD WRIGHT BL - N THOMPSON PEAK PY	10/30/2012	11/02/2012
1224193		ANTHONY, ROBERT	GUTERREZ, WILSON	E RAINTREE DR - HAYDEN RD	10/30/2012	11/02/2012

*** Accessing/Purchasing a Report:**

Citizens, Insurance users and Law Firm users must agree to the Terms and Conditions provided by MCSO prior to viewing a report. MCSO users have free access to all reports in Docview.

Home Account Support Logout

DOCVIEW.US.COM

Fee Review

Agency: Scottsdale Police Department
 Report Number: 1224323
 Location: E HAPPY VALLEY RD - 98TH ST
 Report Date: 11/1/2012 12:00:00 AM

Terms and Conditions: You represent, warrant and agree that you will not use the content, materials or reports obtained from this Site in any manner which would constitute a breach or violation of any law, rule, regulation, agreement or the rights of any party.

The charges below will be invoiced to you at the end of the month.

You must provide a reference number for the items you are purchasing. The number will be displayed on your invoice as a reference for the reason of your purchase. Example: Claim, Client or Case Number.

Traffic Crash Report: \$9.00
 Total Purchase Price: \$9.00

Reference Number:

Please make sure you have the FREE Adobe Acrobat Reader installed properly before purchasing a report. If you don't have the software installed, you will need to download it from Adobe.com using the download link (far right button).

[Test ADOBE READER](#) [Get ADOBE READER](#)

*** Purchase History:**

All Docview users have access to their complete purchase history.

Home Account Support Logout

DOCVIEW.US.COM

Purchase Start Date: Purchase End Date:
 Reference Number: Report Number:

Purchase History

Page size: 50 54 items in 2 pages

Agency	Report Number	Incident Number	Report Purchased?	Photos Purchased?	Reference Number	Purchase Date	Price
Wethersfield Police Department	1218695		True	False	20151059	10/25/2012	\$9.00
North Haven Police Department	00041836	1200019077	True	False	20151049	10/24/2012	\$12.00
Connecticut State Police	00196828	1200563519	True	False	20150501	10/22/2012	\$25.00
Connecticut State Police	00189587	1200552885	True	False	20150206	10/09/2012	\$25.00
Connecticut State Police	00190524	1200554906	True	False	20150312	10/09/2012	\$25.00
Canton Police Department CT	00008988	1200006200	True	False	20148966	09/28/2012	\$9.00
Connecticut State Police	00189453	1200495775	True	False	20149204	09/12/2012	\$25.00
North Haven Police Department	00032083	1200014340	True	False	20148365	08/20/2012	\$12.00
Connecticut State Police	00131955	1200392689	True	False	20146517	08/15/2012	\$25.00
Connecticut State Police	00094910	1200283569	True	False	20148185	08/14/2012	\$25.00
Connecticut State Police	00143959	1200423516	True	False	20147346	08/07/2012	\$25.00
Farmington Police Department CT	00036241	1200014574	True	False	20147428	08/01/2012	\$9.00
Connecticut State Police	00118193	1200341142	True	False	20145258	07/23/2012	\$25.00
West Hartford Police Department	00044521	1200028264	True	False	20145635	07/17/2012	\$9.00
Connecticut State Police	00117500	1200341787	True	False	20145255	07/17/2012	\$25.00

*** Agency Activity Report:**

MCSO users can be given access to the Agency Activity Report. This report details the number of reports uploaded, number of reports sold, revenue owed to MCSO, and specific details regarding each individual purchase.

Home Administration Support Logout

DOCVIEW.US.COM

Agency Activity Report - Standard Agency Activity Report - Ad-Hoc / Printable

Showing Data For: Scottsdale Police Department << Prev. Month Next Month >>

Date	Reports Uploaded	User Purchases	Citizen Purchases	Agency Revenue
10/01/2012	1	6	4	\$50.00
10/02/2012	47	6	3	\$45.00
10/03/2012	3	16	2	\$90.00
10/04/2012	11	14	2	\$80.00
10/05/2012	22	12	0	\$60.00
10/06/2012	0	1	0	\$5.00
10/07/2012	0	2	0	\$10.00
10/08/2012	26	8	2	\$50.00
10/09/2012	12	7	0	\$35.00
10/10/2012	14	5	2	\$35.00
10/11/2012	1	2	1	\$15.00
10/12/2012	0	3	0	\$15.00
10/13/2012	0	8	1	\$45.00
10/14/2012	0	3	0	\$15.00
10/15/2012	21	3	0	\$15.00
10/16/2012	36	15	3	\$90.00
10/17/2012	0	6	2	\$40.00

*** Internal Support System:**

All users have access to **Contractor Doeview**'s internal support system. Any difficulties using the system can be reported here. The user will receive prompt email back with **Contractor Doeview**'s response to the problem.

The screenshot shows a web-based support form for Contractor Doeview. The interface has a blue header with navigation links: Home, Administration, Support, and Logout. Below the header is the logo for DOCVIEW.US.COM. The main form area is light gray and contains several input fields: 'Your Name' (Jennifer Bryan), 'Your Phone' (888-949-1255), 'Your Email' (jennifer_bryan@lexisnexis.com), and 'Your Agency' (*** Insurance and Law Firms ***). A large text area for the message contains the text: 'I am having trouble downloading report 12-22540 from Maricopa County, AZ. Please contact me.' Below the message area is a 'Send' button. At the bottom of the form, there is a note: 'You may also call our toll-free number for support: (866) 394-0832.'

*** Library:**

All users have access to **Contractor Docview**'s helpful resource library. Training manuals, purchasing instructions, software guides, and much more can be downloaded from the library.

Home Account Support
Logout



Law Enforcement Library:

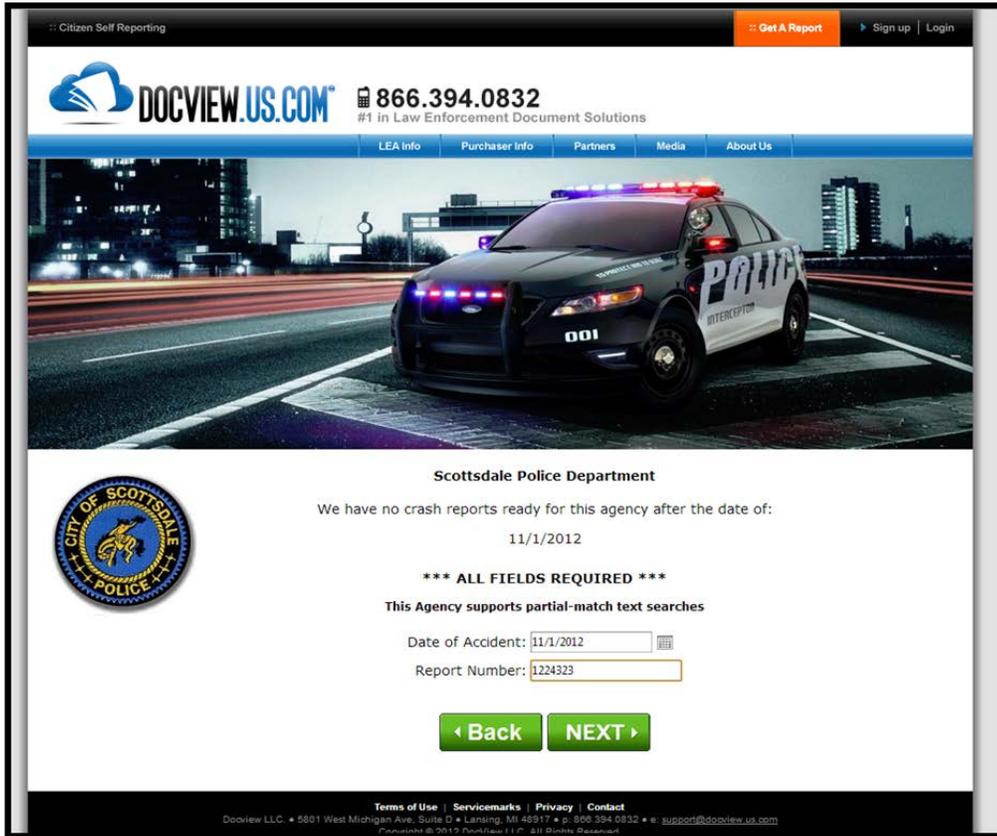
	Filename	File Size (bytes)	Creation Date
	Business Cards Template	19,733	08/15/2012
	Document Replacing and Appending	250,481	07/03/2012
	Docview Application and Setup Form	147,112	03/16/2012
	Docview Business Cards	23,639	08/15/2012
	Docview Crash Report XML Schema Specification	324,612	06/28/2012
	Docview eCommerce Alerts and Subscriptions	1,618,670	08/07/2012
	Docview Fax and Email Guide	378,005	03/16/2012
	Docview File Transfer Connection Information	198,375	01/06/2012
	Docview Inqest Setup - Vista & XP	726,080	08/15/2012
	Fujitsu Scanner Setup - Vista & XP	3,160,718	08/15/2012
	Insurance Letter	24,064	07/25/2012
	Panasonic Scanner Setup - Vista & XP	1,158,796	08/15/2012
	Web Service (XML) Report Submission	112,179	07/16/2012

Purchaser Library:

	Filename	File Size (bytes)	Creation Date
	Docview eCommerce Alerts and Subscriptions	1,618,670	08/07/2012
	DOCVIEW PRIVACY POLICY	238,764	01/06/2012
	DOCVIEW WEB SITE TERMS AND CONDITIONS OF USE	202,283	01/06/2012
	W9	89,308	02/02/2012

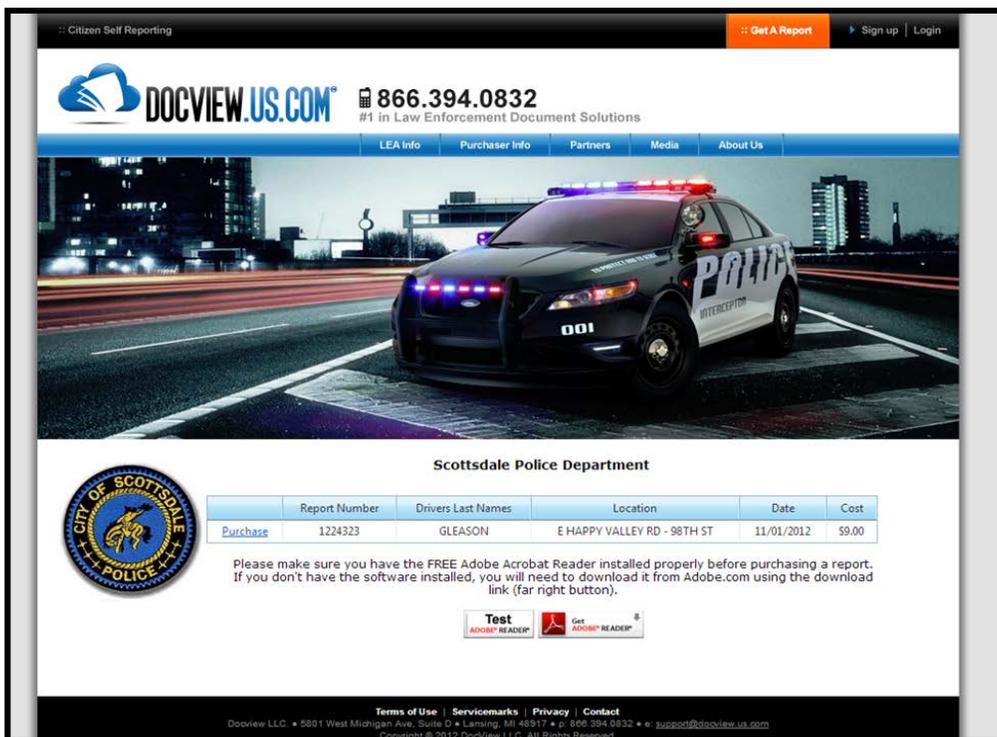
*** Citizen Search:**

Citizens may use Docview to purchase reports for MCSO. They must use the date of the accident and the report number provided at the scene of the accident to access their report. We can also add driver's last name for additional security if MCSO desires.



*** Citizen Purchase:**

Citizens may securely purchase their crash report with a credit card. Report is then downloaded and the receipt is emailed to the purchaser.



2.3.1.7 **Contractor Doeview** will provide all the necessary training at no cost related to the requirements of this RFP.

Training on how to use **Contractor Doeview's** eCommerce System (Docview.us.com) is provided via a net meeting. The system is self-intuitive and any agency personnel who have access to their agency RMS will be able to easily login with a user name/password and access accident IR records in Docview.us.com. Computer based training will be conducted where MCSO users will be able to perform the following functions:

- login,
- conduct searches,
- view/printout crash reports,
- edit/delete records,
- run agency activity reports and
- download documentation
- transmitting accident reports

2.3.1.8 Transmitting hardcopy accident reports to **Contractor Doeview** can be accomplished from a number of methods as outlined below.

FAX – Small agencies, without any capability to scan paper reports will use a toll free fax number to transmit the accident reports to **Contractor Doeview**. This simple process can also be used by any agency when a report has to be quickly transmitted to **Contractor Doeview**.

SCAN – Scanners are provided free by **Contractor Doeview** to agencies for the purpose of scanning paper accident reports. **Contractor Doeview** will provide the agency with its propriety **Contractor Doeview** Ingest Application. The Ingest Application takes the scanned reports and creates a batch of images. The batch is then encrypted and securely transmitted to **Contractor Doeview**.

An agency may have an existing image of the accident reports. The images can be exported to a folder and the **Contractor Doeview** Ingest Application is again utilized to batch, encrypt and transmit the images to **Contractor Doeview**.

WEB SERVICE – **Contractor Doeview** utilizes a Web Service Application whereby the existing report images and the report meta data can be transmitted automatically from the agency directly into the **Contractor Doeview** eCommerce system.

For Faxing, Scanning or transmitting report images, the batches (of images) are directed to a Processing Server. Immediately upon receiving a batch, a copy of the batch is automatically made and placed in an Archive Folder. **Contractor Doeview** utilizes an advanced document processing software. For handwritten reports, the reports are processed in the following stages:

1. A Binding Process is manually performed and this consists of cataloging each page to the agency's report number.
2. The report image that is bound to the agency report number is automatically placed in the Indexing Queue. The meta data from the report that is used for search purposes is manually indexed. The meta data fields consist of accident date, location, driver's names, passenger names, injury codes, telephone number, VIN numbers, license plate and plate state.
3. Once the indexing is completed, the accident report is validated and converted from the existing image format (tiff) to PDF format.
4. The converted accident report image is then immediately transferred to the **Contractor Doeview** eCommerce system where it is available for users.

For accident reports that are machine typed (not hand written), **Contractor Docview** utilizes the OCR (Optical Character Recognition) functionality of the document processing software. The report images are run through the OCR process which eliminates the manual indexing of the meta data.

- 2.3.1.9 The process for transmitting the accident IR electronically from MCSO's new Intergraph RMS is identical to what has been implemented in many agencies using various RMS or electronic accident applications.
- A folder will be created for storing the completed/approved accident IR.
 - A copy of each accident IR will be placed into the folder.
 - **Contractor Docview** (with the assistance of MCOS IT staff) will install the **Contractor Docview** Ingest Application.
 - **Contractor Docview** Ingest will be set up as a scheduled task to periodically check the folder, batch up the images, encrypt the batch and transmit to **Contractor Docview**. This process has been implemented in over 300 agencies.
 - The alternative preferred method is the use of the Web Service whereby the accident report image (PDF) and the meta data is transferred to the **Contractor Docview** eCommerce System automatically, requiring no manual indexing.
 - There will be no cost to MCSO for any integration work.

- 2.3.1.10 All functions including Support and Indexing services are provided and staffed by **Contractor Docview LLC** employees and all work is conducted in the United States. A background check is performed on all employees and all employees are required to sign a confidentiality agreement.

Support: Users will only be referred to the Law Enforcement Agency if it appears that a report has been inadvertently not sent to the **Contractor Docview** eCommerce System. We purposely avoid the displaying of the agency contact information so that users will first contact **Contractor Docview** for any assistance. This greatly reduces the support calls that the MCSO Records Unit will have to contend with. Support is handled by email or toll free telephone.

(NOTE: Please note that other vendors of this type of service will prominently display the local police departments records unit contact information which presumably would increase the number of calls for assistance to be directed to the records unit).

Indexing: All indexing is performed by **Contractor Docview** employees working within the United States. **Contractor Docview** does Not utilize outside companies and subsequently, does Not transfer the accident report images to a third party for indexing purposes. Depending on the capabilities of the law enforcement agency, the following means are utilized for transmitting accident reports to the **Contractor Docview** eCommerce system

Contractor Docview has 11 part time and full time employees who manually index handwritten reports on a daily basis. In addition, a full time supervisor and a full time OCR specialist is employed to manage the daily influx of accident reports. **Contractor Docview** has a total of 20 employees and are listed on our public website (www.Docview.us.com).

Contractor Docview will Not require MCSO to perform any indexing of the accident reports. As indicated in the process above, **Contractor Docview** also does Not off-shore or utilize a third party company to index or process the accident reports.

- 2.3.1.11 **Contractor Docview** takes the security of their customer's information as a top priority. **Contractor Docview** owns all of its IT hardware and hosts it at a secure and audited commercial hosting facility in Illinois. This facility provides commercial hosting, co-location and other services (training, consulting, etc.). **Contractor Docview** has instituted 3 levels of support for the servers / firewalls, SAN's, etc. Level 1 is the automated monitoring and notification system that constantly monitors the physical and operational condition of all the equipment and software. Should there be any alerts, the automated system notifies the appropriate personnel and corrective action is taken. Level 2 is the on-site primary response team that will assess the alerts, perform routine human monitoring and take corrective action should any be necessary. Level 3 is the **Contractor Docview** IT Technical Staff that constantly monitors the

operational readiness of the systems and can contact the Level 2 staff on a 24 x 7 basis for any needed remediation.

Most importantly, **Contractor Docview** does not utilize any SaaS subcontractors anywhere within our process or infrastructure.

Contractor Docview has deployed the following security features in its work flow process to safeguard against unwarranted release of accident reports.

PDF Stored Images

After the images are received, the images are converted to PDF format for access via Docview.us.com. All processing is conducted directly at the server level. Reports are only viewed/sold in PDF format by Docview.us.com to protect the integrity of the report.

128-bit Encryption

Docview.us.com uses Secure Socket Layer (SSL) technology with 128-bit encryption. This powerful technology protects your data from being seen by unwanted eyes during transmission.

Contractor Docview also protects agency data by requiring users to access the system only via the HTTPS/SSL protocol. The usage of this protocol results in the user's entire session being encrypted. This provides protection against impersonation or eavesdropping attacks.

All transmissions that are received by **Contractor Docview** is encrypted using FTPS (also known as FTP Secure and FTP-SSL). It provides an extension to the commonly used File Transfer Protocol (FTP) that adds support for the Transport Layer Security (TLS) and the Secure Sockets Layer (SSL) cryptographic protocols. **Contractor Docview** also utilizes TLS 1.0 for all connectivity to the **Contractor Docview** eCommerce application. Access to the web application requires HTTPS; users who attempt to log in via HTTP will be automatically detected and redirected to the HTTPS login screen. **Contractor Docview** has several web-based report submission mechanisms; these utilize web services that also require HTTPS. In all of these situations, the underlying connection uses the Advanced Encryption Standard (AES) with a 128-bit key.

Firewalling Technology

All Docview.us.com servers are placed behind powerful firewall technology configured to provide minimum access and maximum protection. In addition, powerful port scanning tools are in place to make sure that these measures are always operating at maximum efficiency.

Advanced Logging

Our advanced logging system monitors and records every action taken within Docview.us.com. This system not only ensures that your agency is paid for every report viewed, but it also helps us make sure that Docview.us.com's security perimeter is never breached. In addition to denying access to unauthorized visitors, Docview.us.com security personnel are notified of any questionable activity.

Excessive Viewing

Docview.us.com monitors each user and notifies our security personnel when a user views a large number of reports within a 24 hour period of time. This allows us to quickly assess the user's intentions and shut down their account if necessary.

Physical Security

Physical security is also a priority. Being housed at leading colocation facilities, Docview.us.com servers are under constant supervision. 24 hour video surveillance, biometric hand scanners, secured equipment cabinets, climate control, fire suppression, and diesel generator backup systems mean that Docview.us.com servers are not only secure, but will remain in operation, even in the worst conditions. Servers are managed at a colocations in Grand Rapids and Kalamazoo, Michigan.

Session Timeouts

Docview.us.com sessions expire after a period of inactivity. This ensures that user sessions are not left idle for an unauthorized person to begin using.

Strict Password Rules

Strict password conventions are exercised, preventing users from choosing common or easy words to figure out.

Failed Login Attempts

Docview.us.com diligently monitors login attempts and acts swiftly when consecutive login attempt failures occur. This may be a user who forgot their password, but it could also be a hacker trying to break in. When this occurs, Docview.us.com shuts down login ability to the user and our security personnel are notified.

IP Address Monitoring

All activity within the Docview.us.com system is tracked by the originating IP address. This IP address information can be used to not only disable user access, but also track user activity within the Docview.us.com system.

- 2.3.1.12 The **Contractor Doeview** eCommerce System is currently setup to manage and distribute other document types such as crime reports and fire reports. Selected crime reports such as stolen vehicles, arson, burglary, malicious destruction and larceny are purchased by insurance companies to process claims. In addition, fire reports are also purchased. A document type (accident, crime, fire) is assigned to each document in the system. The system is expandable and is capable of managing any type of document.

Document types are assigned accessibility to the various User Types. For example, only an agency law enforcement user and an insurance user can be provided access to the selected crime reports.

Integration to other applications that generate documents can also be accomplished. In early year 2013 for example, MCSO will have the opportunity to implement a Citizen Self Reporting application (SaaS) to allow self-reporting of selected crimes, accidents (private property/minor) and neighborhood/quality of life issues. The self-reported accident reports can be automatically exported to **Contractor Doeview** eCommerce system for purchase by insurance companies.

FOIA requests would be best handled by an independent application due to its non-standard document types that can be routinely distributed such as tape recordings, video files, annual reports, “bound” documents, certified documents and so forth. Other facets of the FOIA process would be best handled by an application that is dedicated solely to this process. For example, the receipt of the FOIA request, documenting what has been disseminated, billing and document tracking is more specialized and in our opinion, outside the scope of an eCommerce system. MCSO can expect to see a FOIA SaaS application available in April 2013.

2.3.2 FUTURE PHASES

- 2.3.2.1 **Contractor Doeview** plans to offer the following applications in the year 2013 which may be of interest to MCSO. Applications are designed as SaaS which allows for agencies to implement solutions without having to expend IT staff time in managing the application or corresponding hardware.

Citizen Self Reporting (SaaS) – This application will allow citizens and businesses to report selected crime incidents, private property/minor accidents and quality of life/neighborhood issues. The self-reported incidents can be exported/imported to the MCSO RMS system, imported to Docview.us.com and/or be routed to other municipal departments for follow up. For example, reports of graffiti can be routed to a particular department or agency for cleanup (Post Office-Mailboxes, Arizona Department of Transportation-bridge abutments). Suspected drug house tips can be routed to the drug enforcement team or patrol districts. Minor property crimes can be reviewed and assigned for follow up investigation or closed out due to a lack of “solvability factors”. **Contractor Doeview** has researched this concept and we believe our Citizen Self Reporting application will increase communication within and between departments and reduce the amount of time spent by deputies responding to certain incidents.

Accident Mapping – Through a vendor partner, **Contractor Doeview** will be implementing GIS mapping that will automatically provide hot spots of accidents. The vendor partner already performs GIS mapping services for many law enforcement agencies on crimes. Through the strategic partnership, the accident and crime mapping will be available to **Contractor Doeview**’s law enforcement customers via a dashboard with **Contractor Doeview**’s vendor partner.

FOIA View (SaaS) – This is a specialized application that will allow the Records and Legal Staff to receive, process, bill and track the FOIA requests. FOIA requests are typically managed by a relatively small number of employees within an agency and we do not believe it should be integrated with an eCommerce system.

Information and Referral System (I&R) – In third quarter 2013, an online (SaaS) system will be developed that will allow agencies to maintain information on social service agencies that provide services to the community. There are many private agencies that provide varying services such as:

- Night Shelter for Men only
- Night Shelter for Women with Children only
- Food vouchers
- Hotel vouchers
- Clothing
- Food pantries
- Etc.

By collecting and maintaining such information, citizens can obtain information online for volunteering purposes and donation purposes. Law enforcement personnel can access the information so that they can properly refer people to the appropriate social service agency. Dan Puuri and Steve Person (**Contractor Doeview** Principals) developed this for Ingham County (Michigan) when they were employed with the Lansing Police Department. An I&R System can also be important for assisting in managing various resources during times of a crisis.

2.3.3 IMPLEMENTING PLAN

2.3.3.1 Task Level Information: The task level information for implementing eCommerce for MCSO is broken down into **Contractor Doeview** and MCSO responsibilities.

Prior to these specific responsibilities, a needs assessment will be conducted with an MCSO IT and Records Staff member to determine the scanning capabilities within MCSO. MCSO may already have a multi-function machine that has scanning capabilities and that can be configured to scan accident IR reports to a specified folder. If this is not available, then **Contractor Doeview** will provide the scanner hardware (at No Cost) in order to scan the paper documents.

Contractor Doeview responsibilities are as follows:

1. Order/ship scanner if needed. Scanner provided will be a model that is currently being supported and not a discontinued/out of stock product.
2. Setup MCSO as an agency in the system. Required fields include the agency ORI and address. Note: all documents are associated to the unique ORI that each agency has. (5 minutes)
3. Setup MCSO users (records, investigations) with a user name, password and contact information. (1 hour)
4. Setup MCSO as an agency in the document process software so that inbound reports are properly catalogued as MCSO. (5 minutes)
5. Install the **Contractor Doeview** Ingest Application, working with MCSO IT staff member. This is typically conducted online using TeamViewer. (30 minutes if ports/firewalls do not inhibit implementation)
6. Install scanner (Panasonic Color Duplex) if needed initially for the scanning of paper accident reports online using TeamViewer. (30 minutes)
7. Conduct Testing of image transmission (30 minutes)
8. Conduct Next Day follow up Review with MCSO Staff to insure successful image transmissions
9. Monitor image transmission for a 30 day review.

MCSO responsibilities are as follows:

1. **Contractor Doeview** has a disclaimer feature in which report purchasers must “I agree to” in order to purchase a report. MCSO may provide language if it so desires, for the disclaimer so that the disclaimer conforms to Arizona State Law or to requirements required by Maricopa County. **Contractor Doeview** also adds a disclaimer that states “You represent, warrant and agree that you

will not use the content, materials or reports obtained from this Site in any manner which would constitute a breach or violation of any law, rule, regulation, agreement or the rights of any party.”

2. Complete **Contractor Doeview** Agency Setup Form (Agency Name, ORI, Address, Contacts).
3. Setup up a folder at the desired location of MCSO IT staff in which accident images from the scanning process will be exported into (Image repository). This same folder can be used for exporting accident IR reports once the Intergraph RMS/accident software is implemented. Insure the Port 80 is open for internet access.
4. Provide accessibility to **Contractor Doeview** IT staff so that TeamViewer can be utilized for installation of scanner and **Contractor Doeview** Ingest Application. If this is not approved, then **Contractor Doeview** IT staff will assist MCSO IT staff in the installation process via telephone.
5. If needed, MCSO IT staff member can setup a scheduled task for the transmission of the accident report batches that are created by the **Contractor Doeview** Ingest Application.
6. Add link to MCSO Website to direct citizens to the Docview.us.com citizen purchase pages for MCSO. Please note that this is not necessary as citizens are referred to Docview.us.com on the accident cards that they receive. It simply looks good on the MCSO website but is seldom linked from by citizens due to the accident cards.
7. Receive training for MCOS Records Staff responsible on the use of a Panasonic scanner.
8. Receive training for MCSO Records Staff responsible for utilizing **Contractor Doeview** eCommerce System.
9. Notify **Contractor Doeview** Support Office (866-394-0832) of any issues with accident image transmissions.

2.3.3.2 Identification of All Resources: The following **Contractor Doeview** personnel will be utilized for the successful implementation of the Agency/User Setups, scanner, **Contractor Doeview** Ingest Application, testing and training.

Chuck Baffo

Technical Support

Mr. Baffo holds a Bachelor's degree in Education from Michigan State University. He has over 25 years of experience in installation, support and training of scanning and imaging systems. Mr. Baffo has concentrated on the support of document imaging for law enforcement since 1993.

Josh Puuri

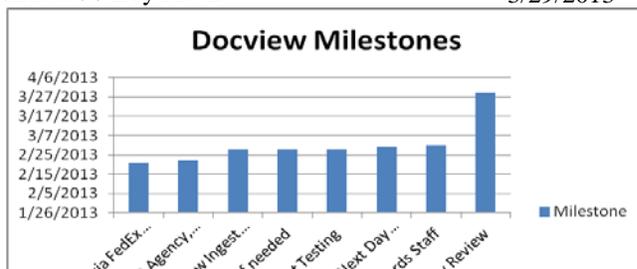
Office Manager

Mr. Puuri holds B.S. in Business Management with Northwood University. He manages **Contractor Doeview**'s finances, public relations, conducts law enforcement user training and oversees the installation of every law enforcement agency that partners with **Contractor Doeview**.

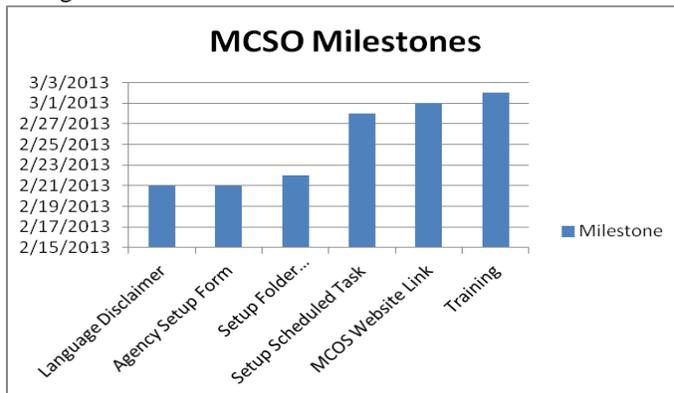
MCSO will have to provide the services of a MCSO IT Staff member to setup a folder and provide access for the use of TeamViewer. Records personnel will have to be available for

2.3.3.3 Plan Progress Charts:

Contractor Doeview Responsibilities	Milestone	Start Date	Performed by
Ship Scanner via FedEx if needed	2/21/2013	2/21/2013	Josh Puuri
Setup MCSO Agency, Users	2/22/2013	2/22/2013	Chuck Baffo
Install Ingest Application, schedule task	2/28/2013	2/28/2013	Chuck Baffo
Install Scanner if needed	2/28/2013	2/28/2013	Chuck Baffo
Conduct Testing	2/28/2013	2/28/2013	Chuck Baffo
Conduct Next Day follow up	3/1/2013	3/1/2013	Chuck Baffo
Train Records Staff	3/2/2013	3/2/2013	Josh Puuri
Conduct 30 Day Review	3/29/2013	3/2/2013	Chuck Baffo



MCSO Responsibilities	Milestone	Start Date	Performed by
Language Disclaimer	2/21/2013	2/21/2013	MCSO Legal
Agency Setup Form	2/21/2013	2/21/2013	MCSO Records
Setup Folder (Respository)	2/22/2013	2/22/2013	MCSO IT
Setup Scheduled Task	2/28/2013	2/28/2013	MCSO IT
MCOS Website Link	3/1/2013	3/1/2013	MCSO Webmaster
Training	3/2/2013	3/2/2013	MCSO Records



2.3.3.4 **Contractor Doevew** eCommerce System is a Saas. **Contractor Doevew** hosts the application and performs all enhancements, data backup, maintain communication links and processes all reports. The only MCSO responsibility would be to add a citizen purchase link on its website if that is deemed necessary.

2.3.3.5 Scanning Capability Assessment – **Contractor Doevew**'s primary installer will assess the scanning capabilities of MCSO to determine the required hardware that is needed for the Records Staff to scan the paper reports. The various user accounts will also be identified. This meeting should take at most 30 minutes.

A meeting will be scheduled with MCSO IT and Records Staff for the installation of the **Contractor Doevew** Ingest Application. Initial training on how the application works for scanning can take place at this meeting also. This meeting will take about 1 hour.

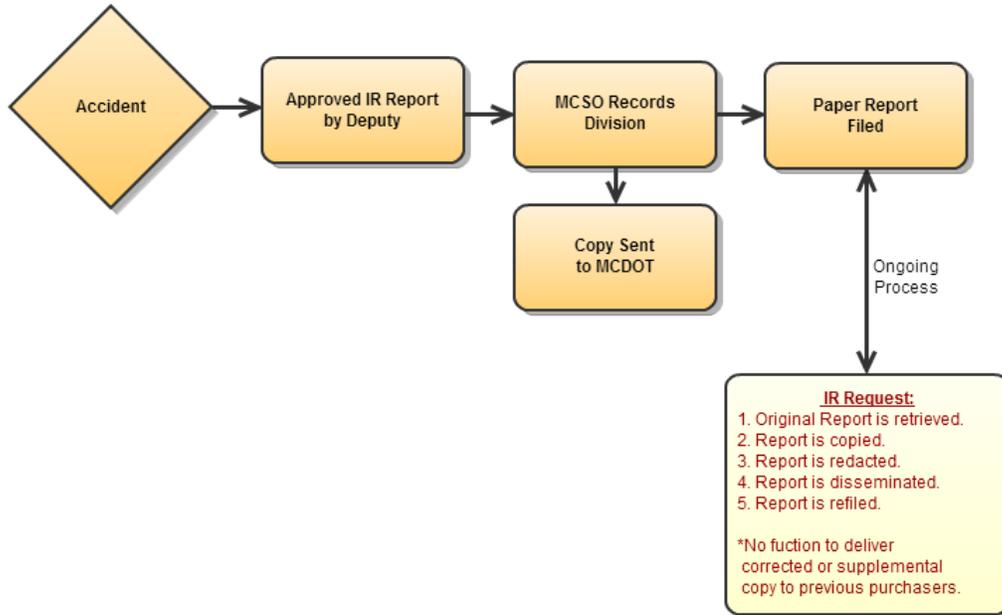
A follow up Next Day meeting will be conducted with the Records Staff Member who is responsible for scanning. This meeting will take about 15 minutes.

A 30 day review meeting will be held to discuss any issues that have been arising.

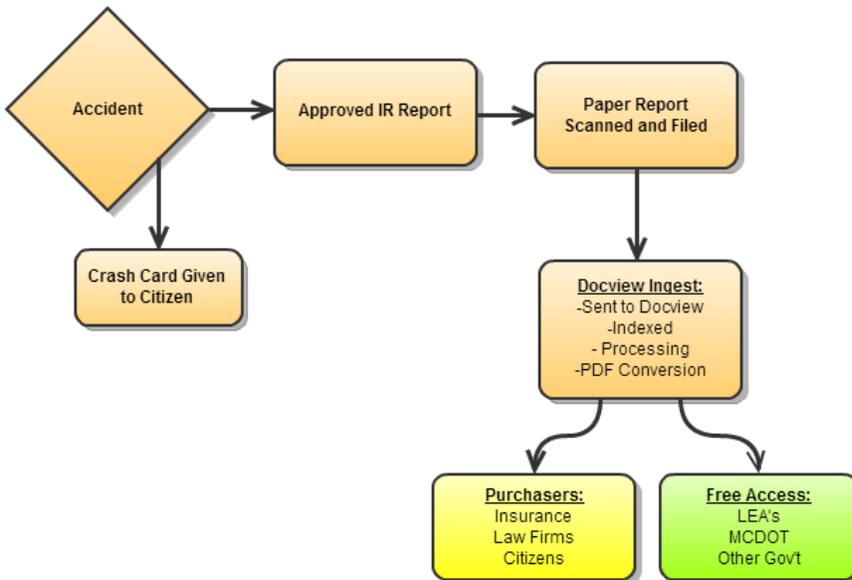
2.3.3.6 The following flow charts depict **Contractor Doevew**'s understanding of the work flow process currently and post implementation of **Contractor Doevew**'s eCommerce System.

2.3.3.6

MCSO: Current Workflow



MCSO: Workflow Post Docview Implementation



2.3.3.7 Current Implementations – 8
 Pending Implementation 120 in the next 12 months-

The number of implementations can vary by month with fewer being conducted from late November to the end of December. We implement on average about 10 implementations per month. This is a solid growth pattern.

CLARIFICATION QUESTION & ANSWERS

Docview LLC Clarifications
MCSO 12115-RFP

Pg 4 – Will the robot request citizens submit also notify them of any supplemental reports and/or amendments to the report?

Response: The Robot Request/Notification feature in itself does Not notify a citizen of a supplement, appended or replaced report. It simply notifies them that the report is now available. Once the report is purchased and the citizen provides a valid email in the purchasing process, then this action triggers a notice if a report is appended (supplement) or replaced. So the report has to be actually purchased in the first place, before a purchaser is notified that the report has been appended or replaced.

Pg 7 – In the search screen, can the user click on a column heading to re-sort the list (e.g., sort by last names instead of report #)? Also, are all parties' names entered/indexed into a single field in the database? Or is each party's info entered separately? Can the search find a single last name?

Response: The column headings can be clicked on and the displayed records are re-sorted (ascending or descending). The drivers, passengers (owners on parked vehicle crashes) names are entered as separate fields so that John Doe is entered in the first name field as "John" and a last name field of "Doe". The second driver or passenger is entered in separate first/last name fields. Each name is entered as a separate record. So if a user searches for "Doe" in the last name field, it will bring up all records matching that search. The records are displayed in the format of "last name, last name, last name, etc.", in order to save screen display to keep the results to a single line per record in most instances. A user may just use a single last name and will receive all hits with the listed search criteria.

Pgs 17-18 – Does Docview own the "audited commercial hosting facility" in Illinois? What about the "colocation facilities" for servers in Grand Rapids and Kalamazoo, Michigan?

Response: Docview does not own the colocation facilities. We are completing our move to Latisys and will be utilizing Latisys' managed services out of their Chicago facility. Latisys' facilities have completed SOC 2 Type II and SOC 3 Audit Reports and are located in Irvine, CA, Denver, CO, Chicago, IL. and they recently expanded into the Greater Washington DC area with a 123,000 sq. ft. data center campus in Ashburn, VA. The move will be completed before the MCSO project becomes implemented. Our Chief Information Officer Greg Kinne has vetted a number of facilities and Latisys comes out on top.

Pg 20 – What model of Panasonic color duplex scanner would be provided?

Response: Panasonic KV-1025C This is a color duplex scanner. We have found this scanner to be the most reliable and we have hundreds installed for those agencies that are scanning paper documents. We will work with MCSO to spec out the appropriate model scanner based upon MCSO business requirements.

Pg 39 – Please provide financial reports, preferably audited.

Response: The 2011 Federal Tax return is attached. This is confidential information and not for release. The tax return indicates sufficient cash balance (Schedule M2-Line9) at the end of 2011 and a sufficient net profit (line 22) providing indication of a well managed company. In addition to being a financially sound company, our major strengths is our years of direct law enforcement experience and our

expertise in Electronic Content Management (ECM), particularly in web based application development. We do not believe any other company has these two strengths.

How long after MCSO Records uploads an accident report into Docview's system will it be indexed and available for purchase online?

Response: All records will be indexed within a minimum standard of 8 work hours from reception. The typical record is indexed within 4 hours of reception. Our indexing staff works from 7am til 8pm EST. cleanup on Saturday morning and we increase our staff hours on Mondays/Tuesdays and immediately following holidays.

Does your system tailor to the needs of Spanish speaking individuals by providing the capability to conduct searches in Spanish?

Response: The development tools that we utilize have language conversion capabilities, but we have not implemented it to date. We make many improvements to our eCommerce system as a result of input from our customers. This feature could be easily implemented to the Citizen search screens if desired by MCSO. We do not see the need for language conversion for account users such as law enforcement or insurance account users.

References – Karen Winter retired from Mesa PD. Is there a new contact person?

Provided: Records Supervisor Barbara Carney 480-644-2332

Pricing – Please confirm that for reports > 10 pages, the cost is \$8.50 for the first 10 pages, plus \$0.50 per page for each additional page? Does MCSO get all fees charged for additional pages > 10?

Response: MCSO receives 100 percent of their "front counter" fees which includes 100 percent of the \$0.50 per page for additional pages and the \$8.50 standard report fee.

Please provide a signed copy of the cover page of the solicitation acknowledging the addendum. See attached.

See Attached