

Proposal

Elections Bundle Project

Prepared for: Ginger Wall

Montague County

Elections Office

11339 State Hwy 59 N

Montague, TX 76251

Vista^{SG}

Vista Solutions Group, LP
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Introduction

Founded in December 2000, Vista Solutions Group, LP (VistaSG) has become a trusted innovator for document management-workflow automation and digital imaging technology serving the public sector. Our expertise is crafting easy to use, affordable, ECM solutions that are well-known to maximize productivity.

Along with these great solutions, our incredible customer service before, during, and after installation is where we excel. Bringing the clients desired experience and creating the very best user experience is our passion. Our objective is simple: Make your work life easier.

You will immediately feel the positive way in which the VistaSG team works side-by-side with clients the minute you engage us. And our solid reputation for customer responsiveness, quality, and satisfaction is unmatched. You will not find a better value than the solutions we provide. How do we do it?

We do it right, do it the first time, or fix it as soon as possible. We listen in advance, clarify, program properly, deliver more quickly, saving time and money. We pass that on to the customer! We have mastered the change management and implementation process over our last 19 years of doing business, particularly in county systems.

We look forward to earning your business today, and for many years to come!

"Frankly, client success is our mission..." Michael Hundley, Chief Executive Officer

Scope of Work

The proposed solutions are several of many **dms3** automation solutions used by clients around the U.S.

We take a disciplined approach to define the way these modules will be installed and used by the county. Our level of confidence is very high for a timely and quality solution.

The protocol VistaSG will follow includes the following scope of work:

- 1) Iteration of the Desired Outcome and Analysis
- 2) Licenses:
 - a) Retention Module
 - b) DPS Sweep Module
 - c) Index Import Module
 - d) Additional Lic.
- 3) Seats affected: none
- 4) We believe with no exceptional circumstances and all parties cooperating with no delays, installation can be 3 weeks. The timing below is the average of chase and workdays:
 - a) Establish installation plan, calls to schedule, credentials: 2 days
 - b) Installation of the modules into the host environment: 2 days
 - c) Establish workflow, configure modules, implement rules, testing: 8 days
 - d) Plan the UAT process for internal & external testing, then test: 5 days
 - e) Discussion for acceptance, training plans, and scheduling: 3 days
 - f) Training delivery: 1 day
- 5) Involved parties: 1 Elections Administrator (County) to help define and establish rules, 1 Client Manager to manage the project, 1 Developer to deploy.

Recommendations

Without bias, we believe that client processing cost, performance and liability are reduced by these modules. It is, in fact, supported by the reality that system performance can lag due to client storage issues when not using solutions like our Retention Module, and the State of Texas Retention rules that exist make this project valuable to the Elections Administrators. Additionally the DPS Sweep Module will reduce amount of time and cost of resources involved in printing, scanning, and filing away electronically received records.

We feel that the installation process and methodology will result in expectations being met in year 1 and exceeded if used properly each year thereafter.

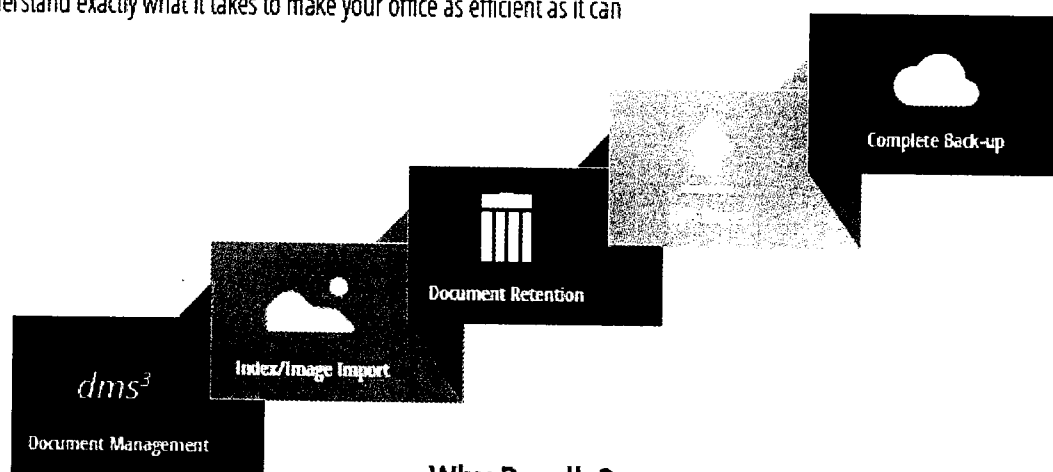
Beyond this recommendation, and once achieved, the VistaSG team stands ready to advise, consult, and even further develop other solutions for you. And with our maintenance and support program, you will again be dealing with a highly energetic, positive, and competent staff.

Exhibits

Elections Suite

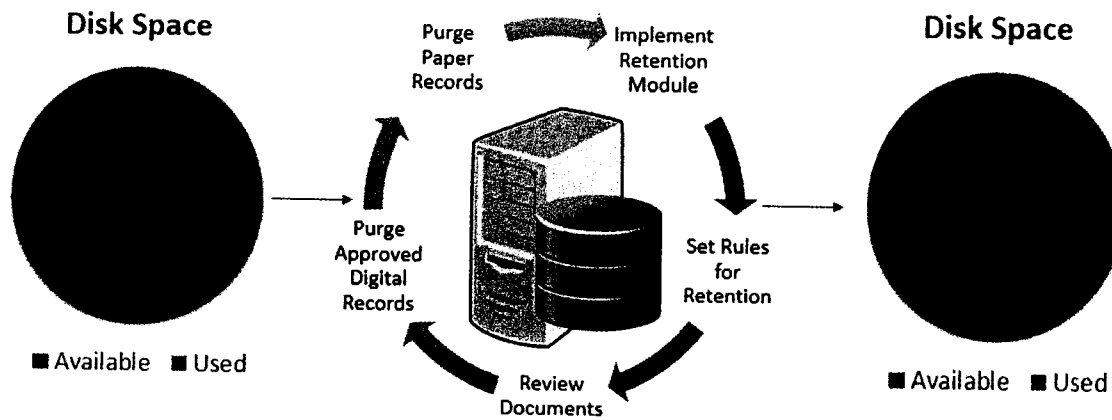
A Complete Solution to Digitize

The VistaSG Elections Suite gives you everything you need to Digitize, Automate, and Protect your office quickly and easily. While dms3 alone can benefit you in many ways, it becomes even more valuable when you pair it with Index/Image Import, Retention, DPS Sweep, and of course Back-up Protection to make sure all of your files and data are secure and protected. By working with Election Offices for years, we have come to understand exactly what it takes to make your office as efficient as it can be.



Why Bundle?

Bundling these solutions allows you to get the most value out of dms3, while also saving you money. Rather than adding on a little bit at a time, you can actually save money and time by electing to bundle with the Elections Suite. Keeping your data and files in a document management system that is backed-up is the best way to avoid loss in the event of cyber-security threats or even natural disasters. If you have funds from grants that you need to use or lose, our Elections Suite is the most efficient and effective way to get what you need now!



- The VistaSG Retention Module:**
- Saves costly data storage and maintenance
 - Streamlines back-up and management processes
 - Reduces liability and legal exposure

Cost

Vista^{SG}

Approved Quotation

Project Name: dms3 - Elections Bundle
 Contact: Ginger Wall
 Em: gwall@co.montague.tx.us
 Ph: 940-894-2540
 Montague County Elections
 11339 State Hwy 59 N
 Montague, Texas 76251

VistaSG Tax ID# 20-2204925
 QuoteID: MontagueCountyBundle06222020
 Quote PM: MH_TA
 Quote Date: June 22, 2020
 Quote Expires: June 26, 2020

Licenses		QTY/HRS	Unit Price	Total Due
Initial Subscription (registration and placement of licenses)				
dms3 Initial subscription and install to location of the dms3 licenses* (Waived per CEO)	1		\$1,500.00	\$0.00
File Import, Migration, and Indexing Custom Tool (50% Discounted per CEO)	1		\$1,500.00	\$750.00
Retention License (50% Discounted per CEO)	1		\$2,250.00	\$1,125.00
DPS Sweep (50% Discounted per CEO)	1		\$1,100.00	\$550.00
Total Licenses				\$2,425.00
Custom Development		QTY/HRS	Unit Price	Total Due
Conversion of approximately #13,500 voters indexing data (Fixed rate under 100,000) (Waived for under 15)		13500	\$0.025	\$0.00
Total Licenses				\$0.00
Professional Services: dms3, Import Tool, Retention, DPS Sweep				
Professional Services				
dms3 Business Analysis, Installation, Configuration, QA, Testing, Project Management, & Training	1		\$450.00	\$450.00
Image Import, Migration, and Indexing Custom Tool Installation, Configuration, Scheduling, Testing	1		\$500.00	\$500.00
Retention License Installation, Configuration, Scheduling, Testing	1		\$1,200.00	\$1,200.00
DPS Sweep License Installation, Configuration, Scheduling, Testing	1		\$650.00	\$650.00
Total Professional Services				\$2,800.00
Subscriptions (includes maintenance & support with enhancements)				
Subscription for additional dms3 seat (Waived per CEO)	1		\$600.00	\$0.00
Subscription for Import Index*	1		\$500.00	\$500.00
Subscription for Retention License*	1		\$750.00	\$750.00
Subscription for DPS Sweep License*	1		\$500.00	\$500.00
Total Subscription (including maintenance & support)				\$1,750.00
Total Project				Grand Total \$6,975.00

Licenses: Licenses assigned, keys registered, and VistaSG with client determines location for install. Once determined, VistaSG will evaluate resource & security feasibility prior to install.

Services: Business analysis begins to ensure the application(s) will perform as desired. The management of the project begins, which includes production, configuration, performance, and communications oversight to meet the standards set by VistaSG and the Client. Back Up Protection Services for archive, retention and back up recovery.

Training: Once installation, configuration and both internal as well as user testing is completed, training will be scheduled by both parties on the first available date. Training will be done virtually except with parties of 5 or more. Cancellation by Clients will require \$150. rescheduling fee unless 72 hours of advance notice is provided by the client to VistaSG in writing. NO EXCEPTIONS.

Support: Once the installation, configurations and testing is completed, the subscriptions will be "live". The project is completed. Training and go live dates are not the determination of completed.

Requirements:

1. Quotation must be signed to begin the project, and invoicing for Licenses, Services and Annual Support & Maintenance will be completed and the amount for Licenses due at that time of Grant Funding.

2. Client understands and fully agrees the fees are to set up and use the software on a go forward and then annual basis. Client further understands that the Annual Support and Maintenance is to ensure the performance of the software itself and will correct any issues related to the performance of the software in and itself. Performance issues due to client environmental factors, such as anti-virus matters or changes to entitlements on the network, or changes to the location of the application and its supporting files, changes to any configurations, or any interference by client, their staff or another 3rd party (ie, IT Consultants, Antivirus, Software updates other than VistaSG) without VistaSG's advanced knowledge, input, and assistance is NOT considered maintenance and support and will NOT be covered. Client understands and agrees to payment of professional services at the rate of \$150/per hour with a minimum of 2 hours each instance if any issues that are not resulting from the software itself. The Client understands and agrees that any breach to the software, or files from it such as a virus to the software and systems is not the responsibility of VistaSG. In no way will VistaSG be responsible for these breaches and that work performed is custom as the application is not internet based and so corruptions can only occur from outside sources.

3. All services are provided remotely. Should travel be required, a separate Change Order for travel costs will be provided to client and must be signed prior and will be payable to VistaSG. This is based on IRS guidelines to cover preparatory, resource, travel, hotel, meals, and other related expenses, plus the cost of time at \$150/hour per person engaged for the time to and from, as well as any overnight time, capped at 16 hours per day. Minimums will apply and a quote can be provided in advance of the training and must be approved by the client to be scheduled.

4. VistaSG will provide an associate to be responsible for performance of VistaSG staff, monitor quality of services, ensure deliverables are completed in accordance with project requirements, and provide relevant status reports to the VistaSG project manager.

5. Client understands and fully agrees to make available all resources necessary by VistaSG for assistance during installations, problem resolutions, and training. Client's failure to make these provisions will result in professional services charges since without these provisions VistaSG cannot identify, correct or remediate with any level of reliability or guarantees or warrant any work. See Item 2 of Requirements above.

6. Client understands and fully agrees that if the project is cancelled prior to completion, a notice of termination in writing to VistaSG is required, at which time full payment for any licenses delivered and any or all work performed to date, as well as reimbursement for any travel-related costs, and expenses associated with the project will be due. Upon payment VistaSG will then remove the software and wipe clean the use of the space allocated.

7. Client understands and fully agrees that they are responsible for the host environment including all required licenses, hardware, network and third party software components and configuration as the application is not web-hosted or cloud-based.

8. Client understands and fully agrees that any of the client, or 3rd party environmental or network-related issues are and will not be supported by VistaSG. See Item 2,5 & 7 of Requirements above.

9. Invoicing will be due as follows: Licenses is 100% due upon signature and Professional Services and first year's Annual Support and Maintenance are due upon installation and completion of the configurations of the software into the client environment. Client understands and agrees that any outstanding balances and payments are due and payable immediately upon completion of the project unless otherwise agreed to in writing by both parties. The client understands and agrees that their decision to schedule training, or go live is not a determination of when a payment is due, in any way whatsoever. The client understands and agrees that they will be receiving the product and its sources on their environment, and further agrees that this is the acceptance of our products and services in its entirety, of which payment will be made by client. Additionally client also agrees that work performed is on the basis of time and materials and in no event shall the client be released from obligation for these payments due regardless.

10. *Annual subscription includes enhancements to the software at no additional charges, as well as Support and Maintenance (See Item 2 & 5 of Requirements). Client understands and agrees that 100% due upon final completion of project will be honored, and also understands and agrees to annual use and billing for use of the software thereafter. Cancellations must be submitted to VistaSG no less than 60 days prior to the annual billing as keys are delivered in advance of the annual due date. Client further understands and agrees to Increases to the annual subscriptions and will be based on inflation and at the discretion of the company, but will be no less than CPI + 2% as the measure to keep pace with inflation plus may include any use of licenses within the software that the customer will be made aware of prior to installation, if any.

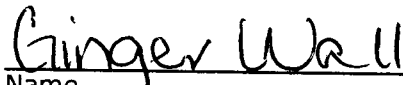
11. VistaSG warrants the performance of their software, and not the client environmental issues or limitations. VistaSG agrees to perform all services in good faith and with the intention of maximized client satisfaction. On the other hand, should any conflicts that arise that cannot be settled and both parties, Client and VistaSG, agree to mediation at each's own expense. Further reconciliation will be subjected to the laws of the Client residing State, again of which both parties agree they will be responsible for their own legal fees. Thank you for your business and trust in VistaSG!

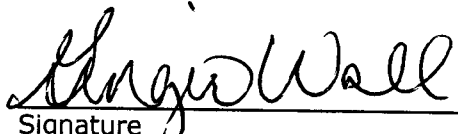
Approval


This proposal serves as the description of the work VistaSG will be performing. VistaSG will warrant and represent itself to Montague County as a reliable, competent vendor in good standing in the states of Texas, Florida, Ohio, Massachusetts, Michigan, Illinois, and Australia. VistaSG will exercise good faith, reliability, professionalism and deliver a high-quality solution and do what is necessary to ensure your satisfaction. A standard contract will be included to engage VistaSG as a consultant for these services.

Approved By

Elections Administrator for the Montague County Elections Office.

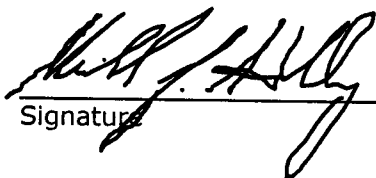

Name


Signature


Date:

Vista Solutions Group

Michael J. Hundley, CEO
Name


Signature

6/22/2020
Date: