



ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM

To: Terrence D. McCracken, Secretary to the Authority

From: Dave W. Aubertine, Director of Cybersecurity and IT

Date: January 10, 2023

Subject: Enterprise Content Management System, PN 202200249
Authorization to Award and Execute a Statement of Services

On October 21, 2022 the Board of Commissioners (the "Board") approved entering into a Master Software and Services Agreement and a Statement of Services with Toshiba America Business Solutions, Inc. ("Toshiba") to install a demonstration version of the DocuWare software ("software") offered by Toshiba to ensure that all departments had the opportunity to fully evaluate the system.

After completely assessing the system, I believe that the software is the best fit for the Authority, and therefore, I am requesting permission to award a contract with Toshiba to provide an Enterprise Content Management System along with executing a Statement of Services.

The cost of the project will be \$157,024.09. \$18,000.00 in professional and implementation service including training and \$139,024.09 in software (3 years). After the first three years annual maintenance will be \$26,000.00, bringing the 5-year total cost of ownership to \$209,024.09 (an annual cost of \$41,804.00).

There is a resolution on the agenda for award and execution. Please feel free to contact me with any questions.

Budget information:
Unit number: 8525
Line Item is Capital Budget Item 101663

DWA:dwa
Attachment
cc:
R.Stoll
J. Tomaka
L.Kowalski
L.Lester,
T.McCraken
M.Carney

ERIE COUNTY WATER AUTHORITY
 AUTHORIZATION FORM
 For Approval/Execution of Documents
 (check which apply)

Contract:	Project No.: PN 2022200249
Project Description:	Request for execution/signature on Toshiba/DocuWare Enterprise Document Management Project

Item Description:

<input checked="" type="checkbox"/> Agreement	<input checked="" type="checkbox"/> Professional Service Contract	<input type="checkbox"/> Amendment	<input type="checkbox"/> Change Order
<input type="checkbox"/> BCD	<input type="checkbox"/> NYSDOT Agreement	<input checked="" type="checkbox"/> Contract Documents	<input type="checkbox"/> Addendum
<input type="checkbox"/> Recommendation for Award of Contract	<input type="checkbox"/> Recommendation to Reject Bids		
<input type="checkbox"/> Request for Proposals			
<input type="checkbox"/> Other _____			

Action Requested:

<input checked="" type="checkbox"/> Board Authorization to Execute	<input type="checkbox"/> Legal Approval
<input type="checkbox"/> Board Authorization to Award	<input checked="" type="checkbox"/> Execution by the Chairman
<input type="checkbox"/> Board Authorization to Advertise for Bids	<input type="checkbox"/> Execution by the Secretary to the Authority
<input type="checkbox"/> Board Authorization to Solicit Request for Proposals	
<input type="checkbox"/> Other _____	

Approvals Needed:

APPROVED AS TO CONTENT:

<input checked="" type="checkbox"/> Director of IT	<u>David Aubertine</u>	Date: <u>1/6/2023</u>
<input checked="" type="checkbox"/> Chief Operating Officer	<u>Russell F. Abel</u>	Date: <u>1/9/2023</u>
<input checked="" type="checkbox"/> Executive Engineer	<u>Jeanne F. Kondelik</u>	Date: <u>01/09/2023</u>
<input checked="" type="checkbox"/> Director of Administration	<u>Lawrence J. Lister</u>	Date: <u>01/09/2023</u>
<input checked="" type="checkbox"/> Risk Manager	<u>Molly Jo Musarra</u>	Date: <u>01/09/2023</u>
<input checked="" type="checkbox"/> Chief Financial Officer	<u>Joseph M. ...</u>	Date: <u>01/09/2023</u>
<input checked="" type="checkbox"/> Legal	<u>[Signature]</u>	Date: <u>1/9/2023</u>

APPROVED FOR BOARD RESOLUTION:

<input checked="" type="checkbox"/> Secretary to the Authority	<u>[Signature]</u>	Date: <u>1/9/2023</u>
--	--------------------	-----------------------

Remarks: Toshiba was awarded the bid for the RFP. A demo/trial was conducted and the software was demonstrated to meet the requirements as laid out by the requesting department (Legal)

Resolution Date: _____ **Item No:** _____



STATEMENT OF SERVICES ("SOS")

for

Client – Erie County Water Authority
Services – ECWA DocuWare On-Prem 2023

Client

Contractor

Jerome D. Schad

Printed Name

Board Chairman

Printed Title

Signature (Authorized Client)

Date

Eric Fiebelkorn

Printed Name

Vice President & General Manager

Printed Title

Signature (Authorized Contractor)

Date

This Statement of Services ("SOS") is made by and between Toshiba America Business Solutions, Inc. ("TABS"), including its division Toshiba Business Solutions ("TBS"), with its headquarters located at 25530 Commercentre Drive, Lake Forest, CA 92630 (collectively or individually TABS and TBS shall be referred to as the "Contractor"), and Erie County Water Authority located at 3030 Union Rd, Buffalo, NY 14227 (the "Client").

This SOS describes the project and details the services and deliverables (hereinafter collectively known as "Project Services") associated with the ECWA DocuWare On-Prem 2023 project (the "Project").

Project Services shall be provided pursuant to the "Project Contract" which consists of (i) this SOS together with (ii) the Master Software and Services Agreement ("MSSA") Erie County Water Authority - Master Software and Services Agreement (MSSA) 2022 between Contractor and its Client (the "Services Agreement"). This SOS is subject and subordinate to the MSSA. To the extent the terms and conditions of the Services Agreement and SOS conflict, the MSSA shall prevail.

Table of Contents

1.	PROJECT CONTACTS	3
2.	INTRODUCTION.....	4
3.	PROJECT OBJECTIVE	4
4.	PROJECT SCOPE.....	4
4.1.	IN-SCOPE FUNCTIONALITY	4
4.2.	OUT OF SCOPE FUNCTIONALITY:	5
5.	PROJECT DELIVERABLE(S)	5
6.	SERVICES	6
7.	PROFESSIONAL SERVICES AND LICENSE FEES	8
8.	ACCEPTANCE MILESTONES	9
9.	COMPLETION CRITERIA.....	9
10.	CHANGE MANAGEMENT.....	10
11.	SUPPORT.....	10
12.	SOS - ASSUMPTIONS	11
13.	CLIENT RESPONSIBILITIES	11
14.	CONTRACTOR RESPONSIBILITIES	13
15.	ADDITIONAL TERMS.....	14
	EXHIBIT A: PROPOSED PROJECT PLAN	15
	EXHIBIT B: PRICING SCHEDULE.....	16
	EXHIBIT C: SOLUTIONS DELIVERY AND ACCEPTANCE FORM	18
	EXHIBIT D: CHANGE ORDER AUTHORIZATION FORM	19
	EXHIBIT E: SUPPORT ESCALATION PROCESS	20
	EXHIBIT F: BUSINESS REQUIREMENTS DOCUMENT	21
	EXHIBIT G: FUNCTIONAL DESIGN DOCUMENT	22

1. Project Contacts

Contractor Office Details	
Contractor Region	TBS – NCR – NY 63 - Buffalo
Address Line1	100 Colvin Woods Blvd
Address Line 2	Suite 100
City, State, ZIP City, State. ZIP	Tonawanda, NY 14150
Phone Number	716-362-6300
Fax Number	716-362-6301
Contractor Sales Rep. Name	Kevin Paris
Contractor Consultant Name	Michael Weinert
Contractor Analyst Name	Dan Jones / Andy Boyer
Client Number	
Contract Number	

Client Details			
Client Name	Erie County Water Authority		
Client Contact Person	David W. Aubertine		
Client Address Line-1	3030 Union Rd		
Client Address Line-2			
City, State, ZIP	Buffalo, NY 14227-1097		
Telephone #:	716-685-8210	Ext:	
Fax Number:			
Email Address:	daubertine@ecwa.org		
Client Number:			
Contract Number:			

2. Introduction

Client's acceptance of this SOS shall be authorization for Contractor's performance of the Project Services set forth in this SOS. Contractor reserves the right to utilize subContractors and sub-subContractors (collectively known as "Sub-Contractors") in performance of the Project Services. Contractor represents that all its Sub-Contractors (i) will be competent to perform the Project Services; (ii) will exercise commercially reasonable standards in performing these Project Services; and (iii) will comply with all terms and conditions applicable to Contractor in the performance of the Project Services.

The purposes of the SOS are to (i) specify the work to be completed by the Contractor during phases of the Project; (ii) detail the obligations of the Contractor and the Client; and (iii) set forth the Project schedule and fees.

Contractor has prepared this SOS to detail the scope of Project Services and costs for the Project Services. The costs stated were derived by drawing from Contractor's experience with similar engagements and using preliminary information received from Client.

The information in this SOS supersedes all previous estimates or verbal discussions on the project. This document is intended for Client and Contractor only and cannot be distributed to persons or third parties not directly involved with this project without express written consent of both Client and Contractor.

3. Project Objective

Based on the agreed upon business requirements, Contractor will provide design, implementation, training, and support services to the following locations:

3030 Union Rd, Buffalo, NY 14227-1097	
---------------------------------------	--

4. Project Scope

Contractor has identified the need to deploy Software and provide Professional Services for the implementation. Contractor will provide the following services to Client:

4.1. In-Scope Functionality

- Consult with Client personnel to implement Software.
- Educate the Client IT personnel on the features of Software.
- Deploy and integrate Software.
- Assist Client IT personnel in the configuration of Software.
- Training :
 - Administrative Training.
 - End user to use the Software.

See the attached **Exhibit A, Project Plan** for more specific project tasks.

4.2. Out of Scope Functionality:

- Any activity not defined in the In-Scope functionality section of this document.

5. Project Deliverable(s)

Deliverable(s):

Based on the agreed upon business requirements, Contractor will provide the following:

1. Solution Design (Functional Design Document).
2. Software Deployment and Configuration.
3. Documentation:
 - Project Plan.
 - This Statement of Service (SOS).
 - Master Software and Services Agreement (MSSA).
 - Software documentation is provided with the Contractor provided Software.
 - User Manual.
 - Installation & Administration Manual.
 - Configuration Documentation.
 - User Acceptance Testing Recommendations.

Administrative Training Materials.

NOTE: For the on-premises components of the deployed solution, It is the responsibility of the Client to meet the minimum installation pre-requisites provided to them prior to the installation of the software.

6. Services

Contractor will provide the following services:

- Project Management for the Solution
- Completed in the Trial - Installation of DocuWare on ECWA Server Install
- Enterprise Server – Redundancy installation support
- Technical Assistance during this installation
- Expansion from Trial Software Installation
 - Assist Customer IT staff is setup and configuration of Active Directory Groups and Users association for import into DocuWare.
 - User Installation Support – Named / Concurrent per consultation with ECWA
 - Assist Customer to setup
 - Database Installation and configuration support
 - IIS Installation and configuration support
 - Configure System Storage Locations
 - Internal Storage Locations (Default)
 - Setup File Cabinets
 - Headquarters location
 - Cabinet Specifics
 - Define Field Names
 - Define Metadata field Size
 - Additional Training and support
 - Configure Search Dialogs
 - Create Dialog Profiles
 - Install DocuWare Desktop Software
 - Provide assistance and guidance in a Windows OS environment
- Module installation support –
 - Auto Index
 - Smart Connect
 - Intelligent Indexing
 - Barcode and Forms
 - Forms
 - Task Manager
 - Workflow
 - Connect to Outlook
 - Export
 - Import
 - Mobile
- Notifications Implementation training for workflow(s)
- Workflow development training for ECWA IT
 - Accounting
 - Legal
 - Stamp Creation
 - Email notifications
 - Task List

-
- Workflow designer
 - Testing
 - Document Import capability
 - Search and Retrieval based on established criteria
 - Training
 - Basic End User training
 - Basic Administrative training

7. Professional Services and License Fees

This is a Block of Hours engagement. The Professional Services fees for this project are limited to 120 hours as managed by Toshiba engineer assigned to the project. Installation. Support will be managed by Toshiba and install completion will have 8 hours of completed project work from the ECWA DocuWare POC project included in this block. Project delivery and acceptance form to be signed by client for initial services to cover installation and basic setup of DocuWare and additional module installation completion.

If additional hours are required, additional Block of Hours must be purchased using a Change Order executed and agreed upon by both parties. Contractor cannot perform work outside of the scope of this SOW without an authorized Change Order signed by Client.

Remaining block hours unused from the installation services will be available for usage by ECWA for 12 months from the date of signature. This time will be managed by Toshiba Engineering to cover all services included in this SOS.

Professional Service Fees \$18,000.00

This document is valid for a period of 30 days from the cover date; after this date it may be revised.

Expenses associated with travel, overnight stays, etc., for the hours estimated in this SOW are included in the estimate of this project.

8. Acceptance Milestones

Contractor has created the following testing and acceptance milestones to enable successful completion of the project to the satisfaction of both Contractor and Client. These milestones are used to demonstrate the successful execution of the required services for Client and this project.

During this project, Contractor may request that you initial and date each milestone to signify acceptance. If additional milestones other than listed below are required, Contractor reserves the right to document and incorporate a Change Order to this SOS.

Project Milestones

Please refer to **Exhibit A, Project Plan** for project detail.

Notes:

The milestones table below is intended as a sample. Update as needed.

Milestone Description	Milestone Date
ECWA DocuWare On-Prem 2023	
1. Execution complete	Mutually established between Client and Contractor
2. Monitoring and Controlling complete	Mutually established between Client and Contractor
3. Solution Delivery and Acceptance complete	Mutually established between Client and Contractor
4. Project Complete	Mutually established between Client and Contractor

9. Completion Criteria

When the services detailed in this SOS and associated Project Plan have been completed and demonstrated, the project will be considered complete, and Contractor will request Client signoff of the attached **Exhibit C, Solutions Delivery and Acceptance** within 15 days of Project Plan completion.

10. Change Management

While this SOS is intended to provide, as much as possible, a clear understanding of the responsibilities of the parties concerning these Project Services, it is not intended to encompass every conceivable obligation and responsibility that may arise.

Circumstances encountered during the performance of these services that warrant additional time or expense could result in the inability to deliver the services detailed within this SOS. Changes to the scope, assumptions, personnel, environment, dependencies, timeline, Software or Deliverables will be communicated in writing and agreed to by both Contractor and Client via Contractor's Project Management personnel. A Change Order Authorization ("COA") form may be added to this agreement to amend and set forth the effective date, purpose, description and price, if applicable.

The work required to address these changes will be scoped and presented to Client as a COA with any additional time, materials or cost. The following list provides a detailed process to follow if changes to the scope of this SOS are required.

- A COA will be the vehicle for communicating change and will be prepared by the Contractor lead Solutions Analyst assigned to this project. The COA must describe the change, the reason for the change, and the effect the change will have on the project.
- Both Project Managers will review the proposed change and approve. The review will determine the effect the COA will have on price, schedule, and other terms and conditions of this SOS.
- A written COA must be signed by both parties to authorize the implementation of any changes. See the attached **Exhibit D, SOS Change Order Authorization**.

11. Support

Contractor will provide implementation support for this project through to its completion. This includes but is not limited to ensuring installed applications are performing to manufacturer's specifications.

Upon completion of the project, Client will have access to the implemented solution's support Engineers for technical issues. Support will continue to be available throughout the term of the contract and upon renewal of the contract.

Please Refer to **Exhibit E, Proposed Support Escalation Process** for support details

12. SOS - Assumptions

The following are the general assumptions on which this SOS and Professional Services Fee are based. If any of these assumptions either change or are incorrect a COA may be required, which may result in additional Professional Services fees.

- Building environmental conditions that are within equipment specifications for airflow, temperature, humidity, and electrical quality.
- Access to equipment and facilities will be unimpeded. If access delays occur, work may be considered out of scope and may be required to be done outside of business hours at an overtime premium. Normal hours are Monday through Friday 8 a.m. to 5 p.m. local time, excluding holidays.
- Cabling and WAN Data Communication Lines are properly installed and tested. Contractor is not responsible for any improper cabling or issues involving telecommunications lines. All troubleshooting and corrective action will be billed outside of this SOS on a time and materials basis.
- Contractor is not responsible for any conflicts with existing hardware or software that is no longer supported by the manufacturer.
- Contractor is only responsible for integration tasks outlined in this proposed SOS. Any work outside of this SOS will be handled through a COA Process, which may require additional billable time and materials. Client will be informed before any out of scope work is performed.
- Contractor will have access to Client facilities and technical resources for the completion of this project and may conduct a substantial portion of the project work offsite at its own facilities.
- Deliverables and related activities have been explicitly defined herein, and anything not specifically included, but desired to be completed is to be addressed through the change management process.
- All systems will be installed in US English (other localized language configurations can be provided at an incremental cost and with a potential impact to delivery times).

13. Client Responsibilities

The “Scope of Service – Details” is the Software specific activities that are defined as the responsibility of Client. If any of these responsibilities either change or are incorrect a COA may be required, which may result in additional Professional Services fees. Please review this section to make sure these responsibilities are correct.

- Ensure that all applications and data are successfully backed up prior to Contractor beginning work. Contractor is not responsible for any lost information.
- Provide original manufacturer documentation for all existing hardware and software.
- Provide Backup equipment and media.
- Provide UPS equipment and media.
- Provide technical and application support for configuration and testing of Client specific information. Contractor does not warrant Client applications.
- Provide systems personnel for the project familiar with all aspects of Client’s enterprise configuration – security, remote access, domain structure, WAN/LAN connectivity, applications used for this project – to work in conjunction with the Contractor team on this implementation. Additionally, a desktop technician may be required to perform Client - side duties.
- Communicate the project to appropriate users.

-
- Make available all the appropriate resources, systems, network access, reports and any/all other data elements required for Contractor to complete the deliverables and other research necessary to complete this project as contained herein.
 - Provide a dedicated project manager to provide management, reporting, day to day project tracking, move/add/change requirements, and cross coordination of requirements.
 - Suitable hardware to host the Software application components.
 - Suitable Operating Systems software and licenses for the above.
 - Hardware and software maintenance for all servers.
 - Network configuration information to assist in solution design.
 - Deploy Software with the assistance of Client IT Personnel to Client desktops (if required).
 - Network connectivity between all solution components.
 - Identify a Project Sponsor with sign-off authority and ability to facilitate Client stakeholder participation.
 - Provide the resources to complete Client responsibilities defined in the Deliverables section of this SOW.
 - Provide access to key personnel and information needed to complete the project.
 - Provide the appropriate physical and network access to onsite resources, including IT area and all necessary fees, licenses, and release forms, related to photos, logos, and imagery that are to be provided to Contractor.
 - Provide a workspace for Contractor staff to use onsite.
 - Report on any Client technical or resource issues that would delay, hinder or adversely affect the deployment of the solution or its performance in the Client environment.
 - Allow for the distribution of Software upgrades to Client PC's as needed.
 - System Maintenance Tasks:
 - Resolution of Software system alerts as listed in the solution application.
 - Daily monitoring of Server Health.
 - Backup of all Software data and system settings.
 - Distribution of Software upgrades to Client PC's as needed.
 - Installation and deployment of software updates.
 - Inclusion of Software servers in routine maintenance activities (anti-virus, backup, etc.).
 - Accept title and/or license upon delivery/installation for product and/or software purchased if applicable.
 - Sign appropriate Contractor finance document for leased or financed transactions.

14. Contractor Responsibilities

The following activities are the responsibility of Contractor.

- Software License Key.
- Technical specification for implementation.
- Software revisions, updates, and patches during the term of the agreement.
- Installation of the Software components.
- Solution training .
- Email and phone support for the duration of the contract.
- Technical Services included in the scope herein.
- Configuration of the Software components.
- Support for the download of software updates for the solutions defined in this SOW is included in the Annual Maintenance and Support Agreement.
- Services associated with this installation and deployment of updates, patches, bug fixes and updates for the components of the solutions defined in this SOW are outside of this agreement and will require a separate project plan and SOW.

15. ADDITIONAL TERMS

1. Neither party shall be responsible for circumstances beyond its reasonable control that make its performance impossible or delays its performance under this SOS. To the extent that a party is delayed by such causes, the time to perform will be extended upon mutual agreement and execution of a SOS Change Order Authorization provided for herein, except with respect to the obligation to pay money to the other party, which period shall not be extended.
2. Payment Terms shall be in accordance with the MSSA.

Exhibit A: Proposed Project Plan

Note: Project duration is estimated based on current project scope. The actual project start and end dates and duration details will be determined during project kickoff between Contractor and Client

Task Name	Duration	Projected Start Date	Projected End Date
Erie County Water Authority - ECWA DocuWare On-Prem 2023 Implementation Project Plan	120H	1/30/23	2/24/23
Executing		1/30/23	2/2/23
Site Readiness Confirmed		TBD	TBD
Toshiba Internal Coordination		TBD	TBD
Software Deployment and Configuration		TBD	TBD
Review and update Installed Software (as required)		TBD	TBD
Configure Software – Modules		TBD	TBD
Install Software License (For on-prem)		TBD	TBD
Install Workstation Clients Software (If Applicable)		TBD	TBD
Testing		TBD	TBD
Training			
Milestone – Executing Complete		TBD	TBD
Monitoring/Controlling		2/3/23	2/4/23
Action Items and Issues Log		TBD	TBD
Communicate Support and Issue Escalation Process		TBD	TBD
Milestone – Monitoring and Controlling Complete		TBD	TBD
Closing		2/22/23	2/24/23
Review Deliver Final Documents		TBD	TBD
Review and Approval Sign - Solutions Delivery and Acceptance		TBD	TBD
Project Closure Meeting		2/24/23	2/24/23
Milestone – Solution Delivery and Acceptance Complete		TBD	2/24/23
Milestone – Project Complete		TBD	2/24/23

*Dates are subject to change based on client availability.

Exhibit B: Pricing Schedule

Total Solution Cost - \$157,024.09

Software –

Software	Description	QTY
DW-ESERVT	DOCUWARE ENTERPRISE SERVER	1
DW-NCL-40T	40-59 DOCUWARE NAMED CLIENT LICENSES	40
DW-SCT	DOCUWARE SMART CONNECT	1
DW-C2OUTLT	DOCUWARE CONNECT TO OUTLOOK	1
DW-MOBIPT	DOCUWARE MOBILE	1
DW-TMGRT	DOCUWARE TASK MANAGER	1
DW-EXPT	DOCUWARE EXPORT	1
DW-AIX2T	DOCUWARE AUTOINDEX	1
DW-WFMGRT	DOCUWARE WORKFLOW MANAGER	1
DW-BCFT	DOCUWARE BARCODE & FORMS	1
DW-IMPT	DOCUWARE IMPORT	1
DW-C2MAILT	DOCUWARE CONNECT TO MAIL	1
DW-INTELLT	DOCUWARE INTELLIGENT INDEXING	1
DW-FORMST	DOCUWARE FORMS	1

Maintenance & Support –

Maintenance & Support	Description	QTY
DW-ESERV-MST	DOCUWARE ENTERPRISE SERVER M&S (PER MONTH)	36
DW-NCL-40-MST	40-59 DOCUWARE NAMED CLIENT LICENSES M&S (PER MONTH)	1,440
DW-SC-MST	DOCUWARE SMART CONNECT M&S (PER MONTH)	36
DW-C2OUTL-MST	DOCUWARE CONNECT TO OUTLOOK M&S (PER MONTH)	36
DW-MOBIP-MST	DOCUWARE MOBILE M&S (PER MONTH)	36
DW-TMGR-MST	DOCUWARE TASK MANAGER M&S (PER MONTH)	36
DW-EXP-MST	DOCUWARE EXPORT M&S (PER MONTH)	36
DW-AIX2-MST	DOCUWARE AUTOINDEX M&S (PER MONTH)	36
DW-WFMGR-MST	DOCUWARE WORKFLOW MANAGER M&S (PER MONTH)	36
DW-BCF-MST	DOCUWARE BARCODE & FORMS M&S (PER MONTH)	36
DW-IMP-MST	DOCUWARE IMPORT M&S (PER MONTH)	36
DW-C2MAIL-MST	DOCUWARE CONNECT TO MAIL M&S (PER MONTH)	36
DW-INTELL-MST	DOCUWARE INTELLIGENT INDEXING M&S (PER MONTH)	36
DW-FORMS-MST	DOCUWARE FORMS M&S (PER MONTH)	36
DW-SDK-SUPT	DOCUWARE SOFTWARE DEVELOPER KIT (SDK) SUPPORT (TOOLKIT)	36

Professional Services –

Professional Services - Toshiba	Description	QTY
PROSERVICES	PROFESSIONAL SERVICES LABOR	120

DocuWare M&S for 36 months

Professional Services hours including time associated with the ECWA DocuWare POC project completed on 12/15/22 are valid for 12 months from signature.

Exhibit C: Solutions Delivery and Acceptance Form

Sample Form Only

TOSHIBA

Solutions Delivery and Acceptance Form

Customer Name:		
Project Name/Description	Project Location Address	
Name And Title Of Authorized Person	City, State, ZIP	
E-Mail Address	Phone	FAX
Service Agreement Information		
Service Agreement Type:	Statement of Services If other, specify:	
Service Agreement Date		
Deliverable / Milestone / Project Information		
<p>Acknowledgement. By signing below, Customer acknowledges and confirms that the deliverable, milestone and/or project referenced above has been completed, and all testing and acceptance criteria have been satisfied in all respects as of the date of this Form. Accordingly, Contractor is authorized to invoice Customer for all unpaid or outstanding fees and charges relating thereto, which shall be due and payable in accordance with the terms of the Service Agreement.</p>		
_____	_____	_____
Date	Authorized Customer Representative Signature	Title

Exhibit D: Change Order Authorization Form

Sample Form Only

TOSHIBA

Statement of Services Change Order Authorization

PS Project Name: [Insert Project Name]

MSSA Data (if Applicable): [Insert MSSA Number]

Change Order Number: [Insert Change Number]

This Statement of Services Change Order Authorization ("COA") is made and entered into by and between **Toshiba America Business Solutions, Inc. ("TABS")**, including its division **Toshiba Business Solutions ("Contractor")**, located at 25530 Commercentre Drive, Lake Forest, CA 92630, and **[CLIENT]**, located at _____ ("CLIENT ADDRESS"), collectively "parties". This COA is hereby incorporated by reference into the Statement of Services ("SOS") between the Parties as of the Effective Date below. This COA shall continue in effect until the termination or expiration of the SOS, unless sooner terminated in accordance with the terms of the SOS or as indicated herein. Parties agree that this COA hereby amends and/or modifies the referenced SOS as follows:

Effective Date:	
Purpose of Change:	
Change Description (if attachments are necessary, please number sequentially as Appendices)	
Pricing:	
Facsimile and electronic signatures shall have the same effect as written signatures	
The Parties have caused this COA to be executed and each individual whose signature appears below hereby warrants that they are duly authorized to execute this COA on behalf of the Party they represent:	
TOSHIBA	CLIENT
Printed Name:	Printed Name:
Signature:	Signature:
Title:	Title:
Date:	Date:

Exhibit E: Support Escalation Process

DocuWare support is provided by Toshiba Business Solutions. Client can contact Buffalo@tbssupport.net for helpdesk ticket. Client escalation will be provided by Contractor to DocuWare Support if required.

Sample diagram

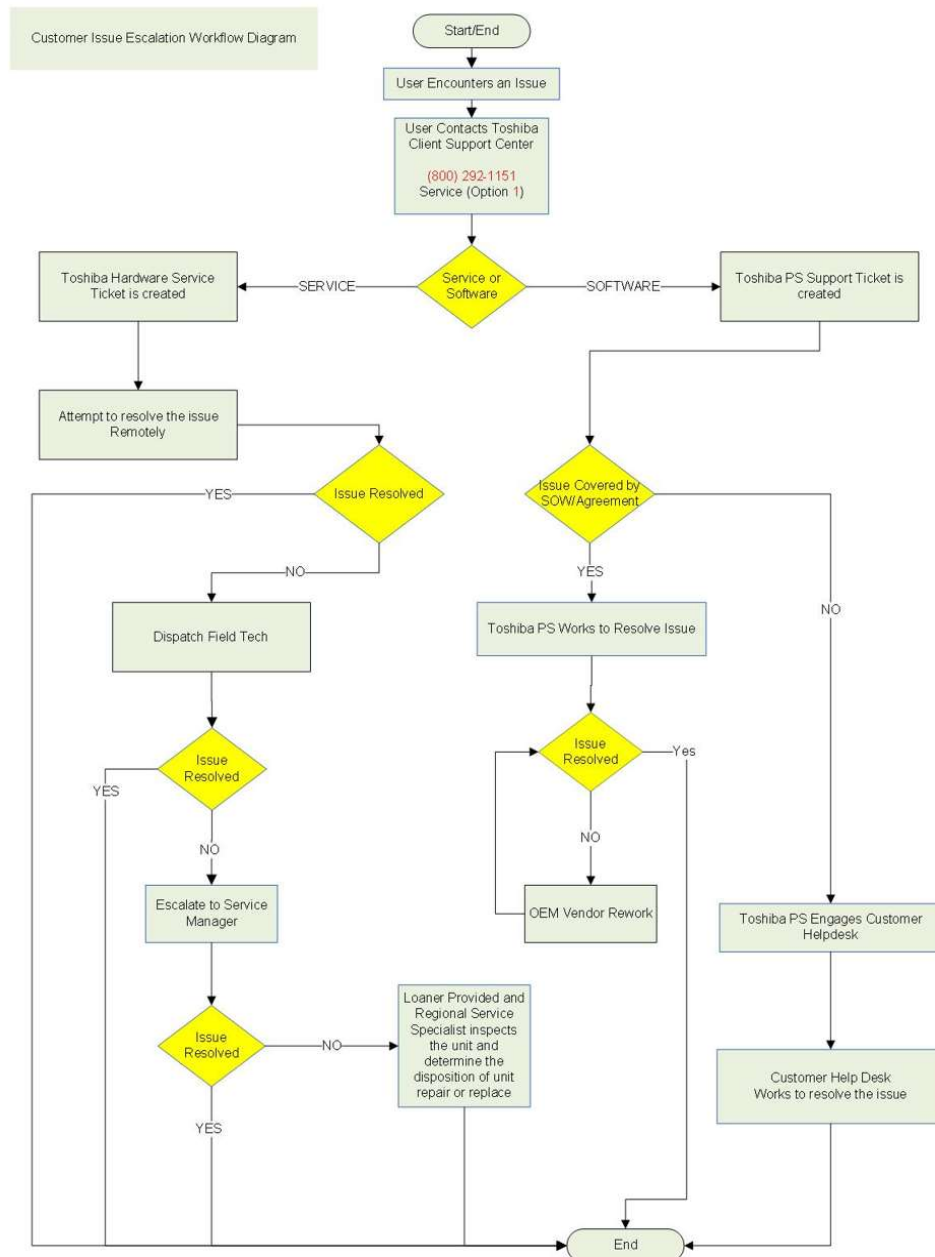


Exhibit F: Business Requirements Document

The Business Requirements Document (“BRD”) outlines the details the business solution for a project including the documentation of Client needs and expectations. The BRD is intended to highlight the project Scope, Requirements, Assumptions, Constraints, and Risks.

N/A

Exhibit G: Functional Design Document

The Functional Design Document provides an overview of the business issue to be addressed, a mock-up of the User Interface (UI) design, and a plain English synopsis of the logic anticipated. This document provides the Client with the opportunity to approve the high-level design before the effort is made to develop a detailed or technical design.

N/A