



Fresno Economic Opportunities Commission

REQUEST FOR PROPOSAL
For
Copier/Printer Lease and Support Services
Bid Number: CL-SS-0518

May 1st, 2018

Fresno EOC is soliciting proposals to establish a contract with a single qualified and experienced company to replace and upgrade our current copier/printer devices including accounting/management software.

Proposals will be considered from qualified and experienced firms who are regularly established in the business of providing document technology hardware and software with a very high level of service support, and, who in the sole judgment of Fresno EOC, have the needed resources, financially and technically, to manage the organization's ongoing needs. Through prior work performed, firms must be able to show evidence of reliability, capability, experience, and knowledgeable personnel to perform the services requested.

You can also find this Request for Proposal (RFP) on the Fresno EOC website homepage www.fresnoeoc.org.



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Proposal Submission:

- Qualified firms are invited to submit a proposal (an original and four (4) hard copies) meeting the requirements described herein no later than **2:00pm on June 1, 2018**. All proposals (original and copies) must be in sealed envelopes and must contain, clearly marked in the lower left-hand corner, the following information:

Fresno Economic Opportunities Commission
ATTN: Greg Streets
1920 Mariposa Mall, Suite 330
Fresno, CA 93721

BID #: CL-SS-0518
Company Name:

- In addition, proposing vendors must submit a copy of the same proposal response digitally, in PDF format to: Greg.Streets@fresnoeoc.org on or before **June 1, 2018 by 2:00pm** with a subject line Copier/Printer Lease and Support Services CL-SS-0518.

Failure to clearly label proposals may result in premature disclosure of your proposal. It is the responsibility of the Bidder to ensure that proposals are received by the above deadline. Late or incomplete proposals will not be considered.

Questions:

Direct all questions regarding this RFP, via email **ONLY** to Greg Streets at: Greg.Streets@fresnoeoc.org. All questions and responses will be made public and will be posted, in a timely manner, on the Fresno EOC website homepage (www.fresnoeoc.org) under the RFP section. Fresno EOC will not accept questions after May 16, 2018.

This Request for Proposal does not commit Fresno EOC to award a contract or pay any costs incurred by any proposing vendor in their preparation of a proposal response to this request. Should Fresno EOC make the determination to accept a proposal, it should be understood that such selection of a firm and proposal will be at the sole discretion of Fresno EOC Board of Commissioners. EOC makes no guarantees of quantity of items acquired, all quantities listed are for reference and comparison purposes only. All materials submitted to Fresno EOC by firms in response to this RFP will become the sole property of Fresno EOC.

Thank you for your interest in working with Fresno Economic Opportunities Commission.

Brian Angus, Chief Executive Officer
Fresno Economic Opportunities Commission



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General:

Fresno EOC is soliciting proposals from qualified and experienced office equipment firms to provide leasing of NEW copiers and support existing accounting/management/fax software with maintenance services for the purpose of replacing existing copier fleet. Firms must demonstrate the ability to perform the work described in the Scope of Services section of this invitation and have proven, successful experience, to perform the outlined work at a high level of excellence. Periodically, Fresno EOC carefully explores and considers all service provider options with the goal of adequately protecting the Agency from risk exposures within the limitations of available funding. Services to be performed include, replacement of current copier fleet, maintenance and servicing of new copiers, technical equipment and software support services, support of existing management software and fax server packages to meet the needs as described in the Scope of Services. The purpose of the Request for Proposal (RFP) is to provide a method of selection of such a firm and the basis for negotiating an agreement to perform such services. Term of agreement is 60 months, and awarded contract maybe renewed for up to 2 more consecutive terms by mutual agreement of Fresno EOC and the successful bidder.

About Fresno Economic Opportunities Commission (Fresno EOC):

Fresno EOC is a non-profit community benefit corporation organized under section 501 (c) (3) of the internal revenue code. Fresno EOC is part of a large network of Community Action Agencies authorized by the Economic Opportunities Act of 1964. Governed by a board of 24 commissioners representing the various regions of our county, its elected representatives and organizations serve the poor. Fresno EOC has, over the past 54 years, emerged as one of the premier Community Action Agencies in the nation operating approximately 30 programs directed towards the needs of, and empowering the poor in our community. Fresno EOC employs approximately 1,300 individuals committed to transforming lives. With over 30 programs to serve the community, we bridge gaps with almost every aspect of the underserved population.

Response Format:

Responses should be concise and include the materials and all information requested within this RFP. Generic marketing and promotional materials are neither required nor desired. Respondents should concisely but completely describe the scope of services they feel are appropriate to Fresno EOC and its affiliate entities. Please provide a complete specification of each product, software or service you are proposing.

Background on current equipment and software:

Fresno Economic Opportunities Commission currently leases a fleet of Canon copier equipment, with the Uniflow accounting and management software and utilizing an X-Medius fax sever integrated into the copier and Uniflow workflow. The mention of the Canon brand name is for reference only and shall not be considered to indicate that EOC will not accept bids for other manufacturer models of copiers/printers. Uniflow and X-Medius are required software packages that Fresno EOC has standardized on all products, bidder must fully support these software/management packages. The successful bidder will be responsible for the buyout of the current lease agreements and related costs for returning the equipment. Upon buyout (return of hardware) payment received, EOC will own the Uniflow and X-Medius software license modules and is requiring utilizing these software packages. Your bid must include the required ongoing technical support levels needed for these software's by your company



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as an authorized reseller. Fresno EOC's preference is that the copiers, accounting/tracking software and fax server will be supported technically by the same company being awarded this bid and you are required to disclose if any services will be supported by another provider.

Required Information

Specifications: Responses to this RFP should cover the following components; the number shown in parentheses is the weighting that specific component will receive in the rating matrix.

Bidder General Information

- Firm Name
- Home Office Address in Fresno County
- Website
- Contact Information for this RFP:
 1. Name and Title
 2. Phone
 3. Fax
 4. Email

1. Firm Structure and Experience (10 points)

- Describe the ownership and structure of your firm.
- Number of branches and overall size of company in terms of total revenue, as well as size of company operations locally within Fresno County.
- Number of employees overall as well as locally within Fresno County.
- Number of years in existence as a company, under present ownership, and also in Fresno County as a current entity.
- Describe your firm's expertise and capabilities in each of the following areas:
 1. Document Management Integration. Include a specific client reference and a general outline of how your Document Management integration met their particular needs in Fresno County.
 2. Fax Server Integration. Include a specific client reference and a general outline of how your Fax Server integration solution met their particular needs in Fresno County.
 3. Does your company have a FULL TIME, not outsourced, (8:00 am to 5:00 pm) direct line to a technical Help Desk? (Y/N). If affirmative, please state its capability, including all areas of expertise and organization structure (provide names on org chart and all company areas of responsibility individual holds)
- Provide proof of insurance policy carried for errors and omissions and fiduciary liability.



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2. Non-Profit Expertise/Relevant Experience/Client References (15 points)

- Descriptions/examples of previous experience that may be relevant to servicing clients similar in size/structure to that of Fresno EOC's preferred in Fresno County.
- Provide a list of current clients with a similar non-profit structure preferred in Fresno County.
- List three clients, preferably non-profit organizations, whom we may contact as references preferred in Fresno County. Please also include the number of years you have been working (or worked) with them. References should be utilizing the technology you are proposing including copiers, fax server and Uniflow accounting, tracking and management software.

3. Proposed Service Approach (30 points)

- Describe your understanding of Fresno EOC's desired services.
- Discuss your firm's philosophy on the process of providing copier printer services, including proposed techniques and methodology to be used for support of Uniflow Accounting Software and X-Medius Fax Server.
- State any difficulties foreseen in performing the designated tasks.
- Describe your firm's technological capabilities and what resources are available locally via live support and remotely through helpdesk staff.
- Describe any services or portion of services, which will be performed by another firm, and provide relevant information on said firm's qualifications and personnel.
- Please describe if your company has done business with Fresno EOC in the last 10 years and, if so, the extent of your engagement.
- Fresno EOC would prefer for the vendor NOT to use any "third party" financing but to retain the responsibility of invoicing AND title of all equipment leased in-house. Please state if your company is able to offer this or not. Also, please include with your RFP response a copy of the lease documentation you propose to use.
- Please provide a sample billing.

4. Service Team (15 points)

- Describe the proposed account team to include:
 1. Name
 2. Job title
 3. Location
 4. Education, training
 5. Current responsibilities and area of expertise
 6. Years of experience
 7. Number of years with your firm
 8. Professional affiliations
 9. Professional qualifications (such as: honors, designations, other credentials)
- Provide the number and average size of accounts (in terms of number of copiers) currently supported for each of the primary service team members who will be assigned to Fresno EOC.



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In Addition:

- Include your approach to providing high quality technical maintenance services, ensure minimal response times to needed equipment repair calls and ongoing training services such as responding to employee questions.
 - Supply an outline of key milestones to deliver the required equipment and implement the services required and who will be responsible for completion of each milestone.
 - Provide a list and description of any current or pending administrative or similar actions against your employees or your firm or an affirmative statement that there are none.
- 5. Small, Women, Disabled Veteran, or Small Business (10 points)**
- Efforts will be made to utilize small businesses, women, disabled veteran, and minority-owned businesses, with the consideration that the primary responsibility is the most favorable return to Fresno EOC. If applicable, provide publicly certified documentation or a self-certification statement that is subject to examination. If not applicable, please so state.
 - Please provide details of any efforts towards diversity currently in progress within your firm.
- 6. Proposed Fee Structure/Pricing (20 points)**
- Fresno EOC is not obligated to select the firm with the lowest fee proposal to perform these professional services. Fresno EOC will lease copier equipment and software from the successful responder based on a 5-year (60 Month) lease term on a fair market value lease. Current buyout and return of current equipment will be at the awarded vendors cost. Current buyout of lease(s) and software agreement(s) is estimated to be \$345,000 not including return shipping. The buyout payment must be included as a separate item cost on the Pricing Schedule. Please complete the attached Pricing Schedule Attachment for the pricing requirements as defined in this RFP.

Copier Hardware Requirements

Category 1: (Similar to Canon IR1730)

Approximate Quantity: 35

Volume copies or prints per month: 4,000

B&W Copier printing 8 ½ x 11 Images at minimum 30 PPM

Up to 11x14 size

Document Feeder

Paper Drawers: Two 550 Sheet Each

Matching Cabinet

PCL Print and Network Scanning

By Pass Tray

No cartridge-based units will be accepted. Must have separate toner and drum units.



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Category 2: (Similar to Canon IR2525)

Approximate Quantity: 20
Volume copies or prints per month: 4,000
B&W Copier printing 8 ½ x 11 Images at minimum 25 PPM
Up to 11x17 size
Document Feeder
External Stapler Finisher
Paper Drawers: Four 550 sheets each
By Pass Tray
PCL Print and network scanning

Category 3: (Similar to Canon IR4545)

Approximate Quantity: 15
Volume copies or prints per month: 8,000
B&W Copier printing 8 ½ x 11 Images at 45 PPM
Up to 11x17 size
Document Feeder
External Stapler Finisher
Four Paper Drawers of (550) sheets each
By Pass Tray
PCL Print and Network Scanning

Category 4: (Similar to Canon IR4551)

Approximate Quantity: 15
Volume copies or prints per month: 8,000
B&W Copier printing 8 ½ x 11 Images at 51 PPM
Up to 11x17 size
Document Feeder
External Stapler Finisher
Four Paper Drawers of (550) sheets each
By Pass Tray
PCL Print and network Scanning

Category 5: (Similar to Canon IR6565)

Approximate Quantity: 10
Volume copies or prints per month: 25,000
B&W and Color copier printing 8 ½ x 11 images at 65 PPM
Up to 11x17 size
Document Feeder
External Stapler Finisher
Paper Drawers: Two 1,500 sheet Drawers and Two (550) sheets each
By Pass Tray
PCL Print and Network scanning
Console, integrated design (units sitting on cabinets or paper stands will not be accepted)



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Category 6: (Similar to Canon IR8505)

Quantity: 1
Volume copies or prints per month: 225,000
B&W Copier printing 8 ½ x 11 Images at 105PPM
Up to 13x19 size
Document Feeder
Booklet Finisher
Document Inserter/Post Sheet Insertion
Paper trays: (2) 1500 each and (2) 550 each
PCL Print
By Pass Tray
Console, integrated design (units sitting on cabinet will not be accept)

Category 7: (Similar to Canon IRC5550)

Approximate Quantity: 5
Volume copies or prints per month: 8,000 B&W and 5,000 Color
B&W and Color copier printing 8 ½ x 11 images at 50 PPM
Up to 11x17 size
Document Feeder
External Stapler Finisher
Four Paper Drawers of (550) sheets each
By Pass Tray
PCL Print and Network Scanning

Category 8: (Similar to Canon IRC7570)

Approximate Quantity: 1
Volume copies or prints per month: 15,000 B/W and 15,000 CLR
B&W and Color copier printing 8 ½ x 11 images at 70 PPM
Up to 13x19 size
Document Feeder
External Stapler Finisher
Paper trays: (2) 1100 each and (2) 550 each
250 sheets By Pass Tray
Booklet Finisher
Paper Folding Unit
2/3-hole Puncher Unit
Fiery ImagePass
Console, integrated design (units sitting on cabinet will not be accept)



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Scope of Services:

Responder certifies and warrants that all products sold to Fresno ECO under any agreement resulting from this RPF shall be NEW, recently manufactured and current, from new design and components and never been used in a previously sold model. Any new model introductions or expanded models may be added to the contract at similar levels of discount from MSRP and must be approved by Fresno EOC for both use and pricing. Vendor must be an authorized sales and service provider for any products or software proposed by vendor, please provide proof of your authorization in your response.

Pricing should include all delivery and installation cost (including connecting copiers to print, scan and interface with Uniflow and X-Medius Fax Server integration both desktop and using copier interface).

Please detail your company delivery and installation capabilities.

Software Authentication/Accounting/Tracking/Faxing System Requirements

Please describe your understanding of proposed solution and how it meets ALL the requirements below.

Authentication: Users must be able to login via PIN codes from the main copier display. Users are managed from a centralized Uniflow server that synchronizes with Active Directory. As a secondary method of login, users can use their AD username and password. Authentication with card access may be utilized in the future so the system and hardware must be capable of this feature.

Reporting: Currently Uniflow helps the finance and IT departments to track and assess the organization's current printing costs. For Canon MFPs, copy, print, fax and scan usage can also be recorded along with any standalone printer. Each printer can be assigned multiple price structures, allowing tracking of charges to the user as well as the internal cost centers. Usage by user can be tracked without going through the print server.

Send to Myself: Since the MFP knows who the user is via login, Uniflow automated scanning by creating a button that goes directly to a user's email address. This eliminates the need that IT creates address book entries for new hires. Additionally, the FROM email address is the user's email.

Home Folder Scanning: With the size and number scanned of documents increasing, our IT Department doesn't want our email servers to fill up with scanned documents. Currently with Uniflow, a button is dynamically created that not only scans to the user's home folder, but will scan to a sub folder to help organize scanned files. If the sub folder does not exist, it will be automatically created.

Fax Server Integration: Currently Uniflow is integrated into our X-Medius fax server. Fresno EOC requires a common interface for end user but has all of the controls in place for a sophisticated solution. Currently Fresno EOC has the following system



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X-Medius Enterprise with 6 Channels and Exchange Connector.

Budgets: Set usage limits by user or department providing automated notification when funds are low. Limit machine function by user: IT can set access policies to each device. For example, staff can only be allowed to copy in black and white on the MFPs next to the managing director, while managers can copy in both black and white and color on any device.

Bidder is required to include 5 years of software and technical analyst support in your response. No other fees will be allowed.

uniFLOW Business Edition

uniFLOW Business Server (250 Users Concurrent)	1
uniFLOW Remote Print Server Business Edition Qty-1	1

MEAP SPP

uniFLOW MEAP-Device ID License 1 Device	6
uniFLOW MEAP Login Only-Device ID License 1 Device	13
uniFLOW MEAP Login Only-Device ID License 25 Device	1

CMFP MEAP License

uniFLOW Login Device License for CMFP 10 Device	2
uniFLOW Login Device License for CMFP 50 Device	1
uniFLOW Software Assurance - 1 Point	140 Currently

Service Commitments:

List what your company’s service guarantee and customer satisfaction commitments for all products proposed are.

Training:

Successful vendor will include the following customer training requirements.

1. Initial training (following installation) on site for both equipment and software.
2. Follow up training on site for both equipment and software.
3. On-going training on site for both equipment and software (existing and new users.)



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Reporting:

At minimum, the following report will be required (hard copy/on-line) on a quarterly basis:

Population of digital Copiers by:

- Model
- Serial Number
- Location
- Average Monthly Volume
- Service Response time
- Repair Time
- Uptime
- Total Number of Service Calls

Responders agree to provide other reports as reasonably requested by Fresno EOC at no additional cost. Please included a copy of your report in your proposal.

Patent Indemnity

The Bidder shall hold Fresno EOC, its officers, agents, and employees, harmless from liabilities of any nature or kind on account of use of any copyrighted or un-copyrighted composition, secret process, patented or unpatented invention, article of appliance furnished or used under this RFP.

Selection Process

All eligible proposals will be reviewed and rated for their qualifications, experience both with Fresno EOC and other similar clients, price, and suitability to complete the Scope of Work for this RFP. Fresno EOC, at its discretion, may request presentations from a short list of firms and/or request additional clarification information from any or all Bidders. However, Fresno EOC reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Bidder can propose. All bids are subject to approval by the Fresno EOC Board of Commissioners. Notice to selected bidder to proceed with scope of work is anticipated by July 2, 2018.

Proposal evaluation shall be based solely on the information provided in the proposal submittal package. Be sure to include all relevant information and evidence of your firm's record of performance and ability to perform the work.

Right to Reject

Fresno EOC reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP. Fresno EOC reserves the right to waive informalities or irregularities in bids. In case of deviation from enclosed specifications, the bidders shall indicate



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in writing the exception(s) from the specifications. If no exception(s) is noted, it is understood that the specification will be complied within detail as requested WITHOUT EXCEPTION.

Conflict of Interest

Please provide a statement of conflicts your firm, sub-consulting firms and/or key employees may have regarding these services. The statement should not only include actual conflicts, but also any perceived working relationships by disinterested parties as a conflict. If there are no potential conflicts of interest please state so.

Litigation

Provide specific information on the termination of any contract you have been involved in (for default), litigation, settled, or judgments entered within the last five (5) years involving your firm, joint venture partners, or sub-consultants. Also, provide information on any convictions for filing false claims within the past five (5) years

Withdrawal of Proposals

Bidder may withdraw their proposal by written request, at any time prior to the scheduled closing date and time for receipt of proposals.

Proprietary Proposal Material

Fresno EOC respects your professional privacy, any proprietary information revealed in the proposal should, therefore, be clearly identified as such.

Equal Opportunity Compliance

Fresno EOC requires all vendors to comply with Federal, State, and Local policies and regulations concerning equal opportunity and agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, physical handicap or any other trait or characteristic protected by law.



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(Authorization is a separate page... to be submitted with the proposal)

AUTHORIZATION:

The undersigned hereby asserts that he/she is duly authorized to submit this proposal, that all information contained in it is true, correct and complete, and that the undersigned is authorized to enter into a contract with Fresno Economic Opportunities Commission should he/she be selected and approved for services, as negotiated.

Name of Firm

Name of Principal/CEO/Owner Print Signature

Title Phone

Address City/State/Zip

Date License # (if applicable)

Email FAX



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This page to be completed by Fresno EOC Staff

Firm Name _____

Maximum Points	Score
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Firm Structure and Experience

10	
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Non-Profit Expertise/Relevant Experience/Client References

15	
----	--

Proposed Service Approach

30	
----	--

Service Team

15	
----	--

Small, Women, Disabled Veteran, and/or Minority Owned Business

10	
----	--

Proposed Fee Structure Pricing

20	
----	--

Total Score

100	
-----	--

Reviewer's
Signature _____

Reviewer's Name _____

Date _____



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Pricing Schedule:

The items included in this RFP can be provided within _____ business days after RFP award and contract negotiation. Please do not included tax in any pricing.

Copier Hardware:

Buyout of existing contracts. Awarded vendor is required to make payment to FEOC equal to the current buyout amounts. Currently estimate to be \$314,000.00

	Enter Monthly payment (60 months) for buyout costs			\$		
	Make/Brand	Model	Meets or exceeds all Specifications (Yes or No)	60 Month Pricing Including service volume per unit	Quantity	Total Price
<u>Category 1</u> Includes 4,000 B&W				\$	35	\$
<u>Category 2</u> Includes 4,000 B&W				\$	20	\$
<u>Category 3</u> Includes 8,000 B&W				\$	15	\$
<u>Category 4</u> Includes 8,000 B&W				\$	15	\$
<u>Category 5</u> Includes 25,000 B&W				\$	10	\$
<u>Category 6</u> Includes 225,000 B&W				\$	1	\$



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Category 7 Includes 8,000 B&W & 5,000 Color				\$	5	\$
Category 8 Includes 15,000 B&W & 15,000 Color				\$	1	\$

Copier Hardware continued:

Please enter the cost of additional images

Overage Cost Per Image	Included B&W Volume	Included Color Volume	B&W Overages Cost	Color Overages Cost
<u>Category 1</u>	4,000	N/A	\$	N/A
<u>Category 2</u>	4,000	N/A	\$	N/A
<u>Category 3</u>	8,000	N/A	\$	N/A
<u>Category 4</u>	8,000	N/A	\$	N/A
<u>Category 5</u>	25,000	N/A	\$	N/A
<u>Category 6</u>	225,000	N/A	\$	N/A
<u>Category 7</u>	8,000	5,000	\$	\$
<u>Category 8</u>	15,000	15,000	\$	\$

Please Acknowledge return shipping of current equipment will be at Vendor expense _____ Initial



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Please state if you are providing in-house financing.

Yes No

If yes, please provide the remit to address. If no, please provide the name and address of the finance company.

Please attach a copy of the financing contract with your proposal for either in house and third party.

Software and Support Costs:

Software Costs	60 Per Month Pricing
Please enter pricing per month for Uniflow software and software support and all analyst support required for installation and 60 months support. Pricing is fixed for term.	\$
Please enter pricing per month for X-Medius software and support required for installation and 60 months support. Pricing is fixed for term.	\$