



May 9, 2023

Scott Havey
 Database Administrator, Information Technologies & Digital Services
Weber County, Utah
 2380 Washington Blvd, Ste. 320
 Ogden, Utah 84401
shavey@WeberCountyUtah.gov
 801-399-8627

Re: AX (AE) and Kofax Capture Upgrades

Thank you for your interest in the products and services of MetaSource, LLC., (“MetaSource”). This Quote and following Statement of Work (SOW) has been prepared for **Weber County, UT, (“Client”)** to perform services necessary to migrate solution components to new virtual server, upgrade the existing AppXtender v16.3 to AppEnhancer v22.2, install and configure Full Text, and upgrade Kofax Capture server and one (1) workstation to the currently available release level – v11.1.1.

The Fixed Fee for services to be performed by MetaSource’s Professional Services team is as follows and further defined in the Statement of Services section of this SOW.

Professional Services	Unit Price	Total Price (USD)
Perform Upgrades per the Scope of Services defined in this SOW	Fixed Fee	\$40,000.00
Travel Expenses (estimate)	N/A	\$0.00
Total Professional Services:		\$40,000.00

Software - Perpetual	Quantity	Unit Price	Total Price (USD)
MetaSource AE Export Connector for Kofax	1	\$11,500.00	\$11,500.00
ApplicationEnhancer 5 CC Full Text User pack	1	\$1,770.00	\$1,770.00
ApplicationEnhancer xPlore Full Text Server	1	\$4,719.00	\$4,719.00
Total Software:			\$17,989.00

Software - Term	Years	Unit Price	Total Price (USD)
Kofax Capture - Kofax Import Connector - File Interface (Folder) Term license 3-year commitment. This fee is an annual fee for 3 years	3	\$10,253.00	\$30,759.00
Total Software:			\$30,759.00

Maintenance	Quantity	Unit Price	Total Price (USD)
MetaSource AE Export Connector for Kofax - Annual Application-Level Support and Maintenance	1	\$2,645.00	\$2,645.00
xPlore Full Text Maintenance – Server & Users	1	\$2,363.08	\$2,363.08
Total Maintenance:			\$5,008.08

Totals	Total Price (USD)
Professional Services	\$40,000.00
Software – Perpetual License	\$17,989.00
Software – Term 3 Year commitment. Price is listed as year-one price	\$10,253.00
Maintenance	\$5,008.08
Total:	\$73,250.08





1. Pricing is based on the scope of services and assumptions listed in this SOW.
2. This quote will expire 60 days from the date listed above.
3. Project resources will be scheduled upon receipt of a Purchase Order and Signed Quote.
4. Invoicing will be based on the schedule defined in the SOW.

Thank you again for the opportunity to provide these services. If you have any questions or we can be of further assistance, please do not hesitate to call.

Sincerely,

Chris Hill

Director, Business Development

MetaSource, LLC.

67 West 12390 South Ste. 300,

Draper, UT 84020

Office/Cell: 801-997-0027

chill@metasource.com



Date Submitted:	April 20, 2023	Client Name:	Weber County, UT
Author:	Brad Grell; David Frank, John Haste	Client Business Owner:	Scott Havey
MS Acct Manager:	Chris Hill	NetSuite #:	414
Date Last Modified:	5/9/2023	Client Priority:	<input checked="" type="checkbox"/> High - Must Have <input type="checkbox"/> Medium - Important <input type="checkbox"/> Low - Nice to Have

Statement of Work

AX (AE) and Kofax Capture (KC) Upgrades

Objective

Weber County is currently running AppXtender (AX) version 16.3 and Kofax Capture v11.0 and are requesting MetaSource’s assistance with upgrading their AX system to the latest version – AppEnhancer 22.2, as well as Kofax Capture (KC) v11.1.1.

They currently run AX on one (1) Windows 2016 Standard server, and Kofax Capture on one (1) Windows 2016 Standard server and wish to upgrade to Windows 2019 servers with this upgrade.

The Client is purchasing xPlore Full Text Server and Full Text clients. xPlore 20.2 will be installed on a Windows 2019 server and configured to match the current AX / AE applications that the Client desires to have Full Text search capabilities.

With this upgrade the plan is to migrate the AX database from Oracle 11g to MS SQL 2019.

System Information

Installed

- AX 16.3
 - eDex
- KC 11.0

Servers

- AX:
 - 1 Prod: AX, Web Access, etc.
 - 1 Prod: Oracle 11.g server
- 1 Prod: Kofax Capture
 - 1 Prod Kofax “native” MSDE/SQL Express
 - Five (5) client workstations

Scope of Services

The following defines the services that MetaSource will be delivering as part of this SOW. Any task not specifically included in the Scope of Services and Assumptions sections, is considered not in scope for this project. MetaSource will perform the following unless noted otherwise.

1. Project Initiation and Kickoff

The Project Initiation phase consist of pre-engagement activities necessary to prepare the Client and MetaSource project teams for the project work. The following activities are planned.

- a) Identify appropriate resources for this project, such as the Subject Matter Experts, DBA, training manager, system admin resources, desktop support, business owners and their availability.

- b) Prepare and orient MetaSource team members.
- c) Conduct project kickoff meeting to review and perform the following:
 - a. In Scope Tasks and Assumptions
 - b. Client Obligations and project Exclusions.
 - c. Set expectations and timelines.
 - d. Review to confirm configuration of the current AX and Kofax system and develop the upgrade plan.
- d) Define new server requirements and specifications.
- e) Confirm upgrade plan with Client.

2. Security Migration Preparation

As part of the upgrade, the Client will be migrating from AX Content Management (CM) security to Windows Active Directory Security. The following tasks will be completed by the Client with MetaSource guidance where needed.

- a) Review current AX security to identify user and group privilege assignments.
- b) Eliminate user level security settings wherever possible.
- c) Document Current privileges assigned to CM groups.
- d) Identify/Create an AD Group for each of the CM groups currently in AX and document mapping.
- e) Assign AD users their respective groups, matching the AX CM group.

3. Perform Test Upgrade

On new 2019 servers, MetaSource will install and configure the latest version of the AppEnhancer (AE) components. A test migration from Oracle to SQL will be performed as part of the process. The following tasks are planned.

- a) Install AE 22.2 (plus latest service pack) software on new 2019 servers (future production servers) to include the following:
 - i. Web Access
 - ii. Rendering Server
 - iii. Web Services
 - iv. REST Services
 - v. AE License Server
- b) Obtain and apply upgraded AE license on the new License server
- c) Create a new Data Source, specifying Windows security, and import the Application configuration from Production.
- d) Export key AX Database tables from the production Oracle AX table space.
 - a. Perform a discovery to determine the list of tables to export with a minimum of two (2) tables per AX Application.
 - i. The exported files will contain a field name header row, all fields, tab delimited and will be identifiable by name for their respective application.
 - b. The Client Oracle DBA will be responsible to execute the export from Oracle.
- e) Import the exported files into their respective AX database tables in SQL, modifying the formats as needed for the new AX Database.
 - a. Contingent on the outcome of this import, it may be determined that additional time may be required to complete this operation, in which case a Change Order will be required and initiated by MetaSource
- f) Test to confirm functionality.
- g) Import AD Groups and assign privileges to those groups as documented during the CM to Windows Security Migration phase.

- a. MetaSource will import and configure up to two (2) AD Groups and assign their privileges
- b. The Client will import and set privileges on the remaining AD Groups
- h) Upgrade/install AX Desktop on up to two workstations, if needed, providing instruction to Client Desktop team, who will be responsible for all other desktop upgrades/installs. The desktop client has been deprecated so the AX 20.4 client can be installed and run with AE 22.2.
- i) Provide up to four (4) hours Knowledge Transfer on the new feature functionality of AE 22.2 including xPlore Full Text operations
- j) Update upgrade plan

4. Perform the Production Upgrade

The production upgrade will be scheduled to minimize downtime to end users utilizing the findings and lessons learned from the test upgrade. The following tasks will be performed.

- a) The Client will export AX Oracle tables using the same procedure as was done for the test upgrade.
- b) MetaSource will import the files following the procedures outlined during the test upgrade
- c) Install xPlore 20.2 on a Windows 2019 Server
- d) Configure xPlore to AE Applications. Perform Full Text operations in AE.
- e) Test functionality
- f) MetaSource to provide support through production upgrade.

5. Image File Migration to New Storage

“File Migration” will be performed by detaching the current SAN/NAS/Network Storage from the current v16.3 Production environment and reattaching to the new 22.2 Production environment.

This activity will be performed by the Client.

6. Perform Kofax Capture migration/upgrade

The Client is to install SQL Management Studio on the new KC server and provide a SQL account that has DB Owner permissions to the new SQL Database.

- a) Install Kofax Capture 11 (plus latest service/fix packs) software on new 2019 servers (future production server)
- b) Move the KC license to the new KC License server & activate
- c) Install the MetaSource AE Export Connector for Kofax
- d) Install and configure Kofax Import Connector (KIC), replacing eDex, for one (1) KC Batch Class
- e) Migrate the 15 production Batch Classes
- f) Convert approximately seven (7) Validation Scripts from SBL to .NET
- g) Test all migrated Batch Classes to confirm functionality
- h) Upgrade/install KC Desktop client on one (1) workstation, providing instruction to Client Desktop team, who will be responsible for all other desktop upgrades/installs.

7. Project Closure

MetaSource will review the project with the Client Project Manager and stakeholders and gain agreement of project closure. The following tasks are included in the project closure procedure.

- a) Obtain Client’s approval that the project is complete.
- b) Finalize the administrative aspects of the project.

Excluded from Scope

The following highlight key items that are excluded from the scope of services to be performed. This list is not all inclusive as anything not listed under the above scope or in the following assumptions is considered not in scope.

- a) Attending Client required training to permit remote access to their system.
- b) Developing or modifying any Web or ReST services.
- c) Developing or modifying any custom components or importers.
- d) Installing or troubleshooting Operating Systems or IIS components.
- e) Upgrading or installing anything not listed in scope.

Project Deliverables

As part of the completion of the project the following will be delivered

- f) AE 22.2 Documentation (PDF)
- g) xPlore 20.2 Documentation (PDF)
- h) KC 11.1.0.4 Documentation (PDF)

Client Obligations

To facilitate MetaSource's execution of the scoped services, the Client agrees, at minimum, to the following obligations. The Client acknowledges and agrees that failure to meet the responsibilities noted will likely affect duration, cost and/or quality in the execution and completion of the project.

1. Providing a project sponsor and/or project manager who will be responsible for managing Client project obligations and resources.
2. Providing required access to the servers, both existing and new servers and SQL servers
3. Permitting access to MetaSource SFTP sites to download new software.
4. Responsibility for all network connectivity including opening necessary firewalls and ports.
5. Create and manage AD Groups to facilitate CM to AD security migration for AE
6. Providing required credentials to access servers, AE, KC and SQL
7. Providing a domain service account that is a member of the local Administrators group on the AX servers with the following local security policies enabled.
 - a. Act as part of the operating system
 - b. Allow log on locally
 - c. Log on as a batch job
 - d. Log on as a service
 - e. Replace process level token.
8. Providing SQL Management Studio to access the AE & KC SQL databases
9. Setting up the new servers and OS
10. Performing SQL and Oracle DBA duties to include backup and restore of the AX database and the new AE database as well as executing the table export from Oracle.
11. Managing the image file migration through to completion
12. Modifying any third-party solutions to work with the new version of AE
13. Importing and set privileges on the remaining AD Groups in AE Admin.
14. Upgrading all additional AX Desktop and Kofax installations.
15. Scheduling and communicating downtime to the user population
16. Attending scheduled meetings

17. Performing User Acceptance Testing (UAT) and any end-user training

Project Assumptions

The Services included in this quote are subject to the following assumptions:

1. All work to be performed remotely. This scope of services is based on using direct VPN access to the Client system and servers. Any other type of remote access may result in additional time needed to complete the project; in which case a Change Order will be submitted for approval.
2. The current Oracle AX database is functioning properly. The current Oracle database will remain in place and not be disturbed.
3. No new customizations or modifications to existing solutions are included, except as defined in the scope of services section of this SOW.
4. Delays out of MetaSource control may result in the need for additional funds to complete project work, in which case a Change Order will be required.
5. MetaSource will download all new software versions and patches. Software will be saved to a share on one of the new servers, unless instructed by The Client to a different network share.
6. MetaSource will obtain the upgraded licenses, which requires that the Client is current on software maintenance.
7. Source Code is not included.
8. With database migrations, many variables impact the time to complete. If additional support time is needed due high volume or other delays, a Change Order will be issued for approval. Users will have access to all AE content during the database migration process.
9. Costs for hardware, operating systems and databases are not included in fees.
10. The Client acknowledges that the purchase of MetaSource Professional Services is completely independent of the purchase of software licenses from MetaSource
11. Any configuration or modification made by MetaSource as part of this scope of services, to any third-party software or materials provided by the Client or deliverable incorporating such items will be subject to the ownership and other rights agreed to by the Client with the applicable third party
12. The Services and resulting deliverables may include advice and recommendations, but the Client agrees that all decisions in connection with the implementation of such advice and recommendations will be the responsibility of, and made by the Client
13. MetaSource is not responsible for any alteration or other modification made to a deliverable by the Client or any third party (excluding any permitted subcontractors working for MetaSource) or for any work performed by the Client or its contractors in connection with this engagement
14. MetaSource is not providing any warranty regarding, and is not liable for, any Third-Party Products or the Client software, documentation, equipment, tools or other products or materials

Project Management

In the absence of a MetaSource Dedicated Project Manager, which is **not included** in scope for this Project, the project will be led by the MetaSource PS Engineer who will provide project progress updates periodically, per the scope of services defined in this contract. Should a Dedicated Project Manager be requested, a Change Order will be submitted for approval.

Change Order Procedure

In the event a change is required during the delivery of services, the following Change Order process will be used. Delay in authorizing a Change Order may push back scheduled work at least as long as the delay. The longer the delay, the greater the potential for resource re-assignment resulting in further delays.

1. A written description of the changes (Change Order) will be prepared by MetaSource.

2. The document will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms.
3. The Change Order shall indicate the detailed cost and any impact of the Change Order upon the planned deliverables and their respective timelines.
4. Both the Client and MetaSource must sign the Change Order to authorize implementation of proposed changes.

Project Pricing and Invoicing

The fees set forth in this Quote represent MetaSource's good faith estimate based upon information known to MetaSource prior to signing this Quote and the assumptions, project dependencies, responsibilities and other matters set forth in this SOW. Any additional work outside the scope of this project will need to be approved by the Client through a formal Change Order.

Billing Schedule

The Project will be scheduled upon receipt of the Signed Statement of Work. Client may submit a purchase order as it desires to memorialize its process. MetaSource will invoice the Client for the Total Services amount listed on page 2, upon receipt of the Signed Statement of Work.

The Client will pay such amounts net thirty days (30) from invoice date.

- Project delays resulting from the Client owned software or hardware issues may result in the need for additional fees to complete the project.
- The cost herein is based on delivering the services and deliverables as described in this SOW. Changes to the scope, deliverables and/or assumptions will require a revised price quote.
- The Services Fees does not include Weekend and Holiday work, unless noted in the scope of work. Should work be scheduled during Weekends or Holidays, a Change Order will be issued for the added cost. A Weekend/Holiday is defined as the end of workday Friday (or day before the Holiday) through to the start of work on Monday (or the day after the Holiday).
- MetaSource will have fulfilled its obligations under this Quote when any one of the following first occurs:
 - MetaSource provides the services specified in this SOW or in any approved Project Change Order or other written change authorization; or
 - The Client or MetaSource terminates the Services in accordance with the provisions of this Quote and the Agreement.

Expenses and Other Charges

All work is to be performed remotely; no travel is included. Should the Client request onsite work, a Change Order will be needed to cover estimated travel expenses and any additional hours that may be needed.

Terms and Conditions

By the signatures of the Parties, each agrees this document is a Statement of Work under State of Utah "Best Value" Cooperative Contract Number: PD2082.

By its signature MetaSource, LLC. agrees to provide the solutions and perform the services described under the terms specified.

By the signature of its authorized representative on this agreement, Utah State Tax Commission agrees to engage MetaSource, LLC. to perform the services described in this Statement of Work and to compensate MetaSource, LLC. on the terms and conditions as described.

For MetaSource:

For Client:



MetaSource, LLC.

By: _____

Name: _____

Title: _____

Date: _____

Weber County, UT

By: _____

Name: _____

Title: _____

Date: _____

