



10/14/24

To whom it may concern,

This letter is to inform the Purchasing department that ECS Imaging, Inc. is the current Solution Provider of record for the Town of Los Gatos's existing Laserfiche software system.

The policy from the Laserfiche manufacturer is that the current Solution Provider is the sole source responsible party to assist the customer. As the Solution Provider of record all add-on purchases to Laserfiche software are to be purchased and implemented through ECS Imaging. Other Solution Providers would not be able to purchase add-ons licenses or provide support. ECS is closely familiar with the existing implementation and user's needs on a frequent basis. We have worked with the Town of Los Gatos departments extensively to continue to meet the specific needs of their Laserfiche implementation.

ECS is the largest Laserfiche implementer in the Western USA. We have been providing services to the County for many years and are committed to providing unmatched technical service under our contract. As a reminder, ECS Imaging, Inc. service contract provides your organization with the following:

**ECS Gold Priority Support:**

- **Tech Support – With 4 Hours Telephone Response**
- **Guaranteed On-site/Remote Hours for upgrades, troubleshooting, training, workflow & forms, ECS Customers are guaranteed a prepaid amount of on-site Gold Support hours per year.**
- **Remote Desktop Assistance**
- **Annual Customer Conference and Quarterly Webinar Trainings at no cost**
- **Monthly eNewsletters**
- **Warranty Administration-** Hardware items purchased through ECS include warranty administration.

**Laserfiche Software Assurance Plan (LSAP) provide through ECS Imaging, Inc.:**

- **Technical support through ECS' tech team**
- **All licenses current and new provided through ECS**
- **Laserfiche Software Updates provided through ECS**
- **Laserfiche Support Websites**
- **Monthly User Newsletters**

ECS Imaging, Inc. is always here to provide you with your technical needs and go above and beyond. We appreciate your attention to this important policy. We thank you for choosing us for your Laserfiche support for current and upcoming needs. We appreciate your business and hope to support you for many years to come.

Sincerely,

Debbi Bodewin  
ECS Imaging, Inc.  
Chief Executive Officer  
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