



OFFICE OF THE PURCHASING AGENT

COUNTY OF COOK

118 NORTH CLARK ST. ROOM 1018
CHICAGO, ILLINOIS 60602-1375
(312) 603-5370

THIS PURCHASE ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, SHIPPING PAPERS AND
DROP SHIPMENTS.

PURCHASE ORDERED ISSUED TO
720678

Bottomline Technologies
325 Corporate Drive
Portsmouth NH 03801

DATE
5/9/2012
F.O.B. POINT

PURCHASE ORDER NO.
181326 - 000- OP
REQUISITION NO.
00102553 OR

COOK COUNTY FEIN: 36-6006541
ILLINOIS SALES TAX EXEMPT: E-9998-2013-04
FEDERAL EXCISE TAX EXEMPT CERT: 36-75-D038K

SHIP TO Treasurer - Chicago Downtown Branch
Cook County Building
118 N. Clark Street RM 112
Chicago IL 60602-1304

DELIVERY INSTRUCTIONS

Ralph Amelio Treasurer's Office 118 N
Clark St. Room 212

DEPT NO	
5341897	Page 1 of 1

LINE	FURNISH THE FOLLOWING SUPPLIES AND/OR SERVICE	QUANTITY/ UOM	UNIT PRICE	EXTENDED PRICE	ACCOUNT NUMBER
1.00	Opt Dir Annual Maint and Suppo SER-SWS-OPT-D-MAINT Maintenance and support coverage for Optlo Design Studio-US Optlo e.ComIntegrate-US Contract period: 06/01/2012 through 05/31/2014 As per quote. Total Amount: \$ 3,949.16 Quarterly payments of \$ 493.65	2.00 YR	1,974.5800	3,949.16	5341897.540180
***** Total Order *****				3,949.16	

NOTE: VENDOR AGREES NOT TO EXCEED THE QUANTITY OR DOLLAR AMOUNT OF THIS ORDER WITHOUT WRITTEN AUTHORIZATION FROM THE PURCHASING AGENT

RECEIPT CERTIFICATION (FOR DEPARTMENT USE ONLY)

I hereby certify that I have received the goods/services reflected above and that the items referenced are in full conformity with the purchase order/contract.

Authorized Signature: _____

Date: _____

I hereby certify that this purchase is in agreement with the requisition on file authorizing the expenditure and is properly approved.

PURCHASING AGENT

Date: _____

Maria de Jesus
5/11/12 BA

Purchase Requisition

Office of the Purchasing Agent
Cook County of Illinois

Purchase Order Number

45 Bk New
181326

Requisition # **OR 102553** Contract # **12-95-193** Open Date

Ship To: 8001073 Treasurer - Chicago Branch
Cook County Building
118 N. Clark Street RM
Chicago IL 60602-1304

Buyer Number 372902 DE PINO, JAMES A
Bid/Sole Src Code
Business Unit 5341897
Internal Req Number 25340017
Board Apr Date & Item
Requisition Date 3/9/2012
Date Needed 3/9/2012

Delivery Instructions: Ralph Amelio Treasurer's Office
118 N Clark St. Room 212

Supplier: 720678 Bottomline Technologies
325 Corporate Drive
Portsmouth NH 03801

One Time Purchase Yes No Covers Need for months. Specific Period of time thru Prior Contract No. Expiration Date Emergency No.

Line #	Commodity	Description	Bal. on Hand	Quantity	UOM	Est. Unit Cost	Extended Cost	Business Unit and Object Account
1.000	207	Opt Dir Annual Maint and Suppo	<	2.00	YR	1,974.5800	3,949.16	5341897.540180

Bottomline is a Sole Source Provider of Optio Maintenance.
This is for a two year renewal which includes the maintenance and support coverage for
Optio Design Studio-US
Optio e.Comintegrate-US
The term of coverage would go from 06/01/2012 to 05/31/2013 and from 06/01/2013 through 05/31/2014
Vendor Contact: Traci Clark - email tcclark@bottomline.com

Quarterly Payments of \$493.90

Total of Items Ordered 3,949.16

CERTIFICATION
I hereby certify that the items and/or services above are necessary to this department (or institution) and that the dept. no., account & activity numbers indicated above accurately reflect the specific line item budget appropriation approved by the Board of County Commissioners and there is a sufficient unencumbered balance in the account to grant same.

CCA

APPROVED BUDGETARY ACCOUNT 10117102

PURCHASING USE ONLY

REQUISITIONER *Traci Clark* BUREAU or DEPARTMENT HEAD

ACCT # _____ DATE _____ BY _____



Cook County
Office of the Chief Procurement Officer

Sole Source Justification

General Information	Date: 03/09/2012
Unit/Department: 060/Cook County Treasurer	Phone No. x4765
Contact Name: Ralph Amelio	Email ramelio@cookcountytreasurer.com

Vendor Information	Requisition No. OR 102553
Name: Traci Clark	Purchase Order No.
Address: Bottomline Technologies, INC 325 Corporate Drive Portsmouth, New Hampshire 03801	Contract No.

Description. Please provide a description of the goods or services required, the duration or frequency of the requirement, and where will the services or goods be delivered.
Our check printing requires a laser printer, special magnetic toner, check paper and PCL MICR/E13-B fonts, Federal law (check 21 Act) requires the bottom sequence of numbers on a check to be printed in a special font called MICR or E-13B, using magnetic toner. This font includes the numbers 0 through 9 and four special characters. When printing checks, we also need a way to print the amount on checks in a secure fashion.

Type. Please select one of the options and explain below.
<input checked="" type="checkbox"/> Single Source <input type="checkbox"/> Proprietary/Copyright Restrictions <input type="checkbox"/> Equipment Compatibility <input type="checkbox"/> Patented Product <input type="checkbox"/> Exclusive or Unique Capability <input type="checkbox"/> Other, please explain
Explanation: Why is this product or service the only one that would satisfy the requirement(s)? The Optio software we use, accounts for all of the requirements as stated above. We have been using Optio since 2007 and it's heavenly integrated with our old version of JDE. If we move to a different vendor, there is a risk of compatibility issues with our version of JDE. This is why we need to stay with Bottomline Technologies.

Due Diligence. Describe the due diligence performed that led to the conclusion that this is a sole source.

Department Recommendation



Maintenance and Support Policy

The following support policy is applicable to customers installing products within Bottomline's document automation solution sets, including Create!form[®], FormScape[®], Optio[®] and Transform[™], as well as Bottomline's corporate payments solutions, including PayBase[®] and non-Tier 1 WebSeries[®] implementations.

1. **Support and Maintenance Program Overview.** Standard maintenance and support for Bottomline Technologies software is specifically licensed by Licensee and includes general support questions, basic installation questions, error correction, troubleshooting and self-help tools. The following are available to Bottomline customers with paid, active Standard support and maintenance contracts:
 - a. **Secure, password-protected access to Bottomline's customer support website.** Available 24x7, the Bottomline Customer Care portal provides FAQs, white papers and other technical documentation¹.
 - b. **Access to live technical support staff via Bottomline's customer support website or a toll-free phone line Monday through Friday², 8:30 AM - 8:30 PM ET.** If the current release of the software fails to operate in accordance with the applicable documentation, Bottomline shall take such measures as are reasonably necessary and practicable to determine and solve problems related to the function of the software program as designed, and to correct or eliminate any Bottomline program errors or malfunctions. Corrective measures may include patches (code fixes) or work-arounds (alternate operating techniques), which will, at Bottomline's sole discretion, bring the product into accordance with its documentation. Responses shall be on a "first in, first out" basis, and priority will be based on Bottomline's assessment of the severity of the problem. Problem escalation procedures will be in accordance with Bottomline's then-current policies and procedures. Bottomline does not guarantee service results or represent or warrant that all errors or program defects will be corrected.
 - c. **MICR Check quality validation.** Bottomline technical support staff will provide assistance to customers who are experiencing difficulties conforming to their bank's MICR check requirements. This includes assistance making adjustments to spacing, font issues (E13B) and guidance for hardware requirements.
 - d. **Software releases issued during the maintenance period.** At Bottomline's request, Licensee must install the then-current software version available in effort to correct or mitigate problems which may exist. All such service work is available on a fee basis from Bottomline's Professional Services organization. Software maintenance and support of obsolete versions of the software may be made available at the discretion of Bottomline. Any such agreement would be subject to a separate fee arrangement.
 - e. **The opportunity to contribute suggestions for future product enhancements in support of Bottomline's product development efforts;**
 - f. **Access to Bottomline's Training and Professional Services staff.** (Subject to the payment of additional charges as described below).

¹ Access to the Bottomline's customer support website may be limited from time to time at the discretion of Bottomline Technologies for maintenance or as a result of circumstances beyond its control. Additional functions such as discussion groups, etc. may be offered for specific products sold by Bottomline Technologies.

² Such services are not available on holidays observed by Bottomline Technologies.

2. **Additional Support Services Available.** Standard maintenance and support services do not include training, document design or enhancement, digitizing services, on-site services, third-party software support or Licensee working environment procedures (product training, testing, back-ups, hardware configuration, etc.) or operation of related software such as databases, networks, security or operating systems, or after hours support. Any problem that is submitted by the Licensee which is not covered by standard maintenance and support services will be subject to an additional charge. Licensee shall pay Bottomline, at Bottomline's then-current hourly rates, for Bottomline's services in responding to a Licensee report of an error, malfunction or defect, if: (a) such error, malfunction or defect is not reproducible; (b) such error, malfunction or defect is caused, directly or indirectly, by the acts of any person intended to cause such error, malfunction or defect; (c) the Software is used in connection with a hardware configuration and system environment which are not compatible with the configuration and environment recommended by Bottomline for the licensed material; (d) Licensee has not installed all releases from Bottomline; (e) the error, malfunction or defect is caused, directly or indirectly, by third party software or hardware; (f) there have been modifications or changes to the licensed material by the Licensee or any person other than Bottomline; (g) Licensee does not assist Bottomline as required, including without limitation providing Bottomline-trained or certified staff; (h) the Software is not installed and operating in accordance with the then-current documentation; or (i) the error, malfunction or defect is not caused by the software.
3. **Training.** Bottomline prefers to provide support to employees of Licensee who have been trained on Bottomline's software. In the event that the employee assigned by Licensee as its Bottomline resource is no longer employed by Licensee, it is the responsibility of Licensee to replace and train another such resource.
4. **Expired Maintenance and Support Contracts.** Licensees who have not paid maintenance fees for their then-current maintenance term are not eligible to receive technical support. A Licensee who has not paid maintenance and support fees for their then-current maintenance term must pay all outstanding maintenance fees before receiving assistance. Outstanding charges include past due fees, plus a current 12-month maintenance fee.



Bottomline Technologies, Inc.
325 Corporate Drive
Portsmouth, New Hampshire 03801

SOFTWARE MAINTENANCE DETAIL

Customer ID: COOCOU002;COOCOU003
County of Cook
Attn: Joe Hogan
Email: jhogan@cookcountytreasurer.com
Room 301
118 N. Clark St.
Chicago, IL 60602-1304

January 30, 2012

Product:	Product Number:	Quantity:	Amount
Opt Dir Annual Maintenance and Support Optio DesignStudio-US Optio e.ComIntegrate-US Coverage period 06-01-2012 to 05-31-2014. For end user: Cook County Treasurer's office	SER-SWS-OPT-D-MAINT	1	\$3,949.16
Your Total Cost: (Tax Not Included)			\$3,949.16

Questions or concerns regarding the information
displayed above should be addressed to: Traci Clark.
Phone: (603) 501 - 5322
Email: tclark@bottomline.com

**** THIS IS NOT AN INVOICE ****