TGI
OFFICE AUTOMATION

Document Management & Workflow Solution

For

Karson Food Services Inc.

TGI OFFICE AUTOMATION

John Frantantoni

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April 19, 2023

Karson Food Services Inc,

3409 Rose Ave.,
Ocean Township, NJ 07712

Cynthia Diaz

Dear Cynthia,

TGI's focus is to help organizations grow their business by improving their document workflows, ensuring information is secure, and providing control over devices and output. We offer innovative products, services, and technology solutions to improve business processes.

Our philosophy that a satisfied customer is our most important asset ensures we work to earn your business every day. We have invested in educating our employees and have prepared them to handle the needs of our customers today. We realize the key to our success is to provide extreme customer service to our clients.

We have put together the enclosed Document Management proposal for your review, which includes an electronic and automated workflow to essentially replace and automate much of the manual work and calculations being done currently. The most important thing to note about implementing this new solution is that it will reduce the time that two to three Karson employees are spending now just to accommodate the current number of customers, and once in place, will allow Karson to increase their customers and revenue.

I would like to thank you for considering a partnership with TGI Office Automation. If you ever have any further questions, please do not hesitate to call or email me.

Sincerely,

John Frantantoni
Senior Account Executive

TGI

IMPROVE & EMPOWER

ADAPTING TO BUSINESS CHALLENGES WITH
CUSTOM TECHNOLOGY SOLUTIONS SINCE 1964

TGI. THINKING GREAT IDEAS.

TGI Office Automation is your full-service workplace technology partner, solving complex business challenges in real time.

By improving bottom-line profitability through smart, strategic, scalable solutions, we help our customers reduce costs and maintain a competitive position.

ESTABLISHED IN 1964, OVER 5 DECADES OF INNOVATION

BARCLAYS CENTER & BROOKLYN NETS OFFICIAL OFFICE SOLUTIONS PROVIDER

DOUBLE-DIGIT REVENUE INCREASE IN THE LAST 10 YEARS

UTILIZE ALL OF THE TOOLS WE SELL TO RUN OUR GROWING BUSINESS

ONGOING SUSTAINABILITY EFFORTS, SUCH AS SOLAR PANELS AT OUR HEADQUARTERS

TOP RICOH AND TOSHIBA DEALER NATIONWIDE

TGI

HARDWARE

— — —

Our compatibilities span from the desktop to the data cloud and beyond.
With comprehensive business solutions, TGI helps decision-makers sleep well at night,
confident that their information is flowing productively and securely. They can then focus
on their core business rather that the technology required to do their jobs.

| MULTIFUNCTION DEVICES | DESKTOP PRINTERS | WIDE FORMAT DEVICES | PRODUCTION PRINT DEVICES | MAILING SOLUTIONS |

WORKFLOW ENHANCEMENTS

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Our customer service promise begins with our time and attention and ends with your
complete satisfaction. Before we sell anything, we ask a lot of important questions about
things like workflow and security. And you can feel good knowing our integrated solutions
are busy improving your productivity and competitiveness. We represent only the finest
products and solutions available.

| MOBILE PRINTING | SCANNING SMARTER | ACCESSING INFORMATION EVERYWHERE | INFORMATION SECURITY | TRACKING, CONTROLLING OUTPUT & BILLING BACK |

| IMPROVING PAPER PROCESSES | MAILING SOFTWARE | CUSTOM SOLUTIONS BUILT FOR YOUR BUSINESS |

TGI

DEDICATED SUPPORT

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At TGI, we still believe in the very same founding principle we started with five decades ago: a satisfied customer is our most important asset. We are committed to the satisfaction of our customers. Over 75% of TGI's employees are in customer service and support roles.

PROACTIVE MONITORING &MANAGEMENT

LIVE REMOTE SUPPORT & TECHNICAL HOTLINE

AUTOMATED METER READINGS

QUICK, EASY ONLINE ORDERING

CARTRIDGE RECYCLING

CUSTOM SERVICE LEVEL AGREEMENTS

TGI MANAGES OVER 50,000 DEVICES NATIONALLY. WE SPECIALIZE IN PROVIDING UNMATCHED SUPPORT FOR CLIENT'S NATIONWIDE.

TGI'S SATISFACTION GUARANTEE

Guaranteed Response Time · Loaner · Replacement

If your device or its accessories do not operate within TGI's product specifications during the term of the agreement, and if the equipment cannot be repaired to perform within product specifications, TGI will replace it at no charge with a model of equal or better features and specifications for the lease term or for three years from the purchase date.

TGI

SOLUTIONS

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Over the last 50 years, TGI has matured to become an indispensable business partner by providing our clients with solutions to their most pressing business problems. We have identified through our experiences that most companies are looking for guidance on issues such as increasing efficiency, improving security, lowering their environmental impact and becoming more profitable. By implementing strategies within our 6 value propositions, TGI can help you realize a significant, positive impact to your bottom line.

Document Management

Can you access files from anywhere?

IT Solutions

When you need to expand your technology do you have a qualified partner?

Security & Compliance

Are you prepared to handle your organizations next security breech?

Print Management

Do you have a comprehensive print plan that includes rules-based printing, cost-recovery and reduction?

Workflow Enhancements

How does your current software improve your everyway workflow?

Sustainability

Do you need a program that will enhance your work environment, reduce cost and give back to the community?

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TGI Enterprise Document Management System
Proposal and Statement of Work for
KARSON FOOD SERVICES INC.

SOW #500-06030320 – March 24, 2023

Section I: Executive Summary

Introduction

TGI is a leading provider of document solutions in the Tri-State area and has been servicing the region for over 50 years. TGI is a mid-sized, family owned and operated business and, as such, can provide a level of service that is both personal and professional. TGI adopts, manages, and enhances document management solutions from the best in breed vendors in the industry. Our goal is to integrate, extend and customize those solutions to enable your organization to increase productivity and efficiency, resulting in immediate and continual growth of your ROI. TGI appreciates your business and is proud to work with Karson Food Services Inc. to modernize and automate your current business operations and processes.

We would like to propose DocuWare Cloud 4 - a powerful document management system which allows the easy storage, indexing and retrieval of all your organization's electronic documents. DocuWare provides the security and backup functionality necessary for a modern office environment. It offers a web-based interface for end users so that documents can be accessed from anywhere. DocuWare can be highly configured to support the workflows and business rules specific to your organization. Through many proven successful implementations, we have seen the benefits of this tool in the automation of Accounts Payable, Client Records, Finance, Legal, Purchasing, Human Resources processes and more. DocuWare is an excellent tool for storing documents with permission, revision control and security functionality, lending itself well to the complex rules and regulations regarding such documents. DocuWare will enable your organization to become less reliant on paper-based documents, and boost firm-wide productivity by introducing automated workflows and a secure filing system to increase efficiency across all your departments.

After a meeting to discuss Karson Food Services Inc.' needs, TGI has determined DocuWare and a custom Web Portal to be an excellent fit for daily food preparations and workflow process required for the large volume of documents requiring archival.

Implementing the DocuWare solution will not only cut down on the amount of labor spent on the current process of managing documents but will create a much more secure and efficient process for retrieving, distributing and securing these documents for the customer service team.

Section II: Elements of the Proposed Solution

Software Environment
DocuWare Cloud 4

DocuWare Cloud is a fully featured document management system hosted securely through a partnership with Microsoft and the Microsoft Azure cloud computing platform. With DocuWare Cloud 4, you can store, search, display, download, edit and integrate documents into your business processes over the Internet without any software installation on your local computer or any server required. Anywhere at any time; around the world. The benefits of DocuWare Cloud include:

- **Access from Anywhere:** DocuWare Cloud is available to you at anytime from anywhere; whether at home, in the office, or traveling. No technical preparations are needed, just an Internet connection. All documents are stored on the Microsoft Azure Files service. There are three redundant copies of each file stored here. The files are mirrored from a second location located hundreds of kilometers away and three redundant copies are stored there. The mirrored data also remains in the same economic area, meaning that documents stored in the EU do not leave the EU and data stored in the US do not leave the US. In addition, the files are copied once a week to Azure Blobs. Once they have been copied, documents are not deleted. Copying the documents protects them from accidental deletion.

- **Security:** After a careful inspection and extensive tests, Microsoft Azure was chosen to be the platform for DocuWare Cloud. This platform offers various services which enable DocuWare Cloud to secure business continuity for their customers. The DocuWare Cloud system's architecture was designed with the primary considerations of data security and administrative process accountability. It is thus guaranteed that documents can only be opened or edited by individuals who are authorized to do so. This applies to users within a customer's system as well as to the system as a whole. There is a strict, fundamental separation between Customer Data and System Data. Administrators only have access to the data necessary to operate DocuWare Cloud. They are never able to access customer data. Access to the DocuWare Cloud system can be traced at any time using the auditing services.

- **Scalability:** The tailored packages for DocuWare Cloud allow you to grow your system with your needs. You can add additional users or storage space at any time, without changing your familiar working environment.

- **No Installation or Server Require**d: To get started all you need is a URL. The client runs on all established browsers. TGI and DocuWare also provide Desktop Apps for special functions.

- **Maintenance Free**: With full TGI support, as well as DocuWare Cloud running around the clock. There is no need to worry about system stability, response times, or updating the operating system. That's what the TGI and DocuWare specialists handle for you.

Professional Services and Configuration

TGI is pleased to provide the following DocuWare Cloud System

DOCUWARE CLOUD 4 SYSTEM

DocuWare Cloud 4 - 1 Year
TGI Custom Web Portal with Unlimited Users
5 Named DocuWare User Licenses
50GB for Document Storage
DocuWare Workflow Manager
DocuWare Connect to Outlook
DocuWare Connect to Mail
DocuWare Data Export Tool
DocuWare Intelligent Indexing (Unlimited)
DocuWare Fillable Forms
DocuWare Mobile
DocuWare Task Manager
DocuWare Barcodes and Forms
DocuWare AutoIndex
DocuWare Import
JP Analytics Module – 1 User
Digital Signature Module
One Year Maintenance and Support
Complete Migration and Setup of Existing Configurations and Processes

TGI includes the following professional services to accomplish the project scope as required by Karson Food Services Inc..

- Set up DocuWare Cloud instance and configure DocuWare Cloud 4, setting up the security and users.

- Create DocuWare file cabinets for Food Processing records to enable advanced storage and retrieval.

- Create an Intelligent Indexing workflow process to automatically recognize invoices, retrieving the data for indexing using OCR and sending exceptions to a user for approval. Line items will also be retrieved using intelligent indexing and TGI will incorporate table fields into the workflow process.

- Create custom fields for storage for all Food Processing documents including status fields for workflow purposes.

- Create a custom workflow as per Karson Food Services Inc.' requirements.

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- Create a custom web portal that will integrate with DocuWare Cloud that will allow for the following:
- Build food inventory list.
  - Breakfast, lunch, and snack
    - Individual items are based on food, snack and drink.
      - Need tray and pallet combinations for calculating.
  - Method for entering new items and update items
- Building monthly calendar by customer using a Form
    - Built out with dropdowns for customer name, customer email, current month, day and year, breakfast lunch or snack (need to distinguish between 3 different calendars per customer), number of meals needed per category.
    - Dropdown per day for food, snack and drink line items for breakfast, lunch, and snack
    - Have to account for day allocation per month.
    - Build calendar layout and populate with data entered on form to send to customers.
    - Show visual of calendar for proofing with button to send to customer.
      - Calendar view on portal and in email body - list excel attachment in email.
    - Customer will email back changes if any.
      - Email sent back to Karson for manual calendar update in portal.
    - Once confirmed push to Order processing
- Building Production Sheet for Inventory ordering and kitchen runs
    - Populating production sheet based off confirmed calendar from customer that is moved forward by Karson rep.
    - Production Sheet goes to Karson rep to order inventory.
- Building Kitchen Sheet for bundling
    - Populate kitchen sheet by food combination per school with count and pallet combos?
- Invoicing
  - Generate csv/excel to export data for QuickBooks import.

- Create "linked" documents via DocuWare to retrieve related documents by defining fields, such as Order Number, Customer Number, etc

- Implement the document capture processes on required scanning devices and MFPs for direct scanning into DocuWare for day forward processes.

- Create all security and permission rules and policies as directed by Karson Food Services Inc..

- Configure all additional modules proposed to work within the Karson Food Services Inc. environment, including DocuWare's Outlook Connector, DocuWare Forms, DocuWare Mobile and desktop apps.

- A web hosting service/server is required for hosting and running TGI Web Portal, which TGI can recommend.

- Enable full text / content search for all documents stored in DocuWare.

- After the initial project kick-off meeting, TGI will provide a detailed project timeline, as well as coordination tools using our ConnectWise project management system.

- Provide detailed end user training for all facets of the DocuWare system with a strong focus on the custom processes specifically created for Karson Food Services Inc..

- Create a custom walkthrough manual specific to Karson Food Services Inc. configuration.

Maintenance and Support

TGI will provide both remote support for any issues or questions specific to DocuWare which may arise as long as the subscription is kept current. In order to properly support the end users of Karson Food Services Inc., TGI will need to have some method of providing remote support through an approved method. Other similar customers provide us with VPN and RDP access or Team Viewer, Citrix GoToAssist, or LogMeIn.

Section III: Project Methodology

TGI will assign a dedicated Project Manager to monitor, track and manage your project from inception to completion. This project will be approached in phases, based on your priorities. In this case, the Scope of Work determined in our initial discussions is only enough information to provide a general response. A project plan would be produced if TGI is chosen to complete this project. Once selected, TGI will work with individual employees to identify the specifics of the document workflows and processes. At this time, we are including Professional Services for the purpose of completing the various needs and requirements of this project. This is a fixed price proposal based on the needs we have already established with you, which are outlined above. If significant further needs regarding the functionality of this project are established, then these will be managed through a change request process. If additional time is needed, it will be charged on a per hour basis.

Breakout of Expected Roles and Responsibilities

TGI would require a dedicated staff member from Karson Food Services Inc. to serve as a project manager. This person will act as a coordinator between TGI, and the individuals involved from the accounting and human resource departments. This person should be well versed in the needs of the end-users and should have a solid understanding of technology. TGI also recommends a person to be assigned from Karson Food Services Inc. to handle form design and other IT related functions for ongoing internal support, to serve as a liaison to TGI's help-desk and to help configure workflows and develop new processes, assisted by TGI. TGI will provide a project manager, a systems engineer, and a programmer to work on the project, in addition to providing other resources for specific implementations, as needed.

Additional Post Implementation Professional Services

Any post-implementation professional services required would be handled on a case-by-case basis, utilizing TGI's change management system, which requires a mandatory signed change request form that would need to be completed if any alterations are to be done that will change the scope of the project. Minor changes (less than half an hour of labor) are completed at no charge. Major changes will be properly assessed with a new scope and will be quoted accordingly. The management of an outsourced scanning project to take the current backlog of paper files to be scanned, as well as the process for indexing and uploading these scanned files is provided under separate cover.

Section IV: Documentation & Training

TGI's Brooklyn-based help desk can be reached by phone or email Monday – Friday, from 8:30AM to 5:30PM, excluding major holidays. TGI also employs an online project management and support system in ConnectWise. This system will be set up to provide Karson Food Services Inc. with live updates of project tasks, support tickets and other project related information. This site can also be used for collaboration and monitoring the project's progress and post support issues for resolution.

Documentation

TGI will provide specific documentation related to your applications as the project is completed. This documentation is maintained and regularly updated if processes are to change. This is to ensure that both the end-users and our DocuWare help desk has a detailed history and full understanding of your organization's workflow and the nature of its customized configurations.

Training

TGI will provide a brief training session for the identified end-users to test the system. A personal training session will provide the users with a sufficient understanding of the system to begin a "User Acceptance Testing" phase of the project. Once this testing is complete, the system will be refined and completed. At this point, full-systems on-site training will be given, which can be presented in a group setting along with additional one-on-one training, help and support as needed.

Document Ownership

All documents stored in DocuWare Cloud are the property of Karson Food Services Inc.. If requested, documents and their indexing information can be retrieved for offline use by Karson Food Services Inc. users. If a bulk download of all documents is desired, TGI engineers can download the entire DocuWare catalog for a one-time labor cost of $1,250 (hard drive not included).

All documents, as well as the DocuWare system configuration and server is hosted and duplicated redundantly and throughout the country in Microsoft's Azure cloud platform. No backups are necessary due to redundancy.

Project Roadmap

The following project phases will apply to this project.

Phase 1: On-site Kickoff and review with Karson Food Services Inc. team.
Phase 2: DocuWare Cloud Service activated and live for TGI architecture.
Phase 3: TGI engineers begin building system framework.
Phase 4: Weekly project meetings held with Karson Food Services Inc. for progress review and questions.
Phase 5: Installation of local DocuWare applications and Pilot testing of DocuWare and Web Portal.
Phase 6: Post-pilot modifications and configuration adjustments.
Phase 7: On-Site training for all users along with customized user guide.
Phase 8: Go live!

DocuWare Cloud 4 and Custom Web Portal Package	**Investment**
One (1) Years of DocuWare Cloud 4	Included
Five (5) Named User Licenses	Included
Fifty (50) Gigabytes of Online Storage	Included
All Major DocuWare Modules	Included
TGI Custom Web Portal	Included
One (1) Years of Maintenance and Support	Included
Complete Configuration, Implementation and Training	Included
Customized Karson Food Services Inc. User Manual	Included

Pricing	**Investment**

DocuWare Cloud 4 Subscription w TGI Custom Web Portal

Custom Web Portal Creation	$15,000.00 / up-front cost - $ 3,000.00 / per year
One Year (1) DocuWare Cloud 4 with	$ 7,200.00 / per year
JP Global Analytics Module (1 User)	$ 360.00 / per year
Configuration and Training Included	

TOTAL	**$ 10,560.00 / per year**

*Important Notes:

- DocuWare Cloud 4 does not require an On-Premises server or additional maintenance and support fee. A server and/or workstation may be necessary for any integration modules.
- Any additional professional services required for requests or configurations outside this scope of work shall be separate from this pricing. If requested, TGI will be happy to provide a quote for any additional work based on an hourly rate.
- Pricing does not include applicable taxes
- All maintenance, support, patches and upgrades for DocuWare Cloud are included in the DocuWare cloud pricing.
- All electronic documents are the property of Karson Food Services Inc. in the event of a termination of this contract; regardless of cause, all electronic documents will be returned to Karson Food Services Inc. by TGI for a minimal one-time fee.
- Subscription payments begin upon activation of DocuWare cloud for TGI's configuration.

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Maintenance and Support Agreement

TGI will provide remote support for any issues or questions specific to Equipment/Software listed below which may arise during the term stated below. This is not necessarily the term of the contract on the TGI MFP which will be clearly defined by the TGI account representative on a separate contract document. Any reconfiguration, reinstallation, additional destinations or document formats are not included in the scope of this installation or in the support contract. Any onsite support or training required after the installation is completed will be chargeable.

Equipment/Software: DocuWare Cloud 4 / TGI Custom Web Portal

Term: One (1) Years   Base Rate: Included   Start Date: Upon Activation

Terms and Conditions:

Limitations on Warranty and Service: If the software is moved or altered without TGI's written consent all warranties and maintenance renewals will be voided and must be renegotiated. There are no other warranties, express or implied, including any warranties of merchantability or fitness for a particular purpose other than those specified in this agreement. TGI shall not be responsible for any consequential or incidental damages caused by electrical problems, fire, lightning, flooding, abuse, misuse, negligence, alteration, theft, modifications by someone other than an authorized TGI representative, force majeure, or any other event beyond TGI's control. If such a situation arises, TGI will charge the then current applicable service rate for any necessary repairs. Any IT work not explicitly covered by its own maintenance agreement will be chargeable at the then current IT service rate. TGI is not responsible for configuration or training in the use of any software or equipment not obtained from TGI.

Taxes: Customer agrees to pay all taxes arising from this agreement.

Services Provided: Service calls will be performed during normal business hours (9:00am to 7:00pm daily) not including weekends or holidays. Maintenance agreements do not include relocation, reconfiguration, reinstallation, or any additional computer work. TGI will not be responsible for delays or inability to service caused directly or indirectly by strikes, accidents, embargo, force majeure or any other event beyond its control. TGI will not cover damage or modifications by anyone other than a TGI service representative.

Contract Renewal: Maintenance agreements are subject to auto renewal. Maintenance agreement cancellation may be from either party. Client must submit cancellation requests in writing 30 days in advance of the next billing cycle. If client's account becomes delinquent, services may cease until account is current, or terminated without further notice. This agreement may be subject to annual increases not to exceed 5%

Statement of Work Acceptance (Including Maintenance Agreement)

I have reviewed the information contained in this Statement of Work and agree:

Customer Name	Title	Signature	Date

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Apple Bank for Savings · AriZona · BARCLAYS CENTER BROOKLYN · Borden · NETS BROOKLYN · Coinmach · CPS · EATALY alti cibi

GNYHA (Greater New York Hospital Association) · HOFSTRA UNIVERSITY · IDB BANK · IONA COLLEGE · Long Island Ducks · Miami-Dade County Public Schools

MJHS Caring every minute, every day. · Molloy College · MONMOUTH UNIVERSITY · Mount Sinai · MultiPlan Choose right. · MTA Montefiore

Newman's Own · NFP · NY Islanders · NYC Department of Education · NYU · NYU Langone Health · NORWALK The Sound of Connecticut

OPPENHEIMER · PALM BEACH STATE COLLEGE · PETRO · Pratt · RE/MAX · SBA

SFC · Stony Brook University · S:US SERVICES FOR THE UNDERSERVED · TEACHERS COLLEGE COLUMBIA UNIVERSITY · THE PORT AUTHORITY OF NY & NJ · topps

United Nations · UNITED STATES COURTS · Valley Health System · Volunteers of America · WP White Plains Hospital Exceptional, every day. · YAI

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732-397-0898

TGI

OFFICE AUTOMATION

HEADQUARTERS:

BROOKLYN, NY

FORT LAUDERDALE, FL

BRONX, NY

MELVILLE, NY

RYE BROOK, NY

SHELTON, CT

CHERRY HILL, NJ

EDISON, NJ

PINEBROOK, NJ

WEST CALDWELL, NJ

BOCA RATON, FL

MIAMI, FL