

Hyland Software

28500 Clemens Rd.

Westlake, OH 44245

November 7, 2024

Franklin County Clerk of Municipal Court HSI 11756

To whom it may concern:

I understand there is a concern regarding the annual maintenance renewal for the OnBase Software not being competitively bid. Currently Franklin County Clerk of Municipal Court is on the Ohio State Term contract for Hyland Software maintenance. This contract gives government agencies a discount on all Software purchases and maintenance renewals. If the county wishes to bid this renewal out, I wanted to make you aware that we require all respondents to offer the same maintenance pricing of the Ohio State Term.

Hyland spends significant time and money ensuring their Resellers are trained to sell and support the OnBase Software Platforms they sell. For consistency and to provide a deeper level of support, Hyland recommends their customers leverage the Vendor/Reseller who supports the software that was purchased and configured by them. This vendor has the most in-depth knowledge of the customer's specific environment and configuration setting providing the best possible support.

Please do not hesitate to reach out to me directly at 216-379-1761 or brandon.bellar@hyland.com if you have any questions.

Sincerely,



Brandon Bellar

Hyland Account Executive