West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Welcome, Robert M Ross

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) Dept: 0803 ID: ESR06012200000007557 Ver.: 1 Function: New Phase: Final | Modified by batch , 06/01/2022

Header 📎 4

List View

| General Information | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1034536

Procurement Type: Central Master Agreement

Vendor ID: 000000161706

Legal Name: DATABANK IMX LLC

Alias/DBA:

Total Bid: $1,053,479.40

Response Date: 06/01/2022

Response Time: 9:15

Responded By User ID: serbids

First Name: Glenn

Last Name: Walther

Email: gwalther@databankimx.c

Phone: 561-222-0101

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2200000169

Published Date: 5/24/22

Close Date: 6/1/22

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM NO_2 Content Management System RFQ

Total of Header Attachments: 4

Total of All Attachments: 4

Proc Folder:	1034536
Solicitation Description:	ADDENDUM NO_2 Content Management System RFQ (81220078)
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-06-01 13:30	SR 0803 ESR06012200000007557	1

VENDOR
000000161706 DATABANK IMX LLC

Solicitation Number:	CRFQ 0803 DOT2200000169

Total Bid: 1053479.39999999999906867742538 **Response Date:** 2022-06-01 **Response Time:** 09:15:59

Comments: Net 30

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Software				1053479.40

Comm Code	Manufacturer	Specification	Model #
43232200			

Commodity Line Comments: The amount above is the Total Amount of Bid per the Pricing Page that was delivered in Addendum No 2. Two of the Professional Services categories will be provided at no cost. These categories are the Enterprise Solution Consultant and the Principal Consultant.

Extended Description:

Content Management Software Licenses, Support, Maintenance and Services in accordance with Exhibit A Pricing Page

Centralized Request for Quote for Content Management System

CRFQ – 0803 DOT2200000169

Prepared Exclusively For:

West Virginia Department of Transportation

Presented By:

DataBank IMX, LLC

Glenn Walther

Government Business Development Director

561-459-5987

gwalther@databankimx.com

June 1, 2022

Letter of Interest

Mr. John Estep
West Virginia Department of Transportation
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Dear Mr. Estep:

Thank you for the opportunity to submit a proposal for software, services and technology to assist West Virginia Department of Transportation (WVDOT) with building a comprehensive Enterprise Content Management (ECM) System. The new ECM System will be a platform for the future that will offer capabilities for document management, scanning or image processing, indexing, life cycle tracking, content workflow, content retrieval as well as collaborative content sharing. DataBank has built a reputation for excellence in providing technology solutions that let customers capture, store, manage and distribute documents across an enterprise. We have provided many government agencies like the Virginia DMV and Texas DOT with these solutions and they are backed by the highest quality technology vendors and are committed to providing quality customer service. This commitment to excellence is supported by leading products including OnBase by Hyland Software.

DataBank IMX (DataBank) has the experience and trained staff to be able to provide WVDOT with a comprehensive set of project deliverables to include project management, design, configuration, business process analysis, business process re-engineering, organizational change management, and workforce transition services. DataBank will provide a skilled team of business process automation experts including business analysts, project management, database administrators, solution architects, solution engineers and organizational change management consultants. Our rigorous approach to discovery will set the foundation for a successful project implementation.

DataBank's Professional Services Team offer requirements validation, project planning, system design, site review and preparation, and various other system-specific consulting. We also offer installation and implementation services, quality assurance testing, change control, end user and system administrator training, user systems acceptance testing, production cut-over services, post-implementation support, organizational change management, and project management. The average level of experience for DataBank Technical Services team members is seven years and DataBank has experienced a very low turnover rate.

DataBank has developed many Content Management and Automated Workflow Solutions including some for the largest and busiest government agencies in the country. DataBank supports over 600 OnBase customers, over 200 of them are State and Local government. DataBank is a client driven organization and a leading provider of Enterprise Content Management (ECM) and Business Process Automation (BPA) Solution and services. Our extensive experience and expertise in managing an agency's most valuable assets, their documents, are unsurpassed in the industry. Since its founding in 1991, Databank has been setting the pace as a leader in the content management industry.   DataBank, Inc. has over 550 employees with 7 offices in most major geographical markets.

We employ a large technical staff that consists of OnBase Certified Engineers, Microsoft Certified Systems Engineers, Microsoft Certified VB Developers, CDIAs (Certified Document Imaging Architect), Enterprise Document and Content Management Professionals, GISPs, professional developers and consultants. Specific members of our technical staff will be available to design, configure and implement this solution as well as to support the system after the installation. All ECM project services

will be accomplished by DataBank due to our extensive knowledge of the ECM industry and our experience of being able to consultatively work with clients to develop the optimal solution to your unique content management challenges.

For the last thirty-one years, Databank has provided solutions for customers that have allowed them to recognize improved accuracy, efficiency, and profitability in diverse organizational environments. DataBank has established a reputation for excellence in consulting, designing, and implementing content management and record management technologies. We are particularly adept at working closely with clients to determine solutions to intricate problems and are committed to providing quality service.

In order to offer you the most effective and comprehensive solution, DataBank has engaged its software development partner, Hyland Software, a leading U.S. provider of integrated content management software solutions to organizations worldwide. OnBase is a single enterprise information platform for managing content, processes and cases. OnBase has transformed thousands of organizations worldwide by empowering them to become more agile, efficient and effective. The OnBase ECM Solution is designed with ease of use in mind in order to improve various aspects of your business processes. OnBase is the fastest growing ECM solution in the industry. DataBank continues to be Hyland Software's largest integrator and one of Hyland Software's premier (Platinum Elite Level) partners, meaning that we are the top integrator in North America. **That is the top integrator out of two hundred and twenty (220) providers worldwide.** In 2021, DataBank was again recognized by Hyland Software as an OnBase Platinum and Diamond Support Partner, one of only a very few in the country, the highest recognition provided by the vendor.

Hyland Software has established itself as one of the leaders in the enterprise content and document management industry and is highly recognized by industry analysts such as Gartner Group and Forrester Research. Gartner Group reviews ECM Solution in the industry and recommends the solutions that have been determined to be the leaders in the industry. **Hyland Software's OnBase Product has been in Gartner Group's Magic Quadrant for the last 10 years**.

DataBank is proposing an ECM Solution which is a simple yet robust solution enabling WVDOT to possess an interoperable and fully functional solution to meet the demands of a dynamic and data-intensive content and document management environment. The information used to formulate this summary and the content contained in the proposal was prepared based on the requirements provided in your Request for Quotation.

Once again, thank you for your interest in DataBank and our ECM Solution. We appreciate this opportunity to submit our proposal and look forward to engaging with the Department of Transportation. Please do not hesitate to contact us in the event that questions arise throughout the review process. We welcome the opportunity to present the OnBase ECM Solution to WVDOT in the future.

Sincerely,

Glenn Walther

Glenn Walther
Government Business Development Director
Office Phone: 561.459.5987
Mobile Phone: 561.222.0101
Email: gwalther@databankimx.com

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Centralized Request for Quote Form

<table>
<tr>
<td rowspan="2">State of West Virginia seal</td>
<td>Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130</td>
<td colspan="2">**State of West Virginia
Centralized Request for Quote
Info Technology**</td>
</tr>
</table>

Proc Folder:	1034536		Reason for Modification:
Doc Description: Content Management System RFQ (81220078)			
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2022-05-12	2022-06-01 13:30	CRFQ 0803 DOT2200000169	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code:

Vendor Name : DataBank IMX

Address : 458

Street : Pike Road

City :   Huntingdon Valley

State : PA   Country : USA   Zip : 19006

Principal Contact : Glenn Walther

Vendor Contact Phone: 561-459-5987   Extension:

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor Signature X *Glenn Walther*   FEIN#   25-1921937   DATE   May 25, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

REQUEST FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation (WVDOT) to establish an open-end contract for an on-premises workflow and content management system. Per the Bid Requirements, Specifications, Terms and Conditions attached to this Solicitation

INVOICE TO	SHIP TO
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720 CHARLESTON WV US	DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Software				

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:

Content Management Software Licenses, Support, Maintenance and Services in accordance with Exhibit A Pricing Page

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Tech Questions due bt 10:00am	2022-05-20

	Document Phase	Document Description	Page 3
DOT2200000169	Final	Content Management System RFQ (81220078)	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Experience and History of DataBank's System

DataBank, a Kyocera Group Company, helps transform the way our customers do business. We are a full-service data and information management company that provides emerging technology and solution consulting; conversion, migration, infrastructure, and development services; and enterprise system deployments (cloud, on-premise, and hybrid).

History

DataBank was founded in 1991, but in 2017, DataBank was acquired and became a subsidiary of Kyocera Corporation. Kyocera Corporation is the world's leading developer and manufacturer of advanced ceramics and associated products, including telecommunications equipment, semiconductor packages, electronic components, and technology solutions and services. Kyocera Corporation's unique business model empowers DataBank to make business and operation decisions at the local level, allowing the company to deliver efficient and agile customer service while benefiting from R&D and financial investments from a global leader in business solutions.

DataBank is a client driven organization and a leading provider of Enterprise Content Management (ECM) and Business Process Automation (BPA) Solution and services. Our extensive experience and expertise in managing a company's most valuable assets, their documents, are unsurpassed in the industry. DataBank has been setting the pace as a leader in the content management industry. DataBank, Inc. has over 588 employees with 7 offices in most major geographical markets. DataBank Corporate Headquarters: 458 Pike Road, Huntingdon Valley, PA 19006

Please refer to this link to see a list of all DataBank locations in the US:

http://www.databankimx.com/about-us/locations/

DataBank maintains SOC 2 and PCI/DSS certifications, delivers on ISO 27001 standards, and provides ironclad WAN security to guarantee that our customer's data is safe and secure. We have rigorous security protocols to ensure compliance including: extensive employee background checks, mandated nondisclosure agreements, and annual security awareness training.

DataBank's Public Sector Division is the backbone of our company and makes up the majority of our customer base; over 200 state, local, and federal government customers. DataBank has developed many Content Management and Automated Workflow solutions including some for the largest and busiest Government's in the country. We have designed and developed OnBase systems, and currently support many state government agencies within the US, like Virginia DMV, Delaware DOT/DMV, Texas DOT, and Nebraska DOT. All of these OnBase Solutions were designed, developed, implemented and are supported by DataBank.

Using our consulting approach, we partner with organizations to pinpoint process and technology improvement opportunities, audit and consolidate agency-specific applications to reduce overall technology debt, advice on the latest trends in public sector solutions, and recommend and implement appropriate applications to address identified needs. The end products are solutions that help our government customers achieve improved constituent services through greater transparency, efficiency, responsiveness, and accessibility.

DataBank's Public Sector Team understands the mission of government is to effectively provide key services at an efficient cost to constituents while protecting their data from nefarious activities. Our team integrates the following technologies to help our government partners serve their customers:

- Enterprise Content Management (ECM) to manage the forms and documents that are submitted manually via paper mail, electronically via email, portal submittal, front desk, and so forth.
- Dynamic Case Management (DCM) to manage the relationships between organizations, registrations, licenses, renewals, lab samples, inspections, violations, item quantities, packages, etc. DCM is used to monitor the status of renewals, samples, inspections, claims, benefits, violations, etc.
- Workflow Process Automation to process scheduled or on-demand events such as notification of received documents, contract approval, permit approval, benefit approval, violations, etc.
- Digital Transaction Management (DTM) to process electronic signatures online.
- Geographic Information Systems (GIS) to visualize data in a map environment and link to related data and documents.
- Numerous other categories that can be addressed with related technology.

Enterprise Content Management

DataBank has built a reputation for excellence in providing technology solutions that let customers capture, store, manage and distribute documents across an enterprise. We provide companies with a complete document and record management and a robust workflow solution backed by the highest quality technology vendors and are committed to providing quality customer service. This commitment to excellence is supported by leading products including OnBase by Hyland Software, Kofax, Nintex, Fujitsu, Kodak, and others.

In order to offer you the most effective and comprehensive solution, DataBank has engaged its software development partner, Hyland Software, a leading U.S. provider of integrated content management software solutions to organizations worldwide. The solution called OnBase is designed with ease of use in mind in order to improve various aspects of your business processes. OnBase is the fastest growing ECM solution in the industry.

For the last thirty years, DataBank has provided solutions for customers that have allowed them to realize improved accuracy, efficiency, and profitability in diverse organizational environments. DataBank has established a reputation for excellence in consulting, designing, and implementing content management and record management technologies. We are particularly adept at working closely with clients to determine solutions to intricate problems and are committed to providing quality service.

As the #1 OnBase Integrator and Reseller in North America, we put decades of experience and close partnership to work for you. Please see link below to the various awards that DataBank has received from Hyland Software, the developer of OnBase ECM.

[Hyland OnBase Resellers | Databank (databankimx.com)](databankimx.com)

Operational Staff

DataBank's Professional Services Team offer requirements validation, project planning, system design, site review and preparation, and various other system-specific consulting. We also offer installation and implementation services, quality assurance testing, change control, end user and system administrator training, user systems acceptance testing, production cut-over services, post-implementation support, migration services and project management.

The average level of experience for DataBank Technical Services team members is seven years. We employ a large technical staff that consists of OnBase Certified Engineers, Microsoft Certified Systems Engineers, Microsoft Certified VB Developers, CDIAs (Certified Document Imaging Architect), Enterprise Content Management Professionals (ECMp), GISPs, professional developers and consultants. Specific members of our technical staff will be available to design, configure and implement this solution as well as to support the system after the installation. We do not need to subcontract any of the project services to other firms due to our extensive knowledge of the ECM industry and our experience of being able to consultatively work with clients to develop the optimal solution to your unique document management challenges.

Experience

We provide a full range of content management and business process automation services to address all of your image and information needs:

- Enterprise Content and Document Management complete implementation services
- Business process improvement with workflow automation
- Conversion to digital from virtually all media types
- Data entry, document indexing, verification and unsurpassed quality control
- Electronic Records Management
- Imaging hardware and supplies
- Migration services from legacy systems
- Business Process Outsourcing and process improvement consulting

We are able to deliver all of this with

- Our well-trained, experienced and dedicated staff
- Our time-tested best practices and procedures
- Best-of-breed hardware and software technology from our industry leading partners
- A national, integrated network of production centers
- Continuous improvement
- World-Class National Customer Support

Professional Services

DataBank Technical and Professional Services is comprised of five distinct groups, non-inclusive of the technical support function. The Installations Group executes the installation and configuration of OnBase solutions at customer sites. Each of the DataBank installers are CDIA+ (Certified Document Imaging Architect), MCSE (Microsoft Certified Solutions Expert), and OnBase Installer Certified. OnBase solutions installations are executed in two steps, a discovery phase to determine business requirements followed by an installation and configuration of the appropriate solution at the customer site.

The Integration Services Group provides a wide complement of services to customers, among them: conducting business process analyses, developing functional and technical specifications for customer-driven solutions, designing and implementing workflow solutions, and crafting integrations between OnBase and specific customer implementation of line of business applications. The Integration Services Group provides services under statements of work governing the scope, schedule and responsibilities of all parties with regard to the provision of those services and resultant work products. The Integration Services Group crafts solutions using the experience gained from being a world-class solution provider engaged in projects around the country. A tightly disciplined project management methodology ensures

that customers know exactly what they are asking for and what, when, and how DataBank will deliver a solution that meets their requirements.

The Training Group develops curriculum, hands-on exercises, case studies and reference materials to support a training program focused on the development of OnBase professionals in customer organizations. The Group conducts training through a broad offering of courses, as well as customized training crafted in collaboration with OnBase customer users and system administrators. Administrative Training is conducted online or at the OnBase Training Facility in Cleveland, OH. And, End User Training is given on-site at individual customer locations or remote web-based training depending on the customer's requirements.

Project Management at DataBank is a functional, professional service that has grown to meet the requirements associated with a growing number of new, large customer accounts. Project Managers have singular responsibility for the successful implementation of assigned solutions. Their responsibilities and involvement span the entirety of the implementation process, from business process discovery and proposal generation through installation, configuration and customer acceptance testing. All project managers are CDIA+, MCSE, PMP (Project Management Professional Certification) and OnBase Installer Certified. They are multi-tasked professionals who work closely with members of the DataBank Installations Group, Integration Services Group, Conversion Services Group, Technical Support Group, Software development and quality assurance staff and sales consultants. DataBank uses a disciplined project management methodology that delivers solutions on time and on budget.

The Conversion Team at DataBank uses a proven methodology and the same set of conversion tools to ensure success. Before DataBank begins migrating data, we perform a test run to ensure we have mapped out a conversion plan that will get 100% of your data into OnBase. Conversions that begin without careful or complete plans to test all the conversion rules result in surprises that bring project delays and unexpected costs later in the conversion. We provide detailed reconciliation reports that account for 100% of your data—evaluating and reconverting any exceptions with your team to make certain we're delivering on our promise of a secure, low-risk conversion process. DataBank conversions are handled by experts from our dedicated Conversion Services team, including database and application developers and ECM conversion analysts, each with specialized, cross-disciplined skills.

We are North America's leading end-to-end business process solution provider. With the most experience in the industry, we're proud to offer award-winning solutions to hundreds of customers nation-wide—backed by a 100% satisfaction guarantee. Our mission is simple: to help organizations like yours simplify their business processes.

DataBank provides a wide range of professional services capabilities to help customers deliver comprehensive solutions. The following list showcases services that will help the WVDOT achieve success with the OnBase platform.

- Infrastructure
- Database migration
- Records Management (Taxonomy Consulting)
- Change Management
- Business Analysis
- Solution Configuration
- Custom Development
- QA and Testing
- Training

- Support
- Upgrading

The Infrastructure, Database, Custom Development, Change Management, Support and Upgrade teams are some of the key differentiators for DataBank.

In order to offer you the most effective and comprehensive solution, DataBank has engaged its software development partner, Hyland Software, a leading U.S. provider of integrated content management software solutions to organizations worldwide. The solution called OnBase is designed with ease of use in mind in order to improve various aspects of your business processes. OnBase is the fastest growing ECM solution in the industry.

Project Implementation Methodology

DataBank Project Implementation Methodology Introduction

DataBank's Professional Services organization adheres to our Project Implementation Methodology (PIM). There is tremendous emphasis placed on the discovery of business requirements, technical and infrastructure requirements, and deployment considerations. DataBank uses formal templates to capture requirements and shares all of them with customers. The e-learning initiative is focused on informing customers about applicable technologies and strategies before joint discovery ever takes place, making them more informed and capable collaborators on their specification and design of their own solution.

DataBank uses a design philosophy that ensures all business and technical requirements and constraints are mutually identified and easily understood by DataBank and its clients. To ensure successful project implementation, DataBank embraces a Project Implementation Methodology (PIM) which designs and delivers OnBase using a proven, standard, and effective method.

A product of DataBank's Technical Services Department, the PIM was generated from the experience of successful implementations across several government agencies. It represents best practices for guiding implementations to ensure maximum resource utilization, cost-effectiveness, quality, and transition into an ECM solution.

The PIM provides a framework for addressing a project life cycle. It takes into consideration the resource and time constraints a customer may have by utilizing templates, tools, sample project plans, and intellectual capital. Generally, software implementations are an iterative process, and the PIM manages the process, ranging from departmental to enterprise integrated enterprise content management implementations.

The PIM is organized in a structured multi-phase approach. This allows a customer to either utilize the entire methodology in an implementation, or select portions to integrate with their own methodology. The PIM was designed to help customers achieve their goals with respect to strategic planning, management, and deployment. The areas that are addressed include:

- Identifying scope and requirements
- Allocating and assigning resources
- Risk mitigation
- Installation and configuration analysis and design
- Business process analysis and design
- Line of business software integration analysis and design
- Multi-phased testing framework
- Technology deployment planning

By utilizing the PIM, project teams will be able to leverage experiences and best practices developed by DataBank from OnBase implementations across diverse vertical industries. The PIM's intention is to be tailored for each customer and utilized as needed for successfully facilitating mission critical implementations.

Implementing the OnBase Solution will give WVDOT state-of-the-art technology to greatly improve the security and integrity of the data and documents collected by WVDOT by controlling access and reducing manual document handling. The ECM Solution will also improve the efficiency and the effectiveness of the processes for managing the WVDOT's vast amount of documents as well as the retention of this information.

The proposed solution's modular methodology enables organizations to build organic business solutions based on exact practical requirements. Few businesses implement single, standalone ECM systems that exist in the same format over numerous years without evolution, modification or expansion. As user acceptance of a solution solidifies and as the system becomes part of the infrastructure rather than an additional layer, cross-organizational deployment becomes a long-term strategy rather than an immediate remedy. DataBank's ECM system provides the building blocks to deploy core, evolution-ready solutions.

Most large implementations take the form of phased deployments. Customers do not have to match the commitment of large numbers of vendor staff descending upon them in a rush to craft monolithic solutions. Customers can go at their own pace, deploying solutions incrementally without sacrificing economies in solution design or implementation costs. Finally, DataBank employs an after-action review process that serves two functions, improving implementation methodologies and tools and ensuring that implementation teams transfer in-depth knowledge of the implemented solution with their technical support colleagues.

DataBank's Project Initiation phase focuses on transferring the project from sales, and starting the project on the right foot for Technical Services and WVDOT. The main activity to insure a smooth transition is the project charter meeting.

Project Charter and Kick-off Meeting with WVDOT

The purpose of the project charter meeting is to document and define a common understanding of the requirements for the ECM Solution between WVDOT and DataBank, define the project goals and scope, identify roles and responsibilities for the team, and prepare from a project management perspective the: who, what, where, when, why and how aspects of the project. The outcome of the project charter meeting(s) is the project charter. The project charter is the initiation document for a project, providing a clear statement of project scope in unambiguous, high-level terms. The charter should define the project broadly enough so it does not need to change if the project has some changes during its course. The project charter is the single source that documents the what, whom, when and why about the project. The charter also provides, if possible, a high-level baseline of the project time line and identifies major events, milestones and the project's end deliverables. In addition, the project charter meeting is an opportunity to discuss the PIM and set WVDOT's expectations on how an OnBase implementation usually follows set phases, as well as set project controls.

How much time and effort is needed in defining the project is dependent on the amount of detail and information needed. DataBank will allot sufficient time to completely identify the below points. The project charter meetings should be included at the start of major phases. The project charter meeting is to be held at WVDOT's office or through a web meeting and include the management team of the project.

During the project charter meeting, the following items must be discussed, defined and documented.

- Goals and Objectives
  - Briefly describe and reiterate the requirements outlined in the baseline ECM System Requirements Specification, the goals, objectives and outcomes for the project. If possible, also include any information known about the cost/benefit or business case.
- Scope Definition
  - The scope of the project is briefly described here. References will be made to other documents, such as the RFQ proposal or baseline ECM System Requirements Specification, which contain the detailed scope information agreed by the client. DataBank will avoid writing too much detail here or using this document to change the project scope. DataBank will identify any "out of scope items" including any items that are WVDOT's responsibility. This document will not conflict with proposals or other scope documents.
    - In Scope
    - Out of Scope
    - Performance Metrics
    - Major Deliverables
    - Project Tradeoff Matrix

- Critical Success Factors
  - The critical success factors call out main aspects that will insure that the project is completed successfully.
  - Sample success factors are:

    - Executive Sponsors from both WVDOT and DataBank are involved with the project, and clear obstacles to project success
    - Project Implementation Methodology procedures are adhered to by the project team, both DataBank and WVDOT
    - Close management on project scope and limitation of Change Request
    - WVDOT team participation is essential to meeting the project goals and objective
    - Timely decision-making
    - Timely review and acceptance of deliverables
    - Minimal turnover of WVDOT and DataBank project resources

- High Level Project Timeline
  - This section should include major milestones in word format or a picture snapshot of the project plan, summarized.
- Assumptions and Constraints
  - This section should include any known assumptions and constraints. An example of an assumption is that a specific hardware or software platform will be used. An example of a constraint is that WVDOT must have a system in before a calendar year end.
- Project Team
  - Identify stakeholders including initial members of the project implementation team and their roles and responsibilities
- Project Communication
  - Mutually identify and agree to project communications process for status reporting, status meetings

- Project Controls
  - This section will include project processes that will be followed for the project.

- Quality Assurance
  - This section will include project testing and QA processes that will be followed for the project

- Initial Risk Assessment

- Project Financials

  - This section of the document will be tailored to WVDOT, and what is agreed to within the contracts. This will be a summary of the contract financials so both DataBank and WVDOT understand the parameters.
  - Cover the following topics:
    - Invoicing (when, how often, etc.)
    - Travel and Expenses

The project charter meeting will also consist of planning for the Project Kickoff and Discovery process. The following items will be planned for:

- Schedule Project Kickoff/Discovery
- Communicate high-level Discovery objectives
- Communicate Discovery timeframe

Discovery (Needs Analysis and Design)

The Project Discovery Phase includes the needs analysis and design of the system and includes a number of activities geared towards gathering requirements. These activities ensure that all requirements are fully discovered, documented and understood prior to installing and configuring the system. The Discovery Phase takes the initial requirements obtained by the baseline ECM System Requirements Specification and drives toward greater detail. The discovery procedures and work products created by DataBank change, depending on the type of project we are implementing. To assist in clarifying the various discovery processes, this section is segmented into three project types: Solution Installation, Workflow, and Custom Development.

Project Kickoff Meeting

The project kickoff should include as many members of WVDOT and DataBank delivery team members as possible. A project kickoff meeting will be held for the entire project team or representatives of departments if the team is too large. The kickoff will be held at WVDOT's office or through a web meeting. The goal of the kickoff meeting is to introduce the project team members, review the project scope and objectives (plus other parts of the Project Charter), review the features and benefits of the ECM System, review the project timeline, and prepare team members for next steps (normally the Discovery phase).

Solution Installation Discovery

The Installation Discovery process entails capturing WVDOT requirements for the purpose of installing and configuring the ECM System. The installation discovery only pertains to the setup and configuration of the ECM System, and does not capture Workflow, or any custom development requirements. Through the years, DataBank has used multiple tools, templates, and methods to obtain installation requirements, and below is a quick summary of each. The use of a particular tool for a project will depend on the project's scope and size, and client's imaging knowledge and technical skill level. From a legal perspective most SOWs and Work Agreements require that a functional requirement and solution design document be created – how the information contained in the document is obtained is up to the installer, PM and WVDOT.

Complete Pre-Installation Questionnaire

This questionnaire is normally sent to a client by sales, PMs or Installations prior to kick off or discovery meetings. The questionnaire is typically just the starting point for discovery and it enables WVDOT to view the implementation from a high level and points out various aspects:

- Server Hardware Requirements
- Database / Operating System Requirements
- Workstation Requirements
- Backup
- Remote Communications
- Potential OnBase Configurations

Perform Discovery Meetings

The discovery meetings drive the process of capturing a majority of user requirements for the ECM System implementation. Depending on the project size and departments impacted, at a minimum, the below meetings should be held to obtain requirements:

- Business Unit Meetings (discuss document types, keywords for each department)
- Hardware Meeting (discuss database and file servers, and operating system)
- Desktop Rollout Meeting (discuss workstations, and distributing software)

The Pre-Installation Questionnaire or the Installation Functional Requirements and Solution Design Document template can be used as a driver for the meetings. In addition to the aforementioned documents, WVDOT's RFQ should also be used as a source of information for discovery as well as the Purchase Order (for list of modules purchased). WVDOT should also bring to the meeting sample physical documents, which they want to store within OnBase. If there are a large number of documents with unique requirements for each, use a Document Inventory Template to capture pertinent document information.

Create Functional Requirements and Solution Design Document

Once all meetings have been completed, the DataBank Installer and PM will create an installation functional requirements and solution design document that captures all information from the discovery process. As noted in the Discovery Meeting section, initially this document template is used as a catalyst

for gathering required information. In its completed form, it contains the functional specifications and overall requirements of the proposed solution.

The functional requirements and solution design document is broken down into five sections, covering the below topics:

1. Introduction
    a. Brief overview of project – ½ page introduction
2. Proposed Process Summary
    a. Explanation from a high level the proposed process – anywhere from 1-4 page write-up
3. Functional Requirements
    a. Contains actual requirements, in a format such as:
        i. "System must provide the ability for external clients to access via the web"
        ii. "System must provide capability of storing emails and their attachments from Outlook" or
        iii. "Users must access the system via web"
    b. The functional requirement section should be broken down by category or department so that requirements are appropriately segregated
    c. The performance metrics section should always be captured and documented for each install
4. OnBase
    a. Contains the configurations that will be performed in OnBase – covering disk groups, keywords, document types, user groups, etc.)
5. Out of Scope
    a. Captures aspects of the project that are out of scope, but which during discovery were found to be additional areas/aspects that OnBase may be able to handle

After creation of the document, the next step is to have a review session(s) with WVDOT. The review enables WVDOT to verify the captured requirements and proposed configuration of ECM System. Multiple review sessions may be required with updated versions of the functional specifications and solution design document created. Eventually, all outstanding items will be clarified/corrected for the document – at which point in time WVDOT sign-off and accept the functional requirements and solution design document.

After the completion of the initial discovery sessions, the PM will generate the initial documentation. Presentation of the documentation with WVDOT will begin an iterative process where the feedback and modifications are applied. The culmination is the satisfactory documentation of the business and functional requirements signified by WVDOT sign-off.

Business Process Narrative

This section of the functional specifications is to include a succinct description of the candidate business processes for the ECM System implementation. It is important to reiterate the fundamental understanding of the business process to communicate to the reader that the high-level process was captured during the discovery session. Details of the business process narrative follow in the remaining sections of the document.

Functional Requirements Listing

Frequently, customers dictate a listing of requirements for the business system to be created in the discovery sessions. These necessitate a tabular listing of the delivered requirements, and help categorize them into a comprehensive relationship between requirements and related business processes. It is critical to identify the requirement itself, the category it belongs to, and the use case that fulfills the requirement as part of the table. This communicates to WVDOT at the line item level where their requirements are documented and reconciled within the business processes. Eventually these are translated into the ECM System as the desired solution.

Project Risks

Documenting the associated risks uncovered during the discovery process can be critical. Setting the proper expectation with the customer with out of scope items, potential technical challenges, or missing information on requirements gathering may help mitigate potential project challenges in the future. Categories to include in the risks table:

- Description
- Owner
- Priority
- Status

These categories will clearly dictate to WVDOT any challenges the project currently faces before beginning the implementation phase.

Document Sign-off Sheet

Included for customer sign-off with the final delivered Functional Specifications.

Design Phase

The design phase contains detailed information regarding each task allowing DataBank to design the subsequent phases. The main function behind the design phase is to conduct prototype development and functionality review. The design phase is made up of the following:

- Model system disk group architecture
- Model server architecture
- Database configurations and modeling
- Connectivity configurations
- Setup any test and development system
- Installation procedures
- End-user support materials
- Keywords and customized forms
- Security design
- Backup and Disaster Recovery procedures
- Application configuration
- Special development needs

- Storage requirements analysis
- Conduct design sessions with WVDOT stakeholders to identify how the system will meet the confirmed system requirements
- Produce detailed design specifications.
- Conduct a review meeting with project stakeholders from WVDOT to verify completion of detailed design tasks and obtain approval to begin construction.

It is standard practice during discovery and throughout the implementation of an ECM System to engage in extensive discussions with appropriate technical personnel concerning fault tolerance, disaster recovery, and high availability solution design. Inclusive in these discussions are such topics as hardware failures, operating system failures and SQL database failures.

Common recommendations to reduce hardware failures and their impact on an organization and its end users include:

- Utilizing appropriate RAID configurations for disk storage, including global hot spares
- Utilizing hot-swappable hard disks to avoid downtime for drive replacements
- Choosing servers with redundant components (multiple NICs, fans, processors, etc.),
- Purchasing additional servers to allow for a clustering solution,
- Purchasing additional servers to operate in a standby capacity,
- Purchasing high availability hardware solutions (such as a SAN with snapshot backups)

The impact of an operating system failure can be lessened through the use of standby servers and server clustering. Lastly, the impact of database failures can be lessened through the use of transaction log shipping or database clustering. The scheduling of automated database and transaction log backups also play an important role in disaster recovery and business continuity strategies. Choosing the correct approach to preventing failures and minimizing downtime is a collaborative effort between DataBank installation personnel and appropriate onsite technical personnel.

OnBase Implementation

After Discovery and Design is completed, the installation, configuration and development of the ECM Solution begin. These activities are based on the functional and technical specifications defined during Discovery. Some tasks include, but are not limited to: OnBase database creation, OnBase configuration, workflow development (if needed), and line of business application integration. During the implementation phase, DataBank will perform unit testing, prior to promoting the solution to the client testing phase. All software provided by DataBank will be of the most current general availability release and the latest version level.

Similar to the Discovery phase, the Implementation phase can be broken down into project types, and they are further expanded below.

The initial installation of OnBase at the WVDOT is very straight forward, especially given that a discovery process has already been completed and WVDOT acceptance has occurred for the functional requirements and solution design document.

The following tasks are performed for a "normal" OnBase install:

- Run process to create database tables
- Install OnBase Software
- Configure Software based on functional requirements and solution design document (disk groups, keywords, doc type, Users, User Groups, DIP, COLD, Verity, Doc Retention, Web Server, Scan Queues, etc.)
- Rollout software to a limited number of workstations
    - Have WVDOT's LAN Administrator and Desktop Support personnel assist in rollout
    - DataBank will provide a Transfer of Knowledge explaining how to install OnBase.

- Insure that the appropriate rights and privileges are setup for unit testing
- Insure WVDOT has backup procedures in place, DataBank is not responsible for configuring/running the backups for WVDOT – but make sure WVDOT is aware of backing up OnBase – both for images and database
- Insure WVDOT has disaster recovery procedures in place, again, DataBank is not responsible for configuring/running the disaster recovery for WVDOT – but make sure WVDOT is aware of the importance of disaster recovery
- Perform Unit Test, using functional requirements and solution design document as a checklist of required testing.
- Create Installation Report as part of the System Administrator process. The Installation Report captures OnBase configuration information, as well as hardware and operating system information, processing timers, and unique aspects for the install.

Once OnBase has been installed, appropriate documentation will be provided to WVDOT.

DataBank will take the following additional responsibilities (but not limited to) related to hardware and software installation:

- Install and configure the application software in development, testing, and production environments at WVDOT facilities.
- Provide documentation on any issues related to hardware and/or system software installation and configuration.
- Provide technical advice on hardware and systems software sizing and capacity planning.
- Provide technical assistance and advice on hardware and systems software installation and installation verification and testing activities.
- Identify needs that cannot be satisfied with existing infrastructure components.
- Specify and document application and system software (by version number) to be installed by category of device, including modules of the application software and any other software required.
- Document the processes for distribution and installation of software updates.
- Provide documentation on software application security to assist and advise WVDOT on security issues and activities.

The following resources should be involved/engaged during the Implementation phase

- DataBank Project Manager
- DataBank Installer/Technical Engineer
- DataBank Integration Services Consultant (if necessary)
- WVDOT Project Manager
- WVDOT OnBase Administrator
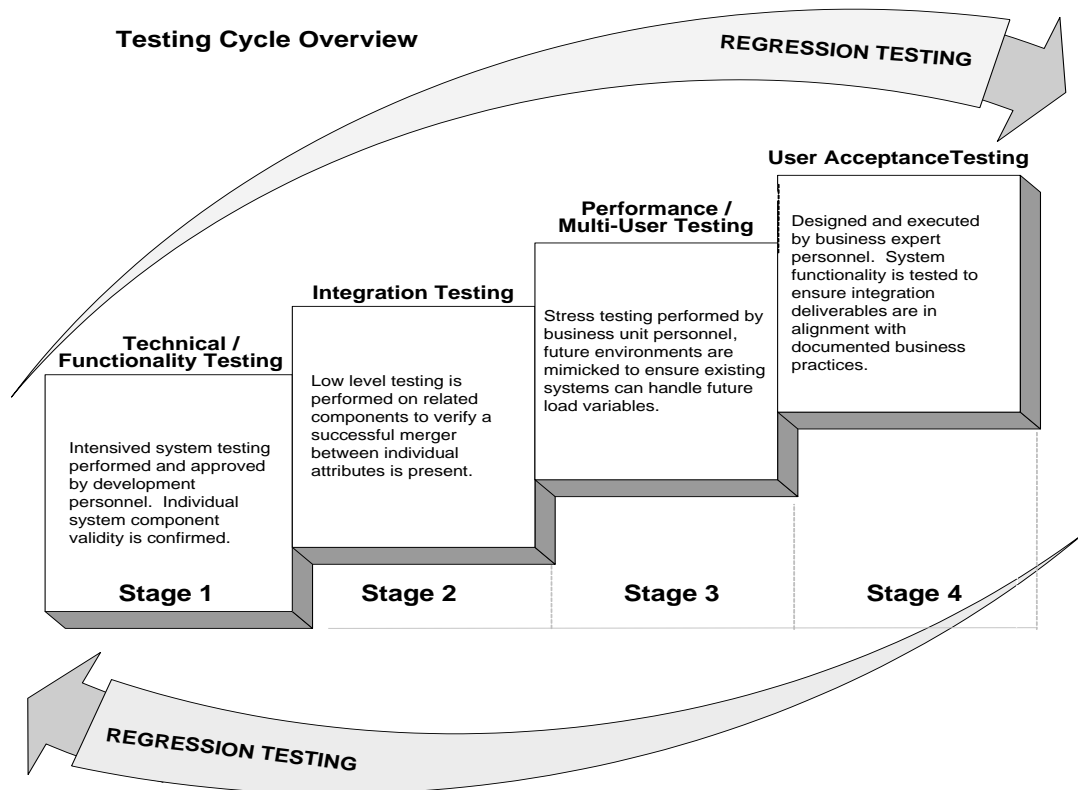- WVDOT Subject Matter Expert

Testing Phase

A pre-production phase is system testing. The goal is to prepare WVDOT for integrating the delivered solution into their business. DataBank will prepare an end-to-end test plan that incorporates all facets of the solution. Simultaneously, training needs to occur to educate the end-users how to interact with the solution. Advanced WVDOT interaction in this phase is critical to the success of the project. WVDOT "buy-in" will help promote the solution and ease the transition into production.

Below is a framework for a testing life cycle of the pre-production phase. It can be used in its entirety, or adapted to the client's specific requirements.

System Testing Life Cycle

The testing life cycle promotes test standards composed to provide assistance in the achievement of test objectives and goals. Defined by four distinct stages, this cycle encompasses the complete test effort including all responsibilities assigned to the DataBank integration team and WVDOT. A 'step' approach is taken when considering the execution order of individual stages, as the next phase in the cycle is not addressed until previous stages are completed. Additionally, any issues discovered within the process are flagged and regression testing is performed upon re-admittance to the testing life cycle.

- Stage 1 – Technical \ Functionality Testing (Unit Testing)
- Stage 2 – Integration Testing
- Stage 3 – Performance \ Multi-User Testing
- Stage 4 – User Acceptance Testing

Testing Cycle Overview

REGRESSION TESTING

User AcceptanceTesting

Designed and executed by business expert personnel. System functionality is tested to ensure integration deliverables are in alignment with documented business practices.

Performance / Multi-User Testing

Stress testing performed by business unit personnel, future environments are mimicked to ensure existing systems can handle future load variables.

Integration Testing

Low level testing is performed on related components to verify a successful merger between individual attributes is present.

Technical / Functionality Testing

Intensived system testing performed and approved by development personnel. Individual system component validity is confirmed.

| **Stage 1** | **Stage 2** | **Stage 3** | **Stage 4** |

REGRESSION TESTING

Technical \ Functionality Testing (Unit Testing)

The objective of this test is to ensure that all application functionality meets the requirements established by supporting documentation and business process ideologies. Intensive tests are performed to confirm the developed functionality of custom interfaces or coding is functional and consistent with pre-development standards. The testing will also include low-level testing of individual processes and the flow of documents through the any proposed workflow solution. Individual test cases are used to verify independent component functionality.

Integration Testing

The objective of this test is to prove that all elements of the designed solution correctly interface together, with no gaps in the data flow. Building on functionality test standards, integration testing is constructed to validate the interactions between logical component pairings. A combination of individual test cases and developed testing scripts are used in a predetermined sequence to provide the framework for this testing condition, which is essential to final approval of the integrated solution.

Performance \ Multi-User Testing

Performance testing is conducted to confirm that system response times are acceptable based on network and hardware settings. The goal of this testing type is to prove that the system will efficiently handle

interaction between (x) numbers of users accessing the system at once, by mirroring the proposed system environment during peak intervals of application use. Often referred to as stress testing, the configuration and execution of this phase is based on business requirements and the responsibility of business experts.

User Acceptance Testing

This test is planned and executed by WVDOT representatives to ensure the solution provided operates accurately based on expected results, focusing primarily on achieving end user approval. Best practice of this phase is often to expand on integration level testing by concentrating on the most commonly utilized end user tasks or procedures representing basic document flow and echoing business process guidelines. Additionally, configured tests will be constructed to efficiently interact with the targeted audience on a skill level users can comprehend.

Regression Testing

This form of testing is not included as an independent stage in the documented testing cycle but is considered an integral step in system testing. Performed after addressed issues have been remedied, this form of testing helps verify changes in functionality will seamlessly interact with current configurations. Under this plan, regression testing will be executed and defined through combinations of functionality and integration testing. Depending on the system attribute, other testing stages can and will be introduced.

DataBank will have the following responsibilities (but not limited to) related to testing:

- Perform software migrations from development to test environments.
- Develop and gain approval of an integrated System Test plan specifying, at a minimum, all tasks, timing, and roles and responsibilities of project team members involved in functional, performance, and integration testing process prior to the beginning of functional testing.
- Develop all necessary testing documentation including test cases, test data, and expected results.
- Perform functional testing, integration testing, and performance testing.
- Provide written certification that testing activities were completed successfully, in accordance with WVDOT criteria, prior to beginning acceptance testing.
- Provide support to WVDOT acceptance testers.

Defect Management

DataBank will define and use a defect management process. After a defect management analysis is complete and it is defined and documented, DataBank will get all parties involved who have interest like the developers, testers, managers, etc. To ensure that we have an integrated communication and management process, DataBank will have weekly defect review boards. The DataBank Project Manager will have responsibility it is to maintain the defect management process, chase up defects, run defect review boards, etc. DataBank understands understand how WVDOT wants the prioritization of any defects and ensures that prior to the commencement of Acceptance Testing, DataBank will resolve, to WVDOT's satisfaction all severity-1 critical defects identified during functional, integration, and/or performance testing. Wherever possible, DataBank will try to recreate the defect and provide the recreation steps in the defect detail. DataBank will try to isolate the bug by working out at what specific stage the failure happens and why. DataBank will use a defect review board. This will contain the project

manager, the developer (or development manager) and appropriate testers. DataBank will hold meetings regularly (at a minimum, weekly), during the testing and report to WVDOT the status of testing and defect management activities. Prior to the completion of Acceptance Testing, DataBank will resolve, to WVDOT's satisfaction all severity-1 critical defects identified during acceptance testing.

DataBank and WVDOT will jointly manage the resolution of defects but in all cases, and DataBank will allow WVDOT to be the final determinant of the severity level of a defect.

Acceptance Testing

In the acceptance testing stage, DataBank realizes that WVDOT is responsible for the acceptance test and DataBank will develop a documented testing process.   DataBank knows from experience that an Acceptance Test Plan will keep the DataBank and WVDOT Team from being uncertain about what's happening. The Acceptance Test Plan will be a separate document and will define the following information:

- **Customer responsibilities:** Describe the activities that WVDOT is responsible for and DataBank is responsible for. On some DataBank projects, the customer is responsible for all aspects of the test, including creating test scenarios, performing the tests, and validating the results. On other DataBank projects, the entire teams may assist in the various activities.
- **Acceptance criteria**: Before we begin the acceptance test, WVDOT and DataBank team will know what criteria will be used to decide whether the system is acceptable or not. The acceptance criteria will define how the decision will be made. WVDOT may accept a system with certain minor types of errors remaining, but there may be other levels of errors that will render the system unacceptable. Part of the acceptance criteria may be to revalidate some of the other system tests. For instance, WVDOT may want to thoroughly test security, response times, functionality, etc. even if some of these tests were done as a part of system testing.
- **Acceptance Test Workplan:** DataBank will define the activities associated with the acceptance test, when they will begin and end, who is responsible, and so on. Defining all this up front will help everyone involved understand what is expected of them, and they'll be aware of the timeframe and know when things are due. DataBank will move all this information to the main project workplan.

The actual acceptance test follows the general approach of the Acceptance Test Plan. After the test is completed, WVDOT either accepts the system or identifies further changes that are required. After these subsequent changes are completed, either the entire test is performed again or just those portions in question are retested. In some cases, portions of the system may be accepted while others are sent back for more work. After the acceptance test is finished, DataBank and WVDOT should be ready to implement with a high level of confidence that the system will be relatively error-free and stable.

The goal of DataBank for acceptance testing is to prepare WVDOT for integrating the delivered solution into their business. Generally, DataBank will prepare an end-to-end test plan that incorporates all facets of the solution. The acceptance testing will be geared toward real life business scenarios that the OnBase system was designed for according to WVDOT business processes. The acceptance testing will fully test the OnBase System so that it will be ready for daily operations within WVDOT. DataBank will propose an acceptance plan and review it with WVDOT for approval before commencement of the acceptance testing. Each process included in acceptance testing shall be verified by a group of end users selected by WVDOT. WVDOT will provide written confirmation to DataBank following successful completion of acceptance testing.   The outcome of acceptance testing will be approval by WVDOT to release the system to a group

of pilot users. DataBank understands that the completion of acceptance testing does not indicate Final Acceptance of the system by WVDOT.

Pilot

A proof of concept pilot project is an opportunity to demonstrate the capabilities of the ECM Solution on a small area and in a controlled manner. DataBank believes that a pilot project is an excellent risk mitigation strategy for an agency planning to implement an ECM Solution. The pilot helps determine whether the software is appropriate for use by the agency and how easily it can be configured, providing hands-on experience for records managers, information technology (IT) personnel, and end users.

A pilot project should be the last major step before WVDOT commits to launching an ECM Solution for use agency-wide, allowing WVDOT to gauge whether the proposed OnBase solution meets the needs of your agency as defined in your requirements analysis. DataBank plans for the pilot to give WVDOT an opportunity to test the technical capabilities of the system and experience how it operates with WVDOT's infrastructure, alongside other programs and systems, providing opportunities for WVDOT staff to gain practical experience with the ECM Solution. DataBank has found that the pilot will allow WVDOT to assess your agency's ability to utilize the system effectively. For instance:

- The pilot may reveal a need for additional technical staff and/or user training before enterprise-wide deployment.
- As a result of lessons learned through a pilot project, WVDOT may want to modify (or redesign) existing workflow processes to take full advantage of the capabilities of the technology.
- The existing records retention schedules may require revision, limiting the number to a manageable quantity of records series and disposition durations within the electronic environment.

To be a useful guide for full-scale implementation, DataBank will carefully design and evaluate a pilot. DataBank will ensure that the pilot has a critical mass of records in the system, so staff feels that searching the system will yield the desired results.

Deployment and Acceptance Phase

The Go Live Phase includes the preparation and final steps for moving the system into the production environment. These steps insure that testing is complete, training is complete, all configurations are ready, and that the system can be "turned on" for the production environment.

DataBank will have the following responsibilities (but not limited to) during the deployment phase:

- Train WVDOT Information Technology staff, trainers, and end users at WVDOT according to the training requirements.
- Provide recommendations to WVDOT Information Technology staff on operational procedures, documentation on specific backup and recovery requirements for the software and database, and recommendations for tools, software, and supplies necessary to perform backup and recovery processes.
- Develop a disaster recovery plan for the system.
- Provide on-site technical assistance and support.

As with all projects, the steps and procedures for Go Live vary by need, but the below items could be considered standard for each Go Live phase:

1. Production Environment Configuration
2. Software Deployment
3. Engage DataBank Tech Support
4. Backup and Disaster Recovery Reminder
5. Go Live

Production Environment Configuration

For some projects, implementation and testing occur in the client's production environment due to the initial deployment of the solution. Usually though, at larger client sites, the primary implementation will occur in a test environment, and after successful testing, the system will be migrated to the production environment.

If a client has a test and production environment, be aware that client operational requirements will dictate how configurations are transferred from test to production. A database backup and restore may be one option, another option could be manual reconfiguration of the solution in production, and the third option may involve exporting/importing (for workflow configurations).

Software Deployment

The requirements of the software distribution/rollout should have been captured during the discovery process. Typical deployments consist of different client environment for access to the system. Consideration to each type of role the customer employs will generally dictate the type of OnBase access is necessary. Other factors that play a role include:

- Scanning Process
- Application Enabler
- Network Performance
- Customer's Software Deployment Policies
- Module Specific Requirements

Backup and Disaster Recovery Reminder

It is important to review the backup and disaster recovery plan with customer to assure the data being entered into OnBase is secure. Typically, a customer already has specific policies and procedures that they follow due to corporate policy and procedures surrounding deployment of mission critical applications. However, it is our responsibility to assure that the plan they intend on implementing satisfies our best practices in this area (or recommend to the customer that they revise the plan to meet this service level).

During the Acceptance Period, DataBank will have the following responsibilities (but not limited to) and get verification of WVDOT's satisfaction:

- The ECM Solution performs successfully in accordance with all the mandatory requirements specified in this RFQ (including all addenda and any resulting contract).
- The ECM Solution performs successfully in accordance with all manufacturer's technical and user specifications.
- The ECM Solution maintains performance standards.

- The ECM Solution operates effectively and efficiently to the extent controllable by DataBank, the system does not experience any severity-1 critical and/or severity-2 "high" defects during the Acceptance Period.

GO LIVE

FLIP THE SWITCH! Validate that the production changes have occurred and then allow for user access to the configured ECM Solution.

DataBank National Support

DataBank Support has constant access to the knowledge of the OnBase products and its proper configuration and support. DataBank works with its Support Team to develop custom training programs for their assigned staff, ensuring their knowledge is current and adequate. DataBank for many years has been identified as a top performing maintenance and support partner and has been awarded the highest award by Hyland Software. The Diamond Maintenance Award status is given to deserving partners on an annual basis. Hyland Software conveys industry recognized certification to qualified installations and support staff personnel: OnBase certified installer and OnBase certified technical support engineer.

Software Maintenance

Hyland Software adheres to one or two (2) OnBase releases per year, delivering solutions faster to our customers. Between releases, Hyland Software may release service packs to address pre-release enhancement functionality or resolutions to customer issues. A new release will have a new major and/or minor version stamped on the product. Releases have new functionality that has been developed and tested.

Another major benefit of maintaining an OnBase annual software maintenance agreement is access to product upgrades and enhancements free of charge for all licensed modules of the commercially released versions of the software. If the customer prefers, DataBank can be contracted to perform upgrade services. It is important to take note that while Software Maintenance provides access to the bug fixes (patches) and product upgrades, it is incumbent upon the Customer to test and install these. DataBank support can be used if the customer wishes DataBank to support the installation of product upgrades. And, with the execution of the OnBase Annual Subscription Software, you are entitles to all documentation, including client-side updated help files and online technical documentation.

DataBank National Support Service Level Agreements

In order to better serve our customers, Databank has set up levels of priority for each issue. Databank will determine the condition of each issue and assign a priority level accordingly. The description and associated response times are as follows:

Critical: Complete failure of the system to perform correctly. This includes severe slowdowns of productivity or throughput. Databank should acknowledge receipt of the problem reported immediately. Databank will assign the appropriate resources within approximately one (1) hour. If Customer agrees, the response time may be later, but in no event later than twenty-four (24) hours.

High: Serious failure of software/hardware component, which does not result in complete system failure, but does impact productivity and/or throughput. Databank shall provide one (1) hour telephone response. Databank will assign the appropriate resources within twenty-four (24) hours.

Medium: Recurrent problem, which affects productivity or the throughput of the system.

Databank agrees to respond by telephone or email within four (4) hours. Research toward issue resolution should be started within forty-eight (48) hours.

Low: Cosmetic error not impacting production. Databank agrees to respond by telephone or email within eight (8) hours.

As issues may be caused by factors external to Databank (third party software, hardware, bandwidth, customer actions, etc.), Databank is unable to guarantee a time to resolution. Most issues are resolved in less than 4 hours.

National Support Team Availability

Databank regular business hours are 8:00 a.m. – 8:00 p.m. Easter Standard Time Monday through Friday. Hyland Software backs up Databank support with 24 x 7 service. Both active and scheduled service may be completed during subsequent hours. Any service outside of normal business hours not scheduled at least seventy-two (72) hours in advance will be billed at time and a half.

Emergency 24 hour support is available with 800 number access.

We have three ways to contact us:

(1) Online Portal: http://support.databankimx.com

(2) Email: support@databankimx.com or

(3) Phone: (866) 590-5545.

Our support tickets are monitored by enterprise helpdesk management software, and our representatives use this each day to interact with customers and colleagues. Our software allows us to track new, open, pending, and solved tickets, communicate with customers, and review history of all customers' tickets. A history of a customer's support tickets can be provided at any time by the sales management or our National Support team. Our YTD rolling satisfaction level is at 99% Satisfied.

Each week, all sales management receives an ongoing report of service statistics for phone answer rates, support ticket approval ratings and all pending and solved tickets for the week, with they will discuss directly with customers on an as-needed basis.

If at any point during the resolution process a customer is unsatisfied with the progress or needs to emphasize the priority level of a particular issue, they will have many levels of escalation including the management team of Databank National Support, Software Solutions Management, General Sales Management, and COO/CEO of Databank.

Qualifications

3. QUALIFICATIONS: Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

   3.1 Vendor's proposed software must be listed in the Gartner's Magic Quadrant for Content Services Platform. Vendor must provide proof of its compliance upon request.

Hyland Software has established itself as one of the leader in enterprise content management industry and is highly recognized by industry analysts such as Gartner Group and Forrester Research. Gartner Group reviews ECM Solution in the industry and recommends the solutions that have been determined to be the leaders in the industry. Hyland Software's OnBase Product has been in Gartner Group's Magic Quadrant for the last 13+ years.

OnBase, Hyland Software's flagship product, is a single enterprise information platform designed to manage your content, processes and cases. OnBase centralizes your important business content in one secure location, and then delivers relevant information to you when you need it, wherever you are. Increase productivity, deliver excellent customer service and reduce risk across your entire enterprise. All modules have been developed in house and there are no integration points or issue between the integrated modules of the ECM Solution.

OnBase meets your IT needs long into the future because it is:

- **Configurable without code – OnBase is point-and-click configurable with low-code capabilities, allowing you to use checkboxes, radio buttons and drop-down menus to quickly configure and easily change solutions. That means no expensive, time-consuming and difficult-to-maintain coding or scripting.**
- **Scalable across your organization – OnBase scales as requirements evolve, so you will never outgrow your OnBase system. Start in one department and grow your solution over time as needs and requirements change. Maintain speed and performance, even as you continue to expand and enhance your solution.**

Gartner Group's comments toward the OnBase ECM products as their assessment is as follows.

The extent which OnBase can be customized and integrated with third-party applications – using menu-driven configuration options already built into the software – strongly appeals to customers looking for solution that can easily modified and upgraded. OnBase is a strong low-code platform with a robust workflow engine and configuration experience. This enables clients to build applications that combine document-centric capabilities such as document comparison and workflow-centric capabilities such as load balancing and delegation.

Figure 1: Magic Quadrant for Content Services Platforms

3.2 Vendor must provide, upon request, showing their experience with having successfully completed implementation of an existing Content Services Platform with workflows within an organization of similar size and complexity or larger than WVDOT.

We work with multiple centralized IT departments in state and local government to successfully aggregate agency silos and implement enterprise shared service models to help build repeatable solutions. DataBank has partnered with and successfully completed implementation in many state government agencies. Below are just a few of the agencies similar to WVDOT that DataBank has implemented the OnBase ECM Solution to allow the agency to store, manage, retrieve and automate the processes of their vital information.

State of Virginia DMV

State of Delaware DOT/DMV

State of Texas DOT

State of Arizona DMV

State of Oklahoma Public Safety – DMV

State of Arizona DOT

State of Nebraska DOT

DataBank helps transform the way our government agencies do business. We are a full-service data and information management company that provides emerging technology and solution consulting; conversion, migration, infrastructure, and development services; and enterprise system deployments (cloud, on-premise, and hybrid).

General Requirements

4.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

4.1.1   Core System Requirements

4.1.1.1 Content Management Software must have the following base core features:

4.1.1.1.1 Users or integrators must be able define and configure document states, rules, actions, notifications, and lifecycles with a comfortable Windows interface. Must be entirely point-and-click configurable by users without the need of programming, to allow for quick implementation. Processes must be easily added or adjusted at the document, process, group, or enterprise level by specified users or administrators. Workflow configuration must consist of two central windows: the Tree Configuration window and the GUI Configuration window.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. With OnBase Workflow, users or integrators define and configure document states, rules, actions, and Life Cycles with a graphical Windows interface.

4.1.1.1.1   Tree Configuration window workflow designer must be able to define system, user, ADHOC, notification or timer tasks to be accomplished at each queue and be able to define the rules and actions that determine how documents will be routed. Must allow simple right-click mouse functions and easy to understand configuration windows so non-programmers can design and deploy sophisticated workflow solutions. The workflow designer must contain an extensive set of pre-defined list of rules, actions, and allow custom define rules or actions, including utilizing VB scripting.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. The intuitive design of the Tree View configuration window provides a workflow designer with the tools to define the work (e.g., system, user, or timer) to be accomplished at each queue and define the rules and actions that determine how documents will be routed. Simple right-click mouse functions and easy to understand configuration windows give non-programmers an unprecedented ability to design and deploy sophisticated workflow solutions.

4.1.1.1.2   The GUI Configuration window must allow the designer to determine how the actual flow of a life cycle will appear and how documents will be transitioned through the life cycle.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. The Graphical View configuration window allows the designer to determine how the actual flow of a Life Cycle will appear and how documents will be transitioned through the Life Cycle. Through the use of a configuration toolbar and grid map, Workflow Life Cycles are designed in minutes. Upon the creation of the Life Cycle, the graphic layout and the transitions, a basic workflow has easily been established.

4.1.1.1.3   The "Workflow Inbox" must be a normal GUI user environment, where the user will see only the queues to which he or she is assigned. The administrator must be able to elect to hide or show a workflow queue or disabled icon for those queues to which a user does not have access.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. Users can access their 'inbox' from the OnBase Clients, from any line-of-business application, from an e-mail client (Microsoft Outlook), from Microsoft Office (Word, Excel, PowerPoint) and SharePoint Web Parts, as well as mobile devices (iPhone, iPad, Android phone and tablet). Regardless of how users access the workflow inbox, they will see only those items they have rights to and are in their workflow queue ('Inbox').

4.1.1.1.4   The system must have the ability to define multiple document types that can be associated with a specific life cycle. The document type must be configurable to enter a lifecycle at a specific queue and automatically initiate workflow. Documents must have the ability to be brought into a workflow life cycle by processes like COLD, DIP, Image scanning, electronic forms, Internet forms, and email messages.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. The OnBase ECM Solution will allow users or DataBank to perform the actions above. Integrates seamlessly with other OnBase modules and incorporates powerful cross-referencing to COLD, image or application documents.

4.1.1.1.5   Must Integrate easily to other legacy systems utilizing VB scripting and robust API calls.

The OnBase ECM Solution will allow users or DataBank to perform the actions above. Integrates easily to other legacy systems utilizing Visual Basic scripting and robust API calls.

4.1.1.1.6   Must support Internet and mobile access for users outside of the immediate office environment.

The OnBase ECM does support these requirements. Supports Internet access for users outside of the immediate office environment. Users can access their

'inbox' from the OnBase Clients, from any line-of-business application, from an e-mail client (Microsoft Outlook), from Microsoft Office (Word, Excel, PowerPoint) and SharePoint Web Parts, as well as mobile devices (iPhone, iPad, Android phone and tablet).

4.1.1.1.7   Must support initiation of workflow from electronic forms, Internet forms on a web-based platform or server. electronic forms, Internet forms must be customizable through a GUI interface by users and administrators.

The OnBase ECM does support these requirements. OnBase Electronic Forms Products (E-Forms, Unity Forms and Image Forms) provide users with the ability to submit pre-defined electronic forms directly to OnBase. Electronic forms add significant functionality and time savings in everyday work. Forms that were previously completed on paper and scanned into the OnBase system can now be created directly within the system. Paper is eliminated, consistency is improved, and the result is a more streamlined process.

Used in conjunction with OnBase Workflow, OnBase forms products can drive a completely paperless business process, whereby standardized internal documents (e.g. expense reports, purchase requisitions, vacation requests, etc.) are created and routed entirely within the OnBase system. Once the form is submitted, OnBase automatically indexes the document using field values and makes it available for retrieval within OnBase.

The form may trigger an OnBase Workflow, completing or initiating a work process. The addition of the OnBase Web Server to this configuration enables the submission of online forms (e.g., order forms, membership applications, requests for information, etc.), extending participation in your business processes to your customers and vendors across the Web. All OnBase forms are fully compatible with the OnBase Mobile Solutions as well.

E-Forms are HTML-based and can be fully customized to accommodate the specific needs of the user. The form itself may even provide additional instructions on how to accurately complete the form. One of the greatest benefits of OnBase forms is that items within the form (buttons, menu lists, etc.) can utilize key OnBase features. In the Unity Client E-Form ribbon, the users have integrated form-specific buttons to reset the form or auto-populate values based on an AutoFill Keyword Set. E-Forms can be designed utilizing web development standards like HTML, CSS and JavaScript.

Unity Forms are a configurable forms product that are created via a robust, integrated Forms Designer. Designers can easily create form templates with OnBase-specific features and test the forms before publishing them to all users. Unity Forms give organizations the ability to create forms with dynamic

behavior and validation without requiring any scripting or programming knowledge. To further extend forms for many business processes, Unity Forms have an "integrations" feature that allow forms to be pre-populated with values passed from a portal or other environments when they are shared externally.

Image Forms are a product that provides the ability to re-create a paper form electronically using an image of that form. In the Forms Designer, form fields are placed on the image of the form. Dynamic fields and form logic are available to enhance the form functionality and improve the experience of filling out the form. Users can fill out the form by typing or selecting options directly on the image of the form. These forms can be filled out in the OnBase clients, Mobile Solutions, or extended to a browser for external access as well. They can leverage most of the features available in the Unity Forms product, and are fully integrated with OnBase Workflow.

4.1.1.1.8   Must have an "Execute Workflow" option for users to manually start a predefined workflow life cycle.

The OnBase ECM does support these requirements. Selecting a document from the OnBase Document Retrieval window and selecting the "Execute Workflow" option will manually start a Workflow Life Cycle. OnBase can also initiate Workflow from electronic forms, Internet forms and email messages.

Once in Workflow, users must be able to see a list of documents that are waiting in their respective queue. They must have the ability to, upon selecting a document for the system to prompt for user interaction, such as a question for the user to answer or series of tasks that the user should perform. When the user completes all user work and tasks, the document will continue through workflow and the user can proceed to the next document. In addition to automated routing, authorized users must have the ability to route documents on an ad hoc basis.

4.1.1.1.11 Must support Integration for WVDOT owned ESRI software for map layers and Integration for WVDOT owned DocuSign for document signature.

The OnBase ECM does fully support these requirements. WVDOT GIS users will be able to access to the OnBase content they need directly from the maps they use every day. OnBase Integration for ESRI leverages both investments by connecting documents to geographic map features. Documents related to a map location can be retrieved directly from ESRI with a click, eliminating inefficient application switching. Users can upload documents and create forms directly from the map, automatically indexing them with map feature metadata. OnBase users can display documents on an ESRI map, improving

decision making based on location information. With a point-and-click configuration utility, out-of-the box solutions can be rapidly implemented without the cost of custom code.

Design
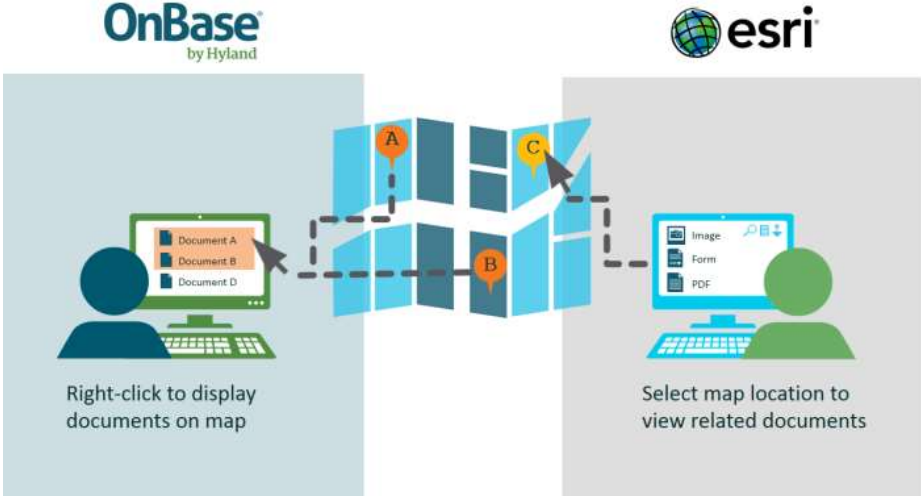
From OnBase, users right-click on documents (geocoded on the fly) in order to dynamically display their location on an interactive ESRI map. In addition, external content (public or private data) can be added as a map layer, providing location analytics.

Users that work in ESRI can access OnBase content without leaving their familiar GIS application, retrieving (and archiving) supporting documents by geographic map feature. Exposing an ESRI map to external users via the web allows for self-service of documents stored in OnBase.

The OnBase Integration for DocuSign eSignature allows users to electronically obtain signatures from people outside of the organization by providing complete management of processes that require secure, electronic signatures in the cloud. The integration manages the signature cycle within OnBase by automatically packaging documents and relevant signer information, sending this information securely to DocuSign, and collecting the completed documents. Obtain important signatures faster with the OnBase Integration for DocuSign eSignature.

Design

The Integration for DocuSign eSignature allows OnBase to manage tasks around the signature cycle, uploading the documents to DocuSign for users to sign in the cloud. After signing, the document is downloaded to OnBase where it can continue to be processed.

4.1.1.1.12   Must support Industry-standard file storage systems such as storage area networks (SAN), direct attached storage (DAS), and network-attached storage (NAS). Must support other technologies, such as storage area network replication or software solutions that provide virtual copies, so it can be used for high availability. Must support sizable disk groups that can be moved from location to location via a GUI interface and automatically update logical paths to files in the system configuration.

The OnBase ECM does fully support these requirements. OnBase can utilize storage area networks, network attached storage, and direct attached storage for the storage of images, third-party application files, reports, and any other viewable objects provided the solution is accessible via a UNC, mapped drive, or FTP address. The database vendor will determine what storage solutions may be used for their application.

OnBase fully manages multiple copies of its data in multiple locations, storage systems, and media types for redundancy, performance, business rules/policy, etc. It can use any accessible storage system whether direct connect, network attached, storage area network, and also has custom interfaces to some of proprietary storage products. For direct connect, ReFS, NTFS, FAT32, NFS, are commonly supported. NAS connectivity is typically supported via TCP/IP,

though other protocols may be used. OnBase accesses SANs and proprietary storage systems using their respective native file system drivers.

4.1.1.1.13   Must contain flexible APIs for C, C++, COM, .NET, Python and/or Java programming languages.

The OnBase ECM does fully support these requirements. OnBase has developed REST APIs that are inherently flexible. They meet the needs of diverse IT portfolios and support interoperability with applications developed in a variety of languages, including C++, C#/.NET, Java, JavaScript, Linux Shell, PHP, Python and TypeScript. These public APIs are developed and documented using the [OpenAPI Specification](#) 3.0 (standard) for RESTful web services that are language agnostic. With the OpenAPI declarative resource specification, clients can understand and consume services without knowledge of server implementation or access to the server code.

4.1.1.1.14   Must be able to support Images and documents in native formats such as PDF, Multi page TIFF, JPG, BMP, PNG, MP3, MP4, $XLS(X)(B)$, DOC, TXT, CSV, XML, HTML, ONE, RTF, EML.

The OnBase ECM does fully support these requirements. OnBase is the only complete information management system engineered to treat image, COLD, application and workflow documents the same way, as information objects. This uniformity makes the entire system exceptionally easy to use. All documents are stored in their native format, so OnBase uses standard protocols for storage and retrieval. As long as the viewer associated with a certain file can be registered, it is supported in OnBase.

4.1.1.1.15   OnBase by Highland Concurrent User License or equal must with must be compatible with WVDOT owned MSSQL Server 2017-2019 standard version or higher.

OnBase's Latest version, Foundation EP5, supports the following databases:

- **Microsoft SQL Server 2012 (all service packs)**
- **Microsoft SQL Server 2014 (all service packs)**
- **Microsoft SQL Server 2016 (all service packs)**
- **Microsoft SQL Server 2017**
- **Microsoft SQL Server 2019**

4.1.2　Hyland OnBase Essential User License Part # ONB-SUB-DW or equal

The basic OnBase Essential Package platform for Content Services Management is perfect for anyone interacting with content as part of their daily work, enabling scanning, storage, and retrieval.

4.1.2.1 Hyland OnBase Essential User License or equal must have the following minimum requirements:

    4.1.2.1.1 Multi-Platform Access

    4.1.2.1.2 Import, scan, store and retrieve any content type

    4.1.2.1.3 Allow for Multi-factor content capture

    4.1.2.1.4 Reporting Dashboards

    4.1.2.1.5 Records Management and Retention Policy

    4.1.2.1.6 Document Conversion and Version Control

    4.1.2.1.7 Integration with Office Documents, Spreadsheets and Emails.

    4.1.2.1.8 Single Sign-On Support

    4.1.2.1.9 Metadata and Full-Text Searchable

    4..1.2.1.10 Data Encryption and Security

The basic OnBase Essential Package platform for Content Services Management is perfect for anyone interacting with content as part of their daily work, enabling scanning, storage, and retrieval.

Essential

The Essential user license includes the following features:

- Multi-Platform Access
- Import / Scan / Store / Retrieve any content type
- Multi-factor content capture
- Reporting Dashboards
- Records Management and Retention Policy
- Document Conversion and Version Control
- Integration for Microsoft Office
- Single Sign-On Support
- Metadata and Full-Text Search
- Data Encryption and Security

4.1.3   Hyland OnBase Standard User License Part # ONB-SUB-PW or equal

The OnBase Standard Subscription Licensing activates workflow and integration tools, allowing entire processes to be driven by OnBase and work seamlessly with core applications.

4.1.3.1   Hyland OnBase Essential User License or equal must have the following minimum requirements:

4.1.3.1.1   Multi-Platform Access

4.1.3.1.2   Import, scan, store and retrieve any content type

4.1.3.1.3   Allow for Multi-factor content capture

4.1.3.1.4   Reporting Dashboards

4.1.3.1.5   Records Management and Retention Policy

4.1.3.1.6   Document Conversion and Version Control

4.1.3.1.7   Integration with Office Documents, Spreadsheets and Emails.

4.1.3.1.8   Single Sign-On Support

4.1.3.1.9   Metadata and Full-Text Searchable

4.1.3.1.10   Data Encryption and Security

4.1.3.1.11   Workflow and Dynamic Process Approval

           4.1.3.1.12   Collaboration

           4.1.3.1.13   Electronic Forms including e-Signature

           4.1.3.1.14   Policy and Procedure Administration

           4.1.3.1.15   Document Tracking

           4.1.3.1.16   Automated Email Capture and Indexing
           4.1.3.1.17 Unity Integration Toolkit and Integrations Toolbox

The OnBase Standard Package platform for Content Services Management activates workflow process automation and integration tools, allowing entire processes to be driven by OnBase and work seamlessly with core applications

Standard

The Standard user license includes all Essential features plus the following:

- Workflow and Dynamic Process Approval
- Collaboration
- Electronic Forms (including e-Signature)
- Policy & Procedure Administration
- Document Tracking
- Automated Email Capture and Indexing
- Unity Integration Toolkit and Integrations Toolbox

4.1.4   Hyland OnBase Premier User License Part # ONB-SUB-KW or equal

The OnBase Premier Subscription Licensing activates Advanced Case Management and Analytics capabilities allow for complex management of process for skilled knowledge workers.

   4.1.4.1 Hyland OnBase Premier User License or equal must have the following minimum requirements:

       4.1.4.1.1   Multi-Platfom Access

       4.1.4.1.2   Import, scan, store and retrieve any content type

       4.1.4.1.3   Allow for Multi-factor content capture

       4.1.4.1.4   Reporting Dashboards

4.1.4.1.5   Records Management and Retention Policy

4.1.4.1.6   Document Conversion and Version Control

4.1.4.1.7   Integration with Office Documents, Spreadsheets and Emails.

4.1.4.1.8   Single Sign-On Support

4.1.4.1.9   Metadata and Full-Text Searchable

4.1.4.1.10   Data Encryption and Security

4.1.4.1.11   Workflow and Dynamic Process Approval

4.1.4.1.12   Collaboration

4.1.4.1.13   Electronic Forms including e-signature

4.1.4.1.14   Policy and Procedure Administration

4.1.4.1.15   Document Tracking

4.1.4.1.16   Automated Email Capture and Indexing

4.1.4.1.17   Unity Integration Toolkit and Integrations Toolbox

4.1.4.1.18   Full Business Application Configuration Toolkit and Capabilities to support data driven and case management solutions.

4.1.4.1.19   Extended Integration for Email Application to support WVDOT application access

4.1.4.1.20   Full-text and advanced search for WVDOT
              Applications

The OnBase Premier Package platform for Content Services Management adds advanced capabilities for the creation of content-enabled, low-code business applications that support data-driven and case management solutions.

Premier

The Premier user license includes all Standard features plus the following:

- Full Business Application Configuration Toolkit and Capabilities (to support data-driven and case management solutions)
- Extended Integration for Microsoft Outlook to support Business Application access
- Full-text and Advanced Search for Business Applications

4.1.5 Hyland OnBase Integration for WVDOT DocuSign eSignature
Part # ONB-INTGI-II or equal

4.1.5.1 Must allow for integration into current owned WVDOT DocuSign Signature software.

The OnBase Integration for DocuSign eSignature allows users to electronically obtain signatures from people outside of the organization by providing complete management of processes that require secure, electronic signatures in the cloud. The integration manages the signature cycle within OnBase by automatically packaging documents and relevant signer information, sending this information securely to DocuSign, and collecting the completed documents. Obtain important signatures faster with the OnBase Integration for DocuSign eSignature.

4.1.6 Hyland OnBase Integration for WVDOT ESRI ArcGIS Server
Part # ONB-1NTG1-14 or equal

4.1.6.1 Must allow for integration into current owned WVDOT ArcGIS Server.

OnBase Integration for ESRI leverages both investments by connecting documents to geographic map features. Documents related to a map location can be retrieved directly from ESRI with a click, eliminating inefficient application switching. Users can upload documents and create forms directly from the map, automatically indexing them with map feature metadata. OnBase users can display documents on an ESRI map, improving decision making based on location information. With a point-and-click configuration utility, out-of-the box solutions can be rapidly implemented without the cost of custom code.

4.1.7 Content Management Professional Services

4.1.7.1 Experienced content management consultants, analysts and software developers shall be available to assist WVDOT with software/workflow installation/configuration/ customizations.

DataBank's Professional Services Team offer requirements validation, project planning, system design, site review and preparation, and various other system-specific consulting. We also offer installation and implementation services, quality assurance testing, change control, end user and system administrator training, user systems acceptance testing, production cut-over services, post-implementation support, migration services and project management.

The average level of experience for DataBank Technical Services team members is seven years. We employ a large technical staff that consists of OnBase Certified Engineers, Microsoft Certified Systems Engineers, Microsoft Certified VB Developers, CDIAs (Certified Document Imaging Architect), Enterprise Content Management Professionals (ECMp), GISPs, professional developers and consultants. Specific members of our technical staff will be available to design, configure and implement this solution as well as to support the system after the installation. We do not need to subcontract any of the project services to other firms due to our extensive knowledge of the ECM industry and our experience of being able to consultatively work with clients to develop the optimal solution to your unique document management challenges.

By integrating information and document management, forms processing, conversion, records management, email and fax systems, we have helped hundreds of government agencies control their current paper workflow in a manageable electronic format, streamline operations, increase productivity and enhance the services to both external and internal customers. We have extensive experience in providing Digital Imaging Equipment, Conversion Services, Content Management and Business Process

Automation Software, Consulting, Design, Implementation, Training, Maintenance and Support Services. Also, we are members of AIIM, (Association for Information & Image Management) and ARMA, (Association of Records Managers and Administrators).

DataBank has built a reputation for excellence in providing technology solutions that let customers capture, store, manage and distribute documents across an enterprise. We provide companies with a complete document and record management and a robust workflow solution backed by the highest quality technology vendors and are committed to providing quality customer service. This commitment to excellence is supported by leading products including OnBase by Hyland Software, Kofax, Nintex, Fujitsu, Kodak, and others.

DataBank provides a wide range of professional services capabilities to help customers deliver comprehensive solutions. The following list showcases services that will help the WVDOT achieve success with the OnBase platform.

Infrastructure	*Custom Development*
Database migration	*QA and Testing*
Records Management (Taxonomy Consulting)	*Training*
Change Management	*Support*
Business Analysis	*Upgrading*
Solution Configuration	*Project Management*

The Infrastructure, Database, Custom Development, Change Management, Support and Upgrade teams are some of the key differentiators for DataBank.

In order to offer you the most effective and comprehensive solution, DataBank has engaged its software development partner, Hyland Software, a leading U.S. provider of integrated content management software solutions to organizations worldwide. The solution called OnBase is designed with ease of use in mind in order to improve various aspects of your business processes. OnBase is the fastest growing ECM solution in the industry.

4.1.7.1.1   A Statement of Work (SOW) shall be developed that identifies the following:

4.1.7.1.1.1 Tasks to be performed

4.1.7.1.1.2 Deliverables

4.1.7.1.1.3 Staff assigned, resumes and experience level. Staff shall have a minimum two years of experience working in the specific subject area they will be assigned to.

4.1.7.1.1.4 Cost breakdown based on the rates bid in this RFQ.

4.1.7.1.1.5 WVDOT shall review and approve the SOW before commencing of any services.

DataBank will provide the SOW that will contain all of the requirements listed above. DataBank's Implementation SOW also contains the narrative description of a project's work requirements. It defines project-specific activities, deliverables and timelines for DataBank providing services to the client. The SOW also includes detailed requirements and pricing, with standard terms and conditions.

4.1.7.1.2 Content Management Professional Positions:

4.1.7.1.2.1 Advanced Capture Consultant — must be able to provide expertise on capture solutions, documents business process requirements, configures capture solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.

DataBank will provide an Advanced Capture Consultant to fulfill all of the requirements stated above.

4.1.7.1.2.2 Business Consultant — must be able to provide expertise on workflow and case management solutions, documents business process requirements, configures solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.

DataBank will provide a Business Consultant to fulfill all of the requirements stated above.

4.1.7.1.2.3 Conversion Consultant — must be able to provide expertise on the conversion process, leads conversations with WVDOT on best practices and assists in defining the conversion process to be utilized to meet WVDOT conversion requirements.

DataBank will provide a Conversion Consultant to fulfill all of the requirements stated above.

> 4.1.7.1.2.4 Database Engineer — must be able to provide expertise related to the software databases, makes recommendations on best practices, maintenance plans and disaster recovery considerations.

DataBank will provide a Database Engineer to fulfill all of the requirements stated above.

> 4.1.7.1.2.5 Enterprise Solutions Consultant — must be able provide long-term government and strategy planning, analysis, discovery and training to support WVDOT transformation with WVDOT's Software solution.

DataBank will provide an Enterprise Solution Consultant with all of the requirements stated above.

> 4.1.7.1.2.6 Infrastructure Analyst — must be able to provide consulting on the initial setup or review of hardware infrastructure impacting the Software solution.

DataBank will provide an Infrastructure Analyst to fulfill all of the requirements stated above.

> 4.1.7.1.2.7 Integration Engineer — Must be able to provide expertise on integrations and API development, support and mentors WVDOT on the creation of web service integrations. Develops custom scripts and pre- and postprocessors within Software to meet specialized WVDOT needs. Documents business requirements, develops solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.

DataBank will provide an Integration Engineer to fulfill all of the requirements stated above.

4.1.7.1.2.8 Principal Consultant — Must be able to provide software expertise to advise selected vendor and WVDOT implementation teams on best practices throughout SOW.

DataBank will provide a Principal Consultant to fulfill all of the requirements stated above.

4.1.7.1.2.9 Program Manager — Must be able to establish relationships with key stakeholders to regularly examine government needs against WVDOT vision, strategies and goals. Must be able to manage projects initiation, develops the project charter and plan, and coordinates schedules and resources. Tracks burn down rates, project/solution issues, scope creep and impact.

DataBank will provide a Program Manager/Project Manager to fulfill all of the requirements stated above.

4.1.7.1.2.10 Technical Consultant — Must be able to provide expertise on software installation and module configuration, Documents business requirements, installs and configures solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.

DataBank will provide a Technical Consultant to fulfill all of the requirements stated above.

4.1.7.1.2.11 Hyland OnBase System Administrator training or equal — Will be charged per person and train the following: Administrating system and system changes, point and click configuration tools, dropdown menus, check boxes, radio boxes, enable WVDOT to build applications, add new solutions, manage content, processes, and upgadge software .

DataBank can offer the Hyland OnBase System Administrator training that will fulfill the requirements above. This training can be provided in a classroom or online setting. The OnBase Certified System Administrator (OCSA) certification is awarded to OnBase System

Administrators who possess a high level of OnBase knowledge, understand how OnBase is used in their organization, and demonstrate the ability to support and maintain their OnBase solution.

> 4.1.7.1.2.12 Hyland OnBase Introduction to Workflow training or equal — will be charged person and this must enable WVDOT to the processes and tools associated with designing, implementing, modifying and testing OnBase Workflow or equal implementations. Training scenarios must require WVDOT to employ multiple functions within their Workflow design. The course must present a hands-on approach to understanding the Workflow interface, interactions and software possibilities.

DataBank can offer the Hyland OnBase Introduction to Workflow training that will fulfill the requirements above. This training can be provided in a classroom or online setting. The OnBase Certified Workflow Administrator (OCWA) certification is awarded to certified OnBase system administrators who demonstrate the ability to support and maintain an extensive OnBase Workflow solution.

> 4.1.7.1.2.13 Hyland OnBase Premium Subscription or equal - must be a suite of on-demand training tools created for the WVDOT. Must be role based professional development and allow WVDOT to learn and understand/manage the content management software. Premium Subscription must be at least a 12-month subscription that allows anyone within WVDOT with an active account to have access to the entire Premium Subscription catalog.

General Terms and Conditions

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or **"Proposal"** means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

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3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☑ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of _one (1) year_ _____. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to _three (3)_ _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney

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General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☑ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☑ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

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☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under $100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐

☐

☐

☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

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8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☑ **Commercial General Liability Insurance** in at least an amount of: $1,000,000.00_____ per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☑ **Cyber Liability Insurance** in an amount of: $1,000,000.00_____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

☒ State of West Virginia must be listed as additional insured on Insurance Certificate. Certificate holder should read as follows:

☒ State of WV
1900 Kanawha Blvd. E., Bldg.5
Charleston, WV 25305

☐

☐

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Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☑ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

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16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

 SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

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24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/default.html.

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31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

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34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

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37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☑ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

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c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

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43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES – This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title) _____

(Printed Name and Title) ____Glenn Walther - Public Sector Business Development Director____

(Address) ____458 Pike Road, Huntington Valley, PA 19006____

(Phone Number) / (Fax Number) ____561 459 5987____

(email address) ____gwalther@databankimx.com>____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

DataBank IMX

| (Company) | Lee Meyerdirk | Director, Public Sector |

(Authorized Signature) (Representative Name, Title)
Lee Meyerdirk - Director, Public Sector 05/25/2022

(Printed Name and Title of Authorized Representative) (Date)
952-607-3513

(Phone Number) (Fax Number)
Lmeyerdirk@databankimx.com

(Email Address)

EXHIBIT A - PRICING PAGE

Content Management Software and Professional Services							
LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305							
				Unit Cost			
Contract Item Number	**Description**	**Unit of Measure**	**Estimated Quantity***	**Year One**	**Optional - Year Two**	**Optional - Year Three**	**Optional - Year Four**	**Extended Cost**
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (25 users)	EA	25	$689.17	$689.17	$689.17	$689.17	$68,917.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (26-50 users)	EA	1	$650.88	$650.88	$650.88	$650.88	$2,603.52
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (51-100 users)	EA	1	$593.46	$593.46	$593.46	$593.46	$2,373.84
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (101-200 users)	EA	1	$526.45	$526.45	$526.45	$526.45	$2,105.80
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (201-500 Users)	EA	1	$440.31	$440.31	$440.31	$440.31	$1,761.24
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (501+ Users)	EA	1	$373.30	$373.30	$373.30	$373.30	$1,493.20
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (25 users)	EA	25	$918.89	$918.89	$918.89	$918.89	$91,889.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (26-50 users)	EA	1	$880.60	$880.60	$880.60	$880.60	$3,522.40
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (51-100 users)	EA	1	$823.18	$823.18	$823.18	$823.18	$3,292.72
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (101-200 users)	EA	1	$756.17	$756.17	$756.17	$756.17	$3,024.68

EXHIBIT A - PRICING PAGE

Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Unit Cost				Extended Cost
				Year One	Optional - Year Two	Optional - Year Three	Optional - Year Four	
	Content Management Software and Professional Services							
	LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305							
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (201-500 users)	EA	1	$670.03	$670.03	$670.03	$670.03	$2,680.12
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (501+ users)	EA	1	$603.02	$603.02	$603.02	$603.02	$2,412.08
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (25 users)	EA	25	$1,148.62	$1,148.62	$1,148.62	$1,148.62	$114,862.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equall (26-50 users)	EA	1	$1,110.33	$1,110.33	$1,110.33	$1,110.33	$4,441.32
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equall (51-100 users)	EA	1	$1,052.89	$1,052.89	$1,052.89	$1,052.89	$4,211.56
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal(101-200 users)	EA	1	$985.89	$985.89	$985.89	$985.89	$3,943.56
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (201-500 users)	EA	1	$899.75	$899.75	$899.75	$899.75	$3,599.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (501+ users)	EA	1	$832.74	$832.74	$832.74	$832.74	$3,330.96

EXHIBIT A - PRICING PAGE

Content Management Software and Professional Services							
LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305							
				Unit Cost			
Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Year One	Optional - Year Two	Optional - Year Three	Optional - Year Four	Extended Cost
4.1.5	Hyland OnBase Integration for WVDOT DocuSign eSignature Part # ONB-INTG1-11 or equal	EA	1	$4,594.46	$4,594.46	$4,594.46	$4,594.46	$18,377.84
4.1.6	Hyland OnBase Integration for WVDOT ESRI ArcGIS Server Part # ONB-INTG1-14 or equal	EA	1	$4,594.46	$4,594.46	$4,594.46	$4,594.46	$18,377.84
4.1.7.1.2.1	Advanced Capture Consultant - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.2	Business Consultant - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.3	Conversion Consultant - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.4	Database Engineer - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.5	Enterprise Solutions Consultant - Professional Services	EA	100	$0.00	$0.00	$0.00	$0.00	$0.00
4.1.7.1.2.6	Infrastructure Analyst - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.7	Integration Engineer - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.8	Principal Consultant - Professional Services	EA	100	$0.00	$0.00	$0.00	$0.00	$0.00

EXHIBIT A - PRICING PAGE

Content Management Software and Professional Services								
LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305								
					Unit Cost			
Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Year One	Optional - Year Two	Optional - Year Three	Optional - Year Four	Extended Cost
4.1.7.1.2.9	Program Manager - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.10	Technical Consultant - Professional Services	EA	100	$210.00	$210.00	$210.00	$210.00	$84,000.00
4.1.7.1.2.11	Hyland OnBase System Administrator Training or equal	EA	1	$2,720.40	$2,720.40	$2,720.40	$2,720.40	$10,881.60
4.1.7.1.2.12	Hyland OnBase Introduction to Workflow Training or equal	EA	1	$2,740.00	$2,740.00	$2,740.00	$2,740.00	$10,960.00
4.1.7.1.2.13	Hyland OnBase Premium Subscription or equal (Pricing should be based on 25 Essential User Licenses)	LS	1	$604.53	$604.53	$604.53	$604.53	$2,418.12
							TOTAL AMOUNT OF BID →	$1,053,479.40

*   The estimated purchase volume for new licenses represents the approximate volume of anticipated purchases only.
   No future use of the Contract or any individual item is guaranteed or implied.

** TRAVEL: Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract.
   Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

***Optional Renewals- Year Two through Year Four may be renewed by Change Order upon mutual agreement between the Vendor and Agency.

Glenn Walther
DataBank IMX

_____

Vendor Signature

Proc Folder:	1034536	**Reason for Modification:**
Doc Description:	ADDENDUM NO_1 Content Management System RFQ (81220078)	ADDENDUM NO_1 Vendor Questions and responses
Proc Type:	Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2022-05-24	2022-06-01 13:30	CRFQ 0803 DOT2200000169	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code:

Vendor Name : DataBank IM **X**

Address : 458 Pike Road

Street :

City : Huntingdon Valley

State : PA   **Country :** USA   **Zip :** 19006

Principal Contact : Lee Meyerdirk

Vendor Contact Phone: 952-607-3513   **Extension:**

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Electronically Signed   2022-05-31 21:18:35 UTC - 71.10.93.57

Lee Meyerdirk

Nintex AssureSign®   4b51e5b1-8cb7-4781-8554-aea6015f1798

**Vendor
Signature X**   **FEIN#** 25-1921937   **DATE** May 31, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

ADDENDUM NO_1

Addendum No_1 issued to publish and distribute the attached information to the Vendor Community

REQUEST FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation (WVDOT) to establish an open-end contract for an on-premises workflow and content management system. Per the Bid Requirements, Specifications, Terms and Conditions attached to this Solicitation

INVOICE TO	SHIP TO
DEPT. OF TRANSPORTATION	DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,	1900 KANAWHA BLVD E,
BLD. 5 RM-720	BLD. 5 RM-720
CHARLESTON WV	CHARLESTON WV
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Software				

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Content Management Software Licenses, Support, Maintenance and Services in accordance with Exhibit A Pricing Page

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Tech Questions due bt 10:00am	2022-05-20

SOLICITATION NUMBER: CRFQ DOT2200000169
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT22000000169 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ]   Modify bid opening date and time

[ ]   Modify specifications of product or service being sought

[X]   Attachment of vendor questions and responses

[ ]   Attachment of pre-bid sign-in sheet

[ ]   Correction of error

[ ]   Other

Additional Documentation:

Vendor Questions and Responses

Bid Opening remains 06/01/2022 at 1:30pm

Terms and Conditions:
1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

CRFQ-0803-DOT2200000169
Content Management System RFQ
Technical Questions

Question 1.   Whether companies from Outside USA can apply for this? (like,from India or Canada)

Response 1.   The State of West Virginia is seeking qualified bidders meeting the requirements of CRFQ DOT2200000169.

Question 2.   Whether we need to come over there for meetings?

Response 2.   For this solicitation bid response, it may be required for Vendors to be present or hold meetings in Charleston, WV. Vendors should review the solicitation attachments: CRFQ DOT2200000169 Inst to Vendors.pdf, CRFQ DOT2200000169 Specifications.pdf and CRFQ DOT2200000169 Terms and Conditions.pdf and bid accordingly.

Question 3.   Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response 3.   The State of West Virginia is seeking qualified bidders meeting the requirements of CRFQ DOT2200000169.

Question 4.   Can we submit the proposals via email?

Response 4.   Vendors should review and must follow CRFQ DOT2200000169 Instr to Vendors.pdf and complete the bid package as specified.

Question 5.   On behalf [insert vendor name here] intent to respond to CRFQDOT2200000169 I do have a question in regards to the pricing spreadsheet titled CRFQ DOT2200000169 Exhibit A Pricing Page. [Insert Vendor name] pricing is tiered, which isn't allowing for the spreadsheet to align correctly with the Extended Cost.

For example, Vendor pricing for up to 25 licenses is $900 each, and for 26-50 users, the price is $800. If we were to quote 50 user licenses as indicated in cell E8, we would quote the first 25 at $900, and the remaining 25 at $800. For Exhibit A, it is my intention to put the correlating SKU price in the Unity Cost section (Columns F-I), with the understanding that our pricing is cumulative for the tiers, and does not add up to the Extended Cost Column according the calculations that are locked in the spreadsheet.

Can you please confirm if that is acceptable? Please let me know if any clarifications are needed on my example

Response 5. Vendors should bid the tiers by taking into account the previous tiers have already been purchased by the state in this bid scenario. The state is seeking to get to a cost per license for each tier as it increases in license demand (eg: 1-25 licenses, 26-50 licenses). In reference to the pricing scenario asked in the question, vendors should list $900.00 for the 25 license tier and $800.00 in the 26-50 tier. The estimated quantities are purely for evaluation and bid scenario purposes only.

The pricing page will be updated, vendors must use the new pricing page once the addendum is published.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2200000169

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]   Addendum No. 1   [ ]   Addendum No. 6

[ ]   Addendum No. 2   [ ]   Addendum No. 7

[ ]   Addendum No. 3   [ ]   Addendum No. 8

[ ]   Addendum No. 4   [ ]   Addendum No. 9

[ ]   Addendum No. 5   [ ]   Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

DataBank IMX
_____
Company

Electronically Signed   2022-05-31 21:18:38 UTC - 71.10.93.57

Lee Meyerdirk

Nintex AssureSign®   6dd133fb-361a-4cd6-8678-aea6015f1798
_____
Authorized Signature

May 31, 2022
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Proc Folder: 1034536		**Reason for Modification:**
Doc Description: ADDENDUM NO_2 Content Management System RFQ (81220078)		Addendum No_2 Attach Revised Exhibit A Pricing Page
Proc Type: Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2022-05-24	2022-06-01 13:30	CRFQ 0803 DOT2200000169	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code:

Vendor Name : DataBank IM X

Address :   458 Pike Road

Street :

City :   Huntingdon Valley

State :   PA   **Country :**   USA   **Zip :** 19006

Principal Contact : Lee Meyerdirk

Vendor Contact Phone: 952-607-3513   **Extension:**

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Electronically Signed   2022-05-31 21:25:12 UTC - 71.10.93.57

Lee Meyerdirk

Nintex AssureSign®   3947c201-e3f7-40a0-a0b8-aea60160e84b

Vendor
Signature X   **FEIN#** 25-1921937   **DATE** May 31, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

ADDENDUM NO_2

Addendum No_2 issued to publish and distribute the attached information to the Vendor Community

REQUEST FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation (WVDOT) to establish an open-end contract for an on-premises workflow and content management system. Per the Bid Requirements, Specifications, Terms and Conditions attached to this Solicitation

INVOICE TO	SHIP TO
DEPT. OF TRANSPORTATION	DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,	1900 KANAWHA BLVD E,
BLD. 5 RM-720	BLD. 5 RM-720
CHARLESTON WV	CHARLESTON WV
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Software				

Comm Code	Manufacturer	Specification	Model #
43232200			

Extended Description:
Content Management Software Licenses, Support, Maintenance and Services in accordance with Exhibit A Pricing Page

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Tech Questions due bt 10:00am	2022-05-20

SOLICITATION NUMBER: CRFQ DOT2200000169
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT22000000169 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ]   Modify bid opening date and time

[ ]   Modify specifications of product or service being sought

[ ]   Attachment of vendor questions and responses

[ ]   Attachment of pre-bid sign-in sheet

[ ]   Correction of error

[X]   Other

Additional Documentation:

Revised Exhibit A Pricing Page

Bid Opening remains 06/01/2022 at 1:30pm

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

EXHIBIT A - PRICING PAGE

	Content Management Software and Professional Services								
	LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305								
					Unit Cost				
Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Year One	Optional - Year Two	Optional - Year Three	Optional - Year Four	Extended Cost
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (25 users)	EA	25					$0.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (26-50 users)	EA	1					$0.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (51-100 users)	EA	1					$0.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (101-200 users)	EA	1					$0.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (201-500 Users)	EA	1					$0.00
4.1.2	Hyland OnBase Essential User License Part # ONB-SUB-DW or equal (501+ Users)	EA	1					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (25 users)	EA	25					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (26-50 users)	EA	1					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (51-100 users)	EA	1					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (101-200 users)	EA	1					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (201-500 users)	EA	1					$0.00
4.1.3	Hyland OnBase Standard User License Part # ONB-SUB-PW or equal (501+ users)	EA	1					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (25 users)	EA	25					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equall (26-50 users)	EA	1					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equall (51-100 users)	EA	1					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal(101-200 users)	EA	1					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (201-500 users)	EA	1					$0.00
4.1.4	Hyland OnBase Premier User License Part # ONB-SUB-KW or equal (501+ users)	EA	1					$0.00

EXHIBIT A - PRICING PAGE

Content Management Software and Professional Services								
LOCATION: BUILDING 5, ROOM A-720, CHARLESTON, WV 25305								
				Unit Cost				
Contract Item Number	Description	Unit of Measure	Estimated Quantity*	Year One	Optional - Year Two	Optional - Year Three	Optional - Year Four	Extended Cost
4.1.5	Hyland OnBase Integration for WVDOT DocuSign eSignature Part # ONB-INTG1-11 or equal	EA	1					$0.00
4.1.6	Hyland OnBase Integration for WVDOT ESRI ArcGIS Server Part # ONB-INTG1-14 or equal	EA	1					$0.00
4.1.7.1.2.1	Advanced Capture Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.2	Business Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.3	Conversion Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.4	Database Engineer - Professional Services	EA	100					$0.00
4.1.7.1.2.5	Enterprise Solutions Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.6	Infrastructure Analyst - Professional Services	EA	100					$0.00
4.1.7.1.2.7	Integration Engineer - Professional Services	EA	100					$0.00
4.1.7.1.2.8	Principal Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.9	Program Manager - Professional Services	EA	100					$0.00
4.1.7.1.2.10	Technical Consultant - Professional Services	EA	100					$0.00
4.1.7.1.2.11	Hyland OnBase System Administrator Training or equal	EA	1					$0.00
4.1.7.1.2.12	Hyland OnBase Introduction to Workflow Training or equal	EA	1					$0.00
4.1.7.1.2.13	Hyland OnBase Premium Subscription or equal (Pricing should be based on 25 Essential User Licenses)	LS	1					$0.00
						TOTAL AMOUNT OF BID →		$0.00

* The estimated purchase volume for new licenses represents the approximate volume of anticipated purchases only.
   No future use of the Contract or any individual item is guaranteed or implied.
** TRAVEL: Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract.
   Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.
***Optional Renewals- Year Two through Year Four may be renewed by Change Order upon mutual agreement between the Vendor and Agency.

_____
                Vendor Signature

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2200000169

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[   ]   Addendum No. 1   [   ]   Addendum No. 6

[X]   Addendum No. 2   [   ]   Addendum No. 7

[   ]   Addendum No. 3   [   ]   Addendum No. 8

[   ]   Addendum No. 4   [   ]   Addendum No. 9

[   ]   Addendum No. 5   [   ]   Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

DataBank IMX
_____
Company

Electronically Signed   2022-05-31 21:25:15 UTC - 71.10.93.57

Lee Meyerdirk

Nintex AssureSign®   d5063e6d-baa1-4f3a-9708-aea60160e850
_____
Authorized Signature

May 31, 2022
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.