FORENSIC⊙ADVANTAGE®

SYSTEMS

Laboratory Information
Management System (LIMS)

for

West Virginia State Police
Forensic Laboratory

TCSC

The Computer Solution Company

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Microsoft
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Partner

TCSC

The Computer Solution Company

June 25, 2010

State of West Virginia
Dept. of Administration, Purchasing Division
Attn: Shelly Murray
Building 15
2019 Washington Street, East
Charleston, WV 25305

Re: RFQ DPS1030: Laboratory Information Management System

Ms. Murray:

Forensic Advantage® Systems (FAS), a division of The Computer Solution Company of Virginia, Inc. is pleased to submit its proposal in response to the West Virginia State Police – Forensic Laboratory (WVSPFL) Request for Quotation for a Laboratory Information Management System.
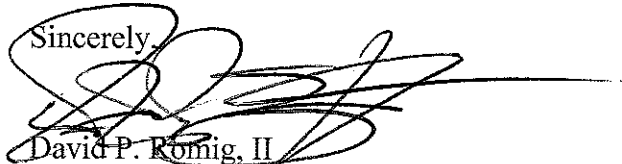
Should the WVSPFL have any questions or require an onsite demonstration, please do not hesitate to contact FAS' account representative, Mr. Peter Eklund.

> Mr. Peter Eklund, VP – Business Development
> 36 Brandywine Dr.
> Hudson, OH 44236
> Ph: (800) 662-0976 or (330) 760-2348
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> pwe@tcsc.com

The individual authorized to provide clarification, perform contract negotiations and/or contractually obligate the organization is Mr. David P. Romig, II.

> Mr. David P. Romig, II, President
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Forensic Advantage® leads the industry with respect to technological advancement, ease of use and flexibility. With our expertise and history of success, FAS is uniquely qualified to partner with the WVSPFL as it seeks a world-class solution to its requirements.

Sincerely,

David P. Romig, II
President

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1.0 Introduction

Forensic Advantage® Systems provides business solutions grounded in proven technology. As an award-winning, Microsoft Gold Certified Partner, the company is among the elite group of Microsoft's business partners, earning their highest endorsement. This Proposal ("Proposal"), and any appendices, schedules and attachments to it, is provided for the West Virginia State Police – Forensic Laboratory ("WVSPFL") and sets forth the proposed Laboratory Information Management System ("LIMS") products and services to be delivered by Forensic Advantage® Systems ("FAS"). This Proposal, and any appendices, schedules and attachments to it, represent our fully responsive proposal regarding the proposed LIMS implementation.

a) Understanding the Problem/Opportunity

As demonstrated below, FAS understands the scope and importance of the effort requested by WVSPFL. We look forward to meeting and exceeding these requirements as we deploy a laboratory information management system that leads the industry with regard to technological advancement.

Current State

The West Virginia State Police – Forensic Laboratory currently consists of a single unit staffed with forty-one (41) full time personnel. During 2008, the lab received 5460 request for service. WVSPFL provides services in the areas of controlled substances, toxicology, trace evidence, DNA, questioned documents, impression evidence, firearms, toolmarks, latent prints and evidence screening. WVSPFL's current information management system is an in-house developed, Microsoft Access 97 based evidence management system. It is a very basic system that is used to track evidence, maintain chain-of-custidy, prepare reports, store and query data. The lab also uses two separate systems for document management; PaxIt for casework photograph storage/control and LabVantage for quality assurance documentation/control.

WVSPFL is soliciting proposal to provide and install a Laboratory Information Management System (LIMS) that will enable it to not only track evidence and prepare reports, but to interface with laboratory instrumentation therefore enhancing existing capabilities. Following implementation, the selected LIMS will increase effectiveness and efficiency and improve communication with law enforcement agencies and the judicial system.

Desired State

Over the last ten (10) years, LIMS have changed dramatically. Due to the evolving nature of forensic science, the work to be performed has increased in complexity. Forensic science has made significant advancements in the scientific approach to the processing and testing of evidence. To take advantage of these advances, new equipment and procedures must be integrated into crime laboratory processes as soon as validation, quality assurance and training can be completed. These new processes invariably create test results that are different in degree of detail and format. Facilitating rapid decisions based on better information has driven up efficiency, reduced cost and increased expectations. New technologies have been used to extend the LIMS outside of its traditional confines (i.e. laboratory) and into the hands of constituents (i.e. investigators).

WVSPFL plans to implement a LIMS that will enable the laboratory to manage information and evidence related to cases, training records, statistical information, techniques of analysis, identifications and comparisons of physical evidence involved in the investigation and prosecution of criminal offenses. The LIMS will provide clear and accountable chain-of-custody and should include management reporting such as case statistics. The system must also capture case and analytical information from receipt through final disposition and produce analytical reports. As outlined above, the system must be configured to address each of the laboratory's unique disciplines. WVSPFL's intent is to procure a LIMS that improves efficiency by providing a comprehensive approach to laboratory information management and process automation.

b) Company Description

Established in 1981, The Computer Solution Company, Inc. (TCSC) has been in business for twenty-nine (29) years. Forensic Advantage® Systems, a division of TCSC, has been providing technical services to forensic laboratories since 1999.

History

Founded in 1981 and subsequently incorporated in 1984, TCSC is familiar with the support activities necessary to maintain an efficient technology infrastructure. While the organization provides Microsoft-centric business solutions, TCSC's history provides it with the ability to deal with various technology backgrounds and infrastructures. Trained professionals with certified capabilities make up the staff of TCSC, who provide consulting, software development, integration and technical training/mentoring services. Whether it is providing phone support, operational guidance, customization services or onsite assistance, experience enables our organization to respond in a timely and effective manner.

UNIX-based multi-user accounting systems

When founded, TCSC was one of the first companies in the Mid-Atlantic area to offer custom software development, integration and system support for the UNIX operating system. The primary market was Accounting systems for small- to mid-sized firms. Multi-user, customized accounting systems were provided for a broad range of customers throughout the region as well as nationally. Few other solutions were available for firms requiring simultaneous access to their accounting records. TCSC provided custom system development to augment and supplement the basic Accounting system, including modules for Electronic Data Interchange (EDI) and Fund Accounting (non-profit).

Transition

As the price of desktop computers dropped during the late 1980's, the UNIX market began to see competition from networks of desktop PC's. Margins eroded and the industry underwent dramatic consolidation. It was technically challenging to properly configure a PC network of any substance and TCSC had the opportunity to install a myriad of networks for its client base. TCSC targeted large organizations where the cost of sophisticated technology could be reasonably budgeted. Characteristics of this market were technical competence and a solid understanding of the client's objectives.

TCSC's technical personnel were highly skilled, each with a degree in Computer Science or a related field. While experience had been UNIX, the new market focus was networks of desktop PC's. This gave the technical staff a broadened view of business and provided qualifications to enter the market of computer system and network consulting. This retraining was completed in 1994. As a result of this major transition, TCSC recognizes that success relies on continuing education and certification. For this reason, nearly 5% of the company's gross revenues are invested in employee training, continuing education and technical certification. An aggressive training and technical readiness program keeps consultants up-to-date with evolving technologies and technical certification is required of all tenured employees.

Microsoft Commitment

In 1994, TCSC signed on as a Microsoft Solution Provider, committing its future to business and technology consulting in support of the growing software provider. As a Microsoft Partner, TCSC has performed software development, technical and business consulting, system integration, design and enterprise planning and technical training services have all been provided. Through the mid-90's, TCSC concentrated its efforts on providing enterprise infrastructure design and migration assistance to large and medium sized business throughout the Mid-Atlantic region. In doing so, the organization developed a reputation as a premier infrastructure vendor, particularly around Microsoft's Exchange Server and Systems Management Server technologies. Customers at the time included organizations such as Philip Morris, Reynolds Metals, Signet Bank, Swedish Match, Universal and Virginia Power.

In the late-90's, as organizations began to create competitive advantage with the Microsoft infrastructure, TCSC moved away from its infrastructure business in order to focus on the design, development and integration of custom work management solutions. In doing so, TCSC leveraged Exchange Server and Microsoft's emerging development tools to create business productivity applications. Representative solutions included imaging, workflow and document management for organizations such as Aetna Insurance, AVX Corporation, Bureau of Engraving & Printing, James City County, Owens & Minor and Nabisco.

Today

In 2003, TCSC's efforts were segmented into several business units: Professional Services and Forensic Advantage® Systems.

Professional Services

Knowledge Management is the process of organizing information and making it available to those making the day-to-day decisions that ultimately determine the success or failure of a business. By automating business processes, Work Management allows people to create, share and collaborate on information efficiently. Technology is the foundation of today's vital business functions. It assists you with employee communication and collaboration, aids your partnerships with other organizations and helps you reach out to your customers. We are experts at using technology to empower organizations to meet their strategic goals and objectives. Practical experience with application design, development, implementation and integration enables TCSC to add value to almost any organization's efforts in this area.

Forensic Advantage® Systems

Forensic Advantage® Systems is responsible for the continued advancement of the Forensic Advantage® suite of applications. The product suite includes the LIMS, AuthX Access, Breath Alcohol Database (BrAD) and DNA Analysis and Reporting Databank. In addition to the existing application suite, the team is committed to an aggressive, innovative product development plan that will extend the positive affect technology can make on behalf of law enforcement, forensic science laboratories and medical examiners globally.

Awards & Recognition

The depth and breadth of TCSC/FAS' expertise is demonstrated by numerous awards. In fact, Forensic Advantage® was the basis for a number of the organization's accolades (*).

- 2009   Microsoft ISV Partner Advisory Council
- 2007   Microsoft Mid-Atlantic Teamwork Award
- 2006*   Finalist, Microsoft Worldwide Information Worker Solution of the Year
- 2006*   Microsoft Visual Studio .NET Award for Customer Excellence
- 2006   Microsoft Mid-Atlantic Loyalty Award and Teamwork Award
- 2006   Microsoft Portals and Enterprise Content Management Specialization
- 2005*   Greater Richmond Technology Council Technology Innovation Award
- 2005   Microsoft Gold Certified Partner for Business Process and Integration Solutions
- 2005   Microsoft East Region Loyalty Award
- 2005   Microsoft Gold Certified Partner for Advanced Infrastructure Solutions
- 2005   Microsoft Mid-Atlantic Loyalty Award and Teamwork Awards
- 2005   Microsoft Gold Certified Partner for Network Infrastructure Solutions
- 2004*   Microsoft Worldwide Information Worker Partner of the Year
- 2003*   Microsoft Office System Solution Builder – Grand Prize Winner
- 2003   Mid-Atlantic Enterprise, SLG & Federal Managed Partner
- 2002   Captiva Software InvoicePak Partner of the Year
- 2002   Microsoft Gold Certified Partner for Information Worker/Productivity Solutions
- 1997   Microsoft Worldwide Partner Advisory Council
- 1997   Microsoft Mid-Atlantic Partner of the Year
- 1996   Microsoft Masters Club Award for Excellence in Consulting

2.0 Ability to Meet Core Requirements

FAS will leverage its Forensic Advantage® suite of applications as the basis for WVSPFL's LIMS implementation. Designed in cooperation with Microsoft Corporation, Forensic Advantage® is a market-leading laboratory information management system that allows forensic examiners to leverage simple tools to solve difficult crimes. The product offers the flexibility, reliability and security necessary to ensure the smooth operation of a forensic laboratory and automates communication with law enforcement agencies regarding the transfer of evidence, analysis and findings. Forensic Advantage® ensures accountability for the evidence chain-of-custody, collects and associates scientific analysis for evidence submitted, provides query and statistical reporting, facilitates inter-lab connectivity and generates certificates of analysis for use in criminal proceedings. By leveraging Microsoft Office, the product improves user productivity by enabling forensic examiners to focus on delivering timely, accurate results without requiring extensive system training.

a) Proposed Solution

Forensic Advantage® is a full-featured crime laboratory information management system that provides system access and functionality in a modular fashion. Modules include:

Evidence
The Evidence module tracks property from collection through disposition. Leveraging barcodes and password protected access, the system ensures a true chain-of-custody by requiring authenticated, two-sided transfers. Hierarchical evidence is supported, including containers, items, sub-items and derivative items.

Case Processing
Case Processing provides tools for managing caseloads at varying levels. Supervisors have the ability to assign and review examiner caseloads while examiners are provided with tools that automate the collection of exam results and the production of case-related documentation. Configurable backlog reports facilitate informed decisions regarding staffing and budget considerations.

Resource Manager
The Resource Manager may be configured to manage the location, status and disposition of items such as lab instruments, firearms, reference materials, safety equipment, chemical reagents and exam kits. In addition, it may be configured to ensure that lab instrumentation and chemical reagents meet or exceed the laboratory's current Standard Operating Procedures.

Testimony
This module tracks subpoenas for expert testimony, leveraging Outlook to ensure that requested appearances are added to an examiners' schedule. Following the appearance, time, travel and expense information is collected to facilitate detailed reporting.

Batch Processing
The Batch processing module provides a mechanism for specifying a multi-step process for analyzing samples. It allows the user to import evidence and resources from Forensic Advantage®, create a list of samples and track those samples through each step of the process, including interfacing with external instruments and/or software packages. Results from each step of the process are associated with each sample as they are imported back into Forensic Advantage®.

Instrument Integration Services
Integration with instrumentation is performed using an intelligent "folder watcher" that enables Forensic Advantage® to collect data files and reports shortly after they are produced. Once captured, these files and reports are managed as part of the case folder.

Discovery Packet
The Discovery module can be configured to produce an electronic file that represents the entirety of a completed case. The resulting file contains a representation of specified case entities and may be archived and/or distributed outside the agency.

Firearms Module
The Firearms module can be configured to inventory, track and manage a comprehensive firearms reference collection.

Administration
Administration provides numerous tools to facilitate timely and effective system maintenance and administration. Role-based security, management reporting, database auditing and exception processes are all handled within this module.

Object Repository
The Object Repository is designed to protect electronic data throughout its lifecycle. It manages the secure storage and transfer of digital content (i.e. binary files) such as photos, images and reports with the assurance that they are authoritative version. Features include configurable security, check-in/check-out and object versioning.

DNA Analysis and Reporting Databank (Not Currently Proposed)
Provides a means for accurately capturing and tracking demographic information during the DNA analysis and matching process. The module facilitates anonymous matching of samples against local, state and federal sample databases, protecting individual privacy while ensuring the integrity of the overall process.

DUI Breath Alcohol Database Module (BrAD) (Not Currently Proposed)
The Breath Alcohol Database (BrAD) tracks and stores breath alcohol records that measure drivers' blood alcohol levels. This module helps law enforcement agencies track the maintenance histories of their devices, including most recent certification dates and when instrument operators need to be re-certified. BrAD also handles *subpoena duces tecum* requests for instrument certifications and calibration histories, rendering responses in Adobe PDF format.

FA Gateway
FA Gateway can be configured to speed the submission of evidence and distribution of reports via the World-Wide Web. Representatives may leverage the Internet to enter evidence submission forms before arriving at the lab. Agencies may view the status of their requests and download copies of their reports when available.

FA Property Connect (Not Currently Proposed)
FA Property Connect provides an interface that automates the process of capturing data from existing property management systems, with full manipulation capabilities, and subsequent entry into the Forensic Advantage® platform.

AuthX Access (Proposed as Optional)
AuthXAccess was architected to make identity management deployment easy. The solution delivers secure extranet access by equipping customers with the ability to manage credentials for their own users. The module provides a centralized system for secure account management and eliminates the need for custom software for each external customer connection.

Quality Advantage (Proposed as Optional)
Quality Advantage is an "intelligent portal" that connects users, teams, and knowledge so that every staff member can take advantage of relevant information across departments in order to work more efficiently. The web-based portal integrates information from various systems, facilitating:
- Training, including casework authorization and ongoing education programs
- Proficiency testing
- Audit generator collect/display/distribute information in preparation for regular audits.

In summary, the Forensic Advantage® platform enables a forensic laboratory to serve its clients in a manner that ensures quality and consistency while improving throughput and clarity. A more detailed product explanation has been included in Appendix C: Product Overview and a technical overview of the platform may be found under Appendix D: Product Architecture.

Anticipated Efficiencies

Forensic Advantage® will replace WVSPFL's legacy system and existing functions with a sophisticated case, evidence and laboratory management system that is easy to use yet flexible enough to meet changing needs and business processes. The system may be leveraged to:

- Improve scientific and quality assurance processes
- Enhance administrative functions through improved process automation
- Increase examiner productivity with streamlined business processes
- Establish data structures for data mining, data sharing, reporting and trend analysis
- Leverage barcodes to streamline the data entry and evidence management
- Improve chain-of-custody tracking
- Centrally manage instrument records, calibration and servicing
- Make legacy data available within the new system
- Facilitate the electronic exchange of data with local, state and federal entities
- Provide secure internet access for constituents to submit laboratory requests, query case status and/or download results
- Enhance communication between law enforcement agencies and the forensic laboratory
- Establish best practices by implementing standard worksheets, ensuring consistent and predictable results
- Reduce the learning curve with familiar, Office-based interface and tools
- Provide access to evidence, results and case histories—giving examiners instant access to data and enabling them to quickly publish findings and respond to requests

3.0   WVSPFL Specifications

FAS looks forward to providing a full-service engagement, including collaborating with WVSPFL on the design and implementation of business rules and templates, limited product customization, installation, configuration, training and support services.   While a concise response to WVSPFL's product specifications is attached as Appendix B: General Specifications, clarification for many of the items may be found below.

General Requirements

1.1. Must determine the WVSPFL software and hardware needs to implement the LIMS.
See Appendix D: Product Architecture for preliminary requirements. We look forward to working with WVSPFL to accommodate existing hardware/software resources where feasible.

1.2. Must customize the software for WVSPFL use.
FAS looks forward to providing WVSPFL-specific customizations and template updates.

1.3. Must have a successful LIMS installation and implementation in an agency comparable in size and case load as the WVSPFL.
See references for numerous comparable implementations.

1.4. Must provide data migration from current LIMS to new LIMS.
FAS looks forward to assisting WVSPFL with its data migration/conversion effort.

1.5. Must provide system documentation, user training manuals that reflect current business operational processes as well as discipline specific end-user training.
Documentation and training materials are updated to reflect customer-specific customizations and template configurations.

1.6. Must complete a comprehensive system operation check to ensure full LIMS system capability prior to final acceptance.
Project/System Acceptance Test Plan addresses this specifcally.

1.7. Must provide follow-up LIMS technical support and software maintenance which would include at a minimum bug fixes and version updates.
Standard Software Assurance program provides support, bug-fixes and application updates.

Evidence Intake and Tracking

2.1. The system shall document the chain-of-custody for all evidence from laboratory submission to final disposition.
Application maintains a comprehensive chain-of-custody that meets and exceeds the specified requirements.

2.1.1. A 'chain-of-custody' record shall be maintained from the time of receipt and reflect all transfer(s).

2.1.2. The record shall detail each person taking possession of an item of evidence, the date and time of the transfer, and the location of that item.

2.1.3. The evidence intake entry shall allow type in of all information on the current WVSP 53 Form.
Submission Entry wizard supports all required fields. In fact, FA PreLog maybe configured to emulate customer's existing submission format.

2.2. The system shall provide the ability to print the entire chain-of-custody for each submitted exhibit.
Chain-of-custody report includes all transfer transactions and reasons (if specified). In addition, this report may by customized by the system administrator.

2.3. The system shall provide the ability for the WVSPFL to create the numbering scheme used for evidence tracking (e.g. 1.2.3, 1-2.3, 1-2-3, etc.)
Application automatically increments the numbering sequence based on the scheme provided during entry of the initial item.

2.4. The system shall be able to perform both single and multiple item(s) transfers while maintaining a record of the chain-of-custody.
Platform supports individual, multi-select and batch transfers while maintaining chain-of-custody for each of the involved items.

2.5. The system should allow the ability to manage packaging and repacking information.
Application supports containers and/or virtual batches to ease with tracking and transfer of items.

2.6. The system shall allow the ability for evidence to be sub-samples and tracked back to the original evidence source, independently of a numbering system.
Application supports containers, items, sub-items, derivative items and custom item types without relying on underlying item numbering.

2.7. The system shall be able to produce barcode and identification labels for evidence including packages and tubes.
Application supports the use of barcodes throughout. Form, format, size and style of barcodes and labels are managed, maintained and customized by the system administrator.

    2.7.1. These labels shall at a minimum contain the case number and item number and a barcode containing this information.

    2.7.2. These labels shall be available in various sizes to fit different types of packages including tubes for DNA samples.

2.8. The system shall be able to handle additional evidence received on an existing case.
Subsequent submissions are fully supported.

2.9. The system shall use bar coding for evidence receiving, tracking and inventory.
Barcoding is supported throughout the application.

2.10. The system shall search existing cases for the current submission prior to issuing a new case number.
Submission Entry wizard performs a background search for similar submissions in order to avoid the creation of excess laboratory case numbers. This search may also be performed manually.

2.11. The system shall print an evidence receipt for the submitting agency as a record of transaction. This receipt shall have a complete chain-of-custody record as previously defined.
Evidence receipt formats may be configured for each transfer type. These receipts may include digital signature and/or numerous system entities.

2.12. The system shall have a user modifiable status function for each discipline that can be updated as the analyses are conducted (e.g. Received, Pending, Completed, Transferred, etc.).
A number of case statuses exist, but the system administrator may rename and/or create additional.

2.13. The system shall provide the evidence intake staff and staff analysts with the ability to conduct inventories of their evidence.
Inventory reporting and/or reconciliation may be performed against any system area, location or combination thereof.

2.14. The system shall provide the ability to conduct inventory reconciliation of a lab, section or a person with print outs of reconciliation results showing evidence assigned to specific person or location.
Inventory reporting and/or reconciliation may be performed against any system area, location or combination thereof.

2.15. The system shall allow inventories to be conducted by multiple persons using different recording devices.
Inventory reporting and reconciliation may be performed independently and/or by multiple people simultaneously using any supported recording device.

2.16. The system shall allow evidence to be outsourced, with full evidence tracking and other assignment capabilities.
Transfer Out/Transfer In for outsourced processing is fully supported.

2.17. The system shall allow staff to assign evidence to specific locations (i.e. vault, refrigerator, shelf, temporary storage, etc.)
Any number of storage areas and/or locations may be defined to assist with the tracking of evidence and specimens.

2.18. The system shall allow evidence inventories be done with wireless bar code readers.
Wireless barcode scanners are fully supported.

2.19. The system shall have an investigative evidence inventory capability.
Inventory reconciliation tool provides a printable report of known, unknown and missing items.

    2.19.1. Once an inventory is conducted, the application will compare the physical inventory back to the database as to what should be in the investigative evidence locker. Resultant exception reports will show the differences. This report must be printable.

2.20. The system shall allow for multi-agency submissions under the same Laboratory case number.
Application fully supports multi-agency cases and submissions.

2.21. The system shall allow the creation of multiple generation sub-items (i.e. parent, child and grandchild); the relationship shall be apparent in the numbering scheme; repackaging of the sub-items shall be allowed and tracked in the system.
Full support for hierarchical evidence is supported throughout.

2.22. The system shall have the ability for law enforcement agencies to upload case and evidence information prior to submission via the web and/or removable media and be in the form of the current WVSP DPS53 Form.
FA PreLog provides web-based method for registering inbound submissions. The actual form/format may be configured to emulate customer's existing submission request form.

Work Item Assignments

3.1. The system shall provide a workflow manager to track unassigned cases, uncompleted cases, assignments of cases to technicians, rush cases, cases prioritized by court date and cases awaiting peer review.
Configurable user interface provides the ability to sort, filter, group and report over the various workflow items.

3.2. The system shall allow the supervisor the ability to assign cases to individual analysts and review all previous assigned and unassigned work for each discipline.
Extensive casework assignment methods are supported (i.e. supervisor, self, subsequent, rotation, available, custody). In addition, a detailed history of case record assignment and progress are tracked from inception to completion.

    3.2.1. The system shall capture the time period from assignment to completion.

    3.2.2. The system shall allow the supervisor the ability to assign a priority to work assignments.

3.3. The system shall allow the analyst and/or supervisor the ability to review all log entry and evidence storage data for items with a pending status prior to assignment.
Case and evidence details are available during casework assignment activities.

3.4. The system shall allow the analyst and/or supervisor the ability to review all log entry and evidence storage data for the assigned work.
Case and evidence details are available for review at any time.

3.5. The system shall allow the analyst and/or supervisor the ability to transfer evidence into their personal locker.
Personal custody/locker is a default location that exists for each system user.

3.6. The system shall allow the analyst assigned the ability to record completed activities against the work assignment.
Activity tracking/logging may be performed at the case record level, including progress and status settings.

3.7. The system shall provide the ability to list all unassigned work by discipline.
Configured user interface components allow this information to be queried, listed and/or reported.

3.8. The system shall allow the analyst to record notes into distinct work areas for specific disciplines.
Custom worksheet templates are provided to address the unique data capture analysis requirements of each discipline

3.9. The system shall be able to record activities conducted against each section (discipline), analyst, technician and/or physical lab for statistical purposes.
Detailed activities may be tracked and reported over for statistical purposes.

3.10. The system shall provide the ability to record court activities and court appearance evaluation by discipline, calendar year and individual.
Testimony module tracks subpoenas and court appearances, including integration with individual calendars.

3.11. The system shall provide the ability to record readings (literature review) by section, analyst, year and topic.
Resource Manager and/or Quality Advantage may be configured to track this level of activity.

3.12. The system shall provide the ability record proficiency test assignments, results, tracking.
Resource Manager and/or Quality Advantage may be configured to track this level of activity.

Evidence Intake and Tracking

4.1. The proposed Forensic LIMS shall have section dependent data entry screens custom designed for each section of the Laboratory. These screens will be developed with the cooperation of the individual section supervisors or their designee. These data entry screens must be flexible to allow the onsite IT personnel the ability to modify their layout and data requirements.
FAS will collaborate with WSPFL to design/implement custom worksheet templates to address the unique analysis requirements for each discipline.

4.2. The proposed Forensic LIMS shall make use of an operational area that allows customizing of specific application and user features. These are commonly referred as user preferences. An example of a user preference is the toolbar definition allowed in Microsoft Windows.
Admin Module and several super-user functions allow much management and modification of preferences, worksheet options, drop-down, statements and workflow components.

4.3. The application shall insure data be entered only once and immediately accessible to all sub-applications of the application.
Design of application suite revolves around single-entry and reuse of data.

4.4. The application shall allow a supervisor/manager to be able to review/approve Forensic LIMS report data without having to print the report.
Online reviews (admin, peer, technical, etc.) are fully supported.

4.5. The application must have a forensic analyst communication log function that provides a means of maintaining a continuous log of information/comments about a specific laboratory case. The communications log should be associated with a particular case.
Communication Log is available at both the case and case record level.

4.6. Users and/or system administrator must be able to create and use Hot Key functionality or macros for repeated functions.
Auto-complete functions from Office are available in worksheets and reports. In addition, 'shortcut' methods may be defined by each user to assist with evidence breakdown and description.

Case Inquiries and Ad Hoc Reporting

5.1. The system shall provide the users with the capabilities to query the status of a case.
Extensive case, case record and evidence search functions are available for query and/or printing.

    5.1.1. The system shall output the results to the screen and/or printer.

5.2. The system shall provide the users with the capabilities to query the chain-of-custody of each exhibit or case as a whole.
Chain-of-custody reporting is available as the item, submission and case level. Form and format of these reports are configurable by the system administrator.

    5.2.1. The system shall output the results to the screen and/or printer.

5.3. The system shall provide the capabilities to query a case via all or any combination of the following fields:
- Case Number
- Date(s) of Submission
- Submitting Agency Name
- Submitting Agency's Case Number
- Subject's Name
- Victim's Name
- Submitting Officer
- Type of Crime
- No-suspect Cases

Case and Case Record search tools support the requested functionality.

5.4. The system should allow the ability to create ad-hoc (custom) reports using a third-party reporting tool similar to Crystal Reports. WVSPFL desires the system to have custom report format capability (automatic template that users can modify and control).
Numerous reporting tools are available, including user-interface manipulation and ad-hoc over active case data. In addition, SQL Server Reporting Services may be leveraged to create custom reports.

5.5. The system shall produce reports detailing evidence contained within the lab, specific sections and/or individuals.
Active and historical evidence reporting may be performed, manipulated, exported and/or printed.

    5.5.1. The reports should allow the results to be sorted and printed by various fields.

    5.5.2. The evidence descriptive information captured in the entry form and/or worksheet shall be imported into the report.

5.6. The system shall produce standardized reports of the results of analysis performed by analysts. WVSPFL desires that final released reports of analysis be able to be stored within the database for control and retrieval.
Results of analysis are automatically transferred from worksheets and into the final report. In order to maintain ASCLD/LAB compliance, all worksheets and reports are maintained in the database.

5.7. The system shall electronically capture data for worksheets and scans or photographs for each discipline.
Object Repository allows electronic items (photos, data files, scanned notes, etc.) to be captured, tracked and managed at numerous levels.

5.8. The LIMS system shall provide web-based reporting capabilities with added ability to push data results to PCs, networks, smartphones and PDAs.
Web-based access can be provided to facilitate statistical reporting and a number of system operations.

5.9. The system shall offer the capability for law enforcement agencies to remotely check their case status and run reports via the web.
FA Gateway provides web-based tool for distribution and query by constituent agencies.

Management and Quality Assurance

6.1. The application shall allow or link to Standard Operating Procedures (SOPs), Technical information and historical QA data.
Worksheet designs may incorporate SOPs and/or technical information. QA data is tracked within Resource Manager. In addition, Quality Advantage can be configured to manage SOPs, technical standards and quality information.

6.2. The system shall provide the capability to manage the chemical drug standard inventory and the firearms reference collection.
Resource Manager manages resources and standards, providing extensive conformity reporting, etc. Firearms module provides ability to manage a reference collection, etc.

    6.2.1. It shall also manage the inventory of firearms ammunition, reagents and testing materials to predict shortage and schedule orders.

    6.2.2. The system shall have the ability to perform inventory updates and to produce non-conformity reports for each non-confirming supply.

6.3. The application shall have the ability to manage record, store and maintain an inventory of all instrument, calibration logs, performance standard runs and maintenance schedules.
Resource Manager provides this level of functionality.

6.4. The system shall manage the calibration and performance checks on analytical equipment.
Calibration, maintenance and administration events are all tracked via Resource Manager.

6.5. The application should have the ability to monitor reagent and chemical expirations as well as calibration standards.
Resource Manager prohibits the use of expired reagents and non-calibrated instruments.

6.6. The application should have the ability to capture and store instrument calibration data as part of the QA associated with the case record.
Calibration, maintenance and administration information is tracked by Resource Manager as a property of the entity.

6.7. The system should provide automated analysis reports for toxicology and controlled substances testing.
Automated reporting is provided for each discipline, including toxicology and controlled substance.

6.8. The system shall capture electronic data from the instruments listed under Appendix D and others as required by the laboratory.
Instrument Integration Service may be configured to capture instrument data and associate it with the case record.

6.9. The system should alert the analyst of the use of an outdated reagent or out of calibration instrument.
Resource Manager provides advance warning regarding expired reagents and instruments and will not allow the analyst to use such resources.

6.10. The system shall allow users to perform batch instrumental analysis of items as is commonly required by disciplines such as drug chemistry, DNA/CODIS and Toxicology. The system shall allow batching of samples from various cases and their associated quality control samples. The system shall create a run sheet of samples selected from various cases and carry it through all analytical steps therefore eliminating redundant manual entries of sample information.
Batch Processing module facilitates bilateral communication with instrumentation to facilitate bulk instrumental analysis of samples.

System Administration

7.1. The system shall allow the development of custom screens, applications and reports by the system administrator and/or service provider.
The Admin Module enables the system administrator to create additional fields at nearly every level of the application. In addition, numerous settings/tools are available that assist with configuration of preferences, worksheets, reports, etc.

7.2. The system shall provide the capability to maintain lookup tables and selection list for data entry. Examples include submitting agencies, facilities, drugs, weapons, etc.
All drop-downs and report statements are managed and maintained by the system administrator. In addition, all master data (i.e. agencies, locations, offense codes) are managed by the system administrator.

7.3. The system shall provide the ability to modify and delete records by administrator.
Administrative tools are available for controlled modification and deactivation of database records and information.

7.4. The system shall provide the capability to define and maintain user records. The user records maintenance includes staff name, laboratory assignments, user account and password creation and reset.
Direct integration with Active Directory addresses issues of access (i.e. network/application security, passwords). Role-based security is leveraged to assist with issues of authorization.

Security and Audit Log

8.1. The system shall have a hierarchical security structure. This will allow a progressively narrower access to the functional areas starting with a broad access by the system administrator and narrowing to a much defined access by an end-user application.
Direct integration with Windows Active Directory provides a single sign-on experience for users. This user account is then associated with one or more application roles that dictate various levels of data access and the ability to perform certain tasks. The application administrator also has the ability to add/delete individual tasks beyond standard role definitions.

    8.1.1. The system shall ensure proper user identification based on defined roles. Proposer must describe the application security structure.

8.2. The system shall allow the user of a fingerprint scanner to restrict access.
Integration with Windows-compliant fingerprint scanners is supported.

8.3. The system shall implement security measures that ensure that only appropriate application functionality shall be provided to users with associated privileges. The privileges shall be established by the designated WVSPFL system administrators.
The application administrator has the ability to assign user roles in order to 'trim' user capabilities. Individual tasks/activities can also be assigned/revoked as necessary.

8.4. The system shall implement security measures that ensure that users shall have access only to data for which they have appropriate privileges. The privileges shall be established by the designated WVSPFL system administrators.
The application administrator has the ability to assign user roles in order to 'trim' user access to data.

8.5. Whenever a database record is modified, the system shall log the information that is being changed and by whom (date, time and logged-on operator), prompt for a reason for change and from what application/function or program. This is referred to as an audit log. The ability to archive the audit log should be preserved and the system shall have a feature for appropriate personnel to review audit logs.
Apex SQL Log is leveraged to provide database logging. In addition, all administrative activities are also logged by the application.

8.6. The system shall provide the capability to output the audit log to the screen and/or printer.
Audit logs may be viewed, printed and/or archived.

8.7. The system shall be able to demonstrate the ability to conform to equipment, software, data, security and functional requirements identified by the ISO 17025 requirements and the current ASCLD/LAB International Supplemental Requirements document.
Numerous customers have successfully completed ASCLD/LAB accreditations and still others are currently preparing for ISO. All published requirements are supported.

8.8. The contractor shall implement security measures, in compliance with Federal Guidelines as stated in the Criminal Justice Information Services (CJIS) Security Policy, to ensure that data transmission, processing and storage are secure.
Application security complies with all industry standards.

8.9. Per ISO/IEC 17025/2005, the LIMS shall provide the ability to backup records stored electronically and to prevent unauthorized access to or amendment of these records.
Database and application settings are provided to ensure that security and viability of underlying data.

8.10. Per ISO/IEC 17025/2005, the LIMS shall provide an audit trail.
Per recent ASCLD/LAB accreditations, the application provides sufficient data and activity logging.

8.11. Per ISO/IEC 17025/2005, in the case of records stored electronically, measures shall be taken to avoid loss or change of original data.
Requisite data protection measures are employed at both the application and database level.

8.12. The system shall have the capability of offering different levels of access, for example, intake, administrator, reviewer, data entry, reports and discovery packet download.
Role based security provides various levels of data and user functionality access. In addition, specific tasks/activities may be granted and/or revoked.

8.13. The system shall be capable of supporting users/agencies from multiple jurisdictions and shall allow multi-role user access.
Access to the application, by crime lab personnel and constituents, supports the concept of multiple roles for an individual.

Document Delivery System

9.1. The WVSPFL desires to utilize a secure document delivery system for finished reports as well as options for customers to determine case status, submit rush requests and provide for case cancellation notification.
The Secure Document Delivery Subsystem (SDDS) provides for the secure electronic distribution of laboratory reports. In addition, FA Gateway provides the ability to query case status and provide follow-up communication/submissions regarding a case.

9.2. The system should use a delivery system utilizing push technology (e.g. email) for notification of case completion and pull technology (web delivery) of the analysis report (e.g. read/print only).
SDDS may be configured to push reports via email or fax. In addition, an email may be sent that alerts the constituent to download the report from a secure website.

9.3. The document delivery security must be based on authorized users accessing the delivery product using multi-tiered security models that include Originating Agency Identifier (ORI), approved user and password.
Remote access requires secure access and authorization of the individual. They must also be associated with an approved ORI.

System Performance

10.1. The vendor shall ensure that the system provides timely responses to inquiries. The vendor shall provide a list of standard inquiries/transaction available through the proposed system with associated response times.
Based on previous implementations, the recommended hardware/software configuration will provide sub-second data entry response. Screen changes and user interface interaction will occur within 1.5 seconds whereas ad-hoc reporting should take several seconds. Worksheets and laboratory reports usually take 3-5 seconds. Finally, management reports can occasionally take 15-30 seconds, depending on their complexity, etc.

10.2. The system shall support simultaneous users without significant degradation of the system performance as users are incrementally added.
The recommended hardware/software configuration should easily support the initial user load and the lab's proposed growth.

Architecture

11.1. The vendor shall be a Microsoft Gold Certified ISV with the ability to ensure the deliverable LIMS application has been fully tested and certified by Microsoft and VeriTest to substantiate quality and performance.
TCSC/FAS is a Gold Certified ISV and holds numerous additional Microsoft Gold Certifications. The organization is also committed to ensuring that each version of the application achieves compliance with various Windows Server and Microsoft Office compatibility tests.

11.2. The LIMS application shall have the capability to deliver integrated and standalone object repositories to allow for digital data storage (photos, text, video, etc.) with seamless integration to the LIMS platform.
Object Repository provides a secure location for storing and managing electronic information related to cases. It is provided as a core component of the LIMS and is available separately in order to maintain the agencies electronic assets.

11.3. The system shall provide "always-on" automatic, configurable data archiving capabilities to ensure optimal system performance while lowering hardware costs.
Application architecture provide always-on capability by limiting system administrator requirements and facilitating auto-distribution of software updates, etc.

11.4. The Provider shall be tightly integrated (i.e. participants and contributors) to Microsoft's Worldwide Public Safety Initiative.
FAS is actively involved with Microsoft's Worldwide Public Safety Initiatives.

11.5. The LIMS system shall provide web-based reporting capabilities with added ability to push data results to PCs, networks, smartphones and PDAs.
Web-based reporting and query are available. In addition, value-added capabilities are being released that facilitate pushing these features to additional interfaces (i.e. smartphones, PDAs).

11.6. The baseline system must inherently provide key security and data exchange capabilities.
Provided. In addition, we continue to work with industry representatives to comply with emerging standards.

11.7. The LIMS must run "Unattended" once installed (i.e. operational efficiency needs to be achieved through an installation that is updated via 'Click-Once' software development and distribution techniques). Note: Once the initial software installation has taken place, all future updates and upgrades are performed automatically.
Forensic Advantage platform was developed 'ground-up' using 'click-once' in order to minimize software administration and deployment requirements.

11.8. LIMS must easily and securely integrate with 3rd-party systems using industry standards by supporting XML interchange as the NIEM interchange standard. Additional Information Exchange Package (IEPD) standard must also be available based on the LIMS application.
Web services and XML are leveraged to ensure ongoing compliance with emerging industry standards. FAS is committed to ensuring that the application interfaces seamlessly with 3rd-party systems via published standards.

11.9. The platform must integrate workflows with information management in order to create and replicate forms, provide formatted and customizable reports, and handle barcoding equipment.
As a data-driven platform, the application may be configured to support numerous workflows. In addition, the administrator has the ability to modify and maintain templates for reports, barcodes and other data display and manipulation tools.

11.10. The vendor shall be responsible for converting and migrating WVSPFL's existing data into the proposed system.
FAS has a data migration methodology and tool to facilitate timely and effective data migration.

11.11. The vendor shall propose a centralized architecture capable of handling the expected volume of cases with minimum impact on overall performance.
A centralized database architecture has been proposed and should easily support the anticipated case and analysis volume.

11.12. The system should be implemented in the latest version of Oracle RDBMS or Microsoft SQL Server. If Oracle RDBMS is selected it shall be installed in a LINUX environment.
The Forensic Advantage platform leverages the latest version of Microsoft's SQL Server. FAS is also committed to supporting emerging database, operating system and MS-Office versions as soon as they are released.

11.13. The system shall use the existing local and wide area networks.
The application will work nicely with WVSPFL's infrastructure.

11.14. The vendor's client software shall be compatible with Windows 7 and XP Professional and shall utilize MS Active Directory for a single logon experience to both the workstation and the LIMS system.
Forensic Advantage is compatible with all supported models of Windows, MS-Office and Internet Explorer. In addition, the platform leverages Active Directory to provide a single sign-on experience for users while easing user administration activities.

11.15. The LIMS system shall include a user friendly, intuitive Graphical User Interface to provide end-users the ability to create and modify worksheets.
The entire application platform abides by published Windows and MS-Office user interface standards. This familiarity often reduces the level training required.

11.16. The system shall allow for electronic signature capture capability.
Electronic/Digital signatures are support.

Hardware

12.1. The vendor shall be responsible for planning sufficient hardware capacity to support laboratory and criminal justice users while meeting performance requirements.
Hardware recommendations have been provided based on projected case and user load.

12.2. The vendor shall be responsible for planning sufficient storage capacity to support the Laboratory's data requirements.
Storage recommendations have been provided based on previous implementations.

12.3. The vendor shall provide a listing of the required hardware (i.e. servers, barcode scanners, barcode printers, fingerprint readers, etc.) needed to implement the system.
A summary list of supported/potential peripherals has been provided under section 7: Cost Proposal.

User and Software Licenses

13.1. The system shall have the capacity to support a minimum of 60 named users with an estimated 40 simultaneous users during peak periods.
Licensing for the requested configuration has been provided.

13.2. As a requirement of the support and maintenance, the vendor shall provide software updates at no additional cost.
Software updates are provided as part of the application's standard Software Assurance program.

Proposed Project Schedule

14.1. The vendor shall provide a timeline for the project including the software customization, data migration, functionality testing, training and implementation up to the point of acceptance.
Detailed implementation plan and methodology has been provided herein.

14.2. The start of this timeline will begin at the date the contract is awarded and shall not exceed 12 months from that date.
Proposed timeline has been provided herein and will be adjusted based on feedback from WVSPFL.

Project Management

15.1. Proposers shall submit a Project Management Plan (PMP) with the initial proposal. WVSPFL will work with the selected vendor to refine the PMP.
An implementation plan and timeline have been included.

15.2. The vendor shall appoint a Project Manager (PM). The vendor's PM shall work fulltime throughout the life of the project. The vendor's PM shall have authority to make managerial and technical decisions concerning the project. The vendor's PM shall server as the primary point of interface between the vendor and WVSPFL. Communications between the vendor and WVSPFL shall be coordinated with the vendor's PM.
Project management plan, roles and responsibilities have been included herein.

15.3. WVSPFL reserves the right to require the vendor to replace the Project Manager at any time. WVSPFL shall give the vendor a ten (10) work day notice if it desires to have the PM replaced. Such notice shall contain WVSPFL's explanation for PM replacement for the vendor to assess the appropriate action and find a suitable replacement.
FAS looks forward to working with WVSPFL to insure that project personnel are appropriate.

15.4. The Project Management Plan may be changed only by written agreement by vendor and WVSPFL. For each change, a Change Request shall be assigned a unique request number. If a change has no impact on cost or major milestone schedules, a written agreement between the vendor and the department may be made using the Project Change Request form. If the change impacts cost, major milestone schedule, or any other contractual term and/or condition, a formal amendment to the contract, signed by both parties, shall be required.
Change Management plan has been documented herein.

15.5. No request for any alternation or modification to the Project Management Plan shall be valid unless agreed upon in writing by vendor and WVSPFL. No oral statement of any person shall in any manner affect the Project Management Plan.
Project Management and Change Management plans have been echoed herein.

15.6. Vendor shall assist WVSPFL in implementing a Communication Plan (CP). The Communication Plan shall be used to guide communication between vendor and WVSPFL.
Communication Plan has been outlined herein.

Test Strategy and Plan

16.1. Vendor and WVSPFL shall agree on a test strategy and plan.
Test strategy and acceptance plan will be developed in cooperation with WVSPFL.

16.2. The test strategy shall propose in detail the testing approach recommended by the vendor.
Test strategy and acceptance plan will be developed in cooperation with WVSPFL.

16.3. The test plan shall detail all the system processes and have a comprehensive test script for each process.
Test strategy and acceptance plan will be developed in cooperation with WVSPFL.

16.4. The test plan shall include a stress test to measure the performance of the system and to establish a baseline.
Stress test will be devised in cooperation with WVSPFL.

16.5. WVSPFL reserves the right to conduct its own test(s) independent of any testing performed by vendor.

16.6. The system acceptance will be determined solely by WVSPFL's testing.

Transition and Implementation

17.1. The vendor shall provide a plan for transitioning from the current system to proposed system operational mode. The plan shall include a time line for each step.
Project transition plan will be developed based on FAS' prior experience and in cooperation with WVSPFL.

17.2. The vendor shall provide a detailed implementation plan that describes how the system will be put into production.
Detailed system cutover plan will be developed as part of the project deliverables.

17.3. The vendor shall assume all operational and specified support responsibility for the life of contract from time of acceptance by WVSPFL provided all maintenance fees are paid and current.
FAS will work with WVSPFL to develop a support plan that complements the agency's IT and operational support capabilities.

17.4. The vendor shall provide support personnel onsite, as appropriate, who have been previously subjected to WVSP background check, to assist WVSPFL in the transition to the new system. The areas of support need to be, at a minimum:
- Operating system and environment software
- Application software
- Data communications hardware and software
- Database software
- Operations staff
- Data update scripts/processes

FAS looks forward to providing project assistance throughout the engagement, and beyond.

Inspection and Acceptance

18.1. Vendor shall notify WVSPFL's Project Manager in writing when the system is ready for the WVSPFL's testing and acceptance. This will be done by delivering to WVSPFL's Project Manager a signed Certificate of Acceptance.

18.2. Using the test plans described within section 3.17 above, WVSPFL will test the system. If WVSPFL identifies deficiencies in the system, WVSPFL's Project Manager will provide vendor with written notice of the deficiencies. Vendor shall correct the deficiencies at no additional charge, during a period acceptable to the Department. If WVSPFL requires additional time to review the system, WVSPFL's Project Manager shall notify vendor in writing.

18.3. If, in WVSPFL's sole opinion, deficiencies continue to exist in the system after the corrective action period, WVSPFL may terminate the contract or negotiate an equitable adjustment.

18.4. When the WVSPFL is satisfied with the system, WVSPFL's Project Manager will sign the Certificate of Acceptance for the system.

Training

19.1. Vendor shall provide LIMS-specific oriented training classes. The LIMS-specific training classes should be for a minimum of four (4) levels of users. Training shall be included in the cost of the system.
- System Administrators
- Section Supervisors
- Forensic Analysts
- Administrative/Clerical Support (incl. evidence technicians)

A detailed description of training classes has been provided herein.

19.2. Vendor shall provide an estimated timeframe for conducting training for this type of environment.

A preliminary training plan has been provided herein.

19.3. Vendor shall prepare and provide how-to-guides, quick reference cards and other reference materials.

Documentation, configured to address client-specific configurations, will be made available prior to production cut-over.

19.4. The system shall provide on-line help screens.

Online help is available and may be customized to address client-specific processes.

19.5. The system should provide an on-line tutorial detailing business processing.

Web-based training is currently being developed for the most recent version of the application.

System Support

20.1. Vendor shall provide a help desk available, at a minimum, 8x5 for the service provided.

A detailed description of FAS' support offerings has been included herein.

20.2. Vendor shall be capable of tracking all help requests and/or system problems. Vendor shall demonstrate the ability to do the following:
- Log all calls received
- Track all calls throughout the process until the solution or information is relayed back to the customer
- Give every call a unique identification for tracking purposes
- Produce a report of all outstanding calls for service in a given time period
- Produce a report of all closed calls in a given time period

- Search by any field
- Track all work requests, complaints and informative calls
- Support copy and paste with other Windows applications
- Assign authorized WVSPFL members to access the system and other security functions

FAS maintains a comprehensive Customer Care site that tracks support incidents, resolution, etc.

20.3. Vendor shall provide customer and technical support with professionals dedicated to the following:

- Answer questions
- Document comments/suggestions
- Provide technical or administrative information regarding the system

Customer support is provided by dedicated individuals whose focus is to address customer issues/questions in a timely and professional manner.

20.4. Vendor shall provide technical assistance as follows:

- Scheduled Maintenance Windows shall be Saturday 8:00pm until Sunday 7:00am Eastern Time
- When problems are reported or identified, vendor shall assign a severity level for each problem as defined below. If WVSPFL disagrees with the assigned severity level, a change to the severity level will be discussed and mutually agreed upon.
  - o Severity Level 1 (Critical Problem)…System is unavailable, resulting in critical impact to operations and requiring immediate resolution.
  - o Severity Level 2 (Major Problem)…WVSPFL users can access system; however major functions are not available.
  - o Severity Level 3 (Minor Problem)…WVSPFL users can access system; however one or more less important features are not available.
  - o Severity Level 4 (Enhancement Request)…Impact is insignificant to the users and the parties agree that problem resolution may require new functionality or an enhancement to be made at a mutually agreed upon date, at no cost to WVSPFL.
- Vendor shall respond (i.e. begin work toward a resolution) to problems based on the Severity Level as described in the following table, with resolution being either a final solution or a workaround. Upon consultation with WVSPFL, the times given below may be extended.

Severity Level	Response Time (Business Hours)	Resolution Time
1	2 hours	24 hours
2	2 hours	48 hours
3	1 day	5 days
4	3 days	As agreed upon by both parties

4.0 Experience in Government Crime Labs & References

Forensic Advantage® is currently installed in twenty-five (25) ASCLD/LAB accredited laboratories across the United States. Several additional laboratories are slated for deployment and configuration within the next sixty (60) days. Our forensic LIMS complies with current ASCLD/LAB requirements and FAS continuously invests in its technology platform and companion modules in order to keep pace with the industry's rapidly evolving requirements. Contact information for a number of FAS' clients has been provided below. In addition to discussing their experiences, we suggest that WVSPFL explore the decision criteria each used to select FAS and how each customer is contributing to the continued growth and expansion of the Forensic Advantage® suite of products. We believe that the vision of our customers speaks volumes regarding the future of the product and FAS' growing presence in the industry.

a) Commonwealth of VA – Department of Forensic Science (DFS)

Since the mid-1990's, FAS has worked closely with the Commonwealth of Virginia – Department of Forensic Science (DFS) toward the design, implementation and integration of several mission-critical applications. Deployed during 1997, the Breath Alcohol Database (BrAD) is responsible for capturing, tracking and administering statewide intoxylizer results in the fight against drunk driving. The DNA Databank was implemented during 2001 and manages the demographics and anonymous matching of DNA samples (CODIS) in an attempt to solve previously unsolved crimes. Finally, FAS designed and developed Forensic Advantage® during 2003. Forensic Advantage® is currently installed throughout four (4) ASCLD/LAB accredited laboratories. The system was deployed in 2004 and is responsible for operations of the entire laboratory system and for automating examiner activities in order to improve overall productivity, accuracy and accountability.

> Mr. Doug Chandler, Information Technology Supervisor
> 700 North Fifth Street
> Richmond, VA 23219
> (804) 786-4707 ext. 29803
> DChandler@dfs.state.va.us

b) Vermont Forensic Laboratory (VFL)

Following a competitive acquisition process, Forensic Advantage® was selected by the Vermont Forensic Laboratory (VFL) in 2006. Forensic Advantage® v2.0 was deployed during October 2007 and is currently being used by a total of twenty (20) examiners.

> Ms. Tara Tighe, Quality Mgr.
> 103 South Main Street
> Waterbury, VT 05602
> (802) 244-8788
> JNiklas@dps.state.vt.us

c) North Carolina – State Bureau of Investigations (NC-SBI)

In 2006, North Carolina – State Bureau of Investigations selected Forensic Advantage® to be its enterprise forensic LIMS. The production deployment was completed during December 2007. As a result, nearly 150 users are currently using the product across three ASCLD/LAB accredited laboratories (Raleigh, Asheville, Greensboro). During April 2009, NC-SBI successfully completed one of the industry's first paperless ASCLD/LAB accreditations.

> John Dilday, Special Agent in Charge – Digital Evidence
> 121 East Tryon Road
> Raleigh, NC 27603
> (919) 662-4500
> JDilday@NCDOJ.gov

FORENSIC❂ADVANTAGE®
SYSTEMS

d) Michigan State Police Forensic Science Division (MSP)

Following an extensive analysis and acquisition process, the Michigan State Police – Forensic Science Division selected Forensic Advantage® in 2005. Several additional modules and product extensions were developed as part of this project. During 2007, the product suite was deployed to 200 users across seven (7) laboratories (Lansing, Grand Rapids, Grayling, Marquette, Northville, Sterling Heights, Bridgeport).

> Tom Dirlam, Asst. Div. Commander
> 7320 N. Canal Road
> Lansing, MI 48913
> (517) 242-6239
> DirlamT@Michigan.gov

e) Colorado Bureau of Investigation (CBI)

As a result of a competitive solicitation, CBI selected Forensic Advantage® in 2005 as its enterprise forensic LIMS. Since that time CBI has contributed heavily to the design and specification of several Forensic Advantage® v2.0 modules. The product was deployed during December 2007 to a total of 150 users spread across three (3) separate laboratory locations (Denver, Pueblo, Grand Junction). During May 2009, CBI successfully completed its ASCLD/LAB accreditations.

> Chester Ubowski (Chet), Agent in Charge
> 690 Kipling Street
> Denver, CO 80215
> (303) 239-4259
> Chet.Ubowski@CDPS.state.co.us

f) Fort Worth Police Department (FWPD)

FWPD selected Forensic Advantage® during 2008. The most recent version of the application suite (v2.32) was put into production for approximately twenty (20) users during November 2009.

> Tom Stimpson, Forensic Division Manager
> 350 W. Belknap Street
> Fort Worth, TX 76102
> (817) 392-4501
> Tom.Stimpson@fortworthgov.org

g) Kansas City Police Department (KCPD)

KCPD selected Forensic Advantage® as its enterprise forensic LIMS and the product was deployed during March 2010 to seventy-five (75) users.

> Jennifer Howard, Forensic Specialist
> 6633 Troost Avenue
> Kansas City, MO 64131
> (816) 349-3293
> JHoward@kcpd.org

h) Tucson Police Department (TPD)

TPD selected Forensic Advantage® during January 2009 and the product was recently deployed to approximately twenty (20) users in preparation for a mid-2010 production cutover.

> Susan Shankles, Crime Lab Superintendent
> 270 S. Stone Avenue
> Tucson, AZ 85701
> (520) 791-4494
> Susan.Shankles@tucsonaz.gov

5.0 Implementation Methodology

a) Approach

FAS will use the Microsoft Solutions Framework (MSF) as the implementation methodology for this project. Based on our experience with other projects of this type, this Proposal is intended to provide some detail on the projected phases and estimates for the LIMS project.

Microsoft Solutions Framework

We will leverage the Microsoft Solutions Framework (MSF) to plan and deliver this project. MSF represents an industry-proven solution delivery approach that provides for well-defined phases that take into account requirements specification, architectural design, solution design and development, testing and managed release cycles. MSF, as implemented for WVSPFL, will organize the solution approach into several distinct phases during the engagement.
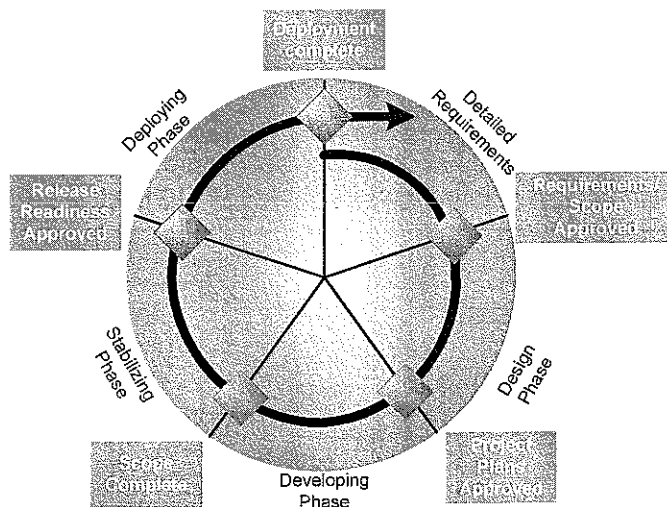
Figure 1 **MSF Process Model Phases and Milestones**

Envisioning

Envisioning involves confirming the business vision and defining the scope of work necessary to bring that vision to a reality. FAS will initiate the project with a comprehensive LiveMeeting that addresses the following topics:

- Project Methodology
- Engagement Logistics
- Detailed Project Plan
- Hardware, Software and Network specifications
- Obtain Worksheet and Report Samples

Planning

Planning continues throughout the specification of detailed functional requirements, system architectures and a detailed Plan for the remainder of the Project. As part of a 1-week, on-site visit, FAS will complete the following:

- Laboratory Walkthrough
- Product Training for Designated Subject Matter Experts (SME)
- Confirm Hardware, Software and Network specifications
- Worksheet and Report Design Kick-off
- Detailed analysis of Batch Processing Requirements

Development & Configuration

Development & Configuration begins with the first iteration of customization and culminates with the "functionality complete" milestone. During this phase, FAS will perform the following activities:

- Implementation of analysis worksheets and reports
- Assist with preliminary installation of Forensic Advantage®

Stabilization

Stabilization involves testing and acceptance. FAS will begin this phase with a 1-week, onsite visit to assist with configuration of the baseline system. Immediately thereafter, system administrator training will be provided. WVSPFL will be responsible for completing the following project tasks:

- Acceptance Testing of Analysis Worksheets and Reports
- Complete Hardware, Software and Network installation/configuration
- System Configuration to meet Business Requirements

Deployment

The Deployment phase includes training, final configuration and production deployment. FAS will provide hands-on training for end-users in preparation for a timely rollout and deployment. Following training, users will be given the opportunity to become familiar with the system in preparation for the final data migration and system cut-over.

b) Timeline

The Project will be divided into work streams within the phases described above occurring within the timeline as depicted below. The estimated duration of the project is approximately four (4) months. The following is a high-level view of the major project Phases. A September 6, 2010 project kick-off has been assumed.
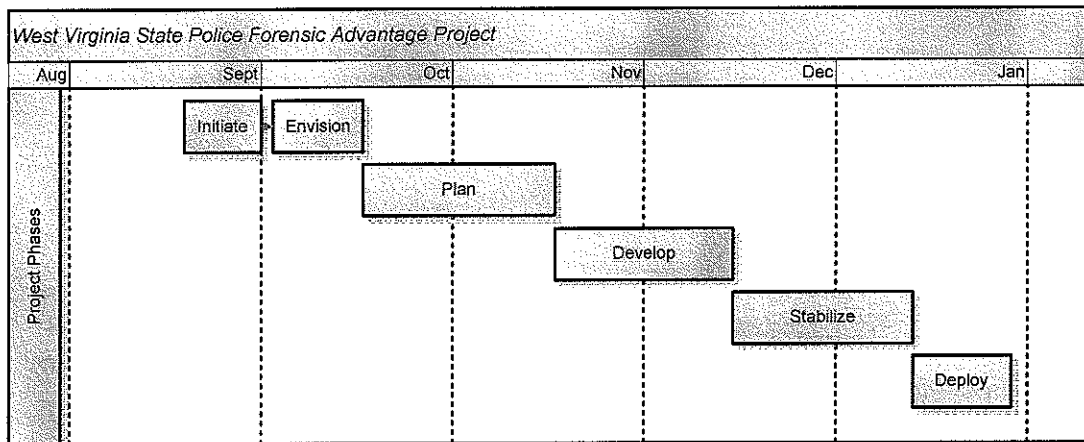
Estimated Project Phase Durations

- Envision Phase – two weeks
- Plan Phase – four weeks
- Develop Phase – four weeks
- Stabilize Phase – four weeks
- Deploy Phase – two weeks

c) Key Deliverables and Acceptance Process

The following list of projected deliverables should be formally reviewed and accepted:

Description	Primary Responsibility	Secondary Responsibility	Deliverables
Envision Phase Project Initiation, Project Planning	FAS	WVSPFL	Vision/Scope & Project Plan
Worksheet/Report Review	WVSPFL	FAS	List of Worksheets & Reports
Plan Phase Network and Database Planning	FAS	WVSPFL	Network Diagram, Migration Plan
Worksheet and Report Templates	WVSPFL	FAS	Worksheet & Report Specifications
Develop & Configure Phase Implement customizations, worksheets and reports.	FAS	WVSPFL	Worksheet & Report templates
Prepare database	WVSPFL	FAS	Database content
Detailed acceptance test plan	WVSPFL	FAS	Test Specification
Define training, support and deployment requirements.	FAS	WVSPFL	Training, Support & Deployment Plan
Stabilize/Acceptance Phase User Acceptance Test	WVSPFL	FAS	Acceptance sign-off
Perform system training	FAS	WVSPFL	User & Admin Training
Deploy Phase Product deployment	FAS	WVSPFL	
System documentation	FAS	WVSPFL	Documentation
Engagement summary	FAS	WVSPFL	Project Closure

Deliverable Acceptance Process

At specified milestones throughout the Project, FAS will deliver completed Project Deliverables for review and approval. The Deliverable Acceptance Process is described below.

Submission of Deliverables
The FAS Project Manager, or his designee, will prepare a Deliverable Acceptance Form and forward with the respective deliverable to the Customer Project Manager, or customer designee, for consideration.

Assessment of Deliverables
The customer representative will confirm that the deliverable meets the requirements as defined in this Statement of Work and that the deliverable is complete. Additional work on, or changes to, an accepted deliverable that are requested by the Customer will be managed through the Change Management Process.

Acceptance / Rejection
After reviewing, the customer will either accept the deliverable (by signing and dating the Acceptance form) or will provide a written reason for rejecting it and will return the Acceptance Form to the FAS team.

Correction of Deliverables

FAS will correct in-scope problems found with the deliverable and will address the correction of out-of-scope changes according to the Change Management Process. FAS will submit a schedule for making changes to the deliverable within two (2) business days of receiving a rejected Deliverable Acceptance Form.

Monitoring and Reporting

The FAS team will track deliverable Acceptance. Updates on Deliverable Acceptance will be included in the Weekly Status Report and discussed in the regularly scheduled Status Meeting.

Deliverables shall be reviewed within three (3) business days from the time of submittal for acceptance. Deliverables shall be deemed accepted in the absence of review or response within this specified time. The use or partial use of any deliverable constitutes acceptance. Feedback supplied after the review period will be evaluated as a potential change of scope.

d) Project Management Approach

Communication Plan

A formal process will facilitate communication during the Project. There will be two key vehicles for providing this communication: a weekly status report and a mid-point status meeting.

- The FAS Engagement Manager, working in conjunction with the Customer Project Leader, will compile status reports for distribution to both Customer and FAS management.
- Meetings will be held to review overall status, the Project schedule and open issues noted in the status report.

Issue/Risk Management Procedure

The following general procedure will be used to manage Project issues and risks:

- Identify and document
- Assess impact and prioritize
- Assign responsibility
- Monitor and report progress
- Communicate issue resolution

A mutually agreed upon issue escalation process will be defined at the outset of the Project.

Change Management Process

During the Project either party may request in writing additions, deletions or modifications to the services described in this Proposal ("Change"). We shall have no obligation to commence work in connection with any Change until the fee and schedule impact of the Change is agreed upon in a written Change Request Form signed by the designated Project Managers from both parties.

Upon a request for a Change, we shall submit the Change on our standard Change Request Form describing the Change, including the impact of the Change on the Project schedule, fees and expenses. The Change Management Process that will be employed is defined below. Both parties agree to follow this process and to use the Project Change Request Form.

- Identify and document
- Assess impact and prioritize
- Estimate required effort
- Approve / disapprove
- Assign responsibility
- Monitor and report progress
- Communicate change resolution.

Within three days of receipt of the proposed Change Request, you shall either indicate acceptance of the proposed Change by signing the Change Request Form or advise us not to perform the Change, in which event we shall proceed only with the original services. In the absence of either, we will not perform the proposed Change.

e) Data Migration

A custom data migration plan will be designed once a copy of Customer's data has been received. FAS will utilize Microsoft's SQL Server Integration Services (SSIS) and custom scripts to facilitate the migration of data into Forensic Advantage®. Assuming no significant data integrity issues are present and that most fields can be readily mapped to corresponding fields within Forensic Advantage®, the migration plan will be as follows:

- Obtain data schema of all existing customer data
- Obtain files from the legacy database(s)
- Import files into equivalent database(s)
- Import sample files (as is) into SQL Server database
- Use current data schema to match data on a field-by-field basis
- Identify any 'unmatched' tables or fields and document findings to customer
- Discuss findings to permit customer to correct data integrity issues
- Create SSIS scripts
- Execute Test migration, verify results
- Perform 'trial' migration using Customer production data and verify results
- Modify and document final migration plan, obtain final sign-off from customer
- Execute final migration immediately prior to production deployment

6.0 Training Plan

The benefits of implementing Forensic Advantage® are lost if users are unable and/or unwilling to use the application effectively. A detailed, hands-on training curriculum is constantly enhanced and maintained so that users, supervisors, administrators and management may leverage the system to improve operational efficiencies. We are also prepared to provide supplemental training and/or personalized mentoring for new or experienced users in order to maximize the value of Forensic Advantage®.

a) Training Plan

A detailed training curriculum is supported by this documentation so that users, supervisors and administrators may each make efficient and effective use of the application. The following summary provides an overview of the Forensic Advantage® training plan. The primary objective of the training plan is to ensure a smooth and timely transition to Forensic Advantage® with an emphasis on enhancing the individual's productivity and effectiveness. Typical curriculum includes course objectives, classroom presentation, hands-on exercises, quick reference materials and proficiency assessments.

Basic Training

Intended for those responsible for ensuring that evidence is properly entered and maintained until it is returned or destroyed, this 1½-day course provides students with an overview regarding the design, look, feel, nomenclature and processes involved with Forensic Advantage®. Hands-on exercises are used to familiarize users with activities such as:
- Submission Entry
- Chain-of-Custody transfers
- Evidence Breakdown
- Case & Evidence Searches

Discipline Specific Training

Targeted at individuals responsible for performing laboratory analyses, entering results into the system, performing reviews and producing reports, this ½-day course trains examiners in the proper use of their discipline-specific worksheets and report generation techniques. Hands-on exercises are used to reinforce the presentation, including:
- InfoPath Worksheets and Result Data Sets
- Generation of Analytical Reports
- Review and Approval processes

Advanced Training

This 1-day course is intended for section supervisors and technically savvy individuals and demonstrates advanced techniques that can be used to increase productivity and throughput. Attendees should include those responsible for assigning work, tracking progress, reviewing and approving results, assuring compliance and managing section activities. Topics include:
- Workload Management and Case Assignment
- Evidence Reconciliation
- Resource Module
- Quality Assurance
- Management Reports
- Reference Library
- Testimony

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Administrator Training

This 2-day course is intended for application administrators and IT Staff. Individuals responsible for managing day-to-day operations of the system, data reliability, security, user support and ongoing performance/configuration of the database should attend. Topics include:

- Client and Database Management
- Worksheet & Analysis Report Design
- Management Report Design
- Instrument Integration
- NFLIS & Data Exports

b) Documentation

Comprehensive Forensic Advantage® documentation is provided in both paper and online versions. Forensic Advantage® also includes on-line access to context-sensitive help that provides specific information regarding each screen and the procedures required to effectively use the system. All documentation is kept up-to-date with the most recent version of the application and is available for download by clients at any time.

7.0   Cost Proposal

Project costs are based on a current understanding of project needs as gleaned from WVSPFL's RFP. Changes in project scope and/or expectations may affect the accuracy of this quote and should be thoroughly discussed before entering into a final agreement. A detailed Cost Proposal may be found in Appendix A: Cost Proposal.

a) Hardware & Peripheral Components

As a reseller of barcode equipment, workstations, servers and related accessories, FAS is prepared to provide a competitive quotation for peripheral components if required. We look forward to working with WVSPFL to specify and acquire peripheral components that augment and support the efficient use of the application. Peripherals that our clients most commonly leverage with Forensic Advantage® are listed below.

Printers

Forensic Advantage® supports Windows-compliant, industry-standard laser printers for producing certificates of analysis and management reports.

Barcode Printers

Forensic Advantage® supports Windows-compliant, industry-standard barcode printers for producing barcode labels to track specimens in an automated fashion. While we do not promote one brand of barcode equipment over another, we have had success with Brady barcode label printers.

Barcode Scanners

Forensic Advantage® supports Windows-compliant, industry-standard barcode scanners for reading barcode labels. While we do not promote one brand of barcode equipment over another, we have had success with Symbol Technologies scanners. For example, the Symbol Tech MC9090-G provides users with flexible, always-on data connection to business applications and systems.

Document Scanners

Forensic Advantage® supports industry-standard document scanners. While we do not promote one brand of document scanner over another, we have had success with HP's Digital Sender for intelligent document scanning and routing.

Digital Signature Pads

Forensic Advantage® supports industry-standard digital signature pads for capturing electronic signatures as part of chain-of-custody transactions. We have had particular success with Topaz signature pads.

b) General Customer Responsibilities

FAS' delivery of the products and services at the fees set forth in the Cost Proposal, are dependent on the customers active involvement, ability to provide accurate and complete information as needed, timely and effective completion of its Responsibilities, the accuracy and completeness of the Assumptions, and timely decisions and approvals as set forth herein.

WVSPFL will perform the tasks, furnish the personnel, provide the resources, or undertake the responsibilities specified below.

- Provide a Project Manager or other representative to manage the Project. Representative will:
  - Manage Project plan(s), schedules, etc.
  - Make key day-to-day decisions and provide a single point of contact
  - Accept deliverables.
- Provide personnel knowledgeable in the requirements of the system being implemented.
- Provide business user representatives as required by project plan.
- Provide any additional information as requested within 3 business days.
- Provide access to other materials and resources relevant to the services as needed, and as advised by us in advance.

In performing this engagement, we will rely on instructions, authorizations, approvals or other information provided by the Project Manager or other personnel identified by the Project Manager.

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c) Project Assumptions

The Services, fees and delivery schedule for this Project are based upon the following assumptions.

Key Assumptions:

- The collection and documenting of business requirements is the responsibility of WVSPFL. FAS assumes WVSPFL will provide business requirements and considerations as necessary to successfully implement this project.
- All project documentation will be produced using Microsoft Office System 2007.
- It is assumed that WVSPFL will make decisions in a timely manner.
- This Proposal describes the work to be performed and identifies the deliverables that will be provided. Work/deliverables not contained in this Proposal may be considered out-of-scope and may not be provided unless approved through the Change Management Process.
- The standard work day for this project is 8:00 AM through 5:00 PM EST, Monday through Friday, with the exception of scheduled holidays.
- All necessary hardware resources, facilities, and key personnel will be available to assist the consultant during onsite visits.
- There will be regularly scheduled status review meetings with the project team to determine accomplishments and to identify any issues that need immediate resolution. For critical issues, a response may be required within one business day.
- For other issues, a response may be required within two (2) business days. In the status report meetings, FAS will notify WVSPFL of any delays or use of resources that is greater than expected by the project plan.
- This Proposal cannot take into account all possible circumstances and is based on information provided by WVSPFL and FAS' collective experience.

8.0 Maintenance & Support Program

Forensic Advantage® Systems is committed to customer service in everything it does. In cooperation with Microsoft, FAS regularly conducts independent customer satisfaction surveys in an effort to solicit input and suggestions regarding areas for improvement. During the past three (3) years, the organization's rating ranks among the world's best (91%-96%), placing it in the highest echelon of Microsoft partners. From business development, to project initiation, to application design, deployment and support, FAS is committed to ensuring that the customer comes first.

a) Warranty

FAS warrants Forensic Advantage® against deficiencies in functionality (as defined in system design and application documentation), defects in operation and deficiencies in meeting the performance criteria specified herein. This warranty will begin on the date that WVSPFL completes system testing and places the solution into production. The initial warranty period will consist of one (1) year.

In addition, TCSC warrants the following:
- The medium on which application software is provided will be free from defects
- All software and services are of current design, release and professional knowledge.
- It holds sufficient rights and/or title to application software for which it grants licenses.

b) Customer/Technical Support

FAS provides maintenance and support services from its headquarters located in Midlothian, Virginia. We offer a 24-hour/365-day Client Care portal that captures tracks and manages all customer care issues. A customer care representative constantly monitors the Client Care portal and is responsible for confirming/clarifying each issue as well as escalating it, if necessary, based on categorization and priority. This "high touch" communication channel provides an average response time of 90 minutes, with approximately 90% of issues being resolved during the same business day.

FAS also provides comprehensive application support, including but not limited to onsite, telephone and remote access. FAS' Business Hour Annual Maintenance/Service Agreement provides the following:
- Unlimited Tier 1 phone support for named application administrators
  - Application-level support
  - 1 Business Hour Contact response time, limited to business hours
  - Problem recognition and usage assistance
- Unlimited Tier 2 phone support for named application administrators
  - Application bugs, upgrades, changes in functionality and/or scope
  - Account-specific product engineer with 2 Business Hour Contact response time
  - Problem resolution continued until satisfactorily resolved
  - Scheduled off-hours assistance with product upgrades and preventive maintenance
- Free bug fixes and product upgrades
  - Online access to test/experience pending releases/upgrades
- Discounted access to new product modules
- Timely response to electronically submitted (email) questions and requests for clarification.
- Regularly updated extranet/portal that include FAQ, product planning and feature requests.
- 8 Hour Contact response time for off-hours support/assistance

    On-site Support
    While on-site support is not commonly required, FAS is willing to provide it and will provide a detailed quotation for such services upon request.

    Phone Support
    Business day telephone support is provided from 8:00am to 5:00pm EST. One (1) year of phone support has been included as part of this proposal.

    System Updates
    FAS provides a product and support portal where regular product updates, FAQs, documentation and test systems are made available online.

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Remote Access

FAS has found that support via remote access is the most efficient and cost effective model available. It provides FAS with the ability to perform system upgrades, data migrations and maintenance activities during off-hours and without affecting the overall user experience.

Extended Services

In addition, FAS provides customized extended service packages. This allows each client to create an offering that specifically addresses their requirements. Popular extended services include:

- Active Database Maintenance...hands-on database monitoring and tuning.
- Business Continuity/Recovery Planning...annual disaster recovery plan.
- Pre-Paid Services...priority development of product customization and system integration requests.
- Custom Management/Statistical Reports

c) Annual Maintenance/Software Assurance

FAS leverages a software development and distribution technique termed 'Click-Once'. Simply put, once the initial software installation has taken place, all future updates and upgrades are performed automatically. This approach enables us to easily and rapidly add product features/functionality based on customer requests. Through this method, product versioning is tracked at three distinct levels: version, release and update. The 'version' represents the overall database architecture and design (currently v2). New 'releases' are generally issued every 3 – 6 months, providing additional features/functionality (currently v2.32). Finally, custom 'updates' are performed for individual clients based on their unique requirements.

Under the click-once methodology described above, FAS aspires to provide a new 'releases' every six (6) months. The content of each release is based on input and feature requests gleaned from FAS' Customer Care Portal. As a result, the future of the product is based almost exclusively on input, feedback and suggestions from our customers and prospective clients.

Customer 'updates' represent changes to business logic and/or templates that are unique to a client's individual installation. FAS works closely with each client to implement these changes and deploy them in a timely manner to their training/testing database. Upon acceptance, the customer has the ability to activate these updates by adding them to their production server.

Appendix A: WVSPFL Cost Proposal

Cost is all-inclusive (incl. Labor, Materials, Shipping, Transportation and Travel)

Products/Service Description	Cost
Server License (Qty 2)	$ 50,000
Client License (Qty 60)	$ 60,000
Instrument Integration Service	$ 15,000
Electronic Case Folder (Discovery Module)	$ 10,000
8x5 Annual Maintenance (based on initial 60 user licenses)	$ 50,600
Conversion/Migration of Legacy Data	$ 9,600
Project-related Services (installation, configuration)	$ 60,450
Batch Processing Module	$ 25,000
Discipline-specific worksheet customizations	$ 18,000
Barcode Functionality/Implementation & Configuration	$ 3,000
Online Evidence Submission and Case Reporting (Configuration)	$ 3,000
Document Scanning Interface/Scanned Data	$ No Charge
Pilot & Production Deployment	$ 6,000
Supervisors, Analysts, Clerical Staff and Technicians Train-the-Trainer	$ 3,000
Administrator Training	$ 2,000
Additional Client Licenses (Qty 70) *	$ 70,000
TOTAL	**$ 385,650**

* Subtract $15,400 from annual maintenance if the additional 70 client licenses are not deployed initially.

Optional Products & Pricing	Cost
Quality Advantage	$ 45,000
AuthXAcces	$ 23,500

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Year one (1) Maintenance * **	$ 50,600
Year two (2) Maintenance **	$ 50,600
Year three (3) Maintenance **	$ 50.600
TOTAL	$ **151,800**

Maintenance will become effective upon acceptance of the system via change order.

GRAND TOTAL ***
$ 537,450

* Per WVSPFL pricing guide, year one (1) Maintenance was already included in initial price quote.

** Subtract $15,400 from annual maintenance until such time as the additional 70 client licenses are deployed.

*** As quoted, this provides a total of four (4) years; one (1) year following production cutover, plus three (3) maintenance years.

Vendor Name: <u>Forensic Advantage Systems</u>

Date: <u>June 25, 2010</u>

Appendix B: General Specifications

The Laboratory currently has PC desktops, laptops and tablets installed with Windows XP Professional.

The WVSPFL has no direct IT staff. The Laboratory gets its current IT support from the West Virginia State Police Communications Division. The WVSP IT personnel will advise the project, as required, in areas such as system security and architecture.

After award of the contract, the WVSPFL contact person will be the Laboratory Director, who has overall responsibility for the project schedule and adherence to contract provisions.

GENERAL SPECIFICATIONS

General Requirements:

		Yes	No
1.1	Must determine the WVSPFL software and hardware needs to implement the LIMS	✓	
1.2	Must customize the software for WVSPFL use	✓	
1.3	Must have a successful LIMS installation and implementation in an agency comparable in size and case load as the WVSPFL	✓	
1.4	Must provide data migration from current LIMS to new LIMS	✓	
1.5	Must provide system documentation, user training manuals that reflect current business operational processes as well as discipline specific end user training	✓	
1.6	Must complete a comprehensive system operation check to ensure full LIMS system capability prior to final acceptance	✓	
1.7	Must provide follow-up LIMS technical support and software maintenance which would include at a minimum bug fixes and version updates	✓	

Evidence Intake and Tracking:

		Yes	No
2.1	The system shall document the chain of custody for all evidence from laboratory submission to final disposition.	✓	
2.1.1	A "chain of custody" record shall be maintained from the time of receipt and reflect all transfer(s).	✓	
2.1.2	The record shall detail each person taking possession of an item of evidence, the date and time of the transfer, and the location of that item.	✓	
2.1.3	The evidence intake entry shall allow type in of all information on the current WVSP 53 Form.	✓	
2.2	The system shall provide the ability to print the entire chain of custody for each submitted exhibit	✓	
2.3	The system shall provide the ability for the WVSPFL to create the numbering scheme used for evidence tracking (e.g. 1.2.3, 1-2.3, 1-2-3, etc...)	✓	

2.4	The system shall be able to perform both single and multiple item(s) transfers while maintaining a record of the chain of custody	✓	
2.5	The system should allow the ability to manage packaging and repackaging information	✓	
2.6	The system shall allow the ability for evidence to be sub-sampled and tracked back to the original evidence source, independently of a numbering system	✓	
2.7	The system shall be able to produce barcode and identification labels for evidence including packages and tubes.	✓	
2.7.1	These labels shall at a minimum contain the case number and item number and a barcode containing this information.	✓	
2.7.2	These labels shall be available in various sizes to fit different types of packages including tubes for DNA samples.	✓	
2.8	The system shall be able to handle additional evidence received on an existing case	✓	
2.9	The system shall use bar coding for evidence receiving, tracking, and inventory	✓	
2.10	The system shall search existing cases for the current submission prior to issuing a new case number	✓	
2.11	The system shall print an evidence receipt for the submitting agency as a record of transaction. This receipt shall have a complete chain of custody record as previously defined	✓	
2.12	The system shall have a user modifiable status function for each discipline that can be updated as the analyses are conducted (e.g. Received, Pending, Completed, Transferred, etc.)	✓	
2.13	The system shall provide the evidence intake staff and staff analysts with the ability to conduct inventories of their evidence	✓	
2.14	The system shall provide the ability to conduct inventory reconciliation of a lab, section or a person with print outs of reconciliation results showing evidence assigned to specific person or location	✓	
2.15	The system shall allow inventories to be conducted by multiple persons using different recording devices	✓	
2.16	The system shall allow evidence to be outsourced, with full evidence tracking and other assignment capabilities	✓	
2.17	The system shall allow staff to assign evidence to specific locations (i.e., vault, refrigerator, shelf, temporary storage, etc...)	✓	
2.18	The system shall allow evidence inventories be done with wireless bar code readers	✓	
2.19	The system shall have an investigative evidence inventory capability.	✓	
2.19.1	Once an inventory is conducted, the application will compare the physical inventory back to the database as to what should be in the investigative evidence locker. Resultant exception reports will show the differences. This report must be printable	✓	

2.20	The system shall allow for multi-agency submissions under the same Laboratory case number	✓	
2.21	The system shall allow the creation of multiple generation sub-items (i.e. parent, child, and grandchild); the relationship shall be apparent in the numbering scheme; repackaging of these sub-items shall be allowed and tracked in the system	✓	
2.22	The system shall have the ability for law enforcement agencies to upload case and evidence information prior to submission via the web and/or removable media and be in the form of the current WVSP DPS53 Form	✓	

Work Item Assignments:

		Yes	No
3.1	The system shall provide a workflow manager to track unassigned cases, uncompleted cases, assignments of cases to technicians, rush cases, cases prioritized by court date, and cases awaiting peer review	✓	
3.2	The system shall allow the supervisor the ability to assign cases to individual analysts, and review all previous assigned and unassigned work for each discipline.	✓	
3.2.1	The system shall capture the time period from assignment to completion.	✓	
3.2.2	The system shall allow the supervisor the ability to assign a priority to work assignments.	✓	
3.3	The system shall allow the analyst and/or supervisor the ability to review all log entry and evidence storage data for items with a pending status prior to assignment	✓	
3.4	The system shall allow the analyst and/or supervisor the ability to review all log entry and evidence storage data for the assigned work	✓	
3.5	The system shall allow the analyst and/or supervisor the ability to transfer evidence into their personal locker	✓	
3.6	The system shall allow the analyst assigned the ability to record completed activities against the work assignment	✓	
3.7	The system shall provide the ability to list all unassigned work by disciplines	✓	
3.8	The system shall allow the analyst to record notes into distinct work areas for specific disciplines	✓	
3.9	The system shall be able to record activities conducted against each section (discipline), analyst, technician, and/or physical lab for statistical purposes	✓	
3.10	The system shall provide the ability to record court activities and court appearance evaluation by discipline, calendar year, and individual	✓	
3.11	The system shall provide the ability to record readings (literature review) by section, analyst, year, and topic	✓	
3.12	The system shall provide the ability to record proficiency test assignments, results, tracking.	✓	

3.12.1	The system should provide alerts to the QA Manager and the analyst when the proficiency due date approaches.	✓	

User Interface:

		Yes	No
4.1	The proposed Forensic LIMS shall have section dependent data entry screens custom designed for each section of the Laboratory. These screens will be developed with the cooperation of the individual section supervisors or their designee. These data entry screens must be flexible to allow the onsite IT personnel the ability to modify their layout and data requirements	✓	
4.2	The proposed Forensic LIMS shall make use of an operational area that allows customizing of specific application and user features. These are commonly referred as user preferences. An example of a user preference is the toolbar definition allowed in Microsoft Windows	✓	
4.3	The application shall insure data be entered only once and immediately accessible to all sub-applications of the application	✓	
4.4	The application shall allow a supervisor/manager to be able to review/approve Forensic LIMS report data without having to print the report	✓	
4.5	The application must have a forensic analyst communication log junction that provides a means of maintaining a continuous log of information/comments about a specific laboratory case. The communications log should be associated with a particular case	✓	
4.6	Users and or system administrators must be able to create and use Hot Key functionality or macros for repeated functions	✓	

Case Inquiries and Ad Hoc Reporting:

		Yes	No
5.1	The system shall provide the users with the capabilities to query the status of a case.	✓	
5.1.1	The system shall output the results to the screen and/or printer.	✓	
5.2	The system shall provide the users with the capabilities to query the chain of custody of each exhibit or case as a whole.	✓	
5.2.1	The system shall output the results to the screen and/or printer.	✓	

5.3	The system shall provide the capabilities to query a case via all or any combination of the following fields: • Case Number • Date(s) of Submission • Submitting Agency Name • Submitting Agency's Case Number • Subject's Name • Victim's Name • Submitting Officer • Type of crime • No-suspect Cases	✓	
5.4	The system should allow the ability to create ad-hoc (custom) reports using a third party reporting tool similar to Crystal Reports. WVSPFL desires the system to have custom report format capability (automatic template that users can modify and control)	✓	
5.5	The system shall produce reports detailing evidence contained within the lab, specific sections, and/or individuals.	✓	
5.5.1	The report should allow the results to be sorted and printed by various fields.	✓	
5.5.2	The evidence descriptive information captured in the entry form and/or worksheet shall be imported into the report.	✓	
5.6	The system shall produce standardized reports of the results of analysis performed by analysts. WVSPFL desires that final released reports of analysis be able to be stored within the data base for control and retrieval	✓	
5.7	The system shall electronically capture data for worksheets and scans or photographs for each discipline	✓	
5.8	The LIMS system shall provide web based reporting capabilities with added ability to push data results to PCs, networks, Smartphones, and PDAs	✓	
5.9	The system shall offer the capability for law enforcement agencies to remotely check their case status and run reports via the web	✓	

Management and Quality Assurance:

		Yes	No
6.1	The application shall allow or link to Standard Operating Procedures (SOP's), Technical information, and historical QA data	✓	
6.2	The system shall provide the capability to manage the chemical drug standard inventory and the firearms reference collection.	✓	
6.2.1	It shall also manage the inventory of firearms ammunition, reagents, and testing materials to predict shortage and schedule orders.	✓	
6.2.2	The system shall have the ability to perform inventory updates and to produce non-conformity reports for each non-conforming supply.	✓	

6.3	The application shall have the ability to manage record, store and maintain an inventory of all instruments, calibration logs, performance standard runs and maintenance schedules	✓	
6.4	The system shall manage the calibration and performance checks on analytical equipment	✓	
6.5	The application should have the ability to monitor reagent and chemical expirations as well as calibration standards	✓	
6.6	The application should have the ability to capture and store instrument calibration data as part of the QA associated with the case record	✓	
6.7	The system should provide automated analysis reports for toxicology and controlled substances testing	✓	
6.8	The system shall capture electronic data from the instruments listed under Appendix D and others as required by the laboratory	✓	
6.9	The system should alert the analyst of the use of an outdated reagent or out of calibration instrument	✓	
6.10	The system shall allow users to perform batch instrumental analysis of items as is commonly required by disciplines such as drug chemistry, DNA/CODIS and Toxicology. The system shall allow batching of samples from various cases and their associated quality control samples. The system shall create a run sheet of samples selected from various cases and carry it through all analytical steps therefore eliminating redundant manual entries of sample information	✓	

System Administration:

		Yes	No
7.1	The system shall allow the development of custom screens, applications, and reports by the system administrator and/or service provider	✓	
7.2	The system shall provide the capability to maintain lookup tables and selection list for data entry. Examples include submitting agencies, facilities, drugs, weapons, etc	✓	
7.3	The system shall provide the ability to modify and delete records by administrator	✓	
7.4	The system shall provide the capability to define and maintain user records. The user records maintenance includes staff name, laboratory assignments, user account, and password creation and reset	✓	

Security and Audit Log:

		Yes	No
8.1	The system shall have a hierarchical security structure. This will allow a progressively narrower access to the functional areas starting with a broad access by the system administrator and narrowing to a much defined access by an end-user application.	✓	

8.1.1		The system shall ensure proper user identification based on defined roles. Proposer must describe the application security structure.	✓	
8.2		The system shall allow the use of a fingerprint scanner to restrict access	✓	
8.3		The system shall implement security measures that ensure that only appropriate application functionality shall be provided to users with associated privileges. The privileges shall be established by the designated WVSPFL System Administrators	✓	
8.4		The system shall implement security measures that ensure that users shall have access only to data for which they have appropriate privileges. The privileges shall be established by the designated WVSPFL System Administrators	✓	
8.5		Whenever a database record is modified, the system shall log the information that is being changed and by whom (date, time, and logged-on operator), prompt for a reason for change and from what application/function or program. This is referred to as an audit log. The ability to archive the audit log should be preserved and the system shall have a feature for appropriate personnel to review the audit logs	✓	
8.6		The system shall provide the capability to output the audit log to the screen and/or printer	✓	
8.7		The system shall be able to demonstrate the ability to conform to equipment, software, data, security and functional requirements identified by the ISO 17025 requirements and the current ASCLD/LAB International Supplemental Requirements document	✓	
8.8		The contractor shall implement security measures, in compliance with Federal Guidelines as stated in the Criminal Justice Information Services (CJIS) Security Policy, to ensure that data transmission, processing, and storage are secure	✓	
8.9		Per ISO/IEC 17025/2005, the LIMS shall provide the ability to backup records stored electronically and to prevent unauthorized access to or amendment of these records	✓	
8.10		Per ISO/IEC 17025/2005, the LIMS shall provide an audit trail	✓	
8.11		Per ISO/IEC 17025/2005, in the case of records stored electronically, measures shall be taken to avoid loss or change of original data	✓	
8.12		The system shall have the capability of offering different levels of access, for example, intake, administrator, reviewer, data entry, reports, and discovery packet download	✓	
8.13		The system shall be capable of supporting users/agencies from multiple jurisdictions and shall allow for multi-role user access	✓	

Document Delivery System:

		Yes	No
9.1	The WVSPFL desires to utilize a secure document delivery system for finished reports as well as options for customers to determine case status, submit rush requests and provide for case cancellation notification	✓	
9.2	The system should use a delivery system utilizing push technology (e.g. email) for notification of case completion and pull technology (web delivery) of the analysis report (e.g. read/print only)	✓	
9.3	The document delivery security must be based on authorized users accessing the delivery product using multi-tiered security models that include Originating Agency Identifier (ORI), approved user and password	✓	

System Performance:

		Yes	No
10.1	The vendor shall ensure that the system provides timely responses to inquiries. The vendor shall provide a list of standard inquiries / transactions available through the proposed system with associated response times	✓	
10.2	The system shall support simultaneous users without significant degradation of the system performance as users are incrementally added	✓	

Architecture:

		Yes	No
11.1	The vendor shall be a Microsoft Gold Certified ISV with the ability to ensure the deliverable LIMS application has been fully tested and certified by Microsoft and VeriTest to substantiate quality and performance	✓	
11.2	The LIMS application shall have the capability to deliver integrated and standalone object repositories to allow for digital data storage (photos, text, video, etc..) with seamless integration to the LIMS platform	✓	
11.3	The system shall provide "always-on" automatic, configurable data archiving capabilities to ensure optimal system performance while lowering hardware costs	✓	
11.4	The Provider shall be tightly integrated (i.e. participants and contributors) to Microsoft's Worldwide Public Safety Initiative	✓	
11.5	The LIMS system shall provide web based reporting capabilities with added ability to push data results to PCs, networks, Smartphones, and PDAs	✓	
11.6	The baseline system must inherently provide key security and data exchange capabilities	✓	

11.7	The LIMS must run "Unattended" once installed (ie: operational efficiency needs to be achieved through an installation that is updated via 'Click-Once' software development and distribution techniques) Note: Once the initial software installation has taken place, all future updates and upgrades are performed automatically	✓	
11.8	LIMS must easily and securely integrate with 3rd party systems using industry standards by supporting XML interchange as the NIEM interchange standard. Additional Information Exchange Package (IEPD) standards must also be available based on the LIMS application	✓	
11.9	The platform must integrate workflows with information management in order to create and replicate forms, provide formatted and customizable reports, and handle bar-coding equipment	✓	
11.10	The vendor shall be responsible for converting and migrating WVSPFL's existing data into the proposed system	✓	
11.11	The vendor shall propose a centralized architecture capable of handling the expected volume of cases with minimum impact on overall performance	✓	
11.12	The system should be implemented in the latest version of Oracle RDBMS or Microsoft SQL Server. If Oracle RDBMS is selected it shall be installed in a Linux environment	✓	
11.13	The system shall use the existing local and wide area networks	✓	
11.14	The vendor's client software shall be compatible with Windows 7 and XP Professional, and shall utilize MS Active Directory for a single logon experience to both the workstation and the LIMS system	✓	
11.15	The LIMS system shall include a user friendly, intuitive Graphical User Interface to provide end users the ability to create and modify worksheets	✓	
11.16	The system shall allow for electronic signature capture capability	✓	

Hardware:

		Yes	No
12.1	The vendor shall be responsible for planning sufficient hardware capacity to support laboratory and criminal justice users while meeting performance requirements	✓	
12.2	The vendor shall be responsible for planning sufficient storage capacity to support the Laboratory's data requirements	✓	
12.3	The vendor shall provide a listing of the required hardware (i.e. servers, barcode scanners, barcode printers, fingerprint readers etc.) needed to implement the system	✓	

User and Software Licenses:

		Yes	No
13.1	The system shall have the capacity to support a minimum of 60 named users with an estimated 40 simultaneous users during peak periods	✓	
13.2	As a requirement of the support and maintenance, the vendor shall provide software updates at no additional cost	✓	

Proposed Project Schedule:

		Yes	No
14.1.1	The vendor shall provide a timeline for the project including the software customization, data migration, functionality testing, training, and implementation up to the point of acceptance.	✓	
14.1.2	The start of this timeline will begin at the date the contract is awarded and shall not exceed 12 months from that date.	✓	

Project Management:

		Yes	No
15.1	Proposers shall submit a Project Management Plan (PMP) with the initial proposal. WVSPFL will work with the selected vendor to refine the PMP	✓	
15.2	The vendor shall appoint a Project Manager (PM). The vendor's PM shall work fulltime throughout the life of the project. The vendor's PM shall have authority to make managerial and technical decisions concerning the project. The vendor's PM shall serve as the primary point of interface between the vendor and WVSPFL. Communications between the Vendor and WVSPFL shall be coordinated with the vendor's PM	✓	
15.3	WVSPFL reserves the right to require the vendor to replace the Project Manager at any time. WVSPFL shall give the vendor a ten (10) work day notice if it desires to have the PM replaced. Such notice shall contain WVSPFL's explanation for PM replacement for the vendor to assess the appropriate action and find a suitable replacement	✓	
15.4	The Project Management Plan may be changed only by written agreement by the Vendor and the WVSPFL. For each change, a Project Change Request form shall be prepared. Each Project Change Request shall be assigned a unique request number. If a change has no impact on cost or major milestone schedule, a written agreement between the Vendor and the Department may be made using the Project Change Request form. If the change impacts cost, major milestone schedule, or any other contractual term and/or condition, a formal amendment to the contract, signed by both parties, shall be required	✓	

		Yes	No
15.5	No request for any alteration or modification to the Project Management Plan shall be valid unless agreed upon in writing by the Vendor and the WVSPFL. No oral statement of any person shall in any manner affect the Project Management Plan	✓	
15.6	Vendor shall assist WVSPFL in implementing a Communication Plan (CP). The Communication Plan shall be used to guide communication between the vendor and WVSPFL	✓	

Test Strategy and Plan:

		Yes	No
16.1	The vendor and WVSPFL shall agree on a test strategy and plan	✓	
16.2	The test strategy shall propose in detail the testing approach recommended by the vendor	✓	
16.3	The test plan shall detail all the system processes and have a comprehensive test script for each process	✓	
16.4	The test plan shall include a stress test to measure the performance of the system and to establish a baseline	✓	
16.5	WVSPFL reserves the right to conduct its own test(s) independent of any testing performed by the vendor	✓	
16.6	The system acceptance will be determined solely by WVSPFL's testing	✓	

Transition and Implementation:

		Yes	No
17.1	The vendor shall provide a plan for transitioning from the current system to proposed system operational mode. The plan shall include a time line for each step	✓	
17.2	The vendor shall provide a detailed implementation plan that describes how the system will be put into production	✓	
17.3	The vendor shall assume all operational and specified support responsibility for the life of contract from time of acceptance by WVSPFL provided all maintenance fees are paid and current.	✓	
17.4	The vendor shall provide support personnel on site, as appropriate, who have been previously subjected to a WVSP background check, to assist WVSPFL in the transition to the new system. The areas of support need to be for, at a minimum: • Operating system and environmental software. • Application software. • Data communications hardware and software. • Database software. • Operations staff. • Data update scripts/processes	✓	

Inspection and Acceptance:

		Yes	No
18.1	The Vendor shall notify the WVSPFL's Project Manager in writing when the System is ready for the WVSPFL's testing and acceptance. This will be done by delivering to WVSPFL's Project Manager a signed Certificate of Acceptance	✓	
18.2	Using the test plans described within section 3.17 above, WVSPFL will test the system. If WVSPFL identifies deficiencies in the System, WVSPFL's Project Manager will provide the Vendor with written notice of the deficiencies. The Vendor shall correct the deficiencies at no additional charge, during a period acceptable to the Department. If WVSPFL requires additional time to review the System, WVSPFL's Project Manager shall notify the Vendor in writing	✓	
18.3	If, in WVSPFL's sole opinion, deficiencies continue to exist in the System after the corrective action period, WVSPFL may terminate the contract or negotiate an equitable adjustment	✓	
18.4	When the WVSPFL is satisfied with the System, WVSPFL's Project Manager will sign the Certificate of Acceptance for the System	✓	

Training:

		Yes	No
19.1	The Vendor shall provide LIMS-specific oriented training classes. The LIMS specific training classes should be for a minimum of four (4) levels of users: • System Administrators. • Section Supervisors. • Forensic Analysts. • Administrative / Clerical Support including evidence technicians. Training shall be included in the cost of the system	✓	
19.2	The Vendor shall provide an estimated timeframe for conducting training for this type of environment	✓	
19.3	The Vendor shall prepare and provide how-to-guides, quick reference cards, and other reference materials	✓	
19.4	The system shall provide on-line help screens	✓	
19.5	The system should provide an on-line tutorial detailing business processing	✓	

System Support:

		Yes	No
20.1	The vendor shall provide a help desk available, at a minimum, 8x5 for the service provided	✓	

20.2	The vendor shall be capable of tracking all help requests and/or system problems. The vendor shall demonstrate the ability to do the following: ● Log all calls received, ● Track all calls throughout the process until the solution or information is relayed back to the customer, ● Give every call a unique identification for tracking purposes. ● Produce a report of all outstanding calls for service in a given time period, ● Produce a report of all closed calls in a given time period, ● Search by any field, ● Track all work requests, complaints, and informative calls ● Support copy and paste with other Windows applications ● Assign authorized WVSPFL members to access the System and other security functions	✓	
20.3	The vendor shall provide customer and technical support with professionals dedicated to the following: ● answer questions ● document comments/suggestions ● provide technical or administrative information regarding the system	✓	

20.4	The vendor shall provide technical assistance as follows:

The vendor shall provide technical assistance as follows:
- The Scheduled Maintenance Window shall be on Saturday from 8:00 pm until Sunday 7:00 am; Eastern Time.
- When problems with the system are reported or identified, the vendor shall assign a Severity Level for each problem as defined below. If the WVSPFL disagrees with the Severity Level assigned by vendor, a change to the Severity Level will be discussed and mutually agreed upon. The Severity Levels are detailed below:

  ➢ Severity Level 1 (Critical Problem). The System is unavailable, resulting in a critical impact to operations that require fast resolution.
  ➢ Severity Level 2 (Major Problem). WVSPFL-designated users can access the System; however major functions are not available.
  ➢ Severity Level 3 (Minor Problem). WVSPFL-designated users can access the System, and one or more of the less important functions are not available resulting in a minor impact.
  ➢ Severity Level 4 (Minor Problem/Enhancement Request). The impact is insignificant to users, and the Parties agree that problem resolution will require new functionality or an enhancement to be made at a mutually agreed upon date, at no cost to WVSPFL.

- Vendor shall respond, i.e., begin working toward a resolution, to problems based on the Severity Level as described in the following table, with resolution being either a final solution or a workaround. The Response Time and Resolution Time intervals begin when WVSPFL reports the problem into vendor's Helpdesk System. Upon consultation with and approval by an authorized WVSPFL representative, the times given below can be extended.

Severity Level	Response Time (Normal Business Hours)	Resolution Time
1	2 hours	24 hours
2	2 hours	48 hours
3	1 day	5 days
4	3 days	As agreed upon by both parties

Note: Any time expressed in days represents business days and not calendar days

Appendix C: Product Overview

Forensic Advantage® is a COTS product that was designed and developed to address the unique case and evidence management requirements of local, state and federal forensic laboratories and law enforcement agencies. In order to maximize the value, flexibility and scalability of the solution, Forensic Advantage® was designed as a "COTS product built with COTS components". Developed using open-standards and non-proprietary technologies, Forensic Advantage® benefits from a modular architecture that leverages the underlying capabilities of each COTS component. The 'glue' that ties various COTS products together is Microsoft's Visual Studio .NET. Using industry-standard design and development techniques, Forensic Advantage® Systems built a modular, object-oriented application suite that can be configured to address variable business processes and data tracking requirements. In fact, most customizations requested by customer entities are addressed by changing underlying templates and/or business rules as opposed to application code.

A core component of the Forensic Advantage® application is Microsoft Office. Leveraging a business productivity suite such as Office provides a level of process automation that is not only user-friendly but grows with future iterations of the Office suite as well. The data warehousing component of Forensic Advantage® leverages Microsoft SQL Server for departmental and enterprise data collection. In addition to providing a foundation for secure and auditable data transactions, SQL Server provides an economical and scalable platform for desktop, workgroup, departmental, agency and enterprise-wide data management and reporting. Microsoft SQL Reporting Services provides a flexible reporting tool that can be used to report across various levels of data in a timely and efficient manner. SQL Server's adherence to, and support of, industry standards also promotes bilateral communication with disparate systems, facilitating the efficient migration of data from legacy applications.

The major functional areas of Forensic Advantage® are as follows:
- User Interface
- Submission Entry
- Evidence Module
- Case Processing Module
- Result Data Sets
- Lab Reports
- Firearms Collection
- Resource Manager
- Batch Processing
- Transfers and Chain of Custody
- Testimony
- Reference Library
- Administration Module
- FAWeb
- Management Reporting
- FA Gateway

User Interface

The familiar interface and tools of the solution improve the throughput of examiners while enhancing the quality, consistency and accuracy of their findings. The success of any application can be measured by how effectively end-users can use it to meet their day-to-day business needs. In that regard, a core strength is its highly intuitive user interface.
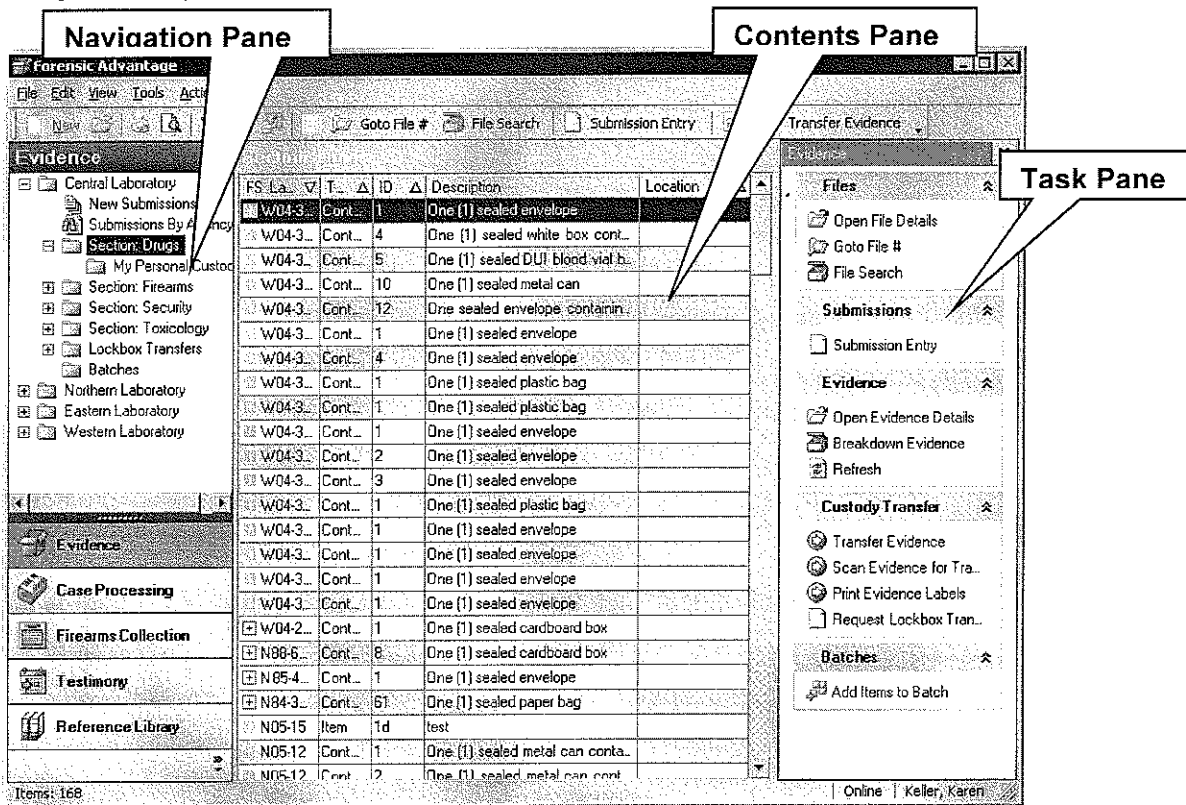
The user interface consists of six major components:
- Navigation Window
- Contents Pane
- Task Pane
- Status Bar
- Standard Menu Bar
- Help System

Combined, these components enable users to quickly and easily perform searches, display and enter information and improve their personal productivity. The system provides accurate information to the right people at the right time, facilitating better decisions, faster.

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Submission Entry

The entry of submission data is the beginning of the process which ultimately results in the generation of a lab report. Information entered during the submission entry process establishes the starting point for tracking submitted evidence and the associated cases. There are several options and screens available to facilitate the entry of information for a submission. The system has been designed so that someone entering submission data can go to the New Submissions view and work there all day. Of course, users can return to the other modules to perform additional work as well.

Some labs may have the same person entering the submission and receiving the evidence from the submitting officer. In those situations, it is more convenient for the person to receive evidence as part of the submission entry process. For this reason, the receiving evidence process can be automatically launched upon completion of each new submission. Submissions can also be 'pre-logged' by agencies using the secure features of FA Web.

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Evidence Module

One of the primary functions performed by *Forensic Advantage* is maintaining the evidence chain-of-custody. The Evidence module is responsible for concisely capturing the description and disposition of evidence while ensuring that each item is routed through the lab in an efficient manner. Evidence is easily managed and tremendous flexibility is provided throughout the system. Evidence can be identified by container or item.
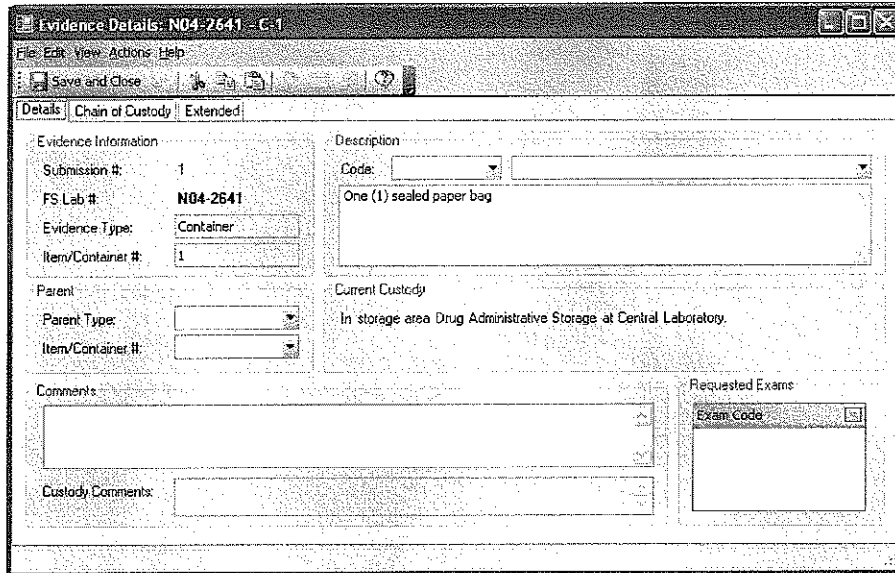
Case Processing Module
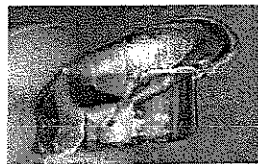
The Case Processing module facilitates the examination of evidence and the production of reports. Once submission data has been processed, cases are automatically created for the sections responsible for the requested examinations. This module is leveraged by examiners to perform their job in a timely, effective and consistent fashion. In addition to helping examiners select evidence that matches their cases, the Case Processing module provides tools for locating evidence and facilitating intra and inter-agency transfers.
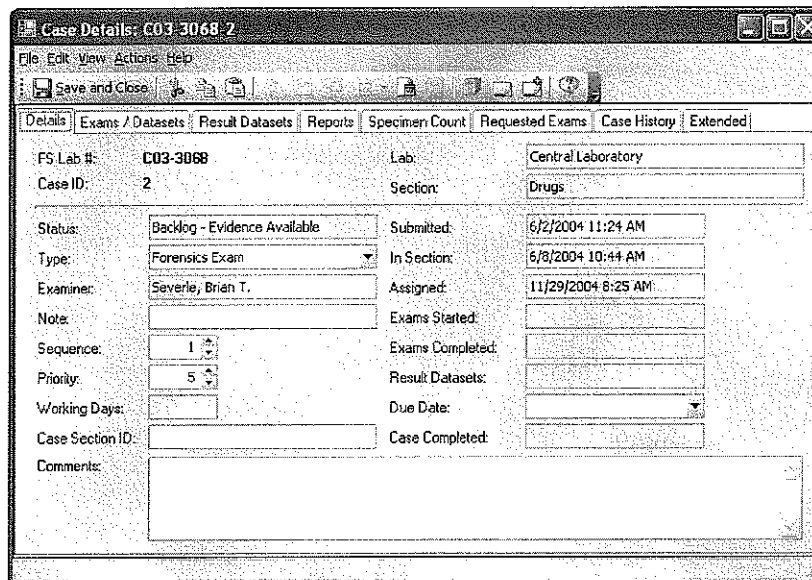
Result Data Sets

Analysts enter their testing results into an electronic form called a Result Data Sets. These Result Data Sets are highly customizable by section/discipline and represent a key component of the system. They are designed to capture information needed to prepare the final lab reports. This information can also be exported in various formats for later reporting (NFLIS and other third-party reports). An example Result Data Set/Worksheet has been attached below.

Colorado Bureau of Investigation

Bullet

Lab #:   ✱
Case #:   ✱
Section: ✱
Specimens:

Analyst: ✱ Submission Date:
Markings As Received: Completion Date:
Markings As Returned: Hours:
Packaging Description:
Repackaging Description:

Item #: [▾] Item Description:

Trace Evidence: [▾]

☐ 10% Bleach   Weight (grs):   Weight (gms): 0.0000   Diameter (in):

Rifling: Diameter (mm): 0.00

Cannelure #   Cannelure Description   Cannelure Other   Distance From Base

[   ] [▾]

☑ Insert new cannelure

Nose Style: [▾]   Bullet Style: [▾]

Base Style Jacketed/ Exposed: Base Style Flat / Concave:

○ Jacketed   ○ Exposed   ○ Flat   ○ Concave   ○ Other

Condition:

Land Impressions Width:

Groove Impression Width:

Base Impressions:

Nose Impressions:

Possible Firearm: 📎 Click here to attach a file

Observations: Results:

☑ Insert new bullet item

[Submit]

Firearms Collection

The Firearms Collection module provides a means to record, inventory and locate firearms in the lab's reference collection. There are functions to enter firearms, print inventory listings and display information about firearms matching specified criteria. Extensive information is maintained for each item contained within the Firearms Collection.
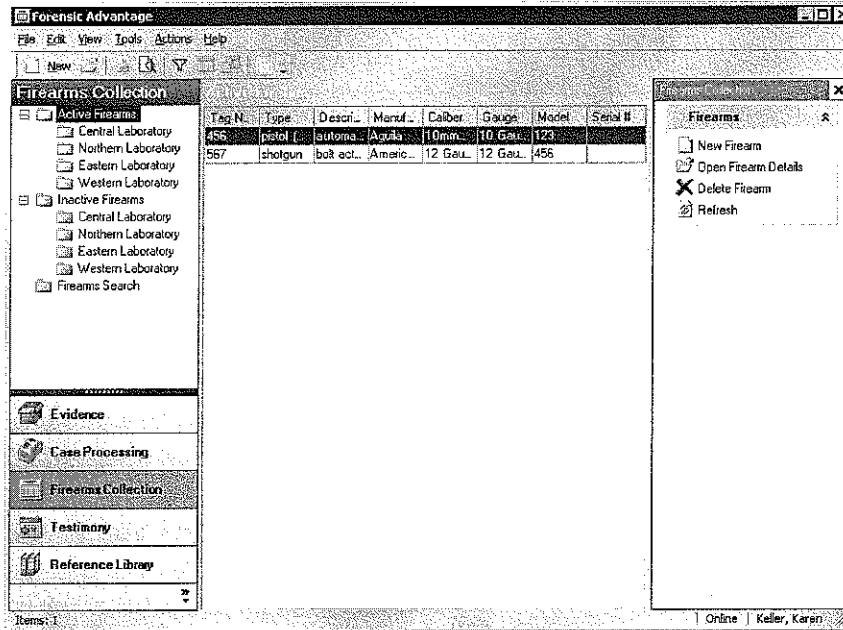
Resource Manager

Forensic Advantage® provides an extensive set of tools to manage items within a forensic laboratory. The Resource Manager enables users to maintain information on a wide variety of items and is integrated with pertinent sub-sections of the system to aid with achieving/maintaining ASCLD and ISO 17025 certification.

- Instrumentation (testing, calibration and maintenance)
- Chemical Inventory
- Safety Equipment
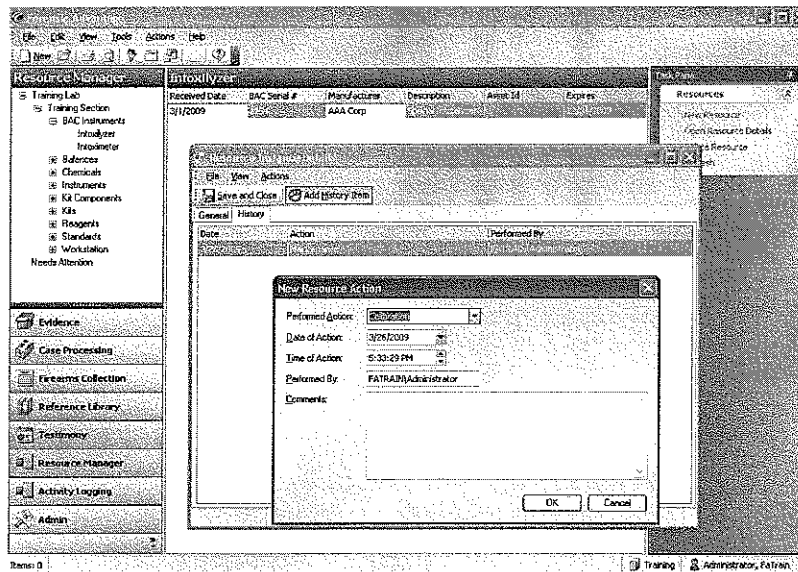
Batch Processing

Batch Processing is an easy-to-use, add-on module for the Forensic Advantage® platform that automates sample processing and expedites the gathering and dissemination of individual samples or groups of (i.e. batch) samples. The module supports a variety of configurations for tasks that require sequenced activities and assists with maximizing instrument utilization while delivering data results rapidly.
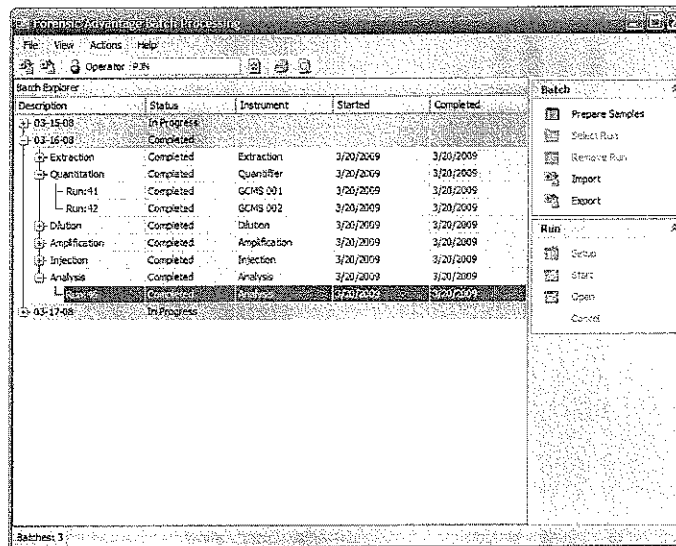
Transfers and Chain of Custody

Forensic Advantage® differs from generic laboratory information management systems in that a chain-of-custody is maintained for each piece of submitted evidence. Each transfer of the evidence from one individual or lab to another individual or lab is recorded. Passwords are used to verify the identity of individuals transferring evidence via the Verify User screen. Because evidence is closely tracked throughout the process, it is impossible to break the chain-of-custody.
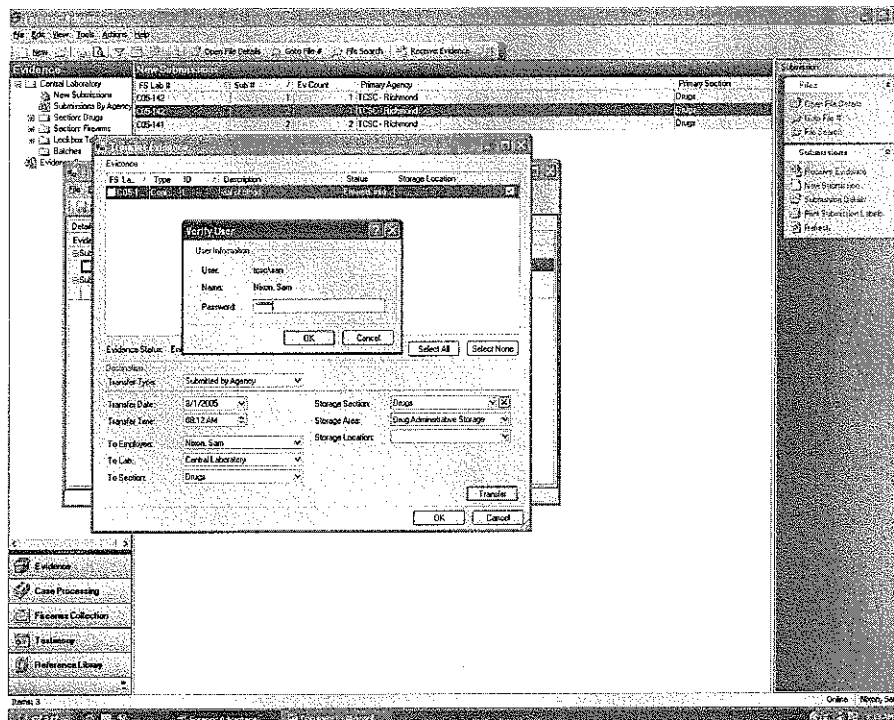
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SYSTEMS

After evidence has been received, users can initiate a custody transfer. The Transfer Evidence screen allows users to select one or more items and/or containers to be transferred. Details regarding the various transaction types as well as descriptions of standard column headings are maintained.

Testimony

The Testimony module provides a means to record, display and print information about subpoenas received by employees of the lab as well as any resulting court appearances. In addition, employees who testify are provided with the ability to record and display information about their testimony hours and mileage. This information can then be used to produce Court Testimony Statistics for the lab.

Reference Library

The Reference Library module provides a means to record and keep track of the many reference books a forensic science laboratory owns. In addition to the normal library functions of checkout and return, this module provides the ability to search for books by subject, title, author and location.
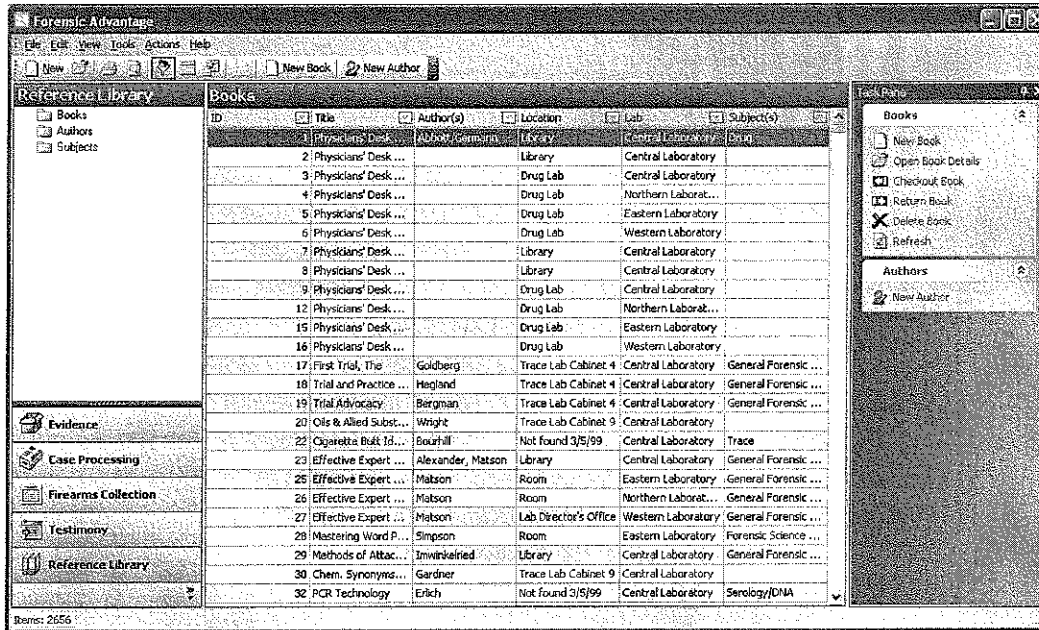
Administration Module

In order to access the Admin module, the user must be assigned administrative rights. The Admin module will not be visible if the user is not a member of the administrative group. The system was designed to help automate the administrative burden of keeping up with the thousands of pieces of evidence submitted to the lab each year and the resulting lab reports which are produced. In addition, there are various system administrator functions that are required to maintain the system and related subsystems.

Within the Admin module is a collection of tables, organized into categories in the Navigation Window, which extend the administrator's capabilities to configure and control variables within the system. Each category has a node in the Navigation Window which, when selected, loads an associated view in the Contents Pane and Task Pane.

Proposal

FORENSIC🌀ADVANTAGE
S Y S T E M S
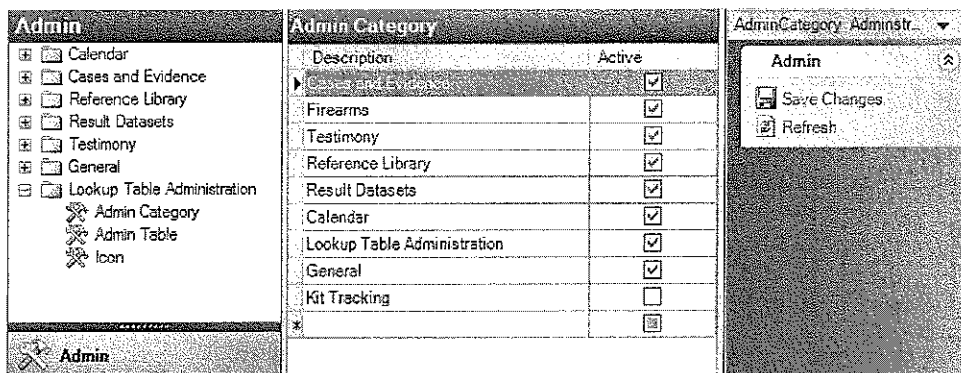
Management Reporting

Forensic Advantage® provides numerous management-style reports that can be printed 'on-demand' by lab supervisors and management as needed.

SQL Server Reporting Services	Home | My Subscriptions | Site Settings | Help
Home >	Search for: _____ Go
Forensic Advantage - Administrative	

Contents | **Properties**

⠀⠀⠀ ▦ Show Details

📄 BacklogStatistics(Detail)	📄 Exam Completion Examiner Detail Report
📄 BacklogStatistics(Summary)	📄 Exam Completion Report
📄 Court Statistics Analysis	📄 Individual Workload
📄 Court Statistics Summary	📄 Individual Workload Summary
📄 Daily Submission Log	📄 Individual Workload Summary By Lab
📄 Drug Examination Report	📄 Individual Workload Summary by Lab and Exam Type
📄 Drug Examiner Case Detail Report	📄 Individual Workload Summary by Section
📄 Drug Examiner Detail Report	📄 Inventory Administrator
📄 Drug Laboratory Statistics	📄 Inventory Administrator By Agency Name
📄 Drug Laboratory Statistics (One Page)	📄 Inventory Administrator with Exam
📄 DUI Month by Month Summary Report	📄 Rifled Firearm Trigger Pull
📄 DUI Summary Report	📄 Section Workload Summary By Lab
📄 Exam Completion Examiner Case Detail Report	📄 Shotgun Firearm Trigger Pull
	📄 Submission Case Summary
	📄 Workload Summary by Lab
	📄 Workload Summary by Section
	📄 Workload Summary by Section and Labs

Appendix D: Product Architecture

Forensic Advantage® is a Visual Studio .NET application that was designed to emulate Microsoft Outlook and leverages the strengths of the Microsoft Office System. For data storage, the solution implements distributed, multi-master Microsoft SQL Server databases, which are located at each laboratory site. These databases use Web services and disconnected data sets for connection across a wide area network (WAN) so that forensic examiners always have access to required data—even if their local server or network is unavailable. XML is used to capture, store, and communicate information, and Web services connect legacy systems to the application enabling it to be almost completely data-driven.

a) Hardware

As a Microsoft-centric application, Forensic Advantage® relies on a full complement of server and desktop components. The following information clarifies hardware and software recommendations for the proposed configuration. Where necessary, FAS looks forward to working with WVSPFL to address unique infrastructure requirements such as server and/or application virtualization.

Server Components

The proposed system includes a single agency-wide database server and desktop or mobile computers for each system user.

Agency-wide Database Server (Qty. 1)
The Agency-wide Database Server will house a comprehensive instance of the application. Enterprise management reports, archive of completed cases and wholesale system backups are all handled by this server. The physical location of this server will be at WVSPFL's discretion. FAS recommends the following:
- 2GHz Xeon dual processor (quad capable)
- RAID 5 1TB HDD, 8GB RAM
- Tape Backup Drive w/ Media
- NIC, Redundant Power Supplies and UPS
- Windows Server 2008, SQL Server 2008
- Microsoft .NET Framework v3.5

Web Server (Qty. 1)
The Web Server will manage pre-logging, report distribution and remote system access. FAS recommends the following:
- 3GHz Xeon dual processor (quad capable)
- RAID 5 500GB HDD, 2GB RAM
- Tape Backup Drive w/ Media
- NIC, Redundant Power Supplies and UPS
- Windows Server 2008 Web Edition
- Microsoft .NET Framework v3.5

Desktop Environment

Most desktop hardware configurations support Forensic Advantage® but additional processor and memory improve performance. FAS recommends the following:
- Microsoft Windows XP Professional SP2, Windows Vista or Windows 7
- Microsoft Office 2007 Professional, including InfoPath
- Microsoft .NET Framework v3.5
- Microsoft Client Access License (CAL) for Windows Server and SQL Server

Workstation
While the application requires only that the designated environment be supported, FAS proposes workstation configurations that meet or exceed the following:
- 2GHz single processor
- 40GB HDD, 1GB RAM

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b) Software

TCSC recommends that WVSPFL consult its existing software acquisition contract(s) to obtain best possible pricing for system software components. Often, clients find that their existing license agreements provide no-cost upgrades to the latest version of the software, dramatically reducing the perceived cost of the solution. The following industry-standard software components are required:

Server Components

- Microsoft Windows Server 2008
- Microsoft SQL Server 2008
- Microsoft .NET Framework v3.5
- Active Directory and/or Active Directory Application Mode (ADAM)

Client Components

- Microsoft Windows XP Professional SP2, Windows Vista or Windows 7
- Microsoft .NET Framework v3.5
- Microsoft Office System 2007 Professional, including InfoPath
- Forensic Advantage® (incl. DevEx and ApexSQL Log)

Appendix D: Contractual Documents

State of West Virginia Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	**Request for Quotation**

RFQ NUMBER	PAGE
DPS1030	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

BUYER 32
304-558-2544

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/20/2010				

BID OPENING DATE:	06/17/2010	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY,
THE WEST VIRGINIA STATE POLICE, IS SOLICITING BIDS FOR
A LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS) PER
THE ATTACHED SPECIFICATIONS.

MANDATORY PRE-BID

A MANDATORY PRE-BID WILL BE HELD ON 5/25/2010 AT 1:30
PM AT 725 JEFFERSON ROAD, SOUTH CHARLESTON, WV. ALL
INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING.
FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN
DISQUALIFICATION OF THE BID. NO ONE PERSON MAY
REPRESENT MORE THAN ONE BIDDER.

AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL
POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE
OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY
PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND
REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT
IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT
ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE.
THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE
COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE
SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY
WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S
FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN
ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUD
THEIR E-MAIL ADDRESS AND FAX NUMBER.

ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO
THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE
LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL
PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN		ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

ADDRESS CORRESPONDENCE TO ATTENTION OF:

BUYER 32
304-558-2544

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BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL
PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART
OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE
ATTENDANCE SHEET.

TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO
SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION
VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ,
VIA FAX AT 304-558-4115, OR VIA E-MAIL AT
SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL
QUESTIONS IS 05/28/2010 AT THE CLOSE OF BUSINESS. ALL
TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSE
BY ADDENDUM AFTER THE DEADLINE.

0001   1   LS   920-49

LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS)

EXHIBIT 1

LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE
UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1)
YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS
IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE
ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL
NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE
TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY
REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS
WRITTEN NOTICE.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN
THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS, AND
PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE
CONTRACT.

RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL
WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,
SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30)
DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL
BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE
ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2)
SUCCESSIVE ONE (1) YEAR PERIODS.

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE
RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN
NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES
SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM
WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY
AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN
MARKET, WITHOUT THE FILING OF A REQUISITION OR COST
ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR
IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN
CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN
TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE
VOLUME OF WORK).

INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF
COVERAGE OF COMMERCIAL GENERAL LIABILITY INSURANCE
PRIOR TO ISSUANCE OF THE CONTRACT. UNLESS OTHERWISE
SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF
INSURANCE COVERAGE REQUIRED IS $250,000.

WORKER'S COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A
CERTIFICATE FROM WORKER'S COMPENSATION IF SUCCESSFUL.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES
FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATI-
CALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER
ORDER.

EXHIBIT 10

                    REQUISITION NO.: DPS1030

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ..✓....

NO. 2 ...✓...

NO. 3 ....

NO. 4 ....

NO. 5 ....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.

VENDOR MUST CLEARLY UNDERSTAND 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

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE

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SPECIFICATIONS BY AN OFFICIAL ADDENDUM, IS BINDING.

....
                         SIGNATURE

the Computer Solution Co.
                         COMPANY

June 25, 2010..............
                         DATE

NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED
WITH THE BID.

                    NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

      DEPARTMENT OF ADMINISTRATION
      PURCHASING DIVISION
      BUILDING 15
      2019 WASHINGTON STREET, EAST
      CHARLESTON, WV 25305-0130

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF
THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

BUYER: SHELLY MURRAY

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
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RFQ. NO.:   DPS1030

BID OPENING DATE: 06/17/2010

BID OPENING TIME: 1:30 PM

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY
TO CONTACT YOU REGARDING YOUR BID:
     (804) 794-6194

CONTACT PERSON (PLEASE PRINT CLEARLY):
     Peter Eklund

****** THIS IS THE END OF RFQ   DPS1030 ****** TOTAL:

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE   TELEPHONE   DATE

TITLE   FEIN   ADDRESS CHANGES TO BE NOTED ABOVE

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Rev. 09/08

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
   _____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
   _____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
   _____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% resident vendor preference for the reason checked:**
   _____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% resident vendor preference for the reason checked:**
   _____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

4. **Application is made for 5% resident vendor preference for the reason checked:**
   _____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
   _____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
   _____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: The Computer Solution Co.   Signed: _____

Date: 6-25-10   Title: President

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ No. DPS 1030

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:
"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: The Computer Solution Company of Virginia, Inc.

Authorized Signature: _[signature]_ Date: 6-25-10

State of Virginia

County of Chesterfield , to-wit:

Taken, subscribed, and sworn to before me this 25 day of June , 20 10.

My Commission expires 6-30-11 , 20 11 .

AFFIX SEAL HERE

NOTARY PUBLIC _Megan Clark_

[Notary seal:]
MEGAN ELIZABETH CLARK
NOTARY PUBLIC
REG # 7154080
COMMISSION EXPIRES 6-30-11
COMMONWEALTH OF VIRGINIA

Purchasing Affidavit (Revised 12/15/09)