

# HARVEST

TECHNOLOGY GROUP, INC.

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Alpharetta, GA 30005  
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**RESPONSE to**

**WEST VIRGINIA CONTENT MANAGEMENT SYSTEM**

**REQUEST FOR PROPOSAL NO: LOT454**

**ORIGINAL**

**Technical Proposal**

**RFP # LOT454**

**CLOSING DATE AND TIME:**

**Thursday, March 4th, 2010  
1:30 P.M. EST LOCAL TIME**

Harvest Technology Group Contact Person:

John Riordan  
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PURCHASING DIVISION  
STATE OF WV

## Table of Contents

Preface – Overview .....	4
Section I – General requirements for content management and reports management system features, and references.....	10
Section II – Capture and Electronic Forms Section.....	18
Section III – Workflow Solution Section .....	23
Section IV – Vendor Qualifications Section .....	24
Section V – Presentation / Demonstration Section.....	31
Section VI – Cost.....	32
Appendix A – Project Timelines and Sample Project Plans.....	33
Appendix B – Content360 Implementation and Project Management Steps .....	44
Appendix C – Guide to Harvest Tech Support.....	52
Appendix D – OnBase Hardware and OS Requirements .....	57
Appendix E – Fujitsu ScanCare Data Sheet .....	59
Appendix F – Mandatory Signed Documents .....	61

March 4, 2010

Shelly Murray  
Lottery Commission  
312 MacCorkle Avenue, SE  
Charleston, WV 25314-1143

Dear Ms. Murray:

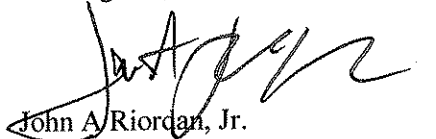
On behalf of Harvest Technology Group, it is with great pleasure that I provide the West Virginia Lottery with the following response to your Request for Proposal for a document imaging and content management system. Harvest is currently working with a number of State and Provincial Lotteries across the U.S. and Canada to help them remove paper and improve their processes. Our initial project with the Georgia Lottery Corporation has allowed them to remove the paper and reduce the amount of time it takes them to process retail applications by two weeks.

In order to meet all of the requirements in your RFP, we are proposing an industry leading software product called OnBase. The OnBase Enterprise Content Management solution is a scalable, open software product with more than 8,200 customers worldwide including the Georgia Lottery. OnBase is a world class document management tool which will satisfy the West Virginia Lottery's current requirements and allow future expandability throughout any department.

Harvest will utilize our unique Content360 consulting and implementation approach to work with the West Virginia Lottery to understand your business requirements, crystallize your solution goals, architect the best solution, expertly implement this solution, and ensure your users are properly trained and supported in the coming months and years. This approach will ensure that you have a stable, reliable and usable system, built upon industry leading software, and based upon your user's and retailer's needs.

Once again, thank you for your interest in Harvest Technology Group's solution. It is our corporate mission to apply innovation to help our client's succeed and we take great pride in every assignment. Please do not hesitate to contact me if any questions arise during the review process. We hope to have the opportunity to put our lottery experience and technical solutions to work for the West Virginia Lottery.

Best regards,



John A. Riordan, Jr.  
President / Chief Executive Officer  
Harvest Technology Group  
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## Preface – Overview

### Harvest Note regarding the Technical Proposal

Harvest Technology Group (“Harvest”) has taken great effort to provide a response which is both complete and clear. The Technical Proposal is therefore broken into the following sections:

1. Executive Summary – This explains Harvest’s vision for the West Virginia Lottery (“WV Lottery”) and this project.
2. Overview of Harvest and Hyland Software – It is important for the WV Lottery to know about the organizations with whom you will be working with over the coming months and years.
3. The Georgia Lottery Story – Harvest has recently completed a very similar project with the Georgia Lottery Corporation (“GLC”). This section will outline the work performed, the challenges faced, and the results the GLC has experienced.
4. Sections I-VI – These sections are displayed exactly as specified within the RFP. You will find that the bullet points listed in Part 4 of the RFP are listed first as these provide a more narrative summary of the software or company. The information from Part 3 of the RFP is listed next in the exact numerical order as found in the RFP. This gives more precise responses to the listed requirements. Harvest has noted “*Requirement Met / Standard Functionality*” where no further detail was necessary and/or additional information where clarity regarding functionality or capability was needed. In both the Part 3 and 4 responses, the RFP requirement has been reproduced in standard font and Harvest’s answers in *italic* font.
5. Appendices – The final sections of the Technical Proposal are Appendices for supplemental information regarding project plans and timelines, implementation methodologies, support services, and hardware requirements. This information is more detailed and has been placed in Appendices in order to maintain continuity in the Technical Proposal.

## **Executive Summary**

Harvest, in partnership with Hyland Software, the manufacturer of OnBase, is proud to have the opportunity to work with the WV Lottery in fulfilling their vision of a Document Imaging and Content Management solution. The WV Lottery has an excellent reputation for supporting seniors, tourism, education and Veterans through the traditional lottery games, Racetrack Video Lottery, Limited Video Lottery and Table Games. It is our desire to help the WV Lottery achieve new levels of process efficiency by engaging in this project together. In this project we wish to achieve the following objectives:

- Understand the unique needs of the WV Lottery with their retailer application processes – both now and in the future
- Determine which solution(s) is(are) the best fit based upon our understanding of your immediate and future needs
- Expertly implement those solutions on time and under budget
- Ensure the needs of your users are met and they are comfortable leveraging our solutions to help improve their day to day productivity and quality of life
- Utilize our knowledge and experience to guide and support the WV Lottery in their efficiency efforts in the coming decades.

The combination of Harvest's expertise in Document Imaging and Content Management for State and Provincial Lotteries and Hyland Software's award winning OnBase software suite produces a truly complete solution for the WV Lottery's immediate retail application processing needs as well as your future enterprise content challenges.

A common saying around the WV Lottery is "When You Play, West Virginia Wins!" Harvest knows from our previous lottery experience that the addition of the OnBase Document Imaging and Content Management solution expertly implemented by Harvest, can help West Virginia increase the winnings by:

- Lowering the cost of doing business to increase profits

By reducing the amount of paper and the manual tasks associated with paper based processes, the WV Lottery will be able to maintain your current headcount even in the face of expected growth. This will allow you to maintain your culture and keep overhead lower which will result in more money being given to West Virginia.

- Reducing new employee down time by lowering the training requirements

The OnBase solution has many integration points into your GTECH, Great Plains and other line of business applications. The integration points allow users direct access to documents without leaving the applications they work in every day. By not forcing your users to learn another software interface, they can get up and running very quickly on our solution.

- Improving accuracy and speed in the retail application process

The OnBase integrated workflow solution will make certain that nothing slips through the cracks in your retail application process. Every step of the process may be monitored for compliance and production visibility ensuring that the process you define is followed every time. This will reduce mistakes and fraud and improve the speed at which applications are processed. This will get new retailers up and selling WV Lottery games faster than ever.

In conclusion, Harvest Technology Group is, at its core, a consulting organization. We base our recommendations of the OnBase solution on the success we have had with lotteries and the WV Lottery's objectives, not our own. Based upon the requirements set forth in this RFP and the anticipated future needs of your organization, we believe that the solution proposed in this response will be the best fit for the WV Lottery. Our success is determined by your success!

### Overview of Harvest Technology Group

[www.harvesttg.com](http://www.harvesttg.com)



Harvest Technology Group, an industry-leading content management consulting firm based out of Alpharetta, GA, is proud to offer the very best in information management experience and technology. We have partnered with leading technology developers including Hyland Software, creators of the award-winning OnBase Solutions Suite, to provide local and national organizations with specific, tailored solutions to meet their unique business requirements. What differentiates Harvest Technology Group is our unique ability to deliver the full spectrum of content management services including licensing, integration, implementation, training and support. What this means to our customers is that we are their single point of contact should an issue arise, providing a faster and more accurate response and, most importantly, peace of mind in the investments you select.

Established in 1999, Harvest Technology Group is celebrating our 11<sup>th</sup> anniversary this year, and is a recognized leader in the document management consulting arena, providing flexible, scalable, enterprise e-document and business continuity solutions. Harvest enables organizations to reduce costs and extend investments in technology and manpower by streamlining how information is captured, shared, customized and delivered.

Our end-to-end content management approach combines an in-depth understanding of front and back-of-the-house, industry-specific business processes with award-winning imaging, workflow, e-document, storage and distribution software systems. The result: operational efficiencies are enhanced, compliance with local and federal guidelines is ensured, and financial waste is dramatically reduced.

Harvest supports over 1800 installations and 50 alliance partners worldwide. Harvest maintains advanced certifications on all technology partner software including those developed by Hyland Software®, Bottomline Technologies®, AnyDoc Corporation, and others.

### Harvest Technology Group

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**Overview of Hyland Software, Inc. – Developer of OnBase**  
**[www.onbase.com](http://www.onbase.com)**

Hyland Software, established in 1991, is a software developer dedicated to enabling a broad spectrum of organizations to become operationally more efficient and effective. For more than a decade, Hyland has accomplished this by developing and marketing OnBase®, their award-winning enterprise content management (ECM) software.

The OnBase enterprise content management solution consists of more than 90 modules, and is constantly expanding. As a customer-driven organization committed to providing premium service and support, Hyland is dedicated to developing ECM software that is deployable at both the departmental and enterprise levels. Hyland provides organizations with solutions that help streamline their work processes and share information among their employees, business partners and customers. Hyland addresses our customers' needs with products that set the standard for out-of-the-box functionality and people who set the standard for responsiveness, honesty and integrity.

Headquartered in Cleveland, Ohio, Hyland markets OnBase throughout North America, Latin America, Europe and Japan through strategic partners such as Harvest Technology Group.

**Hyland Software, Inc.**

*Corporate Office: Sales, Professional Services, Training, Support and Maintenance*

Address: 28500 Clemens Road, Westlake, Ohio USA 44145  
Main Phone: 440.788.5000  
Main Fax: 440.788.5100

*European Office:*

Berkshire, United Kingdom

## **The Georgia Lottery Story**

Harvest is very proud to have the Georgia Lottery Corporation (“GLC”) as a premier client. The following information is provided as a reference to the WV Lottery to illustrate the history, challenges and benefits experienced by a similar Lottery who has completed a similar project.

In December of 2007, the GLC issued an RFQ for help automating their Retailer Application Approval Process (“RAAP”). This process was, at the time, entirely manual and riddled with paper. The process involved nearly every department within the GLC: sales, legal, Retailer Contract Administration, Keno, finance, operations, and credit. The process also involved numerous organizations outside of the GLC: Georgia Department of Revenue, Georgia Bureau of Investigation, Georgia Secretary of State, and GTECH.

The GLC has over 270 employees, over 8,000 retailers, processes approximately 50 new applications every week, and recertifies retailers about every two years. The initial project goal was to gain visibility and accountability in the RAAP. The GLC needed to know where every retail application was in the approval process at any time and needed to be able to respond to requests in a more timely fashion.

The GLC’s other requirements included:

- Records Management capability
- Expandability into departments beyond Retailer Contracts
- Full Microsoft and existing SAN support
- Thin Client access and Citrix support
- Integration into existing applications such as GTECH ES, MS Sharepoint, and MS Dynamics GP
- Secure documents access – much of the data in the Retail Application is extremely sensitive
- Audit ready solution with easy to access process reports
- Very strong and easy to use workflow development

In March of 2008, after a rigorous review and approval process, the GLC selected Harvest Technology Group and OnBase to solve their document and content management challenges.

## **The Work Performed**

Harvest began the Content360 Implementation Methodology (see **Appendix B**) with the GCL in early summer of 2008. During the summer and fall of 2008 a rigorous evaluation and discovery process took place to define the RAAP. Once the process was defined and agreed upon, the implementation began. The initial implementation was just for the RAAP and was completed over the first half of 2009. In June of 2009, roughly 12 months after the process was started, the GLC went live with the OnBase solution. The go-live was very smooth due to intense user training, documentation, and the GLC’s willingness to have everyone on board from the very beginning of the process.

## **The Challenges**

Like all projects of this size, there were many challenges to a successful go-live. The largest challenge was the volume of discovery needed to completely understand the RAAP. The GLC included a number of flow charts in their RFQ with similar detail as the flow charts included in the WV Lottery RFP. When the discovery phase was complete, the final flow charts, with all process steps identified, were easily 10 to 15 times the size of the initial flow charts. As previously stated, the RAAP impacts almost every department within the Lottery.



## The Results

The GLC was looking to improve visibility and accountability in the RAAP. By eliminating paper and manual steps in the process that benefit was achieved as well as the following additional benefits – some expected, some not expected:

### Efficiency

- The GLC eliminated two weeks from the RAAP. This allows new retailers to get approved more rapidly and selling lottery tickets sooner.
- There is no more paper sent from local offices to the main office. E-forms and scanned documents now guide the entire process.
- Departments can now work on their parts of the Retail Application simultaneously. The GBI can run background checks concurrently with the credit department, EFT approval and Secretary of State approval. This dramatically increased the speed of the approval (or denial).
- Since every user with approved access can view the status of applications, there is no back and forth communication between departments asking for status updates or additional information. E-forms are now the preferred method of communicating.

### Accountability

- Activities and performance are now easily tracked for every department in the RAAP. The GLC can see how long it takes for each application or an average for all applications to move from step-to-step in the process.
- The OnBase system records a history of every step and action taken during the process.
- Managers have control over the process from every step. Now that the GLC is not using paper and folders to move applications, Managers can perform every step in the process from their desks. This works very well for problem applications or if an application needs “fast-track” approval.

### Consistency

- The RAAP is followed every single time. There are no longer one-offs in the process because applications are routed and approved based upon the GLC business rules.
- Nothing is forgotten or misplaced. The OnBase workflow engine keeps track of all applications from arrival until ultimate approval or denial. At each step there are timers, notifications and escalations based upon the timeliness of the action required.
- Users can not progress or approve an application unless all process steps are completed and the required documents are present. For example – a GLC sales rep cannot forward an incomplete application for approval until all necessary documents are present.

### Automation

- The OnBase system automatically generates all approval, denial or more information request letters for the GLC. This removes a very manual “cut and paste” process for the GLC users.
- Application fee refund check requests are automatically sent to finance for unapproved applications.
- Tasks for out-of-office employees are automatically assigned to appropriate back-ups.
- New applications are routed to the next available Retail Application Coordinator by the OnBase system

## Next Steps

Harvest is currently working with the GLC to automate the vendor set-up process. This process schedules and manages all materials and hardware coordination with GTECH and should be live by summer 2010. Harvest will then move to automate the prize validation and finance departments of the GLC.

## Section I – General requirements for content management and reports management system features, and references

- Describe the application creation process. Describe all options within the process.

*Applications will be created using any commercial HTML form or Adobe form builder. This includes the option to use MS Infopath (the GLC's choice). This extremely flexible approach allows OnBase clients to work in a familiar environment for form development. Additional discovery regarding the best method for application creation will supply the recommendation.*

*The resulting E-Forms (as they are known in OnBase) can be displayed, completed and entered into OnBase via internal clients or externally via the OnBase Web Server.*

*E-Forms can perform database look-ups to complete forms with information found in an external source after an initial piece of data is entered (such as retailer address after ID is entered). Information entered into E-Forms can also update OnBase index values and other databases.*

*The most common use for E-Forms is to launch OnBase workflows (see **Section III**). In OnBase, E-Forms are considered just another document type. The data entered into the E-Form can be used as index data.*

- Describe the retention management capabilities of the proposed solution.

*The Records Management module controls and tracks records through their life cycle, from creation to destruction. Customizable retention plans can be created to control and track this life cycle. The module manages individual documents as well as folders containing a collection of related records that are maintained as a group.*

*Records Management establishes a structured compliance policy that assists in meeting legal requirements and provides a consistent process for deleting documents, resulting in reduced space, time and costs, and reduces exposure to legal action based on redundant content.*

*A Records Management retention plan is made up of a set of rules that govern how an organization will store, retrieve, disseminate, protect and destroy a record. Retention plans are devised for both individual documents as well as managed folders.*

- Describe the security capabilities and functionality in the proposed system.

*OnBase provides a point and click interface for the system administrator to define the security requirements of the system. The default pessimistic security model means that users of the system will only be given access to information explicitly allowed by the system administrator.*

*OnBase leverages the security of world class databases such as Oracle, Sybase SQL Anywhere and Microsoft SQL server for storage of configuration and document meta-data information. Document file security can be configured in a number of different ways using a variety of hardware and software mechanisms.*

*The most basic OnBase solutions leverage Windows based servers and UNC path access leveraging Active Directory and NT Authentication for access. More advanced OnBase solutions that require an alternate level of security can use the OnBase DDS module to allow the use of standard TCP/IP ports for file server access. This allows documents to be stored in servers that sit behind or between firewalls. DDS also allows for Linux servers to be used for document file storage.*

*OnBase is also compatible with EMC Centera software/hardware solutions for document file storage which offer a very high level of security for document storage.*

- Describe the annotation and mark-up features in the proposed solution.

*OnBase uses annotations to bring attention to a particular portion of a displayed document. Annotations have an associated message box and are represented on the displayed document by a user-selected icon. They have an additional graphic component that allows the user to physically mark any portion of the displayed document. The annotation can be removable or permanent, as in the case of redactions. Redaction annotations and bitmaps can be used to produce an entirely new image document in which the annotations or bitmap images are permanently affixed to the document.*

*OnBase markup capabilities include customizable notes, annotations, highlights, stamps, overlap text, arrows, shapes and redactions. Users can even develop their own note and stamp types and import them for use in the system. Given sufficient privileges, users can have create, view, modify and delete annotations. All note content is searchable and printable. The following types of annotations can be created:*

- *Arrow - Typically used to point to a specific item.*
- *Ellipse - Typically used to circle an area of interest.*
- *Overlapped Text - Used when user-defined text needs to be readily displayed over the document.*
- *Highlight - Places a transparent color over the area of interest, similar to a highlight marker.*
- *OnBase also provides certificate-based digital signature capabilities.*

- List all possible print streams that can be managed by the proposed system.

*The OnBase COLD module provides a method of electronically storing any document natively created from ASCII, PCL, DJDE, AFP files. OnBase has processed print stream from the following print systems, exstream, DocuCorp, Document Sciences, Esker, and Optio.*

- Describe any additional standard image manipulation features.

*The Image Markup toolbar provides a variety of methods for applying permanent comments to an image document, including rectangles, ellipses, lines, arrow, checkmarks, and text.*

*See annotation and mark-up response above.*

### 3.1.1. Content Management System Software

- 3.1.1.1. System must be a COTS-based, non-proprietary Windows-based object management software with an open architecture platform. – *Requirement Met / Standard Functionality.*
- 3.1.1.2. System must support 200 users, 75 users concurrently. This will be a combination of client workstations and browser clients retrieve in an intranet or the internet. System must be scalable to increase concurrency if required. - *Requirement Met / Standard Functionality.*
- 3.1.1.3. System should have a single interface for document creation, retrieval, display, print, email, fax, routing, image enhancement, and indexing. - *Requirement Met / Standard Functionality.*
- 3.1.1.4. System must provide for the electronic storage, retrieval, processing, and routing of information (objects) such as:
  - 3.1.1.4.1. Images (black & white, grayscale, and color) - *Requirement Met / Standard Functionality*
  - 3.1.1.4.2. Computer output reports data - *Requirement Met / Standard Functionality*
  - 3.1.1.4.3. Foreign files must be able to remain in native format - *Requirement Met / Standard Functionality*
- 3.1.1.5. System must be Microsoft Windows Server 2003 and higher compliant and certified and compliant with XP and higher desktop operation systems. - *Requirement Met / Standard Functionality*
- 3.1.1.6. System should support the following standard image manipulation. Verify support for these features and describe any additional features. *All below requirements met with standard functionality – see notes for 3.1.1.6.4*
  - 3.1.1.6.1. Zooming In & Out
  - 3.1.1.6.2. Redaction and redaction security
  - 3.1.1.6.3. Cut & Paste
  - 3.1.1.6.4. Printing only specific areas of a document – *Users can print any document, group of documents, pages within a document or selection within a document. You may also elected to print a document with our without redactions and notes.*
  - 3.1.1.6.5. Sticky views
  - 3.1.1.6.6. Magnifying areas of a document
  - 3.1.1.6.7. Rotate & Pan
  - 3.1.1.6.8. Inverting of document pages
  - 3.1.1.6.9. Rubber stamp with security

- 3.1.1.6.10. Document Check-in / Check-out
- 3.1.1.6.11. Cascade and tiling
- 3.1.1.6.12. Automatic scaling of images (heights, width, Fit-to-Window, or User-defined)
- 3.1.1.6.13. Display Black & White in Grayscale
- 3.1.1.6.14. Specify display fonts and print fonts
  
- 3.1.1.7. System should support Microsoft .NET platform. - *Requirement Met / Standard Functionality*
  
- 3.1.1.8. System should offer an API for automation and advanced customization capabilities if desired by the Lottery at a future time. Please confirm availability of an API. – *Requirement Met / Standard Functionality - OnBase offers a number of API solutions as well as numerous additional methods of integration.*
  
- 3.1.1.9. System should be capable of enable an existing application adding value to any existing application by attaching objects to application screens or fields. System should have the ability to “image enable” host applications through internal scripting, ActiveX, VB scripting or a SOAP/XML interface. – *Requirement Met / Standard Functionality - OnBase offers the Application Enabler module which allows client side line of business integration in a few easy steps. This module goes far beyond simple “screen-scrape” functionality which can be problematic on different size displays. Application Enabler allows you to launch workflows, index documents, retrieve documents and perform ad-hoc look-ups from virtually any application be it HTML, Java, Windows, or Text Based (Green Screen). Harvest has successfully integrated Application Enabler with at the GLC with GTECH’s ES Product and MS Dynamics GP.*
  
- 3.1.1.10. System must support central configuration for all applications and/or modules and provide for remote administration by the system administrator. - *Requirement Met / Standard Functionality*
  
- 3.1.1.11. System must support monitoring of processes and applications with automatic notification of problems or issues via email and the application. - *Requirement Met / Standard Functionality*
  
- 3.1.1.12. Deleted
  
- 3.1.1.13. Objects must be capable of being stored, retrieved, mailed, routed, exported, printed, and faxed over and Windows-based supported network. - *Requirement Met / Standard Functionality – Per Questions – OnBase is able to integrate with any faxing solution which can provide a file in a directory. Harvest has successfully integrated OnBase with RightFax, VSI Fax, Optio Fax, BisCom and a few others.*
  
- 3.1.1.14. System must support OLE-DB and ODBC-compliant database connections to support databases such as Microsoft SQL, Oracle and IBM DB2. Microsoft SQL server will be the database used for this system at this time. – *Requirement Met / Standard Functionality - OnBase supports these database types as well as many others. The OnBase database prefers SQL or Oracle.*
  
- 3.1.1.15. Content management solution must integrate into the instance of Microsoft SQL Server currently in use at the Lottery. - *Requirement Met / Standard Functionality*

- 3.1.1.16. System must be ODMA compliant in order to support the creation of documents and indexes direct from ODMA applications such as MS Word, PowerPoint, Excel, Word Perfect, etc. - *Requirement Met / Standard Functionality*
- 3.1.1.17. System must support record retention options for support of organizations record retention policies and standards. - *Requirement Met / Standard Functionality*
- 3.1.1.18. System should have the ability to configure retention policies using a structure that is compatible with the EMC Centera document retention interface. – *The OnBase to Centera integration stores the unique Centera file id in the OnBase system. If retention is handled by Centera, then OnBase takes a hands-off approach to the files and the system administrator needs only to build a process in the OnBase system that will purge the keyword information. If OnBase is to handle the deletion of the files alone, or the files and the keyword values, then a retention policy is created in OnBase and that process will perform the deletion of the file. Deleting documents or documents and keywords is configurable based on a customer's needs. The file area is over written so the file cannot be retrieved. As the storage space is managed by the storage device, once a file is deleted by the storage management software it can reallocate based on its internal capabilities.*
- 3.1.1.19. System must be able to write data to multiple storage devices at the same time, during capture for data protection and disaster recovery. - *Requirement Met / Standard Functionality - The OnBase file server solution houses all stored content including scanned images and electronically imported documents. OnBase content storage addresses high availability and redundancy with its native functionality to support multiple "copies" of OnBase disk groups (physical storage locations for documents and content). As documents are committed to the OnBase repository, a second (or third) copy of all content can be written to alternative network location(s). In the event that the primary copy, "copy 1" of the OnBase disk groups becomes unavailable, end user retrievals will be facilitated by other copies of the OnBase disk groups in a manner transparent to end users that there has been a malfunction of "copy 1". Additionally, OnBase can be quickly modified to designate other copies as the primary copy for more severe issues with the primary hardware. This modification is critical to support the scanning and import methods.*
- 3.1.1.20. System must be able to store images and index data to EMC Symmetrix DMX which is replicated to the Lottery hot-site in White Hall, WV. - *Requirement Met / Standard Functionality - Documents that have been imported into the OnBase system can be stored to any storage media (RAID, NAS, SAN, CD, DVD, optical, tape, etc.). The only requirement is that an OnBase client must be able to locate the storage media by a UNC path, drive letter, or FTP location. OnBase is also integrated with EMC Centera CAS and IBM Tivoli devices. OnBase also offers the option to use the Distributed Disk Services module which allows the administrator to use TCP/IP as a method for accessing the data that can be optionally encrypted. DDS can be used where a UNC path is not the best option*
- 3.1.1.21. System must be able to archive to EMC Centera which is replicated to a hot-site in West Virginia. - *Requirement Met / Standard Functionality*

- 3.1.1.22. The document imaging solution must integrate with the existing Lottery network infrastructure. The vendor supplied solution must utilize the existing EMC SAN solution and replication technologies supplying document imaging configuration that meets or exceeds the current Lottery business continuance standard for disaster recovery using Symmetrix Remote Data Facility Asynchronous (SRDFA). All images and data will be replicated to a hot-site in West Virginia. - *Requirement Met / Standard Functionality - OnBase runs independently of the storage system that the customer chooses. OnBase stores all content in UNC-, drive letter-, or FTP-accessible storage locations that can reside on internal server storage, direct attached storage, NAS or SAN devices, and advanced hardware solutions including EMC Centera. OnBase content storage can be designed in a redundant fashion through the use of its native capability to support and manage multiple copies of all content. Alternatively, clients can leverage other file serving strategies such as SAN mirroring or Microsoft Distributed File System solutions.*
- 3.1.1.23. Deleted
- 3.1.1.24. Bidder must identify and provide the specifications for the server required for optimal performance of the proposed solutions. – *Harvest has provided generic hardware specifications as part of this response see Appendix D. We will offer specific hardware recommendations upon completion of our discovery process.*
- 3.1.1.25. System security will be managed by the system administrator(s) at the WV Lottery. At a minimum, access to applications/record sets, access to documents, and tasks performed in the system must be controlled by user name and password. - *Requirement Met / Standard Functionality*
- 3.1.1.26. System must be able to store a document, retrieve, display, print, email, fax, route, and index from a PC client or Web based browser, without any loss in functionality. - *Requirement Met / Standard Functionality*
- 3.1.1.27. System must have a Windows look and feel and be compliant with Windows protocols such as print, fax, export, and email. - *Requirement Met / Standard Functionality*
- 3.1.1.28. System should support thumbnail viewing of the image. - *Requirement Met / Standard Functionality*
- 3.1.1.29. System must support annotation and markup of documents (i.e. highlighting, sticky notes, text messages, redlining, etc.). - *Requirement Met / Standard Functionality*
- 3.1.1.30. System must support redaction of sensitive or confidential areas of documents. - *Requirement Met / Standard Functionality*
- 3.1.1.31. System must support revisions control of documents and pages. - *Requirement Met / Standard Functionality*
- 3.1.1.32. System must support replacement of documents and pages. - *Requirement Met / Standard Functionality*

- 3.1.1.33. System must support viewing PDF files without launching the Adobe viewer, but retain all PDF viewing capabilities. – *PDF documents are opened within the OnBase viewer with embedded Adobe functionality. A separate Adobe viewer window is not opened, but Adobe needs to be installed on the client machine to provide this functionality.*
- 3.1.1.34. System should support viewing of documents in native format (CAD, JPEG, PDF, etc.) – *Requirement Met / Standard Functionality - All documents in OnBase are stored in their native format and are viewed using their native browser.*
- 3.1.1.35. System must provide the ability to manage multiple file types in a single document, i.e. append a JPEG file to a TIF file. – *Requirement Met / Standard Functionality - OnBase has numerous modules and methods to accomplish this requirement. Detailed discovery would determine the best method.*
- 3.1.1.36. System must support the ability to search and sort on any combination of index fields. – *Requirement Met / Standard Functionality - OnBase allows you to search on any variety of multiple index fields and even multiple fields of the same index type (i.e. retail applications which start with 3 or 4 as the retailer ID).*
- 3.1.1.37. System must support wild card, Boolean, ranges, greater than, less than, equal to, greater than or equal to, and less than or equal to search expressions. - *Requirement Met / Standard Functionality*
- 3.1.1.38. System must be able to display multiple images from one result set. - *Requirement Met / Standard Functionality*
- 3.1.1.39. System should be able to manipulate search result sets including sorting, printing, export, email, and realign/saving of column positions. - *Requirement Met / Standard Functionality*
- 3.1.1.40. System should have the ability to save a query for future use. Saved queries should be able to be made public. - *Requirement Met / Standard Functionality*
- 3.1.1.41. System must provide the ability to search across multiple applications for a common index value, and must be able to display image content from these applications. – *Harvest assumes “applications” in this requirement means “retail application documents” and not software applications. If this is the case, this requirement is met. If WV Lottery would like to search across multiple software applications, we can accomplish this with Application Enabler or an API but more detailed discovery would be required.*
- 3.1.1.42. System must allow for unlimited number of imaging applications with the ability to secure any and all applications form user access. - *Requirement Met / Standard Functionality*
- 3.1.1.43. System must allow for building of document applications without programming or database development. - *OnBase is a mature solution which provides over 200 rules and actions that can be leveraged to build robust solutions without the use of custom programming. - Requirement Met / Standard Functionality*



- 3.1.1.44. System should provide the ability to specify index fields as required, read only, leading zeros, part of a unique key, etc. - *Requirement Met / Standard Functionality*
- 3.1.1.45. System should provide validation masks to index fields to ensure proper input (AA-NNN-NNN-AAAA). The attributes of the index fields should be user definable, including, but not limited to: field name, length, and field data type. - *Requirement Met / Standard Functionality*
- 3.1.1.46. Intentionally left blank.
- 3.1.1.47. Computer Generated Reports - *The OnBase COLD module provides a method of electronically storing any document natively created from ASCII, PCL, DJDE, AFP files. OnBase has processed print stream from the following print systems, exstream, DocuCorp, Document Sciences, Esker, and Optio. In addition the ability to ingest PDF documents and index them is provided with the PDF Input Filter module.*
- 3.1.1.47.1. The reports are generated on systems owned by contractors of the WV Lottery and there is a possibility that the contractor could change upon renewal of the contract. For this reason the report management software must have the ability to process advanced print streams. At present the system must be able to process ASCII and PDF print streams. - *Requirement Met / Standard Functionality*
- 3.1.1.47.2. Deleted
- 3.1.1.47.3. The system must automatically detect that a report has been generated and is ready to be processed. - *OnBase can periodically monitor a directory and, based upon a file name, size or type can retrieve and automatically process a report. In addition, user may directly add reports to OnBase for processing.*
- 3.1.1.47.4. The system must automatically extract data from the report, which will be used to index and retrieve the report. - *See 3.1.1.47*
- 3.1.1.47.5. System should offer compression of report prior to storage. - *OnBase COLD module automatically identifies, compresses, stores, and indexes reports and statements that are normally output from computer systems as printed, COM, or text files. COLD, sometimes referred to as Enterprise Report Management (ERM), results in faster storage and retrieval of information with a significant cost savings over paper and micrographic equipment and supplies*
- 3.1.1.47.6. System should offer a data mining tool to extract data from multiple reports and create custom reports as required. - *The OnBase Report Mining module allows users to automatically aggregate data from within one or many documents stored in OnBase into a single Excel spreadsheet. This allows complete flexibility and ownership of the report data.*

## Section II – Capture and Electronic Forms Section

- Describe all features of the proposed capture solution.

*OnBase supports batch, ad hoc, remote and online capture. Hyland Software offers a Production Document Imaging module and third party capture solutions that enable users to ingest batch images. Batch capture may also be performed using the Document Import Processor (DIP) module in instances where the documents may already have associated keyword or metadata values. Remote batch capture is achieved the Disconnected Scanning module which enables users to scan and index documents in a disconnected environment then upload the data to OnBase at a scheduled time. Other remote options include the ability to scan documents at a remote location then FTP these data to a local server where it would be swept or scanned from disk into the system and subsequently indexed. Online or ad hoc capture may be achieved via both the client and web OnBase client interfaces. Users may drag-and-drop or import files into OnBase. In the web client, users may scan in a single document at a time via an ad hoc process. Each image captured receives a unique ID and the date and time captured is stored.*

*The OnBase Directory Import Processor is a stand-alone application that allows you to import and programmatically index documents from a local or network directory structure into OnBase. Directory Import Processor uses an XML configuration file to determine the Document Types, Keyword Types, and Keyword values from information contained within folder or file names.*

*The OnBase solution has advanced capture technology inherent in the system, but can also integrate with any capture technology on the market. Harvest is proud to represent the AnyDoc capture product suite, but does not see a Mandatory Requirement for this solution. It has been listed as an Optional Software solution in the Cost Proposal.*

- Describe the image enhancement capability of the proposed capture system.

*OnBase supports Kofax, ISIS and TWAIN-compliant scanning devices. Contrast and other advanced image enhancement functionality are built into the scanning drivers and interfaces leveraged during the scan process.*

*Image repair allows for: border removal, deshade, deskew, despeckle, edge enhancement, streak removal, line removal, automatic endorsing/annotation, scan from disk, VRS (Virtual ReScan) support, and rotation. Additionally, Individual documents can be viewed as thumbnail pages allowing the user to re-order pages, select multiple pages for rotation or deletion as allowed by user rights allow. Multiple pages can also be selected to create a new document or to be added to an existing document. All document modification is maintained in the history of each document.*

*Again, AnyDoc would be an optional solution here based upon our final discovery.*

- Describe the method of signing electronic forms and the digital certificate solution.

*OnBase Digital Signatures allows users to digitally sign OnBase documents and E-forms to ensure their authenticity and integrity. Digital signatures use cryptographic procedures to determine whether a document has changed in any way since the signature was applied, making certain the document remains secure and unaltered. Through its tight integration with OnBase Workflow, Digital Signatures can be applied as an additional validation measure during any approval process.*

*1. When a user initiates the signing process on a document, the document is retrieved from OnBase and the user is prompted for their password. 2. When the password is entered, a unique value is composed from a combination of the document and the Digital Certificate on the user's machine. 3. The unique value is then saved to the OnBase Database with a direct link to the document stored in the OnBase Disk Group.*

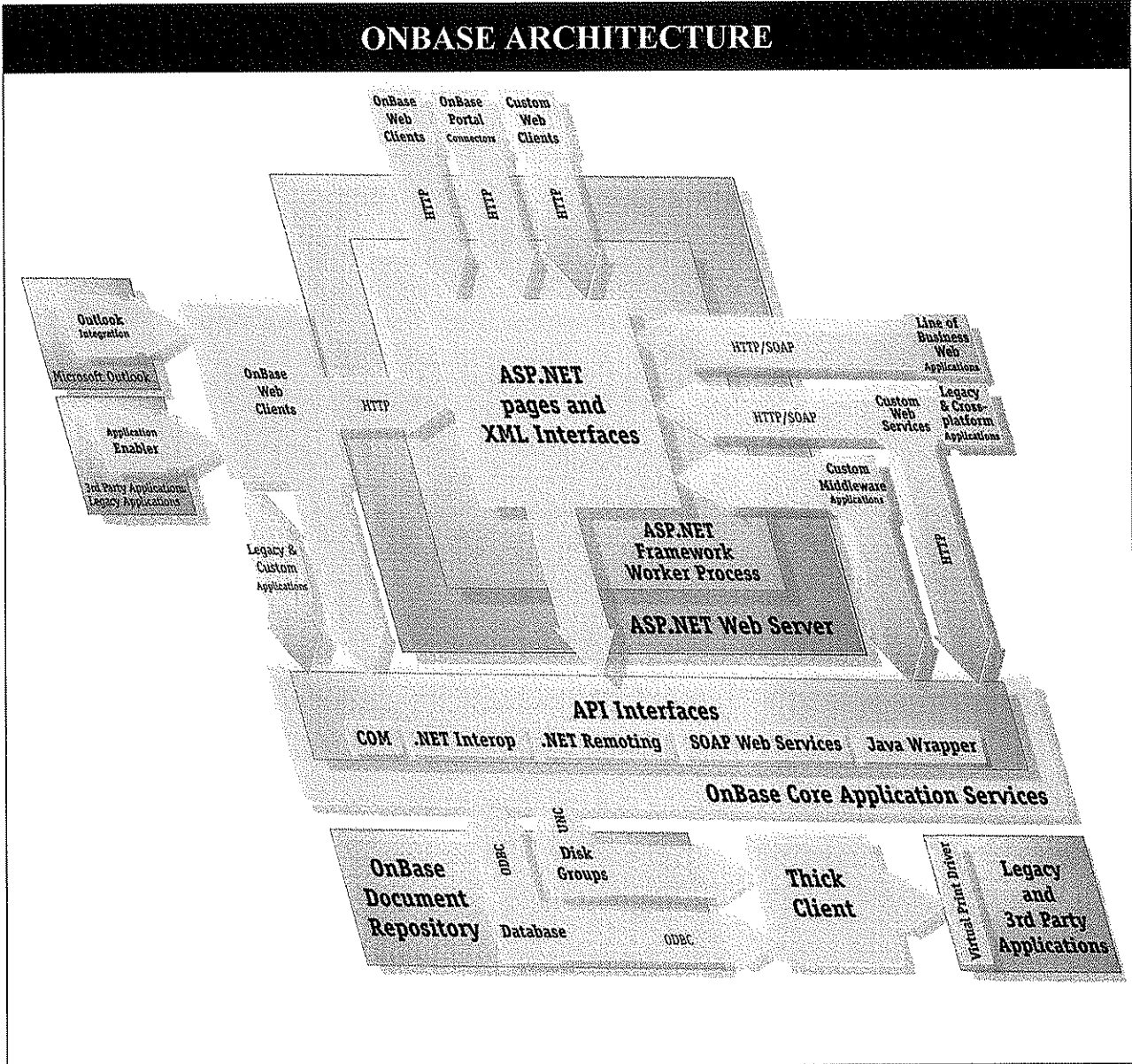
### 3.1.2. Document Capture and Electronic Forms Capture

- 3.1.2.1. System must offer support for batch scanning, allowing a user to scan an entire batch of pages to be indexed at a later time. - *Requirement Met / Standard Functionality*
- 3.1.2.2. Batch scanning must provide support for OCR and Bar Code Recognition. It must be possible to index scanned batches at any scanning workstation. - *Requirement Met / Standard Functionality*
- 3.1.2.3. System must offer image enhancement utilities for both bi-tonal and color images. - *Requirement Met / Standard Functionality*
- 3.1.2.4. System must have the ability to capture documents from any of the scanning-enabled digital copiers and stored them to the imaging system. At present all digital copiers are Konica Minolta. This could change in the future. - *Requirement Met / Standard Functionality – OnBase allows document capture from any device using our sweep technology. Users can scan from their desktop, MFP, or digital device and index directly from their desk.*
- 3.1.2.5. Capture solution should offer image enhancement. Bi-tonal image enhancement should allow the user to de-skew, align margins, remove lines and specks, and convert inverse text to black on white. Color enhancement should allow the user to change intensity, contrast, and sharpness of color images. – *Standard Functionality – Requirement Met with Scanner Software or Optional AnyDoc Capture Solution.*
- 3.1.2.6. Successful vendor will provide scanning hardware. A minimum of 2 production level scanners, 4 departmental scanners and 4 low-volume desktop scanners will be installed. Vendor must provide workstation specifications for all scanners. –*See Appendix D for hardware recommendations. Harvest has included recommended scanner models in the Cost Proposal.*
- 3.1.2.7. Capture solution should support document input devices (scanners, digital cameras, multi-function printers/copiers) that are TWAIN, ISIS, or KOFAX compliant from the Desktop or Web client. - *Requirement Met / Standard Functionality*

- 3.1.2.8. System should allow scanning directly into the imaging/content management system from desktop scanners and from the digital copiers. The Lottery has various models of the Konica Minolta BizHub which may change in the future. - *Requirement Met / Standard Functionality see 3.1.2.4*
- 3.1.2.9. System should be able to capture local at a remote location and move on-line at a later time if network bandwidth is not available. - *Requirement Met / Standard Functionality – This requirement is handled through the OnBase Web Scanning Module. Capture and Indexing or just Capture can be done anywhere and uploaded automatically via a schedule.*
- 3.1.2.10. System should allow for the import of images into a batch queue for indexing or direct import of images and associated indexes into the application. - *Requirement Met / Standard Functionality*
- 3.1.2.11. Capture solution must provide database lookup functionality so that a primary key field can be entered manually, by barcode, or OCR and other related fields will be completed automatically using information in a SQL Server 2005 database provided by the Lottery. - *Requirement Met / Standard Functionality – Harvest has deployed this solution for the GLC. Each night a batch process from GTECH ES runs which supplies OnBase with all index values for retailers. OnBase then completes the indexing of all applications which have primary key information entered, but are missing certain index values (address, etc.). GTECH does not allow, at this time, direct access into their database. Harvest has entered a request to GTECH to allow this functionality, but as of now have received no time schedule from GTECH when it will be complete.*
- 3.1.2.12. All communication between an electronic form and server must be encrypted. - *This is a function of the network security and the encryption level (i.e. SSL). OnBase fully supports encryption because OnBase runs independently of any encryption protocols.*
- 3.1.2.13. Data that is entered on the e-form will automatically update the respective Microsoft SQL database. - *Requirement Met / Standard Functionality – E-forms will be built to update the database.*
- 3.1.2.14. System must provide database look-up capability to allow form field completion upon the entry of unique identifiers. - *Requirement Met / Standard Functionality – E-forms will be built to retrieve information from the database.*
- 3.1.2.15. Proposed e-form solution should include an easy-to-use form design tool that can be used to create a form from scratch or import a scanned paper form or PDF form. Form design tool must support the following design functions: - *Forms can take on any design the end user chooses in order to fit their specific environment by creating the E-Forms in any HTML editor. The form itself may even provide additional instructions on how to accurately complete the form. One of the greatest benefits of OnBase E-Forms is that items within the form (buttons, menu lists, etc.) can utilize OnBase features. This applies to all sub items in this section. Please see additional notes for 3.1.2.15.1 and 3.1.2.15.3.*

3.1.2.15.1. Graphics

- 3.1.2.15.2. Digital Certification - *Electronic Forms can be digitally signed using the OnBase's Digital Signature module. Once signed, an Electronic Form is locked down by the system*
  - 3.1.2.15.3. Minimum 128-bit native encryption and support 256-bit encryption – *See 3.1.2.12*
  - 3.1.2.15.4. Local field-level pop-up style help
  - 3.1.2.15.5. Attachment handling
  - 3.1.2.15.6. Built-in local logic, calculations, validation, conditions
  - 3.1.2.15.7. Wizard driven help files that travel with the form
- 3.1.2.16. Electronic forms should be available to an unlimited number of users, preferably with no per-user charge. - *Requirement Met / Standard Functionality - E-forms are available to an unlimited number of users as long as those individuals have access rights to utilize them. There is no per-usage charge.*
- 3.1.2.17. Users should be able to view, print, and save their electronic forms locally. - *Requirement Met / Standard Functionality*
- 3.1.2.18. Upon submission of an electronic form, it should be automatically indexed and stored to the contract management repository and initiate a business process workflow. - *Requirement Met / Standard Functionality*
- 3.1.2.19. Vendor should provide a secure network configuration for proposed e-forms solutions to include diagrams and necessary ports and protocols to communicate securely with the WV Lottery LAN – *See below for a current architecture illustration.*



## Section III – Workflow Solution Section

- Describe the steps required to create a rule-based and an ad-hoc workflow.

*OnBase Workflow is a rules-based electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. OnBase Workflow is beneficial whenever successive points of input or action are required in order to complete a task, process, or procedure.*

*With OnBase Workflow, users or integrators define and configure document states, rules, actions, and life cycles with a comfortable Windows™ interface. Upon configuration, Workflow instantly routes documents through the business process as each increment of user or system work is completed within a work queue. OnBase Workflow also supports advanced features like alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, ad-hoc workflow, Visual Basic scripting, and API functionality for integration with core legacy or ERP/CRM systems. When integrated with OnBase Web Server, the benefits of OnBase Workflow can be made available via the Internet to users throughout your company, regardless of their location.*

*Workflow, which is entirely point-and-click configurable, has been designed to allow for quick implementation. Much, if not all, of the programming that is required by traditional workflow systems has been eliminated. Workflow Configuration provides users with over 200 pre-defined rules and actions that allow organizations to quickly and effectively develop and deploy workflow processes across their entire enterprise.*

### 3.1.3. Integrated Workflow

- 3.1.3.1. System must have an integrated workflow that has the ability to provide rules-based and ad-hoc document routing. - *Requirement Met / Standard Functionality*
- 3.1.3.2. System must support 75 workflow participants - *Requirement Met / Standard Functionality*
- 3.1.3.3. System must include an application development tool that an administrator can use to design and develop business process maps, database definitions, business rules, and business process roles. - *Requirement Met / Standard Functionality – The OnBase workflow engine allows users to build a workflow visually and then add any number of rules, tasks, timers, notifications and automation to the process.*
- 3.1.3.4. System must have the ability to create, modify, and maintain electronic workflow templates. - *Requirement Met / Standard Functionality*
- 3.1.3.5. Systems must have the ability to add, delete, or modify an object or document in a workflow task based on the users' security rights. - *Requirement Met / Standard Functionality*
- 3.1.3.6. It must be possible to place a job on hold and indicate the reason and duration of the hold. Other users must be able to see the cause and status of the hold. - *Requirement Met / Standard Functionality – The GLC uses the hold status when they are waiting for additional input from an applicant or information from outside the GLC (such as Secretary of State approval).*

## Section IV – Vendor Qualifications Section

- Describe at least three implementations of the proposed system with a brief synopsis of system components and the year of completion. Project should be comparable in scale to the system proposed.

### **OnBase Software Solutions Contracts delivered by Harvest Technology Group.**

Harvest Technology Group has provided five references for Past Performance that will demonstrate and verify Harvest Technology Group's expertise and proven results in implementing OnBase solutions in large organizations comparable in size and complexity with the WV Lottery.

#### **Reference 1- Cobb County, GA**

Ed Biggs, Manager Phone: (770) 528-8688

Email: [ebiggs@cobbcounty.org](mailto:ebiggs@cobbcounty.org)

100 Cherokee Street, Marietta, GA 30090

Initial Completion Date – Summer 2007

Contract Duration – Initially 9 months with additional 8 months

Cobb County is home to over 670,000 residents making it one of the largest counties in the southeast. They implemented OnBase to replace multiple disparate Document Management Systems throughout the county agencies. Cobb is using OnBase for many purposes including case management, legal, court systems, financial, and other document management applications. The implementation included migrating documents from existing systems and standardizing on an enterprise wide Document Imaging and Content Management Solution with OnBase. Implementation was approximately 18 months and is ongoing as additional departments are adding the functionality.

#### **Reference 2 – Georgia Lottery Corporation**

Michael Parham, Manager, Gaming Phone: (404) 215-5071 Email: [mparham@galottery.org](mailto:mparham@galottery.org)

250 Williams Street, Atlanta, GA 30303

Initial Contract Completion Date – June 2009 – additional projects ongoing

Contract Duration – Initially 6 months with an additional 4 months

The Georgia Lottery Corporation is one of the largest lotteries in North America with over \$2 billion given back to education. They implemented OnBase to help automate their retailer application process. This process is very complex and involves almost every department in the GLC. The implementation, discovery and training for phase 1 wrapped up in June of 2009, making the Lottery one of our newest satisfied clients.

For more information regarding the GLC, see “The Georgia Lottery Story” in the Preface Section of the Technical Proposal.



**Reference 3 - Chase Staffing**

Catherine Stuff, COO      Phone: 404 250-0919      Email: [cstuff@chasestaffing.com](mailto:cstuff@chasestaffing.com)  
750 Hammond Dr. Bldg 9 Atlanta, GA 30328  
Initial Contract Completion Date – March 2007  
Contract Duration – Initially 8 months with additional 1 month

Chase Staffing is one of the top privately held companies in Georgia. They have over 50 offices nationwide and place thousands of people every year. Chase utilizes their OnBase solution to automate key business processes in the financial, operational, and billing functions. They have recognized savings of over \$150,000 annually with their solution making their ROI for OnBase less than 12 months.

**Reference 4 - Snapping Shoals EMC**

Tera Ladner      Phone: 678 729-8013      Email: [tladner@ssemc.com](mailto:tladner@ssemc.com)  
14750 Brown Bridge Rd Covington, GA 30016  
Initial Contract Completion Date – Fall 2008  
Contract Duration – Initially 6 months

Snapping Shoals is one of the largest EMC's in the State of Georgia. Snapping Shoals is one of our newest clients and just implemented OnBase to enhance Customer Service, reduce cycle times, and improve operational efficiencies. They have recently completed a workflow implementation and are looking to automate their finance department in the coming months.

**Reference 5 - Berner Foods**

Troy Grove      Phone: (815) 563-4222      Email: [troy.grove@bernerfoods.com](mailto:troy.grove@bernerfoods.com)  
2034 East Factory Road, Dakota, IL 61032  
Initial Contract Completion Date – Fall 2005  
Contract Duration – Initially 2 weeks

Berner Foods is a market leading supplier of cheese products. They are USDA, AIB, and ISO 9001 certified. Berner uses OnBase to store information about all orders and financial data gathered from their many production facilities.

- Bidder should list reference responses to include the name, title, organization, telephone number, email address and brief description of the system installed. – *Done, see above.*

- Describe Implementation Plan to include a timeline for installation, testing, training, and application development.

*Harvest Technology Group's solution and approach for Enterprise Content Management is **Content360**.*

*Content360 is a proven consulting services methodology combined with industry leading technology to solve State Lottery's content and document management challenges. This unique approach ensures that our clients receive the exact solution for their needs and budget. The Content360 approach and methodology starts with a thorough understanding of the WV Lottery and your processes.*

*Harvest recognizes that the WV Lottery has engaged in some discovery activity prior to issuing the RFP. Harvest will work with the WV Lottery and Maureen O'Toole to ensure no duplication of effort takes place during the discovery process.*

*The description in **Appendix B** is a high level overview of the Content360 process for Discovery, Implementation, Project Management, and Training. The information in this section is based upon Harvest's collective 100+ years of experience in this field across dozens of industries and hundreds of clients. Every organization is similar at a high level, but it is in the differences where the process automation challenges are revealed. The identification of these differences and the isolation and solving of these challenges is what makes the Content360 approach successful and unique.*

*Please see **Appendix A** for project timelines.*

*Please see **Appendix B** for a detailed description of the Content360 implementation approach and Project Management steps.*

- Describe ongoing hardware maintenance and software support. Vendor should describe the methods used to provide system support (i.e. on-site, telephone, remote via the Internet).

*Harvest has assembled an award-winning team of certified solutions professionals to assist our clients with every aspect of their OnBase support and maintenance. Our technical consultants have been trained to address solutions-specific and industry-specific needs so response times are minimized and first call resolution rates are among the highest in the industry. Harvest clients are able to take advantage of a variety of methods of support ranging from phone and online technical assistance to remote or onsite consultation depending on the need and scope of the job at hand.*

*Our support options vary based upon our client's needs. We can offer support for our solutions on a 24/7 basis or simply during normal business hours (8:30 – 5:30 Eastern). We go above and beyond in ensuring our clients mission critical systems remain up and running. The best cure is pro-active prevention delivered during quarterly system audits by our technical team. These audits ensure that the system is functioning at an optimal level. Additional information on support is included in tech support brochures included as **Appendix C**.*

*For Hardware maintenance, Harvest is proposing the Fujitsu ScanCare preventative maintenance program. ScanCare is the Fujitsu premium scanner service offering and one of the most comprehensive service programs in the industry. It combines preventative maintenance, scanner consumables and training with the Basic on-site service option that includes spare parts, labor and technician travel. The program is for three years and offers 24 hour response time. See **Appendix E** for more information.*

- Describe a training plan for system administrators to include application/project development, workflow management, e-forms creation and management and security management.

*User adoption rate is one of our key metrics of success. Excellent training is the best method to ensure high user adoption. Content360 training will occur in three phases before, during and immediately after Solution Implementation.*

*The first training phase is typically held during the discovery process. In this phase we will train Admin users through knowledge transfer. These users include all individuals who will handle the administrative functions of OnBase. The purpose of this training is to inform key users how the system works so they can make educated decisions during the Solution Implementation phase.*

*In training phase two we will train the Power Users. These are users who are generally familiar with both technology and the major steps involved in the process being automated. This training will take place prior to testing.*

*The final training phase will be an End User training class. We will ensure your users are comfortable with the material and familiar with the specific applications of the Content360 solution for each department they will be working in. These users will be provided with additional and remedial training as required.*

*End users who cannot attend an onsite class can be trained via Webex with a specific training guide to help learn how to use the system.*

*As a follow up to the implementation training, the administrators (one primary and a backup) should attend a 5 day classroom administration class at Hyland Software. (WBT pre-req required). These classes offer a formal training environment and training on advanced functionality.*

*Recommended Personnel - Harvest recommends you have a moderately (Microsoft certification ability) technical IT person to administrator the solution, the solution server, and the storage server. We also recommend a database administrator to administer the OnBase database and set-up disk groups and backup procedures. The number of each of these people will be determined by the number of users and the number of locations. Harvest will provide actual numbers upon completion of a detailed discovery process.*

## 3.1.4. Vendor Qualifications

- 3.1.4.1. The bidder shall provide an organization chart showing names of the bidder's proposed primary site general manager and key managerial staff. The chart should also show the names of all management, supervisory, and key technical personnel who are expected to be active in ongoing support of the system. Additional support staff need not be named, but can be listed by title and quantified. The Agency has the right to refuse the services of any on-site employee of the successful bidder based on the employee's technical competence or criminal background. All management, supervisory, and key technical personnel who will be active in the implementation and ongoing support of the system shall be subject to initial and periodic background checks using the Agency's electronic fingerprint capture system. An individual shall be removed from supporting the contract as an outcome of adverse results from the background checks. In the case of a criminal background refusal, the basis for refusal shall be a conviction of any felony or crime related to theft, gambling or involving moral turpitude.

*Harvest Team Contact Information:*

<i>NAME</i>	<i>POSITION</i>	<i>#Years of Experience</i>	<i>AREA OF RESPONSIBILITY</i>
<i>Mark McWilliams</i>	<i>Project Manager</i>	<i>18</i>	<i>Project Management Lead, Business Process Analysis,</i>
<i>Bill Harrell</i>	<i>Certified OnBase Administrator</i>	<i>10</i>	<i>Business Process Analysis, Lead Consultant and Implementation</i>
<i>Rob Sprague</i>	<i>Certified OnBase Consultant</i>	<i>10</i>	<i>Consulting Services, Training, and Implementation</i>
<i>Jonathan Thornbury</i>	<i>Certified OnBase Consultant</i>	<i>8</i>	<i>Consulting Services, Training, and Implementation</i>
<i>Patrick Coffey</i>	<i>Support Manager</i>	<i>8</i>	<i>Technical Support</i>
<i>John Riordan</i>	<i>President / CEO</i>	<i>15</i>	<i>Primary Relationship Contact</i>

*Implementation Project Personnel Qualifications and Experience include:*

***Project Manager Experience***

*17+ years of Project Management experience, 10+ years of OnBase implementation experience*

*10+ years of Business Process Analysis, Microsoft MCSE Certified, Hyland OnBase Certified*

***Business Process Analysis Consultant Experience***

*10+ years of Business Process Analysis, 5+ years of OnBase implementation experience*

***Certified OnBase Implementer Experience***

*5+ years of OnBase implementation, Microsoft MCSE Certified, Hyland OnBase Certified*

***Support Manager Experience***

*5+ years of Customer Support experience  
Hyland OnBase Certified*

- 3.1.4.2. Software support must be provided Monday through Friday from 8:00 AM until 5:00 PM excluding holidays with a 4 hour response. Hardware maintenance on scanner must be provided Monday through Friday from 8:00 AM to 5:00 PM excluding holiday with a maximum 24 hour response. Support must be provided for a period of 36 months from the date of final acceptance by the WV Lottery. – *Harvest's normal support hours are 8:30 – 5:30 Eastern. If the WV Lottery requires support from 8:00 AM to 8:30 AM outside of normal support hours, we will make accommodations. Harvest also offers 24 x 7 emergency support for an additional fee.*
- 3.1.4.3. Vendor must provide a minimum of three (3) and maximum of five (5) references. References should include the name, title, organization, telephone number, email address and brief description of the system installed. – *Requirement Met – See Above.*
- 3.1.4.4. Vendor must provide a detailed implementation plan to include a timeline for installation, testing, training and application development. – *See below:*

*The WV Lottery has identified ten workflows it would like to improve using the technology within this project. Each of these workflows has intricacies and complexities which are very difficult to capture in a single workflow design. The goal of the response is to provide an accurate estimate to implement these workflows. It is not to provide a final project plan for the implementation (which will come after Step 5 in the implementation process – see above). Therefore Harvest has leveraged our experience with similar workflow implementations with the GLC to assign an estimate for each workflow based upon their perceived complexity. An example of the steps in each workflow and a timeline is included in **Appendix A**.*

*The Estimate Reference can be used to determine the amount of time it will take to complete the workflow listed. Many of these workflows include processes which can be re-used in other workflows. Some can be combined for estimating purposes. To get an estimate of the time needed and a timeline for each Estimate Reference listed below, see **Appendix A**.*

WORKFLOW NAME	NOTES	ESTIMATE REFERENCE
Table Games Occupational Permit	This is a complex workflow with many process steps	Complex Workflow Estimate
TGOP - Application Financial Review	While this workflow has many additional parts, it is mostly part of ,and we will include it with, the Table Games Occupations Permit Workflow	No additional time – included under the Table Games Occupational Permit
Traditional Retailer	This workflow is very similar to the GLC retailer process	Traditional Retailer Estimate
Limited Video Lottery Retailer	This workflow is similar enough to be included under the Traditional Retailer workflow	No additional time – included under the Traditional Retailer
Manufacturer	Because of their similarities, this estimate includes the includes LVL Service Technician Workflow	Standard Workflow Estimate
Racetrack	Mostly of the time associated with this workflow will be included under Traditional Retailer	Small Workflow Estimate
Limited Video Lottery Service Technician	Included with the Manufacturer Workflow	No additional time – included under the Manufacturer
Machine Installation, Maintenance, & Site Survey	These workflows are initiated after the successful completion of an LVL application.	One Small workflow estimate will complete all three of these workflows.

***Description of Project Deliverables***

*Specific project deliverables cannot be defined until a detailed project plan is completed. At a general level, Harvest will deliver a solution using the OnBase software products which meets the requirements outlined in section 3 & 4 of the RFP.*

- 3.1.4.5. Bidder must provide a detailed description of ongoing hardware maintenance and software support. Successful vendor must provide maintenance and support for all software and hardware installed for periods of 3 years or 36 months which commences upon final acceptance by the Lottery. – *Answered previously - please see the second bullet point on page 26.*
- 3.1.4.6. Vendor must have completed three projects of this scope and size. – *Requirement Met – Please see page 24.*

## **Section V – Presentation / Demonstration Section**

All qualified bidders who submit proposals will be invited to the Lottery's headquarters or an external location approved by the Lottery, for an oral presentation and demonstration worth a maximum of ten (10) points. The oral presentation and demonstration shall include senior Bidder principals, individuals who will serve the Lottery's account and, if applicable, representation of any subcontractors that are proposed. The oral presentation and demonstration must be a presentation of and demonstrate the technical proposal requirements as set forth in Section 3, as well as any additional functionality proposed in response to Section 4. The Lottery will not be responsible for providing equipment necessary to present or demonstrate a product. A written invitation for the presentation and demonstration shall include information concerning time limits and other logistics. The Lottery reserves the right to make an audio and/or video recording of all presentations and demonstrations.

*Harvest understands this requirement and would be happy to show the WV Lottery the OnBase solution to address the requirements.*

## **Section VI – Cost**

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

*The Resident Vendor Preference Certificate is not applicable.*



## Appendix A – Project Timelines and Sample Project Plans

The following project plans are estimates based upon our experience working with State Lottery processes. The vast majority of time spent in workflow implementations is spent in process discovery, documentation, and training. To the extent that the WV Lottery has or can perform these functions, the estimates below will reduce.

The dates, times and steps are all contingent upon the actual project requirements. Harvest does not have enough information about the specific WV Lottery project requirements to provide a detailed project plan. The project plan will be delivered once steps 1-5 have been completed in the Content360 implementation methodology (See **Appendix B**).

In order to give the WV Lottery an estimated timeline, the starting date for all workflow estimates has been set to January 1, 2010. The estimated timeline assumes a single resource from Harvest and average response times from the WV Lottery for needed input. There are sections of each workflow in which the timeline can be compressed by using additional Harvest resources. However, these sections are typically during the installation stage which constitutes a small part of the overall workflow. It is Harvest's experience that the discovery process should be performed by a single resource to minimize redundant activity and communication.

It is Harvest's intent to train the WV Lottery during the initial workflow implementations. This minimizes the amount of Harvest's time needed to implement subsequent workflows. The OnBase workflow solution is graphical with drag and drop development and minimal coding needed. This will facilitate the WV Lottery's independence for workflow services.

<b>HARVEST PROJECT ESTIMATES OVERVIEW</b>			
Project Type	Time Estimate	Hours Estimate	Page(s)
Traditional Retailer Workflow	8 2/3 Months	769.5 Hours	34 - 35
Small Workflow Estimate	8 Months	554 Hours	36 - 37
Standard Workflow Estimate	12 Months	843 Hours	38 - 39
Complex Workflow Estimate	16 2/3 Months	1,516 Hours	40 - 41
Base System Installation	3 2/3 Months	319.5 Hours	42 - 43


**WV Lottery - Traditional Retailer Estimate**

ID	Task Name	Start	Finish	Work
	<b>Project: WV Lottery - Traditional Retailer Estimate</b>	Fri 1/1/10	Mon 8/23/10	769.5 hrs
	<b>1 Discovery</b>	Fri 1/1/10	Mon 5/17/10	348 hrs
	<b>1.1 Discovery / Planning Project Plan</b>	Fri 1/1/10	Fri 1/1/10	7 hrs
3	Create Initial project plan from estimate through planning	Fri 1/1/10	Fri 1/1/10	4 hrs
4	Schedule meeting to review project plan / estimate	Fri 1/1/10	Fri 1/1/10	1 hr
5	Review with customer	Fri 1/1/10	Fri 1/1/10	1 hr
6	Modifications	Fri 1/1/10	Fri 1/1/10	1 hr
	<b>1.2 Training</b>	Mon 1/4/10	Fri 1/15/10	27 hrs
9	Modify existing Administrator Training as necessary	Mon 1/4/10	Tue 1/5/10	2 hrs
10	Schedule Training Class	Tue 1/5/10	Tue 1/12/10	1 hr
11	Setup training lab	Tue 1/12/10	Wed 1/13/10	8 hrs
12	Training Class	Wed 1/13/10	Fri 1/15/10	16 hrs
	<b>1.3 Requirements Analysis</b>	Fri 1/15/10	Thu 1/21/10	17 hrs
14	Schedule review meeting for the functional specification sample	Fri 1/15/10	Tue 1/19/10	1 hr
15	Meeting to review Harvest Retail Application Module functional specification	Tue 1/19/10	Thu 1/21/10	16 hrs
	<b>1.4 Functional Specification</b>	Thu 2/18/10	Mon 3/22/10	76 hrs
18	Modify based on customer supplied discovery documentation	Thu 2/18/10	Thu 2/25/10	40 hrs
19	Initial review with customer	Thu 2/25/10	Mon 3/1/10	16 hrs
20	Modifications Round 1	Mon 3/1/10	Tue 3/2/10	8 hrs
	<b>1.4.8 Project Plan / Software / Estimate Review</b>	Fri 3/12/10	Mon 3/22/10	12 hrs
26	Update project plan, estimate, and software licenses based on final Mind Map	Fri 3/12/10	Mon 3/15/10	8 hrs
27	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 3/15/10	Mon 3/22/10	4 hrs
	<b>1.5 Wireframe Model</b>	Mon 3/22/10	Thu 4/15/10	45 hrs
29	WF - Modify HTG Retail Application Process wireframe model based on requirements	Mon 3/22/10	Wed 3/24/10	16 hrs
30	WF - Schedule meeting to review wireframe model with process owners and users	Wed 3/24/10	Mon 3/29/10	1 hr
31	WF - Review wireframe model with process owners and users	Mon 3/29/10	Tue 3/30/10	8 hrs
32	WF - Modifications	Tue 3/30/10	Wed 3/31/10	8 hrs
	<b>1.5.6 Project Plan / Software / Estimate Review</b>	Wed 4/7/10	Thu 4/15/10	12 hrs
35	Update project plan, estimate, and software licenses based on final Mind Map	Wed 4/7/10	Thu 4/8/10	8 hrs
36	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Thu 4/8/10	Thu 4/15/10	4 hrs
	<b>1.6 Technical Specification - RCA - PHASE 1 RESTRICTED</b>	Thu 4/15/10	Mon 5/17/10	176 hrs
38	TS - Modify HTG Retail Application Technical Specification base on requirements	Thu 4/15/10	Thu 5/6/10	120 hrs
39	TS - Initial review with customer	Thu 5/6/10	Mon 5/10/10	16 hrs
40	TS - Modifications Round 1	Mon 5/10/10	Mon 5/17/10	40 hrs
	<b>2 Planning</b>	Thu 5/20/10	Thu 6/10/10	32 hrs
	<b>2.1 Finalize Project Plan</b>	Thu 5/20/10	Fri 5/21/10	10 hrs
44	Modify plan based on technical specification acceptance and HW / SW requirements	Thu 5/20/10	Thu 5/20/10	4 hrs
45	Review with customer	Thu 5/20/10	Fri 5/21/10	4 hrs
46	Modifications Round 1	Fri 5/21/10	Fri 5/21/10	2 hrs
	<b>2.2 Schedule</b>	Thu 6/3/10	Mon 6/7/10	20 hrs
	<b>2.2.1 Schedule Job and assign resources</b>	Thu 6/3/10	Mon 6/7/10	20 hrs
57	Review schedule requirements with customer	Thu 6/3/10	Thu 6/3/10	2 hrs
58	Assign Harvest resources to plan to meet requirements	Thu 6/3/10	Thu 6/3/10	4 hrs
59	Assist customer in assigning their resources to the Implementation phase	Thu 6/3/10	Fri 6/4/10	8 hrs
60	Review with customer	Fri 6/4/10	Fri 6/4/10	2 hrs
61	Modify resource assignment	Fri 6/4/10	Mon 6/7/10	4 hrs
	<b>2.3 Consultant Pre-Implementation Tasks</b>	Thu 6/10/10	Thu 6/10/10	2 hrs
64	Review project plan	Thu 6/10/10	Thu 6/10/10	2 hrs
	<b>3 Implementation</b>	Thu 6/10/10	Tue 7/20/10	205.5 hrs
72	Setup rest of user groups in Active Directory	Thu 6/10/10	Thu 6/10/10	4 hrs
73	Setup rest of user groups and roles in Onbase	Thu 6/10/10	Fri 6/11/10	2 hrs
74	Setup Disk Group, Document Types, Folder, and Keywords	Fri 6/11/10	Fri 6/11/10	2 hrs
75	Setup custom queries	Fri 6/11/10	Fri 6/11/10	2 hrs
76	Setup Notifications - Workflow	Fri 6/11/10	Mon 6/14/10	8 hrs
	<b>3.1 OnBase Infrastructure Implementation</b>	Thu 6/10/10	Mon 6/14/10	23 hrs
67	ES external autofill keyword set validation	Thu 6/10/10	Thu 6/10/10	4 hrs
	<b>3.1.2 Remote district validation</b>	Thu 6/10/10	Fri 6/11/10	3 hrs
69	ES external autofill keyword set testing	Thu 6/10/10	Fri 6/11/10	3 hrs
	<b>3.1.3 InfoPath Forms</b>	Thu 6/10/10	Mon 6/14/10	16 hrs
71	Install, configure, and test offline forms submission from Sales Reps / districts desktops	Thu 6/10/10	Mon 6/14/10	16 hrs
	<b>3.8 Setup Workflow</b>	Mon 6/21/10	Wed 6/23/10	16.5 hrs
80	Setup Queues, Ad Hoc Tasks, Load Balancing, Lifecycle settings, Timers, and system Work that ar	Mon 6/21/10	Tue 6/22/10	8 hrs
81	Schedule workflow timers	Tue 6/22/10	Tue 6/22/10	0.5 hrs
	<b>3.8.4 Scripting setup and unit testing</b>	Tue 6/22/10	Wed 6/23/10	8 hrs
83	Setup and unit test any additional scripts not part of HTG Retail Application Module	Tue 6/22/10	Wed 6/23/10	8 hrs
	<b>3.9 Create E-Forms</b>	Wed 6/23/10	Mon 6/28/10	24 hrs
85	Create E-forms not part of HTG Retail Application module	Wed 6/23/10	Fri 6/25/10	16 hrs
	<b>3.9.2 Scripting setup and unit testing</b>	Fri 6/25/10	Mon 6/28/10	8 hrs
87	Create On Load scripting	Fri 6/25/10	Mon 6/28/10	4 hrs
88	Create submission and validation scripting	Mon 6/28/10	Mon 6/28/10	4 hrs
	<b>3.10 Workflow unit testing - PHASE 1 RESTRICTED</b>	Mon 6/28/10	Tue 7/20/10	124 hrs
90	Modify test script for additions / changes to HTG Retail Application module	Mon 6/28/10	Wed 6/30/10	16 hrs
91	Setup for executing test script	Wed 6/30/10	Thu 7/1/10	4 hrs
92	Execute test script	Thu 7/1/10	Thu 7/8/10	40 hrs
93	Modifications round 1	Thu 7/8/10	Tue 7/13/10	24 hrs
94	Modify and execute test script round 2	Tue 7/13/10	Fri 7/16/10	24 hrs
95	Modifications round 2	Fri 7/16/10	Tue 7/20/10	16 hrs



**WV Lottery - Traditional Retailer Estimate**

ID	Task Name	Start	Finish	Work
	<b>4 Documentation / Testing / Training</b>	<b>Tue 7/20/10</b>	<b>Mon 8/23/10</b>	<b>184 hrs</b>
	<b>4.1 Documentation - Pre User Acceptance</b>	<b>Tue 7/20/10</b>	<b>Wed 7/21/10</b>	<b>12 hrs</b>
98	Additions to System documentation for HTG Retail Application module	Tue 7/20/10	Wed 7/21/10	8 hrs
99	Modify workflow training documentation for changes to HTG Retail Application module	Wed 7/21/10	Wed 7/21/10	4 hrs
	<b>4.2 Training ( Train the Trainer ) - Pre User Acceptance</b>	<b>Wed 7/21/10</b>	<b>Thu 7/22/10</b>	<b>8 hrs</b>
102	Workflow training	Wed 7/21/10	Thu 7/22/10	8 hrs
	<b>4.3 Testing - User Acceptance - PRE QA Testing</b>	<b>Thu 7/22/10</b>	<b>Thu 7/29/10</b>	<b>40 hrs</b>
104	User pilot - Execute workflow as they would in production based on training	Thu 7/22/10	Mon 7/26/10	16 hrs
105	Modifications round 1	Mon 7/26/10	Thu 7/29/10	24 hrs
	<b>4.4 Testing - QA</b>	<b>Thu 7/29/10</b>	<b>Thu 7/29/10</b>	<b>0 hrs</b>
107	Create QA test script - Everything in implementation, every permutation	Thu 7/29/10	Thu 7/29/10	0 hrs
108	Setup for executing test script	Thu 7/29/10	Thu 7/29/10	0 hrs
109	Execute test script	Thu 7/29/10	Thu 7/29/10	0 hrs
110	Modifications round 1	Thu 7/29/10	Thu 7/29/10	0 hrs
111	Modify and execute test script round 2	Thu 7/29/10	Thu 7/29/10	0 hrs
112	Modifications round 2	Thu 7/29/10	Thu 7/29/10	0 hrs
	<b>4.5 Testing - User Acceptance</b>	<b>Thu 7/29/10</b>	<b>Thu 7/29/10</b>	<b>0 hrs</b>
115	User pilot - Execute workflow as they would in production based on training	Thu 7/29/10	Thu 7/29/10	0 hrs
116	Modifications round 1	Thu 7/29/10	Thu 7/29/10	0 hrs
117	User pilot 2	Thu 7/29/10	Thu 7/29/10	0 hrs
118	Modifications round 2	Thu 7/29/10	Thu 7/29/10	0 hrs
119	User acceptance pilot	Thu 7/29/10	Thu 7/29/10	0 hrs
	<b>4.6 Production Deployment</b>	<b>Thu 7/29/10</b>	<b>Mon 8/23/10</b>	<b>96 hrs</b>
127	Production support	Mon 8/9/10	Mon 8/23/10	80 hrs
	<b>4.6.1 Deploy client software and test / verify proper installation / operation</b>	<b>Thu 7/29/10</b>	<b>Mon 8/2/10</b>	<b>16 hrs</b>
123	Testing	Thu 7/29/10	Mon 8/2/10	16 hrs
124	Test system with regular user logging in as the first user	Mon 8/2/10	Mon 8/2/10	0 hrs
125	Roll out GPO that says the Hyland Active X controls are safe	Mon 8/2/10	Mon 8/2/10	0 hrs
	<b>4.7 Documentation - Final</b>	<b>Thu 7/29/10</b>	<b>Wed 8/4/10</b>	<b>28 hrs</b>
129	System documentation modifications	Thu 7/29/10	Mon 8/2/10	16 hrs
130	Workflow training documentation modifications	Mon 8/2/10	Tue 8/3/10	8 hrs
131	User training documentation modifications	Tue 8/3/10	Wed 8/4/10	4 hrs


**WV Lottery Small Workflow Estimate**

ID	Task Name	Start	Finish	Work
	<b>Project: WV Lottery - Small Workflow Estimate</b>	<b>Fri 1/1/10</b>	<b>Wed 7/28/10</b>	<b>550.4 hrs</b>
	<b>1 Discovery</b>	<b>Fri 1/1/10</b>	<b>Tue 4/13/10</b>	<b>135.4 hrs</b>
	<b>1.1 Discovery / Planning Project Plan</b>	<b>Fri 1/1/10</b>	<b>Fri 1/1/10</b>	<b>5 hrs</b>
3	Create Initial project plan from estimate through planning	Fri 1/1/10	Fri 1/1/10	2 hrs
4	Schedule meeting to review project plan / estimate	Fri 1/1/10	Fri 1/1/10	1 hr
5	Review with customer	Fri 1/1/10	Fri 1/1/10	1 hr
6	Modifications	Fri 1/1/10	Fri 1/1/10	1 hr
	<b>1.2 Training</b>	<b>Mon 1/4/10</b>	<b>Wed 1/13/10</b>	<b>13 hrs</b>
9	Modify existing Administrator Training as necessary	Mon 1/4/10	Mon 1/4/10	2 hrs
10	Schedule Training Class	Mon 1/4/10	Mon 1/11/10	1 hr
11	Setup training lab	Mon 1/11/10	Tue 1/12/10	2 hrs
12	Training Class	Tue 1/12/10	Wed 1/13/10	8 hrs
	<b>1.3 Requirements Analysis</b>	<b>Wed 1/13/10</b>	<b>Tue 2/23/10</b>	<b>24.4 hrs</b>
14	Schedule review meeting for the functional specification sample	Wed 1/13/10	Wed 1/20/10	2 hrs
15	Meeting to review functional specification	Wed 1/20/10	Wed 1/20/10	4 hrs
	<b>1.3.4 Workflow Discovery</b>	<b>Wed 2/10/10</b>	<b>Fri 2/19/10</b>	<b>10 hrs</b>
21	Schedule requirements meetings	Wed 2/10/10	Wed 2/17/10	2 hrs
22	Requirements Meeting - Process Owners	Wed 2/17/10	Thu 2/18/10	4 hrs
23	Requirements Meeting - Process Users	Thu 2/18/10	Fri 2/19/10	4 hrs
	<b>1.3.5 Project Plan / Software / Estimate Review</b>	<b>Fri 2/19/10</b>	<b>Tue 2/23/10</b>	<b>8.4 hrs</b>
27	Update project plan, estimate, and software licenses based on final Mind Map	Fri 2/19/10	Mon 2/22/10	8 hrs
28	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 2/22/10	Tue 2/23/10	0.4 hrs
	<b>1.4 Functional Specification</b>	<b>Tue 2/23/10</b>	<b>Tue 3/23/10</b>	<b>68 hrs</b>
30	Create	Tue 2/23/10	Tue 3/2/10	40 hrs
31	Initial review with customer	Tue 3/2/10	Wed 3/3/10	8 hrs
32	Modifications Round 1	Wed 3/3/10	Thu 3/4/10	8 hrs
	<b>1.4.8 Project Plan / Software / Estimate Review</b>	<b>Mon 3/15/10</b>	<b>Tue 3/23/10</b>	<b>12 hrs</b>
38	Update project plan, estimate, and software licenses based on final Mind Map	Mon 3/15/10	Tue 3/16/10	8 hrs
39	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Tue 3/16/10	Tue 3/23/10	4 hrs
	<b>1.5 Wireframe Model</b>	<b>Tue 3/23/10</b>	<b>Tue 4/13/10</b>	<b>25 hrs</b>
41	WF - Create wireframe model based on requirements	Tue 3/23/10	Tue 3/23/10	4 hrs
42	WF - Schedule meeting to review wireframe model with process owners and users	Tue 3/23/10	Fri 3/26/10	1 hr
43	WF - Review wireframe model with process owners and users	Fri 3/26/10	Fri 3/26/10	4 hrs
44	WF - Modifications	Fri 3/26/10	Mon 3/29/10	4 hrs
	<b>1.5.6 Project Plan / Software / Estimate Review</b>	<b>Mon 4/5/10</b>	<b>Tue 4/13/10</b>	<b>12 hrs</b>
47	Update project plan, estimate, and software licenses based on final Mind Map	Mon 4/5/10	Tue 4/6/10	8 hrs
48	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Tue 4/6/10	Tue 4/13/10	4 hrs
	<b>2 Planning</b>	<b>Tue 4/13/10</b>	<b>Thu 4/29/10</b>	<b>10 hrs</b>
	<b>2.1 Hardware / Software Requirements</b>	<b>Tue 4/13/10</b>	<b>Tue 4/13/10</b>	<b>4 hrs</b>
51	Additional HW / SW requirements review based on discovery phase	Tue 4/13/10	Tue 4/13/10	2 hrs
52	Create deployment plan	Tue 4/13/10	Tue 4/13/10	2 hrs
	<b>2.2 Finalize Project Plan</b>	<b>Tue 4/13/10</b>	<b>Tue 4/13/10</b>	<b>3 hrs</b>
56	Modify plan based on technical specification acceptance and HW / SW requirements	Tue 4/13/10	Tue 4/13/10	2 hrs
57	Review with customer	Tue 4/13/10	Tue 4/13/10	1 hr
	<b>2.3 Schedule</b>	<b>Mon 4/26/10</b>	<b>Mon 4/26/10</b>	<b>2 hrs</b>
	<b>2.3.1 Schedule job and assign resources</b>	<b>Mon 4/26/10</b>	<b>Mon 4/26/10</b>	<b>2 hrs</b>
68	Review schedule requirements with customer	Mon 4/26/10	Mon 4/26/10	1 hr
69	Assign Harvest resources to plan to meet requirements	Mon 4/26/10	Mon 4/26/10	1 hr
	<b>2.4 Consultant Pre-Implementation Tasks</b>	<b>Thu 4/29/10</b>	<b>Thu 4/29/10</b>	<b>1 hr</b>
75	Review project plan	Thu 4/29/10	Thu 4/29/10	1 hr
	<b>3 Implementation</b>	<b>Fri 4/30/10</b>	<b>Mon 6/14/10</b>	<b>197 hrs</b>
90	Setup additional user groups and roles in Onbase	Fri 4/30/10	Fri 4/30/10	1 hr
91	Setup Disk Group, Document Types, Folder, and Keywords	Fri 4/30/10	Fri 4/30/10	1 hr
92	Setup custom queries	Fri 4/30/10	Fri 4/30/10	1 hr
93	Setup Notifications - Workflow	Fri 4/30/10	Fri 4/30/10	1 hr
	<b>3.2 OnBase Infrastructure Implementation</b>	<b>Mon 5/3/10</b>	<b>Mon 5/3/10</b>	<b>1 hr</b>
88	Provide test AD security groups to IT	Mon 5/3/10	Mon 5/3/10	1 hr
	<b>3.10 Setup Workflow</b>	<b>Tue 5/11/10</b>	<b>Mon 5/17/10</b>	<b>32 hrs</b>
96	Setup Queues, Ad Hoc Tasks, Load Balancing, Lifecycle settings, Timers, and system Work	Tue 5/11/10	Fri 5/14/10	24 hrs
	<b>3.10.3 Scripting setup and unit testing</b>	<b>Fri 5/14/10</b>	<b>Mon 5/17/10</b>	<b>8 hrs</b>
101	TBD	Fri 5/14/10	Mon 5/17/10	8 hrs
	<b>3.11 Create E-Forms</b>	<b>Mon 5/17/10</b>	<b>Fri 5/21/10</b>	<b>32 hrs</b>
103	TBD	Mon 5/17/10	Thu 5/20/10	24 hrs
	<b>3.11.2 Scripting setup and unit testing</b>	<b>Thu 5/20/10</b>	<b>Fri 5/21/10</b>	<b>8 hrs</b>
105	Create On Load scripting	Thu 5/20/10	Thu 5/20/10	4 hrs
106	Create submission and validation scripting	Fri 5/21/10	Fri 5/21/10	4 hrs
	<b>3.12 Workflow unit testing - PHASE 1 RESTRICTED</b>	<b>Fri 5/21/10</b>	<b>Mon 6/14/10</b>	<b>128 hrs</b>
108	Create test script	Fri 5/21/10	Wed 5/26/10	24 hrs
109	Setup for executing test script	Wed 5/26/10	Thu 5/27/10	8 hrs
110	Execute test script	Thu 5/27/10	Thu 6/3/10	40 hrs
111	Modifications round 1	Thu 6/3/10	Tue 6/8/10	24 hrs
112	Modify and execute test script round 2	Tue 6/8/10	Thu 6/10/10	16 hrs
113	Modifications round 2	Thu 6/10/10	Mon 6/14/10	16 hrs
	<b>4 Documentation / Testing / Training</b>	<b>Mon 6/14/10</b>	<b>Wed 7/28/10</b>	<b>208 hrs</b>
	<b>4.1 Documentation - Pre User Acceptance</b>	<b>Mon 6/14/10</b>	<b>Tue 6/15/10</b>	<b>10 hrs</b>
116	Trip Report	Mon 6/14/10	Mon 6/14/10	2 hrs
117	Create workflow training documentation	Mon 6/14/10	Tue 6/15/10	8 hrs


**WV Lottery Small Workflow Estimate**

ID	Task Name	Start	Finish	Work
	<b>4.2 Training ( Train the Trainer ) - Pre User Acceptance</b>	<b>Tue 6/15/10</b>	<b>Wed 6/16/10</b>	<b>8 hrs</b>
119	Workflow training	Tue 6/15/10	Wed 6/16/10	8 hrs
	<b>4.3 Testing - User Acceptance - PRE QA Testing</b>	<b>Wed 6/16/10</b>	<b>Wed 6/23/10</b>	<b>40 hrs</b>
121	User pilot - Execute workflow as they would in production based on training	Wed 6/16/10	Fri 6/18/10	16 hrs
122	Modifications round 1	Fri 6/18/10	Wed 6/23/10	24 hrs
	<b>4.4 Testing - User Acceptance</b>	<b>Wed 6/23/10</b>	<b>Wed 6/30/10</b>	<b>40 hrs</b>
124	User pilot - Execute workflow as they would in production based on training	Wed 6/23/10	Thu 6/24/10	8 hrs
125	Modifications round 1	Thu 6/24/10	Fri 6/25/10	8 hrs
126	User pilot 2	Fri 6/25/10	Mon 6/28/10	8 hrs
127	Modifications round 2	Mon 6/28/10	Tue 6/29/10	8 hrs
128	User acceptance pilot	Tue 6/29/10	Wed 6/30/10	8 hrs
	<b>4.5 Production Deployment</b>	<b>Mon 7/5/10</b>	<b>Tue 7/27/10</b>	<b>88 hrs</b>
134	Production support	Tue 7/13/10	Tue 7/27/10	80 hrs
	<b>4.5.1 Deploy client software and test / verify proper installation / operation</b>	<b>Mon 7/5/10</b>	<b>Tue 7/6/10</b>	<b>8 hrs</b>
132	Testing	Mon 7/5/10	Tue 7/6/10	8 hrs
	<b>4.6 Setup Test System</b>	<b>Tue 7/27/10</b>	<b>Wed 7/28/10</b>	<b>8 hrs</b>
136	Move new changes to test system	Tue 7/27/10	Wed 7/28/10	8 hrs
	<b>4.7 Documentation - Final</b>	<b>Mon 7/5/10</b>	<b>Wed 7/7/10</b>	<b>14 hrs</b>
138	System documentation modifications	Mon 7/5/10	Tue 7/6/10	8 hrs
139	Workflow training documentation modifications	Tue 7/6/10	Wed 7/7/10	4 hrs
140	User training documentation modifications	Wed 7/7/10	Wed 7/7/10	2 hrs



WV Lottery - Standard Workflow Estimate

ID	Task Name	Start	Finish	Work
	<b>Project: WV Lottery - Standard Workflow Estimate</b>	<b>Fri 1/1/10</b>	<b>Wed 11/24/10</b>	<b>843 hrs</b>
	<b>1 Discovery</b>	<b>Fri 1/1/10</b>	<b>Wed 6/16/10</b>	<b>373 hrs</b>
	<b>1.1 Discovery / Planning Project Plan</b>	<b>Fri 1/1/10</b>	<b>Fri 1/1/10</b>	<b>7 hrs</b>
3	Create initial project plan from estimate through planning	Fri 1/1/10	Fri 1/1/10	4 hrs
4	Schedule meeting to review project plan / estimate	Fri 1/1/10	Fri 1/1/10	1 hr
5	Review with customer	Fri 1/1/10	Fri 1/1/10	1 hr
6	Modifications	Fri 1/1/10	Fri 1/1/10	1 hr
	<b>1.2 Training</b>	<b>Mon 1/4/10</b>	<b>Wed 1/13/10</b>	<b>13 hrs</b>
9	Modify existing Administrator Training as necessary	Mon 1/4/10	Tue 1/5/10	2 hrs
10	Schedule Training Class	Tue 1/5/10	Tue 1/12/10	1 hr
11	Setup training lab	Tue 1/12/10	Tue 1/12/10	2 hrs
12	Training Class	Tue 1/12/10	Wed 1/13/10	8 hrs
	<b>1.3 Requirements Analysis</b>	<b>Wed 1/13/10</b>	<b>Thu 3/18/10</b>	<b>28 hrs</b>
14	Schedule review meeting for the functional specification sample	Wed 1/13/10	Wed 1/20/10	2 hrs
15	Meeting to review functional specification	Wed 1/20/10	Wed 1/20/10	4 hrs
	<b>1.3.4 Workflow Discovery</b>	<b>Fri 2/12/10</b>	<b>Tue 2/23/10</b>	<b>10 hrs</b>
21	Schedule requirements meetings	Fri 2/12/10	Fri 2/19/10	2 hrs
22	Requirements Meeting - Process Owners	Fri 2/19/10	Mon 2/22/10	4 hrs
23	Requirements Meeting - Process Users	Mon 2/22/10	Tue 2/23/10	4 hrs
	<b>1.3.5 Project Plan / Software / Estimate Review</b>	<b>Wed 3/10/10</b>	<b>Thu 3/18/10</b>	<b>12 hrs</b>
27	Update project plan, estimate, and software licenses based on final Mind Map	Wed 3/10/10	Thu 3/11/10	8 hrs
28	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Thu 3/11/10	Thu 3/18/10	4 hrs
	<b>1.4 Functional Specification</b>	<b>Thu 3/18/10</b>	<b>Mon 4/26/10</b>	<b>124 hrs</b>
30	Create	Thu 3/18/10	Thu 4/1/10	80 hrs
31	Initial review with customer	Thu 4/1/10	Fri 4/2/10	8 hrs
32	Modifications Round 1	Fri 4/2/10	Wed 4/7/10	24 hrs
	<b>1.4.8 Project Plan / Software / Estimate Review</b>	<b>Fri 4/16/10</b>	<b>Mon 4/26/10</b>	<b>12 hrs</b>
38	Update project plan, estimate, and software licenses based on final Mind Map	Fri 4/16/10	Mon 4/19/10	8 hrs
39	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 4/19/10	Mon 4/26/10	4 hrs
	<b>1.5 Wireframe Model</b>	<b>Mon 4/26/10</b>	<b>Wed 5/19/10</b>	<b>41 hrs</b>
41	WF - Create wireframe model based on requirements	Mon 4/26/10	Wed 4/28/10	16 hrs
42	WF - Schedule meeting to review wireframe model with process owners and users	Wed 4/28/10	Mon 5/3/10	1 hr
43	WF - Review wireframe model with process owners and users	Mon 5/3/10	Tue 5/4/10	8 hrs
44	WF - Modifications	Tue 5/4/10	Tue 5/4/10	4 hrs
	<b>1.5.6 Project Plan / Software / Estimate Review</b>	<b>Tue 5/11/10</b>	<b>Wed 5/19/10</b>	<b>12 hrs</b>
47	Update project plan, estimate, and software licenses based on final Mind Map	Tue 5/11/10	Wed 5/12/10	8 hrs
48	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Wed 5/12/10	Wed 5/19/10	4 hrs
	<b>1.6 Technical Specification</b>	<b>Wed 5/19/10</b>	<b>Wed 6/9/10</b>	<b>160 hrs</b>
50	TS - Create	Wed 5/19/10	Wed 6/9/10	120 hrs
51	TS - Initial review with customer	Wed 6/9/10	Fri 6/11/10	16 hrs
52	TS - Modifications Round 1	Fri 6/11/10	Wed 6/16/10	24 hrs
	<b>2 Planning</b>	<b>Mon 6/21/10</b>	<b>Wed 8/25/10</b>	<b>50 hrs</b>
	<b>2.1 Hardware / Software Requirements</b>	<b>Mon 6/21/10</b>	<b>Tue 6/22/10</b>	<b>16 hrs</b>
56	Additional HW / SW requirements review based on discovery phase	Mon 6/21/10	Tue 6/22/10	8 hrs
57	Create deployment plan	Mon 6/21/10	Tue 6/22/10	8 hrs
	<b>2.2 Finalize Project Plan</b>	<b>Wed 8/4/10</b>	<b>Thu 8/5/10</b>	<b>12 hrs</b>
61	Modify plan based on technical specification acceptance and HW / SW requirements	Wed 8/4/10	Thu 8/5/10	8 hrs
62	Review with customer	Thu 8/5/10	Thu 8/5/10	2 hrs
63	Modifications Round 1	Thu 8/5/10	Thu 8/5/10	2 hrs
	<b>2.3 Schedule</b>	<b>Wed 8/18/10</b>	<b>Fri 8/20/10</b>	<b>20 hrs</b>
74	2.3.1 Schedule job and assign resources	Wed 8/18/10	Fri 8/20/10	20 hrs
75	Review schedule requirements with customer	Wed 8/18/10	Wed 8/18/10	2 hrs
76	Assign Harvest resources to plan to meet requirements	Wed 8/18/10	Thu 8/19/10	4 hrs
77	Assist customer in assigning their resources to the implementation phase	Thu 8/19/10	Thu 8/19/10	8 hrs
78	Review with customer	Thu 8/19/10	Fri 8/20/10	2 hrs
	Modify resource assignment	Fri 8/20/10	Fri 8/20/10	4 hrs
	<b>2.4 Consultant Pre-Implementation Tasks</b>	<b>Wed 8/25/10</b>	<b>Wed 8/25/10</b>	<b>2 hrs</b>
81	Review project plan	Wed 8/25/10	Wed 8/25/10	2 hrs
	<b>3 Implementation</b>	<b>Wed 8/25/10</b>	<b>Mon 10/11/10</b>	<b>212 hrs</b>
96	Setup additional user groups and roles in Onbase	Wed 8/25/10	Thu 8/25/10	2 hrs
97	Setup Disk Group, Document Types, Folder, and Keywords	Thu 8/26/10	Thu 8/26/10	2 hrs
98	Setup custom queries	Thu 8/26/10	Thu 8/26/10	2 hrs
99	Setup Notifications - Workflow	Thu 8/26/10	Fri 8/27/10	8 hrs
	<b>3.2 OnBase Infrastructure Implementation</b>	<b>Fri 8/27/10</b>	<b>Mon 8/30/10</b>	<b>6 hrs</b>
94	Provide test AD security groups to IT	Fri 8/27/10	Fri 8/27/10	2 hrs
95	External autofill keyword set validation	Fri 8/27/10	Mon 8/30/10	4 hrs
	<b>3.10 Setup Workflow</b>	<b>Tue 9/7/10</b>	<b>Mon 9/13/10</b>	<b>32 hrs</b>
105	Setup Queues, Ad Hoc Tasks, Load Balancing, Lifecycle settings, Timers, and system Work	Tue 9/7/10	Fri 9/10/10	24 hrs
107	3.10.3 Scripting setup and unit testing	Fri 9/10/10	Mon 9/13/10	8 hrs
	TBD	Mon 9/13/10	Fri 9/17/10	32 hrs
109	3.11 Create E-Forms	Mon 9/13/10	Thu 9/16/10	24 hrs
	TBD	Thu 9/16/10	Fri 9/17/10	8 hrs
111	3.11.2 Scripting setup and unit testing	Thu 9/16/10	Fri 9/17/10	4 hrs
112	Create On Load scripting	Fri 9/17/10	Fri 9/17/10	4 hrs
	Create submission and validation scripting	Fri 9/17/10	Mon 10/11/10	128 hrs
114	3.12 Workflow unit testing - PHASE 1 RESTRICTED	Fri 9/17/10	Wed 9/22/10	24 hrs
115	Create test script	Wed 9/22/10	Thu 9/23/10	8 hrs
116	Setup for executing test script	Thu 9/23/10	Thu 9/30/10	40 hrs
117	Execute test script	Thu 9/30/10	Tue 10/5/10	24 hrs
118	Modifications round 1	Tue 10/5/10	Thu 10/7/10	16 hrs
119	Modify and execute test script round 2	Thu 10/7/10	Mon 10/11/10	16 hrs
	Modifications round 2	Mon 10/11/10	Wed 11/24/10	208 hrs
	<b>4 Documentation / Testing / Training</b>	<b>Mon 10/11/10</b>	<b>Wed 11/24/10</b>	<b>208 hrs</b>
	<b>4.1 Documentation - Pre User Acceptance</b>	<b>Mon 10/11/10</b>	<b>Tue 10/12/10</b>	<b>10 hrs</b>
122	Trip Report	Mon 10/11/10	Mon 10/11/10	2 hrs
123	Create workflow training documentation	Mon 10/11/10	Tue 10/12/10	8 hrs


**WV Lottery - Standard Workflow Estimate**

ID	Task Name	Start	Finish	Work
	<b>4.2 Training ( Train the Trainer ) - Pre User Acceptance</b>	Tue 10/12/10	Wed 10/13/10	8 hrs
125	Workflow training	Tue 10/12/10	Wed 10/13/10	8 hrs
	<b>4.3 Testing - User Acceptance - PRE QA Testing</b>	Wed 10/13/10	Wed 10/20/10	40 hrs
127	User pilot - Execute workflow as they would in production based on training	Wed 10/13/10	Fri 10/15/10	16 hrs
128	Modifications round 1	Fri 10/15/10	Wed 10/20/10	24 hrs
	<b>4.4 Testing - User Acceptance</b>	Wed 10/20/10	Wed 10/27/10	40 hrs
130	User pilot - Execute workflow as they would in production based on training	Wed 10/20/10	Thu 10/21/10	8 hrs
131	Modifications round 1	Thu 10/21/10	Fri 10/22/10	8 hrs
132	User pilot 2	Fri 10/22/10	Mon 10/25/10	8 hrs
133	Modifications round 2	Mon 10/25/10	Tue 10/26/10	8 hrs
134	User acceptance pilot	Tue 10/26/10	Wed 10/27/10	8 hrs
	<b>4.5 Production Deployment</b>	Mon 11/1/10	Tue 11/23/10	88 hrs
140	Production support	Tue 11/9/10	Tue 11/23/10	80 hrs
	<b>4.5.1 Deploy client software and test / verify proper installation / operation</b>	Mon 11/1/10	Tue 11/2/10	8 hrs
138	Testing	Mon 11/1/10	Tue 11/2/10	8 hrs
	<b>4.6 Setup Test System</b>	Tue 11/23/10	Wed 11/24/10	8 hrs
142	Move new changes to test system	Tue 11/23/10	Wed 11/24/10	8 hrs
	<b>4.7 Documentation - Final</b>	Mon 11/1/10	Wed 11/3/10	14 hrs
144	System documentation modifications	Mon 11/1/10	Tue 11/2/10	8 hrs
145	Workflow training documentation modifications	Tue 11/2/10	Wed 11/3/10	4 hrs
146	User training documentation modifications	Wed 11/3/10	Wed 11/3/10	2 hrs


**WV Lottery - Complex Workflow Estimate**

ID	Task Name	Start	Finish	Work
	<b>Project: WV Lottery - Complex Workflow Estimate</b>	<b>Fri 1/1/10</b>	<b>Tue 4/19/11</b>	<b>1,516 hrs</b>
	<b>1 Discovery</b>	<b>Fri 1/1/10</b>	<b>Fri 9/3/10</b>	<b>688 hrs</b>
	<b>1.1 Discovery / Planning Project Plan</b>	<b>Fri 1/1/10</b>	<b>Tue 1/5/10</b>	<b>17 hrs</b>
3	Create initial project plan from estimate through planning	Fri 1/1/10	Fri 1/1/10	8 hrs
4	Schedule meeting to review project plan / estimate	Mon 1/4/10	Mon 1/4/10	1 hr
5	Review with customer	Mon 1/4/10	Mon 1/4/10	4 hrs
6	Modifications	Mon 1/4/10	Tue 1/5/10	4 hrs
	<b>1.2 Training</b>	<b>Wed 1/6/10</b>	<b>Tue 1/19/10</b>	<b>33 hrs</b>
8	Modify existing Administrator Training as necessary	Wed 1/6/10	Thu 1/7/10	8 hrs
10	Schedule Training Class	Thu 1/7/10	Thu 1/14/10	1 hr
11	Setup training lab	Thu 1/14/10	Fri 1/15/10	8 hrs
12	Training Class	Fri 1/15/10	Tue 1/19/10	16 hrs
	<b>1.3 Requirements Analysis</b>	<b>Tue 1/19/10</b>	<b>Mon 4/5/10</b>	<b>36 hrs</b>
14	Schedule review meeting for the functional specification sample	Tue 1/19/10	Tue 1/26/10	2 hrs
15	Meeting to review functional specification	Tue 1/26/10	Tue 1/26/10	4 hrs
	<b>1.3.4 Workflow Discovery</b>	<b>Fri 2/26/10</b>	<b>Thu 3/11/10</b>	<b>18 hrs</b>
21	Schedule requirements meetings	Fri 2/26/10	Fri 3/5/10	2 hrs
22	Requirements Meeting - Process Owners	Fri 3/5/10	Tue 3/9/10	8 hrs
23	Requirements Meeting - Process Users	Tue 3/9/10	Thu 3/11/10	8 hrs
	<b>1.3.5 Project Plan / Software / Estimate Review</b>	<b>Fri 3/26/10</b>	<b>Mon 4/5/10</b>	<b>12 hrs</b>
27	Update project plan, estimate, and software licenses based on final Mind Map	Fri 3/26/10	Mon 3/29/10	8 hrs
28	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 3/29/10	Mon 4/5/10	4 hrs
	<b>1.4 ROI Analysis</b>	<b>Mon 4/5/10</b>	<b>Fri 4/23/10</b>	<b>60 hrs</b>
30	Complete ROI worksheets	Mon 4/5/10	Thu 4/8/10	24 hrs
31	ROI Meeting with customer	Thu 4/8/10	Thu 4/15/10	8 hrs
32	Finalize ROI worksheets	Thu 4/15/10	Tue 4/20/10	24 hrs
33	Present ROI	Tue 4/20/10	Fri 4/23/10	4 hrs
	<b>1.5 Functional Specification</b>	<b>Fri 4/23/10</b>	<b>Mon 6/14/10</b>	<b>186 hrs</b>
35	Create	Fri 4/23/10	Tue 5/18/10	140 hrs
36	Initial review with customer	Tue 5/18/10	Wed 5/19/10	4 hrs
37	Modifications Round 1	Wed 5/19/10	Wed 5/26/10	40 hrs
	<b>1.5.8 Project Plan / Software / Estimate Review</b>	<b>Fri 6/4/10</b>	<b>Mon 6/14/10</b>	<b>12 hrs</b>
43	Update project plan, estimate, and software licenses based on final Mind Map	Fri 6/4/10	Mon 6/7/10	8 hrs
44	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 6/7/10	Mon 6/14/10	4 hrs
	<b>1.6 Wireframe Model</b>	<b>Mon 6/14/10</b>	<b>Mon 7/19/10</b>	<b>70 hrs</b>
46	WF - Create wireframe model based on requirements	Mon 6/14/10	Mon 6/21/10	40 hrs
47	WF - Schedule meeting to review wireframe model with process owners and users	Mon 6/21/10	Mon 6/28/10	2 hrs
48	WF - Review wireframe model with process owners and users	Mon 6/28/10	Tue 6/29/10	8 hrs
49	WF - Modifications	Tue 6/29/10	Wed 6/30/10	8 hrs
	<b>1.6.8 Project Plan / Software / Estimate Review</b>	<b>Fri 7/9/10</b>	<b>Mon 7/19/10</b>	<b>12 hrs</b>
54	Update project plan, estimate, and software licenses based on final Mind Map	Fri 7/9/10	Mon 7/12/10	8 hrs
55	Project plan review meeting with customer - PM / Project Sponsor / Decision Maker	Mon 7/12/10	Mon 7/19/10	4 hrs
	<b>1.7 Technical Specification</b>	<b>Mon 7/19/10</b>	<b>Fri 9/3/10</b>	<b>276 hrs</b>
57	TS - Create	Mon 7/19/10	Wed 8/25/10	220 hrs
58	TS - Initial review with customer	Wed 8/25/10	Fri 8/27/10	16 hrs
59	TS - Modifications Round 1	Fri 8/27/10	Fri 9/3/10	40 hrs
	<b>2 Planning</b>	<b>Wed 9/8/10</b>	<b>Tue 11/16/10</b>	<b>78 hrs</b>
	<b>2.1 Hardware / Software Requirements</b>	<b>Wed 9/8/10</b>	<b>Fri 9/10/10</b>	<b>32 hrs</b>
63	Additional HW / SW requirements review based on discovery phase	Wed 9/8/10	Fri 9/10/10	16 hrs
64	Create deployment plan	Wed 9/8/10	Thu 9/9/10	16 hrs
	<b>2.2 Finalize Project Plan</b>	<b>Fri 10/22/10</b>	<b>Wed 10/27/10</b>	<b>24 hrs</b>
68	Modify plan based on technical specification acceptance and HW / SW requirements	Fri 10/22/10	Tue 10/26/10	16 hrs
69	Review with customer	Tue 10/26/10	Wed 10/27/10	4 hrs
70	Modifications Round 1	Wed 10/27/10	Wed 10/27/10	4 hrs
	<b>2.3 Schedule</b>	<b>Tue 11/9/10</b>	<b>Thu 11/11/10</b>	<b>20 hrs</b>
	<b>2.3.1 Schedule job and assign resources</b>	<b>Tue 11/9/10</b>	<b>Thu 11/11/10</b>	<b>20 hrs</b>
81	Review schedule requirements with customer	Tue 11/9/10	Tue 11/9/10	2 hrs
82	Assign Harvest resources to plan to meet requirements	Tue 11/9/10	Wed 11/10/10	4 hrs
83	Assist customer in assigning their resources to the implementation phase	Wed 11/10/10	Wed 11/10/10	8 hrs
84	Review with customer	Wed 11/10/10	Wed 11/10/10	2 hrs
85	Modify resource assignment	Wed 11/10/10	Thu 11/11/10	4 hrs
	<b>2.4 Consultant Pre-Implementation Tasks</b>	<b>Tue 11/16/10</b>	<b>Tue 11/16/10</b>	<b>2 hrs</b>
88	Review project plan	Tue 11/16/10	Tue 11/16/10	2 hrs
	<b>3 Implementation</b>	<b>Tue 11/16/10</b>	<b>Wed 2/2/11</b>	<b>400 hrs</b>
103	Setup additional user groups and roles in Onbase	Tue 11/16/10	Tue 11/16/10	2 hrs
104	Setup Disk Group, Document Types, Folder, and Keywords	Tue 11/16/10	Wed 11/17/10	2 hrs
105	Setup custom queries	Wed 11/17/10	Wed 11/17/10	2 hrs
106	Setup Notifications - Workflow	Wed 11/17/10	Thu 11/18/10	8 hrs
	<b>3.2 OnBase Infrastructure Implementation</b>	<b>Thu 11/18/10</b>	<b>Fri 11/18/10</b>	<b>6 hrs</b>
101	Provide test AD security groups to IT	Thu 11/18/10	Thu 11/18/10	2 hrs
102	External autofill keyword set validation	Thu 11/18/10	Fri 11/19/10	4 hrs
	<b>3.10 Setup Workflow</b>	<b>Mon 11/29/10</b>	<b>Thu 12/9/10</b>	<b>68 hrs</b>
112	Setup Queues, Ad Hoc Tasks, Load Balancing, Lifecycle settings, Timers, and system Work	Mon 11/29/10	Mon 12/6/10	40 hrs
113	Setup thick client to run as a service and schedule timers / workflow server TBD	Mon 12/6/10	Mon 12/6/10	4 hrs
	<b>3.10.4 Scripting setup and unit testing</b>	<b>Mon 12/6/10</b>	<b>Thu 12/9/10</b>	<b>24 hrs</b>
115	TBD	Mon 12/6/10	Thu 12/9/10	24 hrs
	<b>3.11 Create E-Forms</b>	<b>Thu 12/9/10</b>	<b>Wed 12/22/10</b>	<b>72 hrs</b>
117	TBD	Thu 12/9/10	Thu 12/9/10	40 hrs
119	3.11.2 Scripting setup and unit testing	Thu 12/16/10	Wed 12/22/10	32 hrs
	Create On Load scripting	Thu 12/16/10	Mon 12/20/10	16 hrs




**WV Lottery - Complex Workflow Estimate**

ID	Task Name	Start	Finish	Work
120	Create submission and validation scripting	Mon 12/28/10	Wed 12/22/10	16 hrs
	<b>3.12 Workflow unit testing - PHASE 1 RESTRICTED</b>	Mon 12/22/10	Wed 2/2/11	240 hrs
122	Create test script	Wed 12/22/10	Wed 12/28/10	40 hrs
123	Setup for executing test script	Wed 12/28/10	Fri 12/31/10	16 hrs
124	Execute test script	Fri 1/14/11	Fri 1/14/11	80 hrs
125	Modifications round 1	Fri 1/14/11	Fri 1/21/11	40 hrs
126	Modify and execute test script round 2	Fri 1/21/11	Wed 1/28/11	24 hrs
127	Modifications round 2	Wed 1/28/11	Wed 2/2/11	40 hrs
	<b>4 Documentation / Testing / Training</b>	Wed 2/2/11	Tue 4/19/11	350 hrs
	<b>4.1 Documentation - Pre User Acceptance</b>	Wed 2/2/11	Mon 2/7/11	16 hrs
130	Trip Report	Wed 2/2/11	Thu 2/3/11	2 hrs
131	Create workflow training documentation	Thu 2/3/11	Mon 2/7/11	16 hrs
	<b>4.2 Training ( Train the Trainer ) - Pre User Acceptance</b>	Mon 2/7/11	Tue 2/8/11	8 hrs
133	Workflow training	Mon 2/7/11	Tue 2/8/11	8 hrs
	<b>4.3 Testing - User Acceptance - PRE QA Testing</b>	Tue 2/8/11	Tue 2/15/11	40 hrs
135	User pilot - Execute workflow as they would in production based on training	Tue 2/8/11	Thu 2/10/11	16 hrs
136	Modifications round 1	Thu 2/10/11	Tue 2/15/11	24 hrs
	<b>4.4 Testing - QA - PHASE 1 RESTRICTED</b>	Tue 2/15/11	Tue 3/1/11	80 hrs
138	Create QA test script - Everything in implementation, every permutation	Tue 2/15/11	Fri 2/18/11	24 hrs
139	Setup for executing test script	Fri 2/18/11	Mon 2/21/11	8 hrs
140	Execute test script	Mon 2/21/11	Thu 2/24/11	24 hrs
141	Modifications round 1	Thu 2/24/11	Fri 2/25/11	8 hrs
142	Modify and execute test script round 2	Fri 2/25/11	Mon 2/28/11	8 hrs
143	Modifications round 2	Mon 2/28/11	Tue 3/1/11	8 hrs
	<b>4.5 Testing - User Acceptance</b>	Tue 3/8/11	Tue 3/22/11	80 hrs
146	User pilot - Execute workflow as they would in production based on training	Tue 3/8/11	Thu 3/10/11	16 hrs
147	Modifications round 1	Thu 3/10/11	Tue 3/15/11	24 hrs
148	User pilot 2	Tue 3/15/11	Wed 3/16/11	8 hrs
149	Modifications round 2	Wed 3/16/11	Mon 3/21/11	24 hrs
150	User acceptance pilot	Mon 3/21/11	Tue 3/22/11	8 hrs
	<b>4.6 Production Deployment</b>	Fri 3/25/11	Mon 4/18/11	88 hrs
156	Production support	Mon 4/4/11	Mon 4/18/11	80 hrs
	<b>4.6.1 Deploy client software and test / verify proper installation / operation</b>	Fri 3/25/11	Mon 3/28/11	8 hrs
154	Testing	Fri 3/25/11	Mon 3/28/11	8 hrs
	<b>4.7 Setup Test System</b>	Mon 4/18/11	Tue 4/19/11	8 hrs
158	Move new changes to test system	Mon 4/18/11	Tue 4/19/11	8 hrs
	<b>4.8 Documentation - Final</b>	Fri 3/25/11	Wed 3/30/11	28 hrs
160	System documentation modifications	Fri 3/25/11	Tue 3/29/11	16 hrs
161	Workflow training documentation modifications	Tue 3/29/11	Wed 3/30/11	8 hrs
162	User training documentation modifications	Wed 3/30/11	Wed 3/30/11	4 hrs


**WV Lottery Base System Installation**

ID	Task Name	Start	Finish	Work
	<b>Project: WV Lottery - Base System Installation</b>	<b>Fri 1/1/10</b>	<b>Fri 3/26/10</b>	<b>319.5 hrs</b>
	<b>1 Discovery</b>	<b>Fri 1/1/10</b>	<b>Fri 1/1/10</b>	<b>7 hrs</b>
	<b>1.1 Discovery / Planning Project Plan</b>	<b>Fri 1/1/10</b>	<b>Fri 1/1/10</b>	<b>7 hrs</b>
3	Create initial project plan from estimate through planning	Fri 1/1/10	Fri 1/1/10	4 hrs
4	Schedule meeting to review project plan / estimate	Fri 1/1/10	Fri 1/1/10	1 hr
5	Review with customer	Fri 1/1/10	Fri 1/1/10	1 hr
6	Modifications	Fri 1/1/10	Fri 1/1/10	1 hr
	<b>2 Planning</b>	<b>Mon 1/4/10</b>	<b>Tue 3/2/10</b>	<b>73 hrs</b>
	<b>2.1 Hardware / Software Requirements</b>	<b>Mon 1/4/10</b>	<b>Mon 1/11/10</b>	<b>51 hrs</b>
10	HW / SW requirements review based on discovery phase	Mon 1/4/10	Wed 1/6/10	16 hrs
29	Create deployment plan	Fri 1/8/10	Mon 1/11/10	16 hrs
	<b>2.1.2 Review hardware and software requirements and environment with IT</b>	<b>Wed 1/6/10</b>	<b>Fri 1/8/10</b>	<b>19 hrs</b>
	<b>2.1.2.1 Server Requirements</b>	<b>Wed 1/6/10</b>	<b>Thu 1/7/10</b>	<b>16 hrs</b>
24	Backup/recovery requirements	Thu 1/7/10	Thu 1/7/10	4 hrs
	<b>2.1.2.1.1 OnBase Servers</b>	<b>Wed 1/6/10</b>	<b>Thu 1/7/10</b>	<b>8 hrs</b>
14	OnBase database server	Wed 1/6/10	Thu 1/7/10	8 hrs
15	OnBase content server	Thu 1/7/10	Thu 1/7/10	0 hrs
16	OnBase web server	Thu 1/7/10	Thu 1/7/10	0 hrs
	<b>2.1.2.1.2 Application servers</b>	<b>Thu 1/7/10</b>	<b>Thu 1/7/10</b>	<b>4 hrs</b>
18	OnBase workflow server	Thu 1/7/10	Thu 1/7/10	4 hrs
19	OnBase Document Composition Server	Thu 1/7/10	Thu 1/7/10	0 hrs
20	Infopath Forms Server	Thu 1/7/10	Thu 1/7/10	0 hrs
21	DIP Servers	Thu 1/7/10	Thu 1/7/10	0 hrs
22	COLD Servers	Thu 1/7/10	Thu 1/7/10	0 hrs
23	Sweep Servers	Thu 1/7/10	Thu 1/7/10	0 hrs
	<b>2.1.2.2 Workstation hardware and software</b>	<b>Thu 1/7/10</b>	<b>Fri 1/8/10</b>	<b>3 hrs</b>
26	Virtual print driver	Thu 1/7/10	Thu 1/7/10	1 hr
27	Outlook integration	Thu 1/7/10	Thu 1/7/10	1 hr
28	Application Enabler	Fri 1/8/10	Fri 1/8/10	1 hr
	<b>2.2 Schedule</b>	<b>Tue 2/23/10</b>	<b>Thu 2/25/10</b>	<b>20 hrs</b>
	<b>2.2.1 Schedule job and assign resources</b>	<b>Tue 2/23/10</b>	<b>Thu 2/25/10</b>	<b>20 hrs</b>
34	Review schedule requirements with customer	Tue 2/23/10	Tue 2/23/10	2 hrs
35	Assign Harvest resources to plan to meet requirements	Tue 2/23/10	Tue 2/23/10	4 hrs
36	Assist customer in assigning their resources to the implementation phase	Tue 2/23/10	Wed 2/24/10	8 hrs
37	Review with customer	Wed 2/24/10	Wed 2/24/10	2 hrs
38	Modify resource assignment	Wed 2/24/10	Thu 2/25/10	4 hrs
	<b>2.3 Consultant Pre-Implementation Tasks</b>	<b>Tue 3/2/10</b>	<b>Tue 3/2/10</b>	<b>2 hrs</b>
41	Review project plan	Tue 3/2/10	Tue 3/2/10	2 hrs
	<b>3 Implementation</b>	<b>Tue 3/2/10</b>	<b>Mon 3/22/10</b>	<b>201.5 hrs</b>
72	Setup one test user group in OnBase	Tue 3/2/10	Tue 3/2/10	2 hrs
73	Setup single Disk Group, Document Types and Keyword in OnBase for testing	Tue 3/2/10	Tue 3/2/10	2 hrs
74	Setup one scan station for testing	Tue 3/2/10	Wed 3/3/10	4 hrs
75	Setup and test one instance of web scanning	Wed 3/3/10	Thu 3/4/10	8 hrs
76	Setup Application Enabler for retrieval testing	Thu 3/4/10	Thu 3/4/10	4 hrs
77	Setup COLD processing and cross referencing to test text based reports	Thu 3/4/10	Fri 3/5/10	8 hrs
78	Setup a test DIP process	Fri 3/5/10	Mon 3/8/10	4 hrs
79	Setup and unit test Web Server	Mon 3/8/10	Tue 3/9/10	8 hrs
80	Install and unit test distribution service	Tue 3/9/10	Tue 3/9/10	4 hrs
	<b>3.1 Initial Customer Meeting - SEE NOTES</b>	<b>Tue 3/2/10</b>	<b>Wed 3/3/10</b>	<b>2.5 hrs</b>
44	Gather Contact Information	Tue 3/2/10	Tue 3/2/10	0.17 hrs
45	Verify Signoff Privileges	Tue 3/2/10	Tue 3/2/10	0.17 hrs
46	Explain Change Request Procedure - SEE NOTES	Tue 3/2/10	Tue 3/2/10	0.17 hrs
47	Verify IT Requirements - SEE NOTES	Tue 3/2/10	Tue 3/2/10	0.5 hrs
48	Verify OnBase Technical Administrators	Tue 3/2/10	Wed 3/3/10	0.5 hrs
49	Gather Customer Update Requirements - SEE NOTES	Wed 3/3/10	Wed 3/3/10	0.25 hrs
50	Chalk Talk	Wed 3/3/10	Wed 3/3/10	0.25 hrs
51	Review Project Scope	Wed 3/3/10	Wed 3/3/10	0.5 hrs
	<b>3.2 OnBase Infrastructure Implementation</b>	<b>Wed 3/3/10</b>	<b>Wed 3/10/10</b>	<b>76 hrs</b>
60	Setup user groups in Active Directory	Thu 3/4/10	Mon 3/8/10	16 hrs
61	Enable and test AD authentication	Mon 3/8/10	Mon 3/8/10	4 hrs
62	Provide test AD security groups to IT	Mon 3/8/10	Mon 3/8/10	2 hrs
63	Setup Onbase user groups necessary for infrastructure testing	Mon 3/8/10	Tue 3/9/10	4 hrs
69	Outlook integration	Wed 3/3/10	Thu 3/4/10	8 hrs
70	Install OnBase Document Composition Server	Wed 3/3/10	Thu 3/4/10	4 hrs
71	Virtual Print Driver - Credit Report, GBI Report, SOS Response	Thu 3/4/10	Thu 3/4/10	4 hrs
	<b>3.2.1 Server Installation</b>	<b>Wed 3/3/10</b>	<b>Mon 3/8/10</b>	<b>25 hrs</b>
57	Install OnBase Web Server	Thu 3/4/10	Mon 3/8/10	16 hrs
58	Configure InfoPath Forms Server	Mon 3/8/10	Mon 3/8/10	2 hrs
59	Install OnBase Workflow Server - Validate web server DSN, App Server, config file	Mon 3/8/10	Mon 3/8/10	2 hrs
	<b>3.2.1.1 Install OnBase Database Server</b>	<b>Wed 3/3/10</b>	<b>Thu 3/4/10</b>	<b>5 hrs</b>
55	Install HASP driver	Wed 3/3/10	Wed 3/3/10	1 hr
56	Install OnBase database	Wed 3/3/10	Thu 3/4/10	4 hrs
	<b>3.2.6 Remote district validation</b>	<b>Tue 3/9/10</b>	<b>Wed 3/10/10</b>	<b>9 hrs</b>
65	Thick Client response time	Tue 3/9/10	Tue 3/9/10	2 hrs
66	Thin client response time	Tue 3/9/10	Tue 3/9/10	0.5 hrs
67	Desktop / Outlook Integration response time	Tue 3/9/10	Tue 3/9/10	0.5 hrs
68	Thick client scanning	Tue 3/9/10	Wed 3/10/10	6 hrs


**WV Lottery Base System Installation**

ID	Task Name	Start	Finish	Work
	<b>3.12 Records Management</b>	Tue 3/9/10	Tue 3/16/10	48 hrs
82	Discover requirements for one simple records management requirement	Tue 3/9/10	Wed 3/10/10	8 hrs
83	Configure, test, and train based on requirements gathered	Tue 3/9/10	Tue 3/16/10	40 hrs
	<b>3.13 Software deployment system</b>	Tue 3/16/10	Wed 3/17/10	6 hrs
85	Installation MSI Development	Tue 3/16/10	Wed 3/17/10	2 hrs
86	Installation msi development - thick client and activeX controls	Wed 3/17/10	Wed 3/17/10	2 hrs
87	Installation msi development - ActiveX controls	Wed 3/17/10	Wed 3/17/10	2 hrs
	<b>3.14 Installation msi development - Outlook integration</b>	Wed 3/17/10	Thu 3/18/10	7 hrs
89	Installation MSI Testing	Wed 3/17/10	Wed 3/17/10	2 hrs
90	Installation msi testing - thick client and activeX controls	Wed 3/17/10	Thu 3/18/10	2 hrs
91	Installation msi testing - ActiveX controls	Thu 3/18/10	Thu 3/18/10	2 hrs
92	Installation msi testing - Outlook integration	Thu 3/18/10	Thu 3/18/10	1 hr
	<b>3.15 Test System</b>	Thu 3/18/10	Mon 3/22/10	18 hrs
94	Setup test system DB, Web Server, move prod. database to test	Thu 3/18/10	Mon 3/22/10	18 hrs
95	Administrator training	Mon 3/22/10	Mon 3/22/10	2 hrs
	<b>4 Documentation / Testing / Training</b>	Fri 1/1/10	Fri 3/26/10	38 hrs
	<b>4.1 Documentation - Pre User Acceptance</b>	Mon 3/22/10	Tue 3/23/10	4 hrs
98	System documentation	Mon 3/22/10	Tue 3/23/10	4 hrs
	<b>4.2 Training ( Train the Trainer ) - Pre User Acceptance</b>	Tue 3/23/10	Fri 3/26/10	26 hrs
100	Admin	Tue 3/23/10	Fri 3/26/10	24 hrs
101	User Non workflow	Fri 3/26/10	Fri 3/26/10	2 hrs
	<b>4.3 Production Deployment</b>	Fri 1/1/10	Fri 1/1/10	8 hrs
	<b>4.3.1 Deploy client software and test / verify proper installation / operation</b>	Fri 1/1/10	Fri 1/1/10	8 hrs
104	Testing	Fri 1/1/10	Fri 1/1/10	8 hrs
105	Test system with regular user logging in as the first user	Fri 1/1/10	Fri 1/1/10	0 hrs
106	Roll out GPO that says the Hyland Active X controls are safe	Fri 1/1/10	Fri 1/1/10	0 hrs

## Appendix B – Content360 Implementation and Project Management Steps

### Content360 Implementation Steps

#### Step 1. Organizational Analysis

##### Activities

The first step in the Content360 methodology is to gain a clear understanding of the organization and the key business drivers and associated business processes that determine its success. Key business drivers are imperatives that are critical to customer satisfaction, competitive effectiveness, financial growth and stability, regulatory compliance and production and delivery quality and consistency. To understand and document these important areas, organizational discovery session(s) are conducted which concentrate on identification and understanding of the following aspects of the organization:

- Type(s) of business and activities the organization is engaged in (or planning to move into).
- Products and services provided to the marketplace.
- Organizational structure employed by the organization.
- Strategic goals, objectives and advantages

The discovery sessions are also used to understand and document internal and external forces that may have positive or negative leverage over an organization's key business drivers, including:

- Economic issues
- Environmental issues
- Regulatory and compliance issues
- Corporate governance issues
- Resource issues
- Financial issues
- Market/competitive issues

The final objective of the organizational discovery sessions is to identify and document those business processes that are associated with the successful accomplishment of each key business driver. A business process is an organized group of related activities that work together to create a result for the organization and its customers. An organization's Key business processes are those processes which have maximum impact on the success of an organization, as these processes deliver results that are directed towards specific and measurable business goals. These are the business processes that an organization must excel at to remain successful, both now and in future.

During the organizational discovery session, key business processes will be identified and documented at a macro level along with the metrics used to determine the performance of each business process along with any requirements and assumptions regarding future growth, expansion or extension of each business process.

##### Deliverables

The deliverable of Step 1 is a detailed project plan outlining the scope of the remainder of the engagement. This plan will be built with specific activities and dates for a successful engagement.

## Step 2. Requirements Analysis

### Activities

The second step in the Content360 methodology is to perform a detailed requirements analysis of each key business process identified during the Organizational Analysis phase. This is accomplished by conducting iterative process discovery sessions with key process stakeholders and process performers. The objective of each discovery session is to identify, understand and document the following areas for each business process:

- Identification and documentation of the activities performed during each step of the business process.
- Identification of the roles (internal and external) involved in performing each activity within the business process.
- Identification of key inputs to each business process activity, including initiation inputs, contribution inputs and coordination inputs.
- Identification of integration points between each business process activity and other internal and external processes/systems.
- Identification of key defect sources and the associated method (and cost) of compensation processing.
- Identification of key outputs of each business process activity.
- Content retention requirements and policies.
- Resource and skill set availability.
- Identification of internal and/or external forces that can significantly impact the business process, including regulatory/compliance requirements, corporate and/or industry governance requirements and contractual requirements.

During the business process analysis phase we pay particular attention to content-specific areas that can have a significant impact on the success of the business process, including:

- Inefficient paper processes – lost files, redundant work, fraud, etc.
- The volume of paper being generated and stored – filing cabinets, paper routing, etc.
- Regulatory storage requirements – legal, local and federal government, etc.
- Physical logistics of paper document storage, retrieval and reproduction.

A significant part of each business process discovery session will be the collection of samples for each content type (i.e., paper forms) associated with that process. These samples play a significant role in understanding the information requirements of the business process. They also provide a baseline for analysis and design of electronic renditions of content where identified as appropriate.

During this session we also develop an initial set of metrics by which the success of the project can be based and evaluated. These will typically include concrete measurements such as reduction in defects, time, and cost required to complete a given business process. They may also include more abstract, but equally valuable measurements such as improvements in quality and customer satisfaction.

Documentation of the business process activities is captured into a MindMap software template for easy reference and flexibility. The MindMap provides an easy-to-understand visual outline of the process and systems which allows us to easily identify touch points and access points of information in the process. These points are where we will look for Document Imaging projects and applications.

**Deliverables**

The output of the Business Process Requirements Analysis will be a report that graphically and descriptively depicts a view of the systems, equipment, content, users and reports involved in the evaluated processes. This report will be in a Mind Map format to provide greater understanding of the process strengths and weaknesses.

**Step 3. Impact Analysis****Activities**

Step 3 of the Content360 methodology is focused on the evaluation and assessment of the business process information gathered during step 2. Each business process will be evaluated regarding its overall efficiency and effectiveness. The efficiency assessment is internally focused and measures the resources that are consumed in getting a unit of work done. These resources may include materials, personnel or simply time consumed. The efficiency of a business process often has a direct impact on the cost performance of a business process for the organization. Conversely, effectiveness assesses the business process from an external (customers') perspective. For example, how effective was the business process in delivering what a customer wanted/needed in a consistent manner and at an acceptable level of quality.

The efficiency and effectiveness evaluations will be used to develop a high-level, preliminary ROI analysis. This ROI will help determine those business processes that are the best candidates for a detailed business process improvement analysis and which groups within the organization would benefit the most from implementing specific solutions in support of business and financial goals.

The Content360 methodology is designed to emphasize and focus on modifications to business processes that are identified as having the greatest potential positive impact to and consistency with an organization's key business drivers and overall success. Recommendations for small improvements may be made for business processes that do not provide significant financial or cultural improvement to an organization. However, these business processes will not be included in any ongoing reengineering analysis.

**Deliverables**

The output of the Business Process Impact Analysis will be an ROI document that details potential savings to the organization by improving identified key business process. The document will outline anticipated labor and/or time savings, hard cost savings, and process improvement benefits.

This document will be used to identify those business processes that have the potential ROI to fund a solution on its own or if other mitigating factors need to be present to justify investing in a solution. The ROI evaluation can also serve as the basis for prioritization of business process improvement initiatives for the organization.

## **Step 4. Detailed Needs Analysis**

### **Activities**

Step 4 in the Content360 methodology will be to perform a deeper analysis of those business processes that were identified in the Impact Analysis as having the potential for significant positive impact to, and consistency with, an organization's key business drivers and overall success.

The primary objective of this step is the development and documentation of a functional specification document for the identified key business processes. The Functional Specification is designed to provide a before and after perspective of the activities performed and functionality provided by the existing key business process in contrast to the activities performed and functionality provided by the reengineered business process. As such, the Functional Specification provides a singular vision/description of what the business process automation solution is expected to do and how it is supposed to function. The analysis is presented using highly visual information formats, including Use Case diagrams, Swim Lane flow charts, system architecture drawings and activity diagrams. This enables both technical and non-technical personnel to rapidly understand and evaluate the proposed solution and make changes where necessary.

The evaluated business processes are presented in both an "as-is" format and a "to-be" format. The as-is format documents the business process as it currently exists. The to-be format documents and illustrates the business process as it will be after the business process automation changes have been applied. This approach offers a clear visual representation of the differences between the two implementations and serves to rapidly identify shortcomings in the planned solution prior to actual development and implementation. This document explains in great detail exactly what the Document Imaging solution should do and will serve as a "road map" of the process with an outline all known process steps.

### **Deliverables**

#### **Functional Specification**

Based upon the Detailed Needs Analysis, we will compile a functional specifications document which will contain Use Case diagrams, Swim Lane flow charts, system architecture drawings, activity diagrams, and list the requirements for a solution to improve that process.

This document will serve as a "road map" of the process and will outline all known process steps. It is, by design, "application agnostic" meaning that any technology or process solution may be developed using this document. The Functional Specification document can be used as a check list for feature / functionality of any technology solution your organization may consider to improve the business process or to generate an RFP to send to vendors.

## **Step 5. Analysis Review and Recommendations**

### **Activities**

The final step in the Content360 methodology is an organizational review of the ROI and Functional Design deliverables of steps 4 and 5. This step involves bringing together executives, managing directors, process users and business process consultants in a forum to review and discuss the findings of the analysis and to clarify any assumptions that were required during the evaluation.

During this step, recommendations will be presented for changing or modifying key business processes. The result of the engagement will be confidence in a decision to move forward with a solution and a plan to give the organization the greatest opportunity for success.

### **Final Deliverable and Recommendation**

The final document delivered in the engagement will be a brief overview of the key business processes and a final recommendation for steps to be taken to improve them. This document will take into account all steps conducted as part of the Content360 process and the ROI potential for any improvements made to identified key business processes.

## **Step 6. Solution Implementation**

The Solution Implementation is the tangible result of the recommendations from the Process Analysis. Every aspect of the Solution Implementation phase has been designed and tested to keep communication, documentation and industry best practice at the project forefront. Content360 works best when everyone is aware of expectations and deliverables.

We will build a technical specification document based upon the Process Analysis which spells out specifically how we are going to develop the technical solution. This document will lead to the development of the Project Plan which governs the project deliverables.

During the Solution Implementation every aspect of the project will be managed by a certified project manager (See Content360 Project Management Methodology below). Daily status logs, weekly project status reports, and change orders provide our clients with updated information and deliverables. All project plans, documents, schedules and responsibilities are accessible 24/7 via our online project management system. Upon completion of the initial implementation a rigorous testing phase will ensue. Testing will work on two levels - user acceptance and QA system testing. During the final phase of Solution Implementation we will document the system and training materials.

## **Step 7. Training**

Training is an important step in our Content360 implementation methodology. This is covered in Section IV – bullet point 5 – on page 27.

## **Step 8. Testing Methodology**

We will also assist our clients with staying on the most recent version of their technology. Harvest has a complete methodology for regression testing and implementing large system upgrades ensuring minimal impact to your users. End user acceptance testing will ensure that the system operation is understood, adopted, and utilized effectively throughout the WV Lottery.



## **Content360 Project Management Methodology**

Project management is a vital component of a success solution implementation. The project management steps below will take place during the Solution Implementation above. Due to the critical nature of project management, it is allowed its own section.

The Content360 Project Management Methodologies provide extensive provisions for ensuring continuous communications and project status updates. Change management strategy is included as a critical component of the overall project methodology.

The following Project phases are critical components of the Harvest Content360 Project Management Methodology:

### **Project Initiation**

The project initiation phase represents the beginning of the project implementation. This phase is essential to the success of the project as it establishes and communicates the goals, boundaries and measurements for the project. The initiation phase will consist of one or more meetings between the Harvest project management team and key stake holders and management personnel from the customer to accomplish the following objectives:

- **Quantify and articulate the vision for the project** – Develop a concise written statement of the purpose of the project.
- **Define the project size and time frame** – Define what the project will entail and the general time frame for delivery.
- **Identify feasible and measurable objectives and goals** – Identify a set of measurable project objectives (i.e., computerize accounting records, increase speed of processing large volumes of paperwork by 25%, improve invoice processing accuracy by 15%, etc.) and business goals (i.e., increase profits by 20%, reduce financial costs by 30%, increase members by 10%).
- **Identify and assemble the team** – Identify all groups and members of the Harvest and DHR teams and their roles and responsibilities within the project.
- **Define the budget for the project** – Identify the amount of funding available for the project and any stipulations as to how the funding should be allocated (i.e., 30% for software, 70% for services, etc.).
- **Identify initial risk** – Identify any items or areas that may pose a risk to the success of the project. For example, pending legislation may change the requirements of a business process.
- **Identify a method for monitoring project implementation progress** – Identify the methods and system(s) that will be used to track and communicate the progress of the project.
- **Identify the change control process** – Identify the process and participants that will be involved in approval of requested changes to the project.
- **Obtain agreement from all stakeholders** – All participants should agree on the project criteria established during the project initiation phase.

## **Project Planning**

The project planning phase will encompass the activities required to translate the project goals identified in the project initiation phase into the actual tasks that must be performed to achieve those goals. This phase will include:

- Refinement of the project scope
- Identification of specific tasks and activities to be completed
- Project milestones
- Project schedule and budget

The project plan will be developed by the Harvest project management and reviewed with the WV Lottery stake holders and management for approval. The final approved project plan will serve as the baseline for implementation of the project and will be published using Microsoft Project. For a sample of a project plan, please see the next section of this RFP.

## **Project Execution**

The project execution phase represents the actual performance of the tasks and activities identified during the project planning phase. This phase is initiated with a project kickoff meeting attended by all project participants (or representatives) where the project goals, timeline, budget and task assignments are communicated and reviewed. During the kickoff meeting, the project progress tracking and status review methodology and associated systems are also reviewed and training is provided (as required).

## **Project Monitoring**

During execution of the project, the Harvest Project Management and the customer's project management team will be responsible for monitoring and controlling the progress of the project against the project plan. The project management teams will be responsible for the following areas:

- **Regular monitoring and progress reporting** – Regular (weekly or daily – if required) progress status updates will be conducted to assess and record the progress of the project and the accomplishment of task assignments against the project plan.
- **Project plan modifications and adjustments** – All changes that effect the project schedule and/or task assignments will be incorporated into a revision of the project plan and distributed.
- **Identification and communication of any risks/road blocks** – Any risks and/or road blocks to the project's completion that develop during the execution phase will be identified, assessed and communicated by the project management team to the appropriate project stake holders and management personnel.
- **Change management** – All requested and/or required changes to the project will be submitted to the project management team who will in turn be responsible for recording and tracking the change requests and for approval as required. The project management team will revise the project plan to include approved change requests.
- **Budget management** – The actual expenditures of the project will be tracked and reported against the established budget for the project.

**Project Conclusion**

When all of the activities and tasks assigned in the project plan have been successfully accomplished, a project conclusion phase is conducted. During this phase the project is evaluated for its successful accomplishment of the goals and objectives established for the project.

## Appendix C – Guide to Harvest Tech Support

### HARVEST TECHNOLOGY GROUP



[www.harvesttg.com](http://www.harvesttg.com)  
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imaging    workflow    document design & delivery    SEAMLESS INTEGRATION

maintenanc  
& SUPPORT

# WELCOME WELCOME

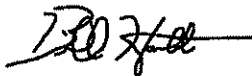
Harvest Technology Group is nationally recognized as one of the leading providers of support services for document and content management systems. We are proud to offer the most flexible and effective portfolio of maintenance programs in the industry.

With a constant focus on the critical needs of our customers, Harvest strives to deliver the highest level of technical assistance necessary to efficiently resolve issues and, when necessary, enhance the technology to adapt to your changing business landscape.

Our professional consultants are fully certified on the systems provided to your company and have been trained to address solutions-specific and industry-specific needs. The result: response times are minimized and critical projects are completed on or ahead of schedule. More importantly, your business continues with little or no interruption to day-to-day operations.

On behalf of John Riordan, our president, and the entire Harvest Technical Services Team, welcome aboard.

Sincerely,



Bill Harrell  
Chief Technology Officer

"Our approach is simple:  
Give the customers what  
they want...plus one."

imaging  
 workflow  
 document design & delivery  
 SEAMLESS INTEGRATION

**MAINTENANCE & SUPPORT GUIDE**

[www.harvesttg.com](http://www.harvesttg.com)

# CONTACT INFORMATION

**TECHNICAL SUPPORT BUSINESS HOURS OF OPERATION:**

Monday – Friday (Standard)	8:30am – 5:30pm ET
Saturday – Sunday	Customized: Available to Gold Maintenance Customers Only
Holidays:	Customized: Available to Gold Maintenance Customers Only

 For More Information on Harvest's Support Programs, Contact Us : [www.harvesttg.com](http://www.harvesttg.com) or 678.366.0030.

**OPEN AN INCIDENT ONLINE (SUPPORT PORTAL):**
[www.harvesttg.com](http://www.harvesttg.com)

Click on "CUSTOMER LOGIN"

To obtain your Login ID and Temporary Password, please call Harvest at: 678.366.0030 Option #3. (Web-based Incident Programs are only available to Harvest SILVER or GOLD Support Customers and to Harvest Second-Line Support Customers that have been APPROVED IN ADVANCE by their Technology Partner.)

**CONTACT A TECHNICAL SUPPORT DISPATCH AGENT:**

678.366.0030 x2107

(Note: Please have your Incident Number and Product Name / Version available at the time of the call.)

**EMAIL A TECHNICAL SUPPORT CONSULTANT**
[support@harvesttg.com](mailto:support@harvesttg.com)

(Note: Please reference your Incident Number and Product Name / Version in the email.)

**EMERGENCY:**

678.366.0030 x 2107

(Note: Please have your Incident Number and Product Name / Version available at the time of the call.)

**TECHNICAL SERVICES DIRECTOR:**
**ROBERT SPRAGUE**
[rsprague@harvesttg.com](mailto:rsprague@harvesttg.com)

P: 678.366.0030 x 2102

C: 617.308.0497

**NOTE:** Maintenance & Support Contracts must be in good standing in order for Harvest to provide Technical Support to any customer. If a Contract has expired, your company may experience delays in receiving assistance as well as be required to pay late charges and other fees.

**Ensure That Your Support Remains Uninterrupted. Forward payment on or before the expiration date.**

Company Name: \_\_\_\_\_

Product: \_\_\_\_\_

Version: \_\_\_\_\_

Product: \_\_\_\_\_

Version: \_\_\_\_\_

Product: \_\_\_\_\_

Version: \_\_\_\_\_

Maintenance Start: \_\_\_\_\_

Maintenance Expiration: \_\_\_\_\_

# GOLD SUPPORT SILVER SUPPORT BRONZE SUPPORT

**silver TECHNICAL SUPPORT HOURS OF OPERATION:** Monday – Friday 8:30am – 5:30pm

## silver SUPPORT PORTAL:

Please call our Technical Support Dispatch Manager to obtain your initial Login ID and Password: 678.366.0030 x2107.

Harvest's Online Web-Based Support Service provides users with the fastest and most efficient way to work with Harvest Technical Consultants. Go to [www.harvestfg.com](http://www.harvestfg.com) and click on **Customer Login** to submit your incident.

- Dedicated Project Manager for Your Incident
- Online Incident Submission
- Online Status Tracking of Open Support Incidents
- Searchable Knowledge-Base
- Updated Technical Reference Guides
- Remote Technical Support
- Access to Technology Partners' Secured Customer Web Portals
- Systems FAQ List
- Product Release Notes and Quick Set-Up Guides
- Request a Temporary Product License Key (initial and one replacement)
- Request a Permanent Product License Key (one)

## silver PHONE SUPPORT:

- Software Upgrade Information (fee associated with product procurement)
- Platform Change Information (fee associated with platform change)
- Systems Technical Support for an UNLIMITED NUMBER OF INCIDENTS Per Month During Regular Business Hours (post installation)
- Response Guaranteed Within FOUR Business Hours
- Priority Escalation for Systems Down Issues

## silver THE SILVER DIFFERENCE:

- Two Hours of Online Standard Administrative Training for Up to Two Client End-Users (concurrently)
- Annual Offsite Systems Review by a Senior Certified Consultant
- Dedicated Account Manager Assigned to Your Company
- Priority Scheduling for Onsite and Offsite Consulting Projects Outside the Scope of this Maintenance Program

## silver CONSULT LINE:

This fee-based (hourly rate) service is designed to supplement First-Level Support when customers need extra assistance. Certified technicians are available during regular business hours for a variety of document design, systems installation, and upgrade or enhancement-related projects. To schedule an appointment, contact Harvest at: 678.366.0030 Ext. 2102.

DISCLAIMER: Maintenance and support services are product- and version-specific. Consult your Account Manager or Support Manager for additional information. Additional fees may be required. Some restrictions apply. Prices and inclusions are subject to change without notice. CONTRACTS MUST BE IN GOOD STANDING IN ORDER FOR BENEFITS TO BE RENDERED TO ANY CLIENT.

# GOLD SUPPORT

## SILVER SUPPORT

### BRONZE SUPPORT

**gold TECHNICAL SUPPORT HOURS OF OPERATION:** Customized SUPPORT PROGRAM. See Your Sales Consultant for More Information Regarding Support During After Hours, Weekends and Holidays.

#### gold SUPPORT PORTAL:

Please call our Technical Support Dispatch Manager to obtain your initial Login ID and Password: 678.366.0030 x2107.

Harvest's Online Web-Based Support Service provides users with the fastest and most efficient way to work with Harvest Technical Consultants. Go to [www.harvesttg.com](http://www.harvesttg.com) and click on **Customer Login** to submit your incident.

- Dedicated Project Manager for Your Incident
- Online Incident Submission
- Online Status Tracking of Open Support Incidents
- Searchable Knowledge-Base
- Updated Technical Reference Guides
- Remote Technical Support
- Access to Technology Partners' Secured Customer Web Portals
- Systems FAQ List
- Product Release Notes and Quick Set-Up Guides
- Request a Temporary Product License Key (initial and two replacements)
- Request a Permanent Product License Key (one)

#### gold PHONE SUPPORT:

- Systems Technical Support for an UNLIMITED NUMBER OF INCIDENTS Per Month During the Times and Days Specified in the Clients' Customized SUPPORT PROGRAM
- Response Guaranteed Within TWO Business Hours of Web Submittal (during normal business hours)
- 24/7 Page-Alert Hotline – With a Response Time of THREE Business Hours (based on the Customized SUPPORT PROGRAM)

#### gold THE GOLD DIFFERENCE:

- FIRST PRIORITY ESCALATION for Most Business and Systems Down Related-Issues
- Priority Scheduling for Onsite and Offsite Consulting Projects Outside the Scope of this Maintenance Program
- Semi-Annual Offsite Systems Review by a Senior Certified Consultant
- Annual Onsite Systems Review by a Senior Certified Consultant (T/E fees are the responsibility of the customer)
- Four Hours of Online Standard Administrative Training for Up to Three Client End-Users (concurrently)
- Sr. Manager or Director Assigned to Oversee Your Account and all Projects

#### gold CONSULT LINE:

This fee-based (hourly rate) service is designed to supplement First-Level Support when customers need extra assistance. Certified technicians are available during regular business hours for a variety of document design, systems installation, and upgrade or enhancement-related projects. To schedule an appointment, contact Harvest at: 678.366.0030 Ext. 2102. Evening and weekend project assistance is also available at special hourly rates for GOLD program customers.

DISCLAIMER: Maintenance and support services are product- and version-specific. Consult your Account Manager or Support Manager for additional information. Additional fees may be required. Some restrictions apply. Prices and inclusions are subject to change without notice. CONTRACTS MUST BE IN GOOD STANDING IN ORDER FOR BENEFITS TO BE RENDERED TO ANY CLIENT.



## Appendix D – OnBase Hardware and OS Requirements

### Hardware and OS Support for OnBase

*NOTE: The following are minimum requirements recommended for use with OnBase ECM version 8.2. Using the minimum recommended memory may have an adverse effect on performance.*

<b>ONBASE CLIENT RETRIEVAL WORKSTATION</b>	<b>RECOMMENDED REQUIREMENTS</b>
<b>CPU</b>	Pentium 4.2.4 GHz or faster (or equivalent)
<b>MEMORY</b>	1GB or greater (2 GB or greater for Vista)
<b>FREE HARD DISK SPACE</b>	500 MB or greater
<b>OPERATING SYSTEM</b>	Windows 2000 SP4, XP SP2, 2003 SP1 or greater, Vista, 7
<b>VIDEO RESOLUTION</b>	Minimum of 1024 x 768 (lower than this will result in a loss of functionality)

<b>ONBASE SCAN STATION</b>	<b>RECOMMENDED REQUIREMENTS</b>
<b>CPU</b>	Pentium PC 500 MHz
<b>MEMORY</b>	256 MB RAM (in addition to the operating system requirements)
<b>BUSINESS ARCHITECTURE</b>	EISA, PCI, or Micro Channel
<b>FREE HARD DISK SPACE</b>	1 GB of free hard drive (system files and OnBase software) 1 GB of free hard drive or partition (ISO image)
<b>SUPPORTED CD WRITER</b>	For a complete, up-to-date listing of the supported CD writers
<b>OPERATING SYSTEM</b>	Windows 2000 SP4, XP SP2, Server 2003 SP1 or greater, Vista, 7
<b>SCANNER</b>	Must be TWAIN compliant

<b>ONBASE DATABASE</b>	<b>MINIMUM REQUIREMENTS</b>
<b>SUPPORTED DATABASES</b>	SQL Server 2008, 2005 or 2000 Oracle 8: 8.0.5.0 or greater (third-party ODBC driver is recommended for processing stations) Oracle 8i: 8.1.7.7 or greater (ODBC drivers should be 8.1.7 or greater) Oracle 9i: Release 1 and Release 2 (9.2) (Oracle Client Driver 9.2.0.4 or higher recommended) Oracle 10g: Release 1 and Release 2 (Oracle Client Driver 10.2.0.2 or higher recommended) Oracle 11g IBM DB2 Universal Database (UDB) Version 8.2 Supported for a limited set of OnBase modules. Please contact your OnBase service provider for more detail. Sybase SQL Anywhere

<b>ONBASE WEB CLIENT</b>	<b>RECOMMENDED REQUIREMENTS</b>
<b>CLIENT REQUIREMENTS (ActiveX and HTML Only Clients)</b>	Microsoft Internet Explorer 6.0 SP1 or later required Microsoft MSXML 3.0 SP5 or later required Operating Systems - Microsoft Windows 2003, XP SP2, 2000 SP4, Vista, 7
<b>CLIENT REQUIREMENTS (Java Client - Macintosh)</b>	Safari 1.0 or later or Firefox 0.8 or later Java 2 SE Runtime Environment, 1.4.1 or later Mac OSX 10.2.8 or later
<b>CLIENT REQUIREMENTS (Java Client - Windows)</b>	Firefox 2.0 or later or Internet Explorer 6.0 SP1 or later Java 2 SE Runtime Environment, 1.4.1 or later Windows XP SP2 or later service pack
<b>CPU</b>	Pentium III 500 MHz processor (or faster recommended)
<b>SYSTEM MEMORY</b>	256 MB (or greater recommended)
<b>PRINTER MEMORY</b>	32 MB (recommended)
<b>SCREEN RESOLUTION</b>	1024 x 768 (recommended minimum display setting)

<b>ONBASE WEB SERVER</b>	<b>RECOMMENDED REQUIREMENTS</b>
<b>CPU</b>	Dual Intel Xeon processor at 2.8GHz (or faster) recommended
<b>MEMORY</b>	2 GB (or greater)
<b>IIS</b>	Microsoft IIS 6.0
<b>SERVER .NET/XML /RUNTIME LIBRARIES</b>	Microsoft .NET Framework 2.0 SP1 or greater SP Microsoft MSXML 4.0 (SP 2 or greater) AND MSXML 3.0 (SP5 or greater) Microsoft Visual C++ 2005 Redistributable Package (x86)
<b>OPERATING SYSTEM</b>	Microsoft Windows 2003 Server SP2, 2008
<b>ONBASE DATABASE SCHEMA</b>	8.0 Database Schema (3.5-245)
<b>FREE HARD DISK SPACE</b>	200 MB
<b>WEB BROWSERS</b>	Microsoft Internet Explorer 6.0 recommended, SP1 or greater

## Appendix E – Fujitsu ScanCare Data Sheet

Fujitsu Technical  
Assistance Center  
(800) 626-4686

TAC is available Monday-Friday (excluding  
holidays) 5 a.m. to 5 p.m. PST



# ScanCare

## Service Program Description

The ultimate on-site preventative maintenance program. ScanCare is the premium service program offered by Fujitsu. The ScanCare program combines Basic on-site service with preventative maintenance (PM), consumables and user training for Fujitsu scanner customers. ScanCare, In-Warranty upgrades the Standard Limited Warranty to 12-months of coverage. ScanCare, Post-Warranty is available after the warranty period and can be purchased in single or multi-year increments.

**On-site Service** --- On-site repair service includes spare parts, labor and travel for verified hardware failures. Select Next Business Day (NBD), 4-hour or 24/7 Response time (contract prices vary). Service is available across the United States, except certain Hawaiian Islands and areas of Alaska. On-site service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). On-site service outside the hours specified above may be available for rates and

terms then in effect. Outside of PM events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

**Preventative Maintenance** --- A FAFSE schedules an on-site visit to thoroughly clean and replace any necessary consumable parts from the pre-shipped ScanCare kit. Service will be provided during normal business hours at a time to be mutually agreed upon between the FAFSE and Customer within 2 weeks of initiation.

Model	fi-4530C & fi-5530C Series	fi-4340C	fi-4640S	fi-6000NS & fi-6010N Series
PM Events	1	1	1	1
Kit Contents	5 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	2 Pad Assemblies, 1 Pick Roller, Cleaning Kit*
Model	M4097D Series & fi-4750C	fi-4750L	fi-5650C & fi-5750C Series	fi-6670 & fi-6770 Series
PM Events	2	2	2	2
Kit Contents	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pick Rollers, 3 Brake Rollers, Cleaning Kit*	3 Pick Rollers, 3 Brake Rollers, Cleaning Kit*
Model	fi-4860C Series	M4099D Series & fi-4990C	fi-5900C	
PM Events	2	2	3	
Kit Contents	1 Multi-Kit Includes 5 Pad Assemblies, 5 Pick Rollers, 5 Brake Rollers, 4 Lamps, 5 Diselectric Brushes, 3 Cleaning Kits**	1 Multi-Kit Includes 5 Pad Assemblies, 5 Pick Rollers, 5 Brake Rollers, 4 Lamps, 5 Diselectric Brushes, 3 Cleaning Kits**	1 Multi-Kit includes 5 Pad Assemblies, 5 Pick Rollers, 5 Brake Rollers, 5 Diselectric Brushes, 3 Cleaning Kits**	

\*Departmental and Low-Volume Cleaning Kits include F1 cleaner, cleaning paper, cleaning cloth, cleaning swabs and instructions

\*\*Mid-Volume Cleaning Kits include F1 cleaner, F2 cleaner, cleaning sheets, cleaning cloth, cleaning swabs and instructions

**FUJITSU**



# ScanCare

## Service Program Description

**Consumables Kits** — Each ScanCare maintenance program includes automatic delivery of a consumable kit to the end user site.

Note: The Consumable kits provided during the contract term contains quantities of consumables required for cleaning and maintenance care of the Product based on normal use. Should Customer require additional consumables, ScanAid Kits may be purchased from a Fujitsu reseller, Fujitsu service sales or BuyFCPA.com.

**User Training** — During the first Preventative Maintenance visit a FAFSE will come on-site to provide Customer with operator training on routine scanner maintenance, consumables replacement, scanner features and basic scanner operation and troubleshooting.

**Obtaining Service** — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. A service technician will be dispatched to the product location to perform repair service if there are no security, safety or physical requirements that would restrict the service technician's access to the product.

**Response Time - Next Business Day** — A FAFSE will arrive onsite by the end of the next business day following the TAC verified hardware failure.

**Response Time - 4-hour** — To better serve the needs of customers with business critical scanning applications, 4-hour Response Time is available for Fujitsu scanners nationwide. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FAFSE on-site within 4-business hours following the TAC verified hardware failure.

### ScanCare In-Warranty/ScanCare Post-Warranty Shipment & Visit Schedule

Category	Scanner Segment	Service Type	Shipment & PM Schedule (PM)
Departmental	ii-4340C, ii-5630C2, ii-6010N Series	ScanCare, IW	Mo 1: Kit; Mo 3: PM
	ii-4530C, ii-5530C, ii-4340C, ii-4640S, ii-6000NS, ii-6010N Series	ScanCare, PW	Mo 1: Kit; Mo 2: PM
Low-Volume	ii-6670 Series & ii-6770 Series	ScanCare, IW	Mo 1: Kit; Mo 3: PM; Mo 9: PM
	M4007D Series, ii-4750C, ii-4750L, ii-5650C & ii-5750C Series, ii-6670 Series & ii-6770 Series	ScanCare, PW	Mo 1: Kit; Mo 2: PM; Mo 8: PM
Mid-Volume	ii-4860C Series, ii-5900C**	ScanCare, IW	Mo 1: Multi-Kit; Mo 3: PM; Mo 9: PM
	ii-4860C Series, M4009D Series, ii-4990C, ii-5990C**	ScanCare, PW	Mo 1: Multi-Kit; Mo 2: PM; Mo 7: PM

\*\* 1 Additional PM for ii-5900C Only

**Response Time - 24/7** — For the ultimate level of service, the 24/7 Response Time option ensures that on-site service is available 24 hours a day, 7 days a week (excluding Holidays) and will be performed within 4-business hours following a TAC verified hardware failure.

**Term** — The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed FCPA Service Contract Quotation or Purchase Order.

**Warranty** — Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

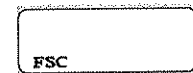
**Services Not Covered** — Service does not include the following:

- Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- Service in connection with the installation, discontinuance or removal of the product.
- Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- Accessories or missing parts, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the User's Manual, nor does it cover relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of data, operational procedures due to any sort of failure to implement the most current software releases.

Please refer to the Limited Warranty and Service Guide for full details of all service programs and warranty at [www.imagingService.com](http://www.imagingService.com).

About Fujitsu Computer Products of America, Inc. Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cutting-edge document capture and workflow solutions for business and personal environments, backed by a comprehensive portfolio of service and support programs.

**Fujitsu Computer Products of America, Inc.**  
<http://us.fujitsu.com/fcpa>  
 1250 East Arques Avenue Sunnyvale, CA 94085-5401  
 (800) 626-4686 (408) 746-7000 [info@fcpa.fujitsu.com](mailto:info@fcpa.fujitsu.com)



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## **Appendix F – Mandatory Signed 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
LOT454

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
SHELLY MURRAY 304-558-8801

VENDOR

HARVEST TECHNOLOGY GROUP INC  
 3510 OLD MILTON PARKWAY  
 ALPHARETTA GA 30005

SHIP TO

LOTTERY COMMISSION  
 312 MACCORKLE AVENUE, SE  
 CHARLESTON, WV  
 25314-1143 558-0500

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
02/08/2010				

BID OPENING DATE: 03/04/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 2 -----						
THIS ADDENDUM IS ISSUED TO REVISE THE RFP SPECIFICATIONS AND TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 01/08/2010.						
ATTACHMENTS: REVISED RFP SPECIFICATIONS WITH ATTACHMENTS AND COMPACT DISK (CD) * REVISIONS TO SPECIFICATIONS MADE IN BOLD ITALIC FONT QUESTIONS AND RESPONSES PRE-BID SIGN IN SHEET						
THE BID OPENING DATE IS EXTENDED: FROM: 02/18/2010 TO : 03/04/2010						
0001	1	LS		898-74		
DOCUMENT IMAGING AND CONTENT MANAGEMENT						
EXHIBIT 10						
REQUISITION NO.: LOT454						
ADDENDUM ACKNOWLEDGEMENT						

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

RFQ NUMBER  
 LOT454

PAGE  
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 SHELLY MURRAY  
 304-558-8801

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

Harvest Technology Group, Inc  
 3510 Old Milton Parkway  
 Alpharetta, GA 30005

SHIP TO

LOTTERY COMMISSION  
 312 MACCORKLE AVENUE, SE  
 CHARLESTON, WV  
 25314-1143 558-0500

DATE PRINTED 02/08/2010	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
----------------------------	---------------	----------	--------	---------------

BID OPENING DATE: 03/04/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
------	----------	-----	----------	-------------	------------	--------

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 . JR . . . . .
- NO. 2 . JR . . . . .
- NO. 3 . JR . . . . .
- NO. 4 . JR . . . . .
- NO. 5 . JR . . . . .

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 SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

.....  
  
 SIGNATURE

..... Harvest Technology Group, Inc .....

..... March 2, 2010 .....

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

RFQ NUMBER
LOT454

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF:
SHELLY MURRAY 304-558-8801

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

LOTTERY COMMISSION  
 312 MACCORKLE AVENUE, SE  
 CHARLESTON, WV  
 25314-1143 558-0500

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/08/2010				

BID OPENING DATE: 03/04/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID. REV. 09/21/2009 ----- END OF ADDENDUM NO. 2 ----- ***** THIS IS THE END OF RFQ LOT454 ***** TOTAL: _____						

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  
Purchasing Division

**PURCHASING AFFIDAVIT**

**VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: 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.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**LICENSING:**

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

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.

Vendor's Name: Harvest Technology Group Inc  
Authorized Signature: [Signature] John A. Rorden, Jr. Date: March 2, 2010