Title Page

West Virginia Lottery Content Management System LOT454

Pitney Bowes Inc.

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Contact: John Barry

Date   03/04/2010

Signature: _____

TECHNICAL

Table of Contents

Pitney Bowes

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March 3, 2010

West Virginia Lottery
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305

RE: **Request for Proposal #LOT454**

Attachments: Pitney Bowes Sales and Maintenance Agreement
                iDatix Software License Agreement
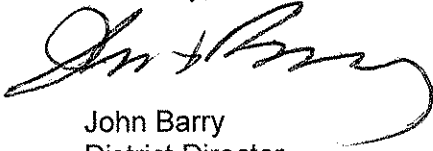   iDatix Software Maintenance Agreement

Dear Sir or Madam:

Pitney Bowes Inc.("PBI") located at 1 Elmcroft Road, Stamford, CT 06926 is pleased to submit the enclosed offer in response to the referenced **Request for Proposals** ("RFP"). For more than 90 years, PBI has been helping customers meet their varied mailing and document needs at highly competitive prices. As the equipment, software and service provider of the products offered, we are committed to providing superior customer service, product quality, value based solutions and technology, innovative cost solutions, and outstanding service.

Pitney Bowes Inc. is proud to offer our iSynergy Image Capture and Workflow Solution (IWS) to support the West Virginia Lottery RFP LOT454. An informational brochure and Customer Satisfaction Guarantee is included in Section 7 – Attachments. We are confident the proposed solution fully satisfies all requirements as specified in the solicitation. PBI has partnered nationally with iDatix Corporation, based in Clearwater, FL and in business since 2000, leveraging our sales and support infrastructure with their Work Process Automation software. The iSynergy product offered in our solution allows customers to use technology to drive innovation within all segments of their organization, allowing them full control over their document-centric processes. iSynergy empowers customers to innovate by changing the way they create, manage, and distribute information within the enterprise.

Pitney Bowes is willing to negotiate in good faith effort the terms and conditions attached in Section 6. The Agreements are industry standard and are specific to the type of products and software that are being offered.

West Virginia Lottery

We sincerely thank you for the opportunity of providing you with solutions that meet your goals. Pitney Bowes looks forward to a long relationship and hope this will be one of many opportunities to become and remain one of your most valuable vendors. The undersigned, under penalty of perjury, is an agent authorized to submit proposals on behalf of Pitney Bowes Inc.

Sincerely,

John Barry
District Director

Attachments – As referenced

General Requirements

3.1	**Content Management System Software**
	See Section 3 of Response Document for Additional Detail RFP Section 3.1.1 – 3.1.3
3.1.1.1	Q: System must be a COTS-based, non- proprietary Windows-based object management software with an open architecture platform.
	A: The Pitney Bowes Image Capture & Workflow Solution is a windows-based document management software solution that is developed on an open architecture platform which utilizes open standards and the Microsoft .NET platform.
3.1.1.2	Q: System must support 200 users, 75 users concurrently. This will be a combination of client workstations and browser client retrieving via an intranet or the Internet. System must be scalable to increase concurrency if required.
	A: The Pitney Bowes Image Capture & Workflow Solution is completely scalable and can support 200 users along with 75 concurrently. The solution is completely browser based allowing for internal users to the LAN/WAN to access the system via a web browser and also provide remote users access via a secured web browser log in.
3.1.1.3	Q: System should have a single interface for document creation, retrieval, display, print, email, fax, routing, image enhancement, and indexing.
	A: The Pitney Bowes Image Capture & Workflow Solution provides a single point for document creation, retrieval, display, printing, email, fax, routing, image enhancement and indexing.
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	Q: Images (Black & White, grayscale, and color)
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability for scanned documents to be stored as Black & White, grayscale, and color.
3.1.1.4.2	Q: Computer output reports data
	A: The Pitney Bowes Image Capture & Workflow Solution allows for Computer output report data to be stored in the document repository. Traditionally, we convert or receive the report as a TEXT based PDFs where we can extract and categorize the reports automatically without any human labor involved.
3.1.1.4.3	Q: ODMA objects such as voice, video, word processing files
	A: The Pitney Bowes Image Capture & Workflow Solution allows you to store voice, video and word processing files in their native format. Users can easily organize files at their desktop through easy drag and drop functionality where a user is prompted to enter key index information.

3.1.1.4.4	Q: Foreign files must be able to remain in their native format.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for files to be stored in their native format.
3.1.1.5	Q: System must be Microsoft Windows Server 2003 and higher compliant and certified and compliant with XP and higher desktop operating systems.
	A: The Pitney Bowes Image Capture & Workflow Solution is certified with windows 2003 server and windows XP Professional.
3.1.1.6	**System should support the following standard image manipulation. Verify support for these features and describe any additional features**
3.1.1.6.1	Q: Zooming In & Out
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to easily zoom in and out when viewing documents.
3.1.1.6.2	Q: Redaction and redaction security
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to easily redact sections of a document. The security is designed so that each user or group has to have the permission to add, edit or remove annotations.
3.1.1.6.3	Q: Cut & Paste
	A: The Pitney Bowes Image Capture & Workflow Solution allows user the ability to cut and paste full page OCR results provided when viewing a document which allows users to take data from an existing document and create a new one.
3.1.1.6.4	Q: Printing only specific areas of a document
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user to designate the current page, page range or all pages when printing documents.
3.1.1.6.5	Q: Sticky views
	A: The Pitney Bowes Image Capture & Workflow Solution allows users to save queries or sticky views so users can easily perform quick searches.
3.1.1.6.6	Q: Magnifying areas of a document
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to right click on a portion of a record which will then magnify areas of a document.
3.1.1.6.7	Q: Rotate & Pan
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to rotate documents by simply clicking on the rotate left or right which will then start the rotating process. Once the rotate is complete the document will stay in the new orientation. Panning in the system is as easy as selecting the Pan icon and panning the document accordingly.

3.1.1.6.8	Q: Inverting of document pages
	A: The Pitney Bowes Image Capture & Workflow Solution allows for inverting of document pages when scanning through image processing and clean up.
3.1.1.6.9	Q: Rubber stamp with security
	A: The Pitney Bowes Image Capture & Workflow Solution provides for users and groups to be able to apply rubber stamps to documents. Security can be configured to allow the individual user or group to have permission to create, edit or remove rubber stamps.
3.1.1.6.10	Q: Document Check-in / Check-out
	A: The Pitney Bowes Image Capture & Workflow Solution has built in version control – check in / check out for all electronic documents. Security can be configured so that traditional end users can only see the current version where as advanced users can check out, make previous versions the current version, and delete. The system allows for version control / check in / check out to be turned on by each (VFC) virtual filing cabinet or application.
3.1.1.6.12	Q: Automatic scaling of images (height, width, fit-to-window, or user defined)
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to maximize the current image being viewed for full screen viewing, best fit, fit to width, fit-to-window or allowing the user to designate the size of view.
3.1.1.6.13	Q: Display Black & White in Grayscale
	A: The Pitney Bowes Image Capture & Workflow Solution displays images in black & white, grayscale and color.
3.1.1.6.14	Q: Specify display fonts and print fonts
	A: The Pitney Bowes Image Capture & Workflow Solution is a browser based solution that allows the user by default to keep and specify display and print fonts.
3.1.1.7	Q: System should support Microsoft .NET platform.
	A: The Pitney Bowes Image Capture & Workflow Solution is written on the .Net platform.
3.1.1.8	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution does offer an API toolkit for advanced customization capabilities like re-branding the look and feel (log in screen and search results screen) of the software, being able to view only the image and allowing for deeper integration with key programs and websites that the Lottery is currently using. The solution also provides a turn key tool that resides at the users desktop and image enables core line of business applications with out the need for programming while providing the ability to easily create barcode patch sheets for batch scanning and easily launching scanning utilities from within key line of business programs.

3.1.1.9	Q: System should be capable of enabling 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.
	A: The Pitney Bowes Image Capture & Workflow Solution provides a turn key tool that resides at the users desktop and image enables core line of business applications without the need for programming while providing the ability to easily create barcode patch sheets for batch scanning and easily launching scanning utilities from within key line of business programs.
3.1.1.10	Q: System must support central configuration for all applications and/or modules and provide for remote administration by the system administrator.
	A: The Pitney Bowes Image Capture & Workflow Solution is a browser based solution which allows the administrator to central manage the system right from their web browser. The system is "application aware" so once a change is made all components become aware of the updates with out the need to log out or close programs.
3.1.1.11	Q: System must support monitoring of processes and applications with automatic notification of problems or issues via email and the application
	A: The Pitney Bowes Image Capture & Workflow Solution has built in ad-hoc and rules based workflow for routing of documents. The solution can email automatic notifications based on the design of the workflow to address issues with customizable email templates designating the application and key index values.
3.1.1.12	**This subsection has been deleted**
3.1.1.13	Q: Objects must be capable of being stored, retrieved, mailed, routed, exported, printed, and faxed over any windows-based supported network
	A: The Pitney Bowes Image Capture & Workflow Solution is capable of storing, retrieving, emailing, routing, exporting, printing and faxing over a windows-based network.
3.1.1.14	Q: 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
	A: The Pitney Bowes Image Capture & Workflow Solution is developed on the Microsoft .NET platform and utilizes the Microsoft SQL as its database backend. The system can easily integrate with an ODBC compliant database which provides the ability to "push" and "pull" information very effectively.
3.1.1.15	Q: Content Management solution must integrate into the instance of Microsoft SQL Server currently in use at the Lottery.
	A: The Pitney Bowes Image Capture & Workflow Solution can integrate with the instance of Microsoft SQL Server which is running in at the Lottery.
3.1.1.16	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution supports the ability to create documents in a digital format like Word, PowerPoint, excel, word perfect and allow for quick indexing via drag and drop functionality where the user is prompted to enter key index fields for submission.

3.1.1.17	Q: System must support record retention options for support of organizations records retention policies and standards.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user or super user the ability to create reports based on retention policies and Lottery standards so that the information can easily be purged from the system. The reports can be customized to suit your needs and are driven of off certain system generated index fields (create date, create by, modify date) and user generated fields (status, purge date, document type etc.)
3.1.1.18	Q: System should have the ability to configure retention policies using a structure that is compatible with the EMC Centera document retention interface.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user or super user the ability to create reports based on retention policies and Lottery standards so that the information can easily be purged from the system. The reports can be customized to suit your needs and are driven of off certain system generated index fields (create date, create by, modify date) and user generated fields (status, purge date, document type etc.)
3.1.1.19	Q: System must be able to write data to multiple storage devices at the same time, during capture for data protection and disaster recovery.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for the documents to be written to the designated storage location. The system provides the ability to store on traditional media like hard drive, SAN / NAS, Juke box etc. The storage device is required to perform the data replication once the file is written to the original storage media.
3.1.1.20	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for document storage to be written to the designated storage location. The system provides the ability to be stored on traditional media like hard drives, SAN / NAS, Juke box etc.
3.1.1.21	Q: System must be able to archive to EMC Centera which is replicated to a hot-site in West Virginia.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for document storage to be written to the designated storage location. The system provides the ability to stored on traditional media like hard drives, SAN / NAS, Juke box etc.
3.1.1.22	Q: The document imaging solution must integrate into the existing Lottery network infrastructure. The vendor supplied solution must utilize the existing EMC SAN solution and replication technologies supplying a document imaging configuration that meets or exceeds the current Lottery business continuance standard for recovery using Symmetrix Remote Data Facility Asynchronous (SRDFA). All images and data will be replicated to a hot site in West Virginia.
	A: The Pitney Bowes Image Capture & Workflow Solution can integrate into the existing Lottery network infrastructure while utilizing the existing EMC san solution and replication technologies.
3.1.1.23	**This subsection has been deleted because it is a duplicate of subsection 3.1.1.9**
3.1.1.24	Q: Bidder must identify and provide the specification for the servers required for optimal performance of the proposed solution.
	A: See Hardware specifications section

3.1.1.25	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the system administrator the ability to access all administration functions via a web browser. Security can be defined to secure (VFC) virtual filing cabinets or applications, document level security and what functions (print, email, export etc) should the individual have access to perform.
3.1.1.26	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user to be able to store, retrieve, display, print, email, fax, route and index right from a web browser without any loss of functionality.
3.1.1.27	Q: System must have a windows look and feel and be compliant with windows protocol such as print, fax, export and e-mail.
	A: The Pitney Bowes Image Capture & Workflow Solution provides a windows look and feel and is compliant with windows protocols such as print, fax, export and email.
3.1.1.28	Q: System should support thumbnail viewing of images.
	A: The Pitney Bowes Image Capture & Workflow Solution provides many different image view such as one page, thumbnail, page and thumbnail, book, and top and bottom view.
3.1.1.29	Q: System must support annotation and mark-up of documents (i.e. highlighting, sticky notes, text messages, redlining, etc.)
	A: The Pitney Bowes Image Capture & Workflow Solution allows for many different annotation capabilities like: save, check in / check out, print, email, scan, zoom, fit to width, best fit, rotation, key word searching, full text catalog, hide annotations, pan, select annotation, zoom to region, note, redaction, highlight, rubber stamp, line, arrow, freehand, rectangle, ellipse, text boxes, foreground color, and line thickness.
3.1.1.30	Q: System must support redaction of sensitive or confidential areas of documents.
	A: The Pitney Bowes Image Capture & Workflow Solution does provide the ability to redact sensitive or confidential areas of documents while securing the redaction from users who shouldn't see behind the redaction.
3.1.1.31	Q: System must support revision control of documents and pages
	A: The Pitney Bowes Image Capture & Workflow Solution provides complete revision control, check-in / check-out for all digital documents stored in the solution.
3.1.1.32	Q: System must support replacement of documents and pages.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability for sorting, deleting, moving and adding of documents scanned.

3.1.1.33	Q: System must support viewing PDF files without launching the Adobe viewer, but retain all PDF viewing capabilities.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to view PDF files without the need for the Adobe viewer while retaining PDF functionality while providing additional markup capabilities.
3.1.1.34	Q: System should support viewing of document in native format (CAD, JPED, PDF, etc.)
	A: The Pitney Bowes Image Capture & Workflow Solution supports the viewing of documents in their native format (CAD,JPEG, PDF, etc)
3.1.1.35	Q: System must provide to manager multiple file type in a single document, i.e. append a LPG file to a TIF file.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for multiple file types to be merged into a single document (example merging a JPEG, PDF and TIFF image into one file.)
3.1.1.36	Q: System must support the ability to search and sort on any combination of index fields.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to search and sort on any combination of index fields assigned to a document.
3.1.1.37	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution supports wild card, Boolean, and index searching.
3.1.1.38	Q: System must be able to display multiple images from one result set.
	A: The Pitney Bowes Image Capture & Workflow Solution has the ability to display multiple images from one result set.
3.1.1.39	Q: System should be able to manipulate search result sets including sorting, printing, export, email, and realign/saving of column positions.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to manipulate search result sets including sorting, printing, export, and email (SMTP and client)
3.1.1.40	Q: System should have the ability to save a query for future use. Saved queries should be able to be made public.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to save a query for future use. The query search option is configurable per log in and allows the user the ability to customize searching for quick performance. (example: reports in a pending review status)

3.1.1.41	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution has a built in feature called "dynamic linking" that allows for searching across multiple applications on a common index value and will display the results across application for the documents linked together by that value. Through security the user performing the search will only be able to see documents that they are able to see. This feature is built in and requires no programming or scripted to function.
3.1.1.42	Q: System must allow for unlimited number of imaging applications with the ability to secure any and all applications from user access.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for the configuration of unlimited imaging applications with the ability to secure any and all applications.
3.1.1.43	Q: System must allow for building of document applications without programming or database development.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user to be able to build applications with out the need for programming or database development.
3.1.1.44	Q: System must provide the ability to specify index fields as required, read only, leading zeros, part of a unique key, etc.
	A: The Pitney Bowes Image Capture & Workflow Solution allows the user to specifically design index values based on the field being required, read only, leading zeros, or part of a unique key.
3.1.1.45	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution allows index fields to be defined to allow for validation masks which can be user definable and incorporate key requirements like field name, length and field data type.
31.1.46	**This section intentionally left blank.**
3.1.1.47	**Computer Generated Reports – There are a variety of daily, weekly, and monthly reports, generated from the systems operated lottery contractors, and printed on Lottery printers for distribution. SEE ATTACHMENT 6. The proposed system must be capable of automatically storing these reports in electronic format and automatically indexing the report for retrieval. At the present these reports are either ASCII or PDF.**
3.1.1.47.1	**The reports are generated on systems owned by contractors of the WV Lottery and there is the 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. The remainder of the prior sentence has been deleted. At present the system must be able to process ASCII and PDF print streams.**
3.1.1.47.2	**This subsection has been deleted.**

3.1.1.47.3	Q: The System must automatically detect that a report has been generated and is ready to be processed.
	A: The Pitney Bowes Image Capture & Workflow Solution provides a service that monitors a folder or set of folders for reports and processes them accordingly.
3.1.1.47.4	Q: The system must automatically extract data from the report, which will be used to index and retrieve the report.
	A: The Pitney Bowes Image Capture & Workflow Solution has the ability to automatically extract data from the report, split reports apart and automatically classify the reports based on the extracted data and place the reports in the appropriate application.
3.1.1.47.5	Q: System should offer compression of report prior to storage.
	A: The Pitney Bowes Image Capture & Workflow Solution utilizes the compression built into Adobe or the report format to compress the report prior to storage.
3.1.1.47.6	Q: System should offer data mining tools to extract data from multiple reports and create custom reports as required.
	A: The Pitney Bowes Image Capture & Workflow Solution has a variety of report types built into the system but we can also utilize 3rd party reporting tools for data mining purposes based the Lottery's needs. A traditional statement of work would be required to better understand the data mining requirements.
3.1.2	**Document Capture and Electronic Forms Capture**
3.1.2.1	Q: System must offer support for batch scanning, allowing a user to scan an entire batch of pages to be indexed at a later time.
	A: The Pitney Bowes Image Capture & Workflow Solution allows support for batch scanning where the user can scan an entire batch and index in a queue at a later time.
3.1.2.2	Q: Batch scanning must provide support for OCR and Bar Code Recognition. It must be possible to index scanned batches at any scanning workstation.
	A: The Pitney Bowes Image Capture & Workflow Solution allows for zonal OCR and barcode recognition and provides the ability to index at any scanning workstation.
3.1.2.3	Q: System must offer image enhancement utilities for both bi-tonal and color images.
	A: The Pitney Bowes Image Capture & Workflow Solution utilizes Kodak perfect page which offers image enhancement capabilities on the fly during the scanning process.
3.1.2.4	Q: System must have the ability to capture documents from any of the scanning-enabled digital copiers and store them to the imaging system. At present all digital copiers are Konica Minolta. This could change in the future.
	A: The Pitney Bowes Image Capture & Workflow Solution has the ability to capture document from any scanning enabled digital copier that has the ability to scan to a network. With our "hot folder" technology documents can then be imported into the system.

3.1.2.5	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution capture component offers Bi-tonal image enhancement including: de-skew, removal of lines and specks, and contrast adjustment.
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 the workstation specifications for all scanners.**
3.1.2.6.1	Production Scanner — Bell & Howell 9125 Ngenuity or equal 3.1.2.6.1.1 Rated speed of 125 ppm or 250 ipm 3.1.2.6.1.2 Ability to scan color, bi-tonal and grayscale 3.1.2.3.1.3 700 sheet automatic document feeder 3.1.2.3.1.4 600 DPI optical resolution 3.1.2.3.1.5 Unlimited daily duty cycle 3.1.2.3.1.6 VRS Professional 3.1.2.3.1.7 USB 2.0 interface and cable
	A: The Pitney Bowes IWS Solution hardware includes two Kodak i1780 production scanners that include scanning speeds at 130 ppm or 520 ipm, 500-sheet document feeder, 300 DPI resolution, 130,000 pages duty cycle per day, Kodak Perfect page, and USB 2.0 interface and cable. For additional information please refer to Section 5 "Scanner Hardware"
3.1.2.6.2	Departmental Scanner —Bell & Howell Truper 3600 Plus or equal 3.1.2.6.2.1 Rated speed of 67 ppm or 106 ipm 3.1.2.6.2.2 Ability to scan color and bi-tonal 3.1.2.6.2.3 200 sheet automatic document feeder 3.1.2.6.2.4 600 DPI optical resolution 3.1.2.6.2.5 10,000 page daily duty cycle 3.1.2.6.2.6 VRS Professional 3.1.2.6.2.7 USB 2.0 interface and cable
	A: The Pitney Bowes IWS Solution hardware includes four Kodak i1440 scanners including 75 ppm / 150 ipm, ability to scan color and bi-tonal, 150 sheet document feeder, 600 DPI resolution, 15,000 daily duty cycle, Kodak Perfect Page, and USB 2.0 interface and cable. For additional information please refer to Section 5 "Scanner Hardware"
3.1.2.6.3	Low-Volume Desktop Scanner—Canon DR251OC or equal 3.1.2.6.3.1 Rated speed of 25 ppm or 50 ipm 3.1.2.6.3.2 Ability to scan color and bi-tonal 3.1.2.6.3.3 50 sheet automatic document feeder 3.1.2.6.3.4 600 DPI optical resolution 3.1.2.6.3.5 1,500 page daily duty cycle 3.1.2.6.3.6 USB 2.0 interface and cable
	A: The Pitney Bowes IWS Solution hardware includes four Kodak i1220 Plus scanners with a rated speed of 45 ppm, ability to scan color and bi-tonal, 75 sheet document feeder, 600 DPI resolution, 3,000 pages per day duty cycle and USB 2.0 interface and cable. For additional information please refer to Section 5 "Scanner Hardware"

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. For additional information please refer to Section 5 "Scanner Hardware"
	A: The Pitney Bowes IWS Solution capture components allow for traditional integration with TWAIN and ISIS driven scanning hardware. We also are able to work with faxing devices and copiers that are able to scan to a network drive based on our "hot folder" technology. The Pitney Bowes capture components also allow for desktop information (digital pictures, office documents, etc.) to be captured through quick and easy drag and drop 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.
	A: The Pitney Bowes Image Capture & Workflow Solution capture components allow for traditional integration with TWAIN and ISIS driven scanning hardware. We also are able to work with faxing devices and copiers that are able to scan to a network drive based on our "hot folder" technology. The Pitney Bowes capture components also allow for desktop information (digital pictures, office documents, etc.) to be captured through quick and easy drag and drop functionality.
3.1.2.9	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution capture components have the ability to allow the user to scan "off line" while being able to utilize the full feature set of scanning software. Once a network connection becomes available the up loader service will start to upload the files. To maximize bandwidth the up loader service can also be scheduled for off peak times.
3.1.2.10	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution capture components allows for batch indexing or direct import of images with associated indexes into corresponding applications.
3.1.2.11	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution capture components allow for database lookup capabilities by entering a key index field manually by barcode recognition and zonal OCR.
3.1.2.12	Q: All communication between an electronic form and a server must be encrypted.
	A: The Pitney Bowes Image Capture & Workflow Solution provides all communication between electronic form and a server with 128 bit encryption.
3.1.2.13	Q: Data that is entered on the e-form will automatically update the respective Microsoft SQL database.
	A: The Pitney Bowes Image Capture & Workflow Solution e-form solution will automatically update the respective Microsoft SQL database.

3.1.2.14	Q: System must provide database look-up capability to allow form field completion upon the entry of unique identifiers.
	A: The Pitney Bowes Image Capture & Workflow Solution e-forms solution provides database look-up capabilities to allow form field completion upon entry of unique identifiers.
3.1.2.15	Q: 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: 3.1.2.15.1 Graphics 3.1.2.15.2 Digital Certification 3.1.2.15.3 Minimum 128-bit native encryption and support 256-bit encryption 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
	A: The Pitney Bowes Image Capture & Workflow Solution e-forms solution provides the following capabilities : • Complex graphic handling • Digital Signatures • 128 bit native encryption • Wizard driven help files that travel with the form. • Attachment handling • Built in local logic – calculations, validations and conditions • Test while you design feature • Local field level pop up style help
3.1.2.16	Q: Electronic forms should be available to an unlimited number of users, preferably with no per-user charge.
	A: The Pitney Bowes Image Capture & Workflow Solution e-forms solution provides accessibility to an unlimited user base with no per-user charge.
3.1.2.17	Q: Users should be able to view, print, and save their electronic forms locally.
	A: The Pitney Bowes Image Capture & Workflow Solution e-forms solution provides users the ability to view, print, and save their electronic forms locally.
3.1.2.18	Q: Upon submission of an electronic form, it should be automatically indexed and stored to the content management repository and initiate a business process workflow.
	A: The Pitney Bowes Image Capture & Workflow Solution e-forms solution provides the ability to automatically index the e-form and place it in the content management repository and initiate a business process workflow.
3.1.2.19	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution can provide a secure network configuration guide and include diagrams and best practices around issues like port configuration and protocols to communicate securely with the WV Lottery LAN.

3.1.3	**Integrated Workflow**
	It is the intent of the Lottery to use workflow to facilitate the Licensing process and other applicable processes. SEE ATTACHMENT 5. Documents will be scanned on arrival in Licensing and all tasks required to complete the licensing process must be identified in the workflow, designated as completed, preferably with a date and time stamp, and identify who completed each task. Electronically, licensing documents will be routed through a pre-defined workflow for approvals. Many of the processes in Limited Video Lottery Security will be managed with workflow. An operator will complete and submit an e-form to be routed to the appropriate personnel based on form type. The last sentence has been deleted.
3.1.3.1	Q: System must have an integrated workflow that has the ability to provide rules-based and ad-hoc document routing.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to utilize integrated workflows that are both rules based workflow and ad-hoc document routing.
3.1.3.2	Q: System must support 75 workflow participants.
	A: The Pitney Bowes Image Capture & Workflow Solution can support 75 workflow participants.
3.13.3	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution provides an intuitive GUI driven development studio where users can develop business process maps, database definitions, business rules, and business process roles.
3.1.3.4	Q: System must have the ability to create, modify, and maintain electronic workflow templates.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to create, modify and maintain electronic workflow templates.
3.1.3.5	Q: System must have the ability to add, delete, or modify an object or document in a workflow task based on the users' security rights.
	A: The Pitney Bowes Image Capture & Workflow Solution provides the ability to add, delete, or modify and object or document in a workflow task based on the users' security rights.
3.1.3.6	Q: 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.
	A: The Pitney Bowes Image Capture & Workflow Solution provides for users to place a job on hold and indicate the reason and duration of the hold.

3.1.4	**Vendor Qualifications**
3.1.4.1	**Please See Section IV – Organization Chart**
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 scanners must be provided Monday through Friday from 8:00 AM to 5:00 PM excluding holidays with a maximum 24 hour response. Support must be provided for a period of 36 months from date of final acceptance by the WV Lottery.
	Please See Section IV – Ongoing Hardware Maintenance and Software Support
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.
	Please See Section IV – Customer References and Description of Projects
3.1.4.4	Vendor must provide a detailed implementation plan to include a timeline for installation, testing, training, and application development.
	Please See Section IV – Implementation Plan
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 a period of 3 years or 36 months which commences upon final acceptance by the Lottery.
	HARDWARE (Distributed Scanners): 1- 3 (up to 5) Years of Advanced Unit Replacement (AUR). Coverage is for 1-3 (up to 5) years from date of scanner purchase. Next Business Day delivery Customer receives a replacement scanner and returns the non-working scanner to Kodak using the supplied packing materials and pre-paid shipping label. **HARDWARE (Departmental Scanners)** Coverage is for 1-3 (up to 5) years. Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 Hour response time if located within 100 miles (Canada: 80 km) of a service city. Next Business Day response for locations greater than 100 miles from a Kodak service city. **HARDWARE (Production Scanners)** Coverage is for 1-3 (up to 5) years from the date of scanner purchase. Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 hour response time, if located within 100 miles (Canada: 80 km) of a service city. Next Business Day response for locations greater than 100 miles from a Kodak service city. 1 Preventative Maintenance call per year. **SOFTWARE** Maintenance Services consists of (a) Error Correction and Telephone Maintenance concerning the installation and use of the then current release of Software and the Previous Sequential Release and (b) product updates that PB in its discretion makes generally available. Product updates consist of one copy of published revisions to the printed documentation and one copy of revisions to the machine readable Software. Maintenance Services must be obtained separately for each copy of software. **Please See Section IV – Ongoing Hardware Maintenance and Software Support**

Section 3.1.1 Describe the Application Creation Process

The application or virtual filing cabinet (VFC) is extremely easy to setup and configure. The system is extremely flexible and all configurations are driven from the web browser making it simple and efficient to configure.

Step One
> Once the user with the appropriate permissions has logged in they will then select the admin tab and select "applications"

Step Two
> The user will click on the "Add New Application"

Step Three
> At this point we have the ability to name the application and provide a description of the application. The user also has the ability to select the options below when building the application

Additional options to consider:

- **Enable Revision Control** - this feature enables check in / check out (revision control) for documents stored in the filing cabinet.
- **Enabled Document level Security** – this feature enables a deeper level of security designed around the user defined list created for a particular application.
- **Force comments on check in** – This feature requires the user to be prompted to enter a comment when checking a document in after changes have been made. (*example*: a user enters "changed the terms in contract" when changing the electronic excel document)
- **Enable Auto Check in for annotations** – This feature is an Application security setting that eliminates the need to check in a document when a user only changes annotations on a document and there are no physical changes to the image.
- **Exclude from global searching** – This feature allows the use to be able to restrict the application from "global searching" options.
- **Default Incoming Status** – This allows the user to designate where they want the document to go prior to ending in its final destination. (example: perform a database lookup for additional index values prior to it becoming a searchable document)

Step Four
> ### Creating indexes
> User decides how they want to search for a document once it has been brought into the document repository and what fields need to be required and how should the index fields be formatted. We also provide a user defined list option (UDL) where a user can create user defined lists. (Example: document type: invoice)

Name:
The name of the index value as it appears when indexing and searching

Data Type:
What is the data type (Example: numeric, text, zip, SSN)

Index Type:
What index format was selected (Example: date _ _ / _ _ / _ _ _ _)

Required:
The system will require a user to enter the field before it can be submitted

Sticky:
The system will make the field "sticky" which will keep index pre populated for faster indexing

Multi-Edit:
Provides the ability for an index to be modified for multiple documents

Note:
The system can be configured to have user definable index types where formatting applies
(Example: SSN _ _ - _ _ - _ _ instead of _ _ - _ _ - _ _ _ _)

Step Five

Implement the Application
Once the design of the application has been completed you are able to place it online by simply clicking the "implement" button. Once you click "implement" you are finished building an application

Describe the retention management capabilities of the proposed solution

Description: iRetention Manager allows an organization to create and manage retention profiles that contain user defined criteria enabling iSynergy to automatically purge documents. Using iRetention Manager, a specific time period can be associated to an iSynergy application. In addition, iRetention Manager will allow an organization to define a trigger date for a document which will officially begin applying the retention period policy based on that trigger date.

Super users and administrators can create a Retention Manager where they can configure criteria around how to purge documents.

Configuration Options

Application:
The name of the application where you want to run the report

Trigger date:
This date field is an iSynergy application value that is used in combination with a retention period to determine when a document is to be purged. The trigger date can be a UDL value or a system defined List. (Example: Create date or Status of record)

Number of Periods:
Provides the ability to define a numeric value for the retention period

Retention Period:
Provides the ability to define a retention period that can be in days, months, or years

Document Type Index:
Provides the ability to define an index from the aforementioned iSynergy application in the drop down menu. (Example: user defined values and system defined values)

Document Type Value:
Provides the ability to define a value from the corresponding iSynergy application in the drop down menu

Describe the security capabilities and functionality in the proposed system

System Level Permissions Security Options:

Application Add	Provides the ability to add an iSynergy Application
User Update	Provides the ability to update a user account, as well as update all system level permission of another user
Index Type Update	Provides the ability to update an index type
User List Update	Provides the ability to modify a previously created user defined list
User Group Add	Provides the ability to create a new user group
Pre Sort Application	Provides the ability for a user to access to the general capture page and therefore whether or not presort general capture option displays in the menu
System Reporting	Provides the ability to generate iSynergy reports
Search Any User Checkout	Provides the ability for a user to search checked out documents by other users via a drop down on the search page
Progression Studio	Provides the ability to install the iDatix rules based workflow studio designer
Priority Edit	Provides the ability to change priorities on workflow documents
Application Delete	Provides the ability to delete an iSynergy Application
User Delete	Provides the ability to delete an existing user account
Index Type Delete	Provides the ability to delete an index type
User List Delete	Provides the ability to delete a user defined list
User Group Delete	Provides the ability to delete a user group
User Group Update	Provides the ability to update a user group
Pre Sort Person	Determines if a user may route to an inbox from General Capture
Remove Session	Provides the ability to remove other logged in accounts from active iSynergy session
Search All Applications Checkout	Provides the ability to search for a checked out document across all applications
Reassign Tasks	Provides the ability to reassign a Progression task that has been assigned to the logged in iSynergy users' account
User Add	Provides the ability to create a new iSynergy Account
Index Type Add	Provides the ability to add an index type
User List Add	Provides the ability to create a UDL
System Options Update	Provides the ability to update the system configuration options
User List Add	Provides the ability to create a user defined list
System Options Update	Provides the ability to update the system configuration options
User Group Delete	Provides the ability to delete a user group
InBox	Provides the ability to access an inbox for a specified user. Documents that are placed in an iSynergy user's inbox are available to be routed to either another iSynergy Application or another user or group
ScanDox	Provides the ability to install the iDatix capture software product ScanDox
Work Item List	Provides the ability to view the Progression work items
Reassign Any Task	Provides the ability to reassign any Progression task which is assigned to any iSynergy user or group

<div align="center">

Application Permissions

</div>

Description: Once the system level permissions are defined, you may define the Application Permissions. Application level permissions provide the ability to control the user permissions on a per application basis, as well as enhanced security access to the application.

After you have defined the user or group system level and application permission, selecting the update enables the application configuration dialog.

Security Options

Applications Names:
Provides a complete listing of all iSynergy applications

Document Level Permission:
Provides the ability to define document level security

Configuration:
Provides the ability to define the application level permissions by Cabinet, System and Account Functionality. Additionally, you may elect to configure multiple applications by selecting Multi-App Configuration

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Cabinet Management Permissions

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Description: iSynergy provides complete application security that can be defined at the cabinet, system and account functionality level. Cabinet Management permissions are the permissions for the overall application.

Security Options

Application Update:
Provides the ability to update the selected Application through the admin menu

Index Add:
Provides the ability to add new Index(s) to the selected Application through the admin menu

Index Delete:
Provides the ability to mark for deletion (no purge) any index within the selected application

Application Management:
Provides the ability to manage the selected application

Account Functionality Management Permissions

Description: Account Functionality Management Permissions provide the ability to work within the application. These permissions are specific for user interaction with the document stored in each unique iSynergy Application.

Security Options

Route Application:
Determines if a use may route documents out of an application

Route Person:
Determines if a user may route to a users inbox from this application

Indexing Edit:
Provides the ability to update index values by right clicking on the image

Indexing Multi-Edit:
Provides the ability to edit multiple indexes simultaneously

Email:
Provides the ability to send a document through email to a valid email address

Query Save:
Provides the ability for a user to save a query defined on the iSynergy search results dialog

Query Delete:
Provides the ability for the user to delete a save query

Document History Report:
Provides the ability for index history, event history and member of batch document history to be displayed with the Reporting functionality

Document Hard Delete:
Provides the ability for an object to be purged from the system, or true deletion from storage subsystem. Hard Delete permission enables the view of iSynergy's Object Status (System Status) Field to the group

Document Soft Delete:
Provides the ability for an object to appear to be deleted from iSynergy, but it is flagged for purge from system

Annotation View:
> Provides the ability to view on a selected document any existing Annotations as well as hide annotations

Annotation Edit:
> Provides the ability to create, edit or delete existing Annotations

Annotation Add:
> Provides the ability to add, edit, and delete new annotations

Hide Redaction:
> Provides the ability to hide Redactions when a user selects the Hide Annotations Icon in the Document viewer Pane. The user can see under redaction annotations

Note Add:
> Provides the ability to view and add new notes

Note View:
> Provides the ability to view pre-existing notes within the iSynergy dialog

Print Image:
> Provides the ability to print an image

Scan Image:
> This permission allows you to scan an image to an existing file

Export:
> Provides the ability to export a Document out of the iSynergy

Show All Statuses:
> Provides the ability to display searchable and unsearchable items that normally would not display based on search criteria

Edit Object Status:
> Provides the ability to allow a user to change an Object Status

Annotation Edit Own:
> Provides the ability to create, edit or delete your own annotations only

Revision Control:
> Provides the ability to enable revision control within designated application

Document View Revisions:
> Provides the ability to review document revisions within a designated application

Undo Any Checkout:
> Provides the ability to undo any checked out document

Download Document:
> Provides the ability to select the download option and save it to a directory of choice

Promote Revision:
> Provides the ability to make a revision the current version of a document

Delete Revision:
> Provides the ability to delete revisions from an application

Manual Indexing:
> Provides the ability to manually index a document

Upload file:
> Provides the ability to upload a file while in iSynergy

Select All Permissions:
> Checkbox enables all permissions for all items under cabinet Management, system Management, Account Management, and Account Functionality Management

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

Settings	Provides the ability to define user preferences for Printing and Emailing, as well as the PDF Viewer control settings
Save A Copy	Provides the ability to save changes made to a document
Checkout	Provides the ability to checkout a document from Document Viewer Pane, as well as launch the checkout a document dialog
Undo Checkout	Provides the ability to cancel a document checkout from the Document Viewer Pane, as well as launches the Confirm Undo Checkout dialog
Check In	Provides the ability to check in a document from the Document View Pane as well as launches the check in document dialog
Print	Provides the ability to print or fax Document selections using local drivers
Scan	Initiates the scan component of iSynergy per the appropriate license you have been assigned. This option is used to append documents currently in the viewer
Email	Provides the ability to email the complete document or individual pages with or without annotations and redaction, the file format and the color options
Zoom In	Provides the ability to zoom in on a document in the Viewer Pane
Zoom Out	Provides the ability to zoom out on a document in the viewer pane
Best Fit	Provides the ability to display an entire document image in the document view pane by automatically expanding or contracting the document image in the document viewer pane
Fit to Width	Provides the ability to display an image allowing the entire width of the document to expand or contract as necessary with the document viewer pane
Rotate Left	Provides the ability to rotate the Document selection left in 90-degree increments within the Document Viewer Pane
Rotate Right	Provides the ability to rotate the document selection right in 90-degree increments with the document viewer pane
Find	Launches the document viewer pane and provides the ability to search for specific text within a document
Full Text	Launches the Full text dialog and displays the content of words found in the OCR process
Hide Annotations	Provides the ability to hide annotations on the document when displayed in the document viewer pane
Pan	Provides the ability to navigate across the surface of a zoomed document within the document viewer pane
Select Annotation	Provides the ability to select annotations or redaction displayed on a document within the document viewer pane
Insert Annotation	Provides the ability to place an annotation on a document displayed in the document viewer pane
Insert Redaction	Provides the ability to conceal sensitive information on the document displayed in the document viewer pane. Additionally, a redaction can be any color; however, black is the default

Insert Highlight	Provides the ability to highlight information on the document displayed within the document viewer pane
Insert Rubber Stamp	Provides the ability to insert a rubber stamp on a document displayed with the document viewer pane. Default options include: Denied, Received and Approved
Insert Line	Provides the ability to draw lines on the displayed document within the document viewer pane
Pointer	Provides the ability to create a line with an arrow on the displayed document within the document viewer pane
Freehand	Provides the ability to draw lines on the displayed document in the document viewer pane without the user of defined line measurements
Rectangle	Provides the ability to create a rectangle on the displayed document in the document viewer pane
Ellipse	Provides the ability to create an Ellipse on the displayed document in the document viewer pane
Text	Provides the ability to create a text box on the displayed document in the document viewer pane
Foreground Color	Provides the ability to change the background color of the annotation box on the displayed document in the document viewer pane
Line Thickness	Provides the ability to view line thickness options for the following functionality: insert line, pointer, freehand, rectangle and ellipse and apply them appropriately to the document displayed in the document viewer pane

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

The Pitney Bowes Image Capture & Workflow Software solution can receive print jobs from a wide variety of print clients including IBM mainframes, AS/400 systems, UNIX and Linux servers, and PC and Macintosh print clients. Supported formats include EBCDIC or SCS data from IBM mainframes and iSeries computers to its ASCII equivalent. We also support text printing features including fonts, margins, line wrap and others.

Additionally, we can take cross platform printing to new levels receiving and processing documents from host systems. Printing or saving on Windows-based resources which will lower your printing costs and make your printing process more efficient.

3.1.2 Section II — Capture and Electronic Forms Section

Describe all features of the proposed capture solution

ScanDox Features:
- Highly interactive scanning utility that allows for easy modification to TIFF images and PDF documents
- Allows you to drag and drop pages between documents for TIFs and PDFs
- Allows users to mark up document with imprints and submit documents from a variety of different statuses
- Allows users to submit documents over the web in a secure environment; virtually allowing you to scan from anywhere
- Ability to submit documents to iSynergy as a TIF or JPG image or as a PDF image document
- Documents can be indexed at the point of scanning
- Internet based remote and local document capture
- Capture scanned documents, Word, Excel, PDF, JPG and many more file formats
- Integrates with Scanner and Multi-function Devices
- External Database linking (database lookups for automated indexing)
- Advanced Profile Management and configuration
- Click once web based deployment
- Scheduled transfers over the internet
- On-the-fly image processing
- Black/White, Grayscale, and color support
- Endorsing/imprinting
- Drag and drop functionality
- Email and print
- Multiple viewing options
- Customizable submit button options.
- Remote scanning with hot folder detection
- ISIS and TWAIN driver interface

Describe the image enhancement capability of the proposed capture system.

Built in image enhancement from scanning software:

Border Removal:
> Eliminates solid edges from the top, bottom and sides of images

Deskew:
> Ensures true vertical and horizontal alignment of scanned images

Despeckle:
> Removes surface imperfections, such as dots

Dilate:
> Enlarges dots comprising bitmap image, resulting in thicker lines and bolder fonts

Hole Punch Removal:
   Fills contrast differences with solid colors

For Kodak scanners PBI utilizes Kodak Perfect Page.
   Please see Section 5 Scanner Hardware Section for more information on
   Kodak Perfect Page image enhancements

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

The Pitney Bowes IWS Solution supports both User ID / PINs and X.509 digital certificates for signing e-forms. Filler user can check revocation servers to ensure the signature is valid. In addition, form authors can limit the root store for trusted certificate authorities and use the form server to automatically process and validate certificates.

Encrypted data can be securely exchanged between e-form authors and e-form fillers. Even if the e-form was intercepted, it could not be decrypted without the correct password.

Authentication is necessary when the agency / business must be assured of identity of the submitter. The Pitney Bowes Image Capture and workflow Solution supports the authentication of both form publishers and form submitters, practically eliminating spoofing and fraud.

3.1.3 Section III — Workflow Solution Section

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

Rules-based workflow (Progression)

Description: Progression is the rules based workflow integration product, traditionally replacing ad-hoc workflow and delivering immediate benefits to a business by:

- Managing and tracking incoming documents and automatically triggering processing as information is received.
- Setting requirements and conditions on tasks, processes, documents and collections of documents to support automated decision making and responsiveness to workloads throughout the business, thus increasing productivity and lowering mistakes associated with the misdirection of documents.
- Establishing priority handling for every document, binder, task, and process in the business, thus enabling you to focus on high value or high return tasks and processes. In other words, assigning specialized resources, to high priority tasks and processes, as well as, permitting assignment of repetitive or lower priority tasks and processes on an as available basis across the business.
- Provide an on-demand look at the employee workload and enabling the manager to respond instantly to bottlenecks or shifts in availability of resources, including the temporary or permanent subscription of work to resources as needed.

Furthermore, progression enables process managers, analysts, business managers and users to design, document and outline the tasks and processes of the business, thus allowing the association of documents or collections of documents to a task or process to automate workflow, reduce redundancy and errors associated with data entry and manager workflow across the business.

Process Designer Toll Accelerators

Save: Save the current workspace

Print: Prints the current workspace

Properties: Displays the properties associated with the current processes

Manual User Task: Inserts a new Manual User Task in the current workspace
Description: The manual User Talks allows you to create a user interface within the workflow tab. You can add instructions and links to either leave the task or jump steps within the same defined task.

Assignment Task: With an assignment task, you have the ability to define the individual or team that will be allowed to view the work from a specified point until the work item reaches an end assignment task. Furthermore, within the task editor windows, the task

designer allows specific restrictions to be imposed on the assignment and the end assignment task, including the accessibility of the task from the individual or team level.

End Assignment Task: The end assignment task identifies the assignment completion in a task process.

Decision Task: Inserts a new decision task in the current workspace. By selecting the decision task accelerator, a binary decision is enforced and will determine which path a process will follow. The decision task allows the user to make a simple yes or no decision within the workflow.

Or Task: Inserts a new Split task with the OR condition in the current workspace. The OR Split Task defines a task with multiple decision paths. The first matching path will be followed.

Additionally, an or split task is a form of decision task and allows you to create more complex decisions in that it's not just yes or no answer; it allows the designer to specify many conditions and will take the path of the condition that it first matches.

AND Task: Inserts a new Split task with the AND condition in the current workspace. The AND split Task accelerator defines a set of paths to be taken by the process and creates parallel processing.

Merge Task: Inserts a new Merge in the current workspace. The Merge task accelerator defines a point for parallel paths to synchronize back into one.

Document Wait Task: Inserts a new document wait task in the current workspace. The document wait task accelerator defines a task that will wait for documents to arrive or be in a certain status or for a period of time to expire.
The document wait task is a flow control task that stops the process flow until one or more specified documents are available to it. The period of time it waits is configurable, as is the action that it will take if the specified documents are not received within the designated timeframe.

Data Synchronize Task: Inserts a new Data Synchronization task in the current workspace. The data Synchronize task accelerator defines a task to push or pull data from one or more external data sources in or out of iSynergy.

Automatic Task: Inserts a new automatic task in the current workspace. The automatic Task accelerator defines a task that will automatically execute an external application. The automatic task provides the ability to call an executable process, such as a batch file, VB script or anything you might put into the server side to run without a user interface. Within the executable task, you can define the program, the parameters that get sent to the program, how long and if we want to wait, and how many retries we want to try if a problem occurs.

SubProcess Task: Inserts a new Sub-Process in the current process. The new sub-process accelerator defines a task that makes a work item enter another process. The sub process task allows you to represent more complex work flows by moving details into a sub-process and reduce the complexity of the main process. Additionally, it allows you to reuse a set of tasks, such as a manager's approval for other processes.

Finish Task: Insert a new Finish task in the current workspace. The finish task accelerator defines a process ending point and is required to complete the process.

Exception Task: Inserts a new Exception handling task in the current workspace. A manual user task that defines the "what" a user must do when an exception occurs. It also defines the location for exceptions to be collected from the process task. The exception task collects any error that occurs within the process at this exception task point.

Toggle Line Type: Toggle through the types of lines available in the current workspace. By default the Linear arrows are displayed.

Steps to Create a Rule Based Workflow

Step One: Identify the document workflow flow

Step Two: Identify the options described above related to the document workflow through the organization. (What steps are necessary for review?)

Step Three: Design the workflow steps with instructions

Step Four: Assign specific users/subscribers to the task

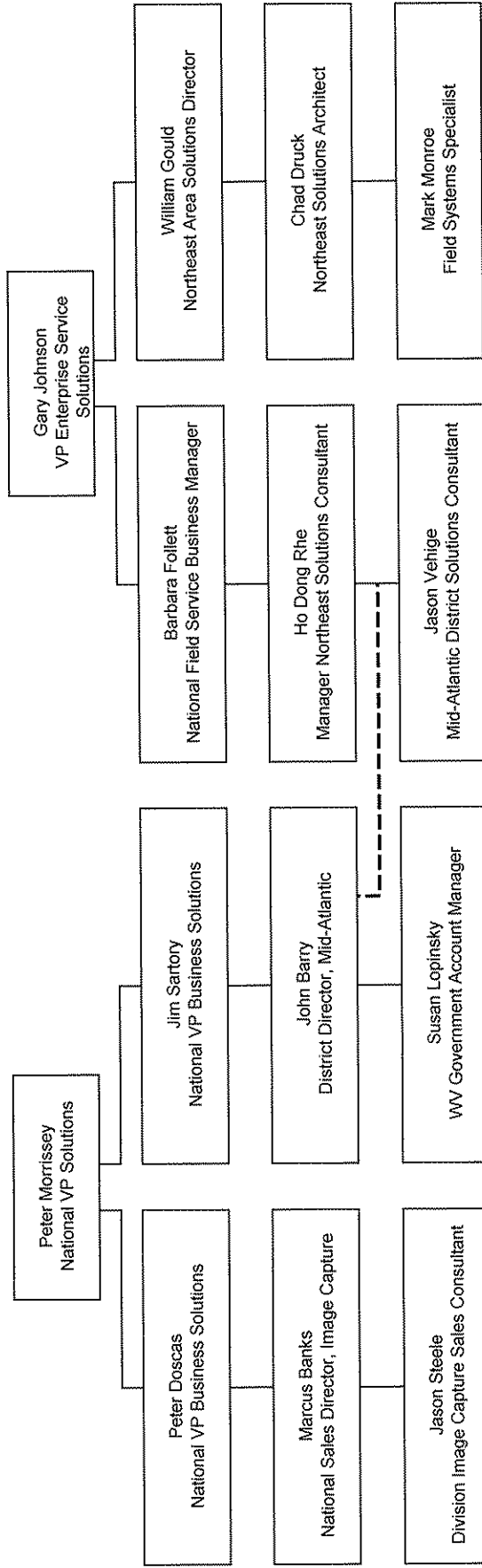**Step Five:**   View/run reports to identify statistics around workflow

Ad-Hoc Workflow

Ad-hoc workflow is simple and easy to configure in iSynergy. The workflow step can be designed to address a variety of different workflows in different department and workflow needs. Ad-hoc in nature is driven around the user moving the work or documents along in the workflow process. Ad-hoc workflow can allow for email notifications based on specific conditions in iSynergy.

Generic Example: A Sales Manager may want to know of all invoices over $1,000.00 that have not been collected and that are over 30 days old. The email alert provides the ability for the user to set defined conditions that will notify him via an email with adequate information to securely retrieve the documents from iSynergy to proactively respond.

Steps to Create an Ad-hoc Workflow

Step One: Identify the required user defined list for workflow stages
Generic Example: New, In Progress, Management Review, Rejected, and Completed.

Step Two: Create the user defined list
Steps: Select the "admin tab"; Select the user defined list option
Enter the user defined list Name; Click "add list"
Enter the workflow steps (Generic Example: New, In Progress, Management Review, Rejected, and Completed)
Select the "update" button.

Step Three: Add the workflow user defined list to the application
Steps: under the application select the "add index" button.
Name the field "workflow" and select the user defined list created for workflow.
Select the check box "multi-edit".
Setup Complete

WV Lottery RFP# LOT454

Peter Morrissey
National VP Solutions

Jim Sartory
National VP Business Solutions

Peter Doscas
National VP Business Solutions

John Barry
District Director, Mid-Atlantic

Marcus Banks
National Sales Director, Image Capture

Susan Lopinsky
WV Government Account Manager

Jason Steele
Division Image Capture Sales Consultant

Gary Johnson
VP Enterprise Service Solutions

Barbara Follett
National Field Service Business Manager

William Gould
Northeast Area Solutions Director

Ho Dong Rhe
Manager Northeast Solutions Consultant

Chad Druck
Northeast Solutions Architect

Jason Vehige
Mid-Atlantic District Solutions Consultant

Mark Monroe
Field Systems Specialist

KEY MANAGEMENT PERSONNEL

Mid-Atlantic District, Charleston, WV
Susan Lopinsky
John Barry

Image Capture Sales Specialists
Jason Steele
Marcus Banks

KEY TECHNICAL PERSONNEL

Mid-Atlantic District, Charleston, WV
Jason Vehige
Mark Monroe

Northeast Technical Solution Support
Ho Dong Rhe
Chad Druck

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).

Customer Support Center (CSC) hours is Monday - Friday 8:00am to 5:00pm eastern time. For software related calls the support is via the phone or remote connect. The response time is Monday through Friday next business day. For hardware related calls, customer support will attempt to determine the issue over the phone. If the issue cannot be resolved over the phone, then the scanner issue will be resolved based on the contract terms. If the Kodak scanner has an advanced unit replacement warranty or contract, then a replacement unit will be shipped via overnight carrier to the WV Lottery. If the Kodak scanner has an onsite warranty or contract, then customer support will be dispatched to go onsite based on the terms of the contract.

Section IV

Customer References and Description of Projects

Organization: City of Tulsa Oklahoma
Name: Terry O'Malley Email: tomalley@cityoftulsa.org
Title: Project Manager
Telephone: 918-699-3855
Brief Description: Document management and business process automation for the deeding department for the city.
Components: iSynergy Enterprise Server, Progression, Ad-hoc workflow, ScanDox, iDox, scanning hardware and professional services.
Year Completed: 2008

Organization: GunnAllen Financial
Name: Maureen Bonnar Email: mbonnar@gunnallen.com
Title: Division Manager
Telephone: 813-282-0808
Brief Description: Document management and business automation for the opening of accounts and day to day account management.
Components: iSynergy Enterprise Server, Ad-hoc workflow, ScanDox, iDox, scanning hardware and professional services.
Year Completed: 2007

Organization: SuperShuttle
Name: Denny Lester Email: dlester@supershuttle.net
Title: Network Administrator
Telephone: 480-403-4900
Brief Description: Document management and business process automation.
Components: iSynergy Enterprise Server, Ad-hoc workflow, ScanDox, iDox, scanning hardware and professional services.
Year Completed: 2007

Organization: Forsyth County, NC
Name: Jeff Wilson Email: jeff@fcso.us
Title: Product Manager
Telephone: 336-917-7391
Brief Description: Document management and business process automation for the evidence processing for historical information and day forward evidence.
Components: iSynergy Enterprise Server, Ad-hoc workflow, ScanDox, scanning hardware and professional services.
Year Completed: 2008

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

All Pitney Bowes Imaging & Workflow solution implementations begin with a complete Discovery Needs Analysis where we identify the specifics prior to presenting a proposed software configuration.

The following Pitney Bowes install procedures are followed:

1. Pitney Bowes Mailstream Development Center configures solution per a statement of work
2. Pitney Bowes Mailstream Development Center Prototypes solution
3. Solution demonstrated by Pitney Bowes Mailstream Development Center via Webinar
4. Customer to Sign off on Prototype
5. Test Cases Completed in Pitney Bowes Mailstream Development Center Lab
6. Solution Staged for Deployment
7. Schedule Installation
8. Identify local Pitney Bowes Installation Professional
9. Solution Reviewed with the Pitney Bowes Installation Professional
10. Pitney Bowes Installation Professional installs the software on site
11. User training completed on site

Following this page is a sample 'Progression Implementation Project Plan' for your review. A similar plan shall be created in conjunction with the WV Lottery to establish a mutually agreed upon project timeline with defined roles and expectations.
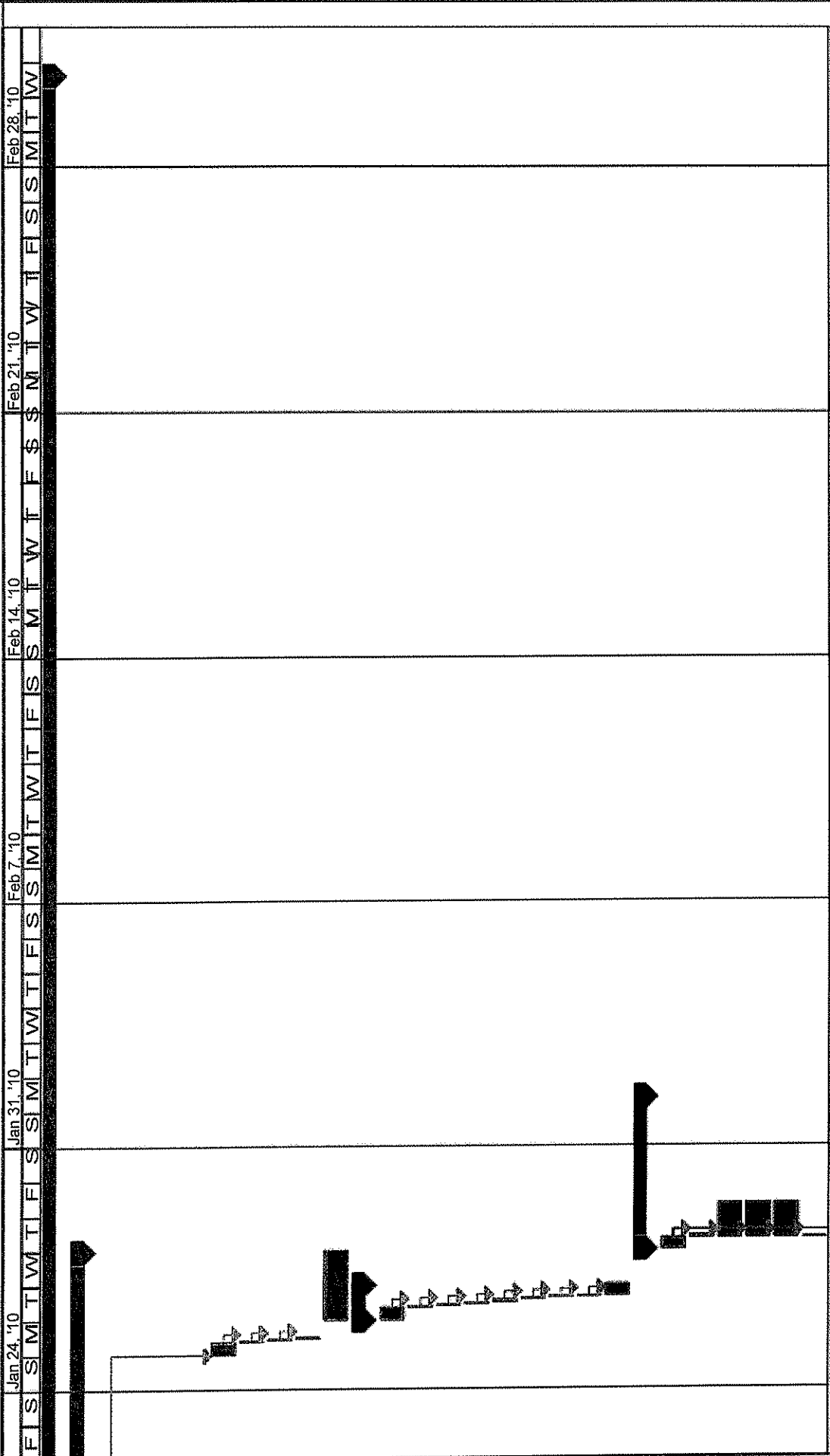
ID		Task Name	Duration	Start	Finish	Predecessors
1		Progression Implementation	57.75 days	Fri 12/11/09	Tue 3/2/10	
2		Admin	34 days	Fri 12/11/09	Wed 1/27/10	
3		Receive signed SOW from customer	1 day	Fri 12/11/09	Fri 12/11/09	
4		Order iDatix software & support	3 days	Mon 12/14/09	Wed 12/16/09	3
5		Receive iDatix temporary license	1 hr	Thu 12/17/09	Thu 12/17/09	4
6		Request iDatix permanent license key	1 hr	Thu 12/17/09	Thu 12/17/09	5
7		Planning call with Pitney Bowes Sales Rep	1 hr	Mon 1/25/10	Mon 1/25/10	3
8		Prepare Agenda for Customer Planning Con Call	1 hr	Mon 1/25/10	Mon 1/25/10	7
9		Conduct Planning Con Call with customer	1 hr	Mon 1/25/10	Mon 1/25/10	8
10		Set the onsite start date	1 hr	Mon 1/25/10	Mon 1/25/10	9
11		Implementation team to visit for planning and design session	16 hrs	Tue 1/26/10	Wed 1/27/10	
12		Customer Environment Preparation	1 day	Tue 1/26/10	Tue 1/26/10	
13		Verify space & power	30 mins	Tue 1/26/10	Tue 1/26/10	
14		Get IP address from customer	1 hr	Tue 1/26/10	Tue 1/26/10	13
15		Customer will provide Ethernet connectivity	1 hr	Tue 1/26/10	Tue 1/26/10	14
16		Setup a domain user for Progression ("Progressionservice")	1 hr	Tue 1/26/10	Tue 1/26/10	15
17		If applicable, reconfigure scanners in remote locations to use TIFF	1 hr	Tue 1/26/10	Tue 1/26/10	16
18		Confirm customer separated electonic documents	1 hr	Tue 1/26/10	Tue 1/26/10	17
19		Confirm workstations to be used for scanning & viewing	1 hr	Tue 1/26/10	Tue 1/26/10	18
20		Verify that workstations have IE 6.0 or higher	30 mins	Tue 1/26/10	Tue 1/26/10	19
21		Customer to identify a technical Point of Contact	1 hr	Tue 1/26/10	Tue 1/26/10	20
22		Hardware Staging (2 servers included)	2.13 days	Thu 1/28/10	Mon 2/1/10	
23		Receive servers (ordered on 1/12)	1 min	Thu 1/28/10	Thu 1/28/10	
24		Install OS on servers [standalone, not on network]	2 hrs	Thu 1/28/10	Thu 1/28/10	23
25		Install SQL Server on server	1 day	Thu 1/28/10	Fri 1/29/10	23
26		Install Progression on server	1 day	Thu 1/28/10	Fri 1/29/10	23
27		Install ISOdx on server	1 day	Thu 1/28/10	Fri 1/29/10	23
28		Place PB warranty sticker on servers	10 mins	Thu 1/28/10	Thu 1/28/10	23

Project Progression Project Plan	Task		External Tasks		Milestone ◆
Date: Tue 03/04/10	Split		External Milestone ◇		Summary
	Progress		Deadline ⇩		Project Summary

Page 1

ID		Task Name	Duration	Start	Finish	Predecessors
29		Ship servers to customer	2 days	Thu 1/28/10	Mon 2/1/10	23
30		Provide shipment ETA to customer	1 hr	Mon 2/1/10	Mon 2/1/10	29
31		**Hardware Install**	**0.27 days**	**Mon 2/1/10**	**Mon 2/1/10**	
32		install server in rack; connect to network	2 hrs	Mon 2/1/10	Mon 2/1/10	29
33		connect kb, mouse & monitor to server	10 mins	Mon 2/1/10	Mon 2/1/10	32
34		**Implementation**	**38.63 days**	**Mon 1/4/10**	**Thu 2/25/10**	
35		**NOTE: The tasks in this section will be specific to each customer**	1 hr	Mon 1/4/10	Mon 1/4/10	
36		Arrive On Site (Date is Tentative - Needs to be Confirmed)	1 hr	Mon 2/8/10	Mon 2/8/10	
37		**Perform planning & design for Progression application**	**0.5 days**	**Mon 2/8/10**	**Mon 2/8/10**	
38		Discuss inputs to Progression system (scanners, copiers)	15 mins	Mon 2/8/10	Mon 2/8/10	36
39		Discuss user permissions for Active Directory	15 mins	Mon 2/8/10	Mon 2/8/10	38
40		Determine any MFD Server configuration changes	15 mins	Mon 2/8/10	Mon 2/8/10	39
41		ID & create application name & description	15 mins	Mon 2/8/10	Mon 2/8/10	40
42		ID & create up to 5 indices for search criteria	15 mins	Mon 2/8/10	Mon 2/8/10	41
43		ID & create User Defined Lists for doc types & statuses	15 mins	Mon 2/8/10	Mon 2/8/10	42
44		Conduct data exchange setup interview	30 mins	Mon 2/8/10	Mon 2/8/10	43
45		Prepare design for configuring iDox, MFD Server, ScanDox, Xtractor	1 hr	Mon 2/8/10	Mon 2/8/10	44
46		Prepare design for Active Directory	1 hr	Mon 2/8/10	Mon 2/8/10	45
47		**Implement Progression**	**8 days**	**Mon 2/8/10**	**Thu 2/18/10**	
48		Install Progression and load iDatix permanent license key	4 hrs	Mon 2/8/10	Tue 2/9/10	37
49		Configure Progression on new server for customer application (x4)	4 days	Tue 2/9/10	Mon 2/15/10	48
50		Configure Progression on max 5 desktop workstations	2 days	Mon 2/15/10	Wed 2/17/10	49
51		Test Progression for customer application	1 day	Wed 2/17/10	Thu 2/18/10	50
52		Deliver knowledge transfer to IT Admin(s)	2 hrs	Thu 2/18/10	Thu 2/18/10	51
53		Deliver knowledge transfer to Document Imaging Admin(s)	2 hrs	Thu 2/18/10	Thu 2/18/10	52
54		Start using the Progression system	2 days	Thu 2/18/10	Mon 2/22/10	47
55		Use the Progression system in production	2 days	Mon 2/22/10	Wed 2/24/10	54
56		Get sign-off from customer	1 day	Wed 2/24/10	Thu 2/25/10	55

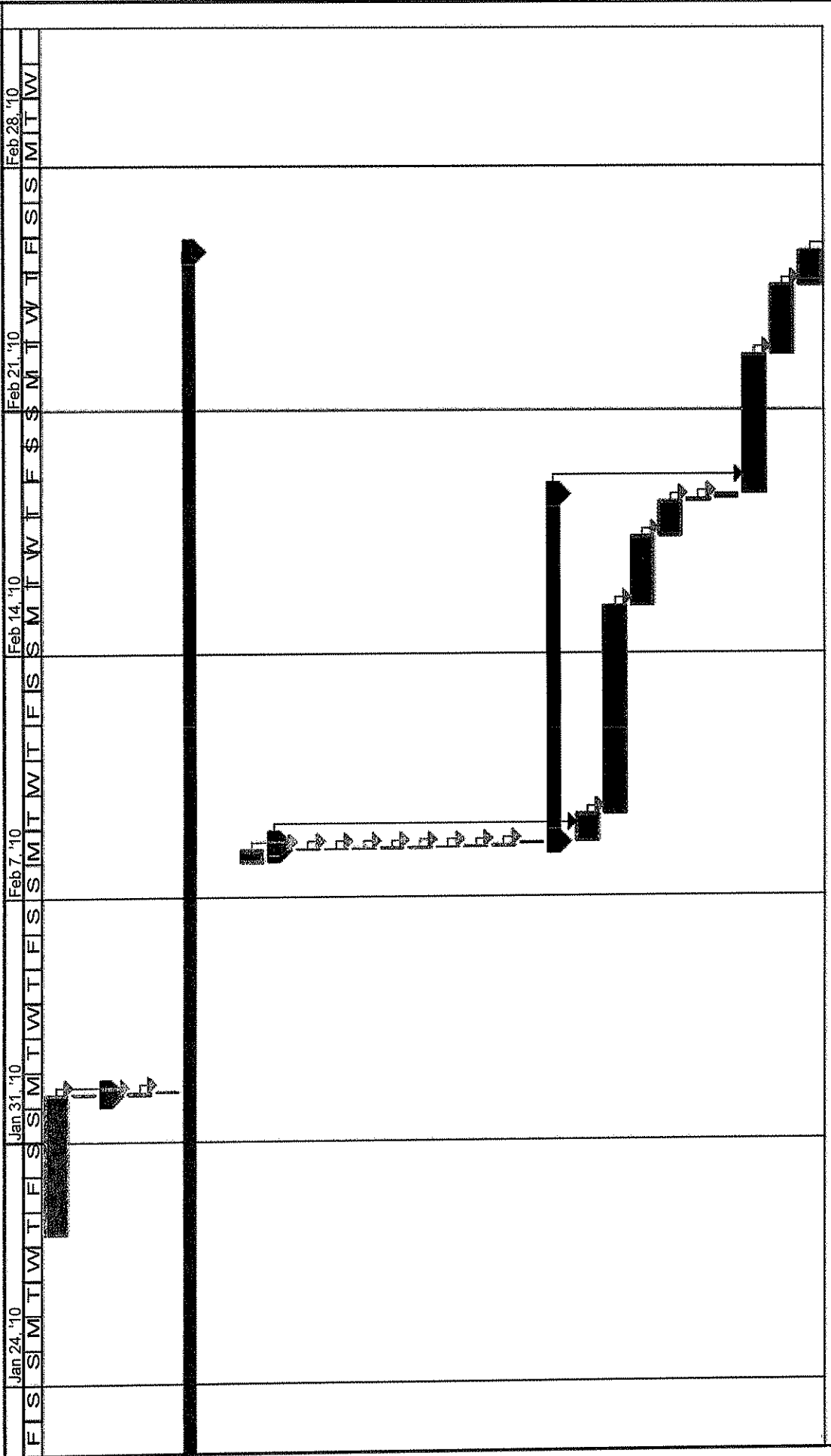Project: Progression Project Plan
Date: Tue 03/04/10

Task		Milestone	◆	External Tasks
Split		Summary		External Milestone
Progress		Project Summary		Deadline

Page 2

ID		Task Name	Duration	Start	Finish	Predecessors	W	T	F
57		**Documentation**	**3.13 days**	**Thu 2/25/10**	**Tue 3/2/10**				
58		Prepare the Master Configuration Document	3 days	Thu 2/25/10	Tue 3/2/10	56			
59		Deliver the Master Configuration Document	1 hr	Tue 3/2/10	Tue 3/2/10	58			
60		**Professional Services Follow-up**	**1 day**	**Wed 2/24/10**	**Thu 2/25/10**				
61		Follow-up in 5 days	1 day	Wed 2/24/10	Thu 2/25/10	55			

Project: Progression Project Plan Codilis.
Date: Tue 1/19/10

Task		External Tasks	
Split		External Milestone	
Progress		Deadline	
Milestone			
Summary			
Project Summary			

Page 3

Dec 13 '09							Dec 20 '09							Dec 27 '09							Jan 3 '10							Jan 10 '10							Jan 17 '10		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W

Task			Milestone		External Tasks
Split			Summary		External Milestone
Progress			Project Summary		Deadline

Project: Progression Project Plan
Codilis. Date: Tue 1/19/10

Page 4

Dec 13 '09							Dec 20 '09							Dec 27 '09							Jan 3 '10							Jan 10 '10							Jan 17 '10		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T

Task		Milestone ◆
Split		Summary
Progress		Project Summary

External Tasks	
External Milestone ◇	
Deadline ⇩	

Project: Progression Project Plan
Codilis. Date: Tue 1/19/10

Page 5

	Dec 13, '09							Dec 20, '09							Dec 27, '09							Jan 3, '10							Jan 10, '10							Jan 17, '10		
	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T

Task		Milestone	◆	External Tasks
Split		Summary		External Milestone	◈
Progress		Project Summary		Deadline

Project: Progression Project Plan
Codilis. Date: Tue 1/19/10

Page 6

Jan 24, '10 | Jan 31, '10 | Feb 7, '10 | Feb 14, '10 | Feb 21, '10 | Feb 28, '10

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

Deadline

Project: Progression Project Plan
Codilis. Date: Tue 1/19/10

Jan 24, '10			Jan 31, '10		Feb 7, '10		Feb 14, '10		Feb 21, '10		Feb 28, '10	
F	S	S	M	T	W	T	F	S	S	M	T	W

Task	▆	Milestone	◆
Split	....	Summary	◤▬▬▬◥
Progress	▬▬▬	Project Summary	◤▬▬▬◥

External Tasks	▭
External Milestone	◇
Deadline	⇩

Project: Progression Project Plan
Codilis. Date: Tue 1/19/10

Scanner Hardware Section

iSynergy Server Installation Requirements

Supported Server Platforms
- Windows 2003 Server 32 Bit
- IIS 6.0
- .Net 2.0 Framework

Note: It is highly recommended that the server be updated with all the current Microsoft service packs, patches and hot fixes prior to installing the iSynergy Server.

SQL Server Requirements
- Microsoft SQL Server 2005 or SQL Server Express (4 GB limit)
- Customer must provide 'sa' account password
- Customer must provide administrator privileges to install the iSynergy database.
- SQL Server 2005 software must be installed in a mixed mode environment.
- ISynergy should be on a dedicated server and needs to be the default web site in IIS.
- It is the customer's responsibility to manage day to day SQL server maintenance.

Note: It is highly recommended that the server be updated with all the current Microsoft service packs, patches and hot fixes prior to installing the iSynergy Database. For more information, please refer to: http://msdn.microsoft.com/en-us/sqlserver/bb671254.aspx

Hardware
The following table lists the minimum recommended hardware for any server running an iSynergy server component:

Component	Minimum	Recommended
Processor	Pentium IV, 2.8 MHz	Quad Core
Memory	2 GB	4 GB
Hard Drive	80 GB, Raid 1 or 5	160 GB, Raid 1 or 5 (dependent on paper volume See Section on Estimating Paper Volume Guidelines)

Scanning Workstation Requirements

At least one dedicated scanning station will be necessary to process the conversion of paper documentation into electronic documents. This workstation is attached to a high-speed SCSI scanner via a Fast SCSI-2 adapter and should meet these minimum requirements.

Component	Minimum	Recommended
Hardware		
Processor	Pentium IV, 800 MHz	Pentium IV, 2 GHz
Memory	512 MB	1 GB
Hard Drive	5 GB	20 GB
SCSI adapter	Fast SCSI-2 adapter	Fast SCSI-2 adapter
Video	XGA 1024x768, 256 Colors	XGA 1024x768, 16K Colors
Network Adapter	10/100	10/100
CD ROM/Floppy	4X,1.44M	24X,1.44M
Software		
Operating System	Windows 2003 Server, Windows XP , Vista	Windows 2003 Server, Windows XP , Vista
Internet Browser	Internet Explorer 6.0	Internet Explorer 6.0 or higher

NOTE: Internet Explorer 8.0 is not supported at this time

End-user Workstation Requirements

End-users of the iSynergy system will interface with the software through a standard web browser. All end-user workstations should meet the following minimum requirements.

Component	Minimum	Recommended
Hardware		
Processor	Pentium IV, 800 MHz	Pentium IV, 1 GHz
Memory	256 MB	512 MB
Hard Drive	1 GB	20 GB
Video	XGA 1024x768, 256 Colors	XGA 1024x768, 16K Colors
Network Adapter	10/100	10/100
CD ROM/Floppy	4X,1.44M	24X,1.44M
Software		
Operating System	Windows XP. Vista	Windows XP, Vista
Internet Browser	Internet Explorer 6.0	Internet Explorer 6.0 or higher

NOTE: The .Net 2.0 Framework is required for iScan and iSynergy Desktop (Quick Indexer)
NOTE: Internet Explorer 8.0 is not supported at this time

t all your workgroup
Is with an easy-to-use
ner that fits just about
vhere

powerful and packed with features
:nefits, the **Kodak** i1210 Plus and
Plus Scanners deliver on your
p scanning needs. They can auto-
most anything at speeds up to 45
per minute, including documents as
is an identification card or as long
mm (34 in.). The i1200 Plus Series
ers provide you with a wide range of
options—including searchable PDF
r easy information access.

le ease of use and
itility you're looking for—
atter what the job is

nart Touch feature enables you to
elect the right scan settings and
tions for the job. With the touch of
n, scan documents to:

osoft SharePoint

ind Storage

ıil

- Printers
- Other desktop applications that
  support TIFF, JPEG, RTF, BMP, PDF
  and searchable PDF

In addition, these powerful scanners
have a unique tilt-and-scan feature that
allows you to select the best scanning
position for the job:

- Flat with trays extended for higher-
  volume batch scanning
- Fully upright with the input tray folded
  down for ad hoc and transaction
  scanning (you can even position the
  scanner up against a wall and still
  auto-feed documents)

There are also optional "tethered" flatbed
accessories in A3 and A4 sizes for more
convenience and flexibility. Just connect
either, and you can scan A3 exception
documents at up to 600 dpi and A4
exception documents at up to 1,200 dpi
optical resolution. Then just unplug and
store the flatbed. It's that easy!

Get exceptional image quality

It starts with 600 dpi optical resolution
for razor-sharp images. But we didn't

stop there. These compact machines
feature enhanced Perfect Page Image
Processing for outstanding image
quality that's virtually automatic. No
need for rescans!

Enjoy unique value

With all this capability, affordable
pricing and the peace of mind that
comes with **Kodak** Service & Support,
the i1210 Plus and i1220 Plus Scanners
deliver an extraordinary combination of
performance and value.

:cifications

ommended Daily Volume	Up to 3,000 pages per day
oughput Speeds rtrait, letter size)	Bitonal/grayscale: Up to 45 ppm/90 ipm at 200 dpi Color: Up to 30 ppm/60 ipm at 200 dpi (Throughput speeds may vary depending on your choice of driver, application software, operating system and PC.)
nning Technology	i1210 Plus: Single CCD; i1220 Plus: Dual CCD; Grayscale output bit depth is 256 levels (8-bit) Color capture bit depth is 48 bits (16 x 3); Color output bit depth is 24 bits (8 x 3)
ical Resolution	600 dpi (1200 dpi A4 flatbed accessory)
nination	Dual fluorescent (cold cathode)
put Resolution	75, 100, 150, 200, 240, 300, 400, 600 and 1200 dpi
x./Min. Document Size	215 mm x 863 mm (8.5 in. x 34 in.)/50 mm x 63.5 mm (2 in. x 2.5 in.)
er Thickness and Weight	34-413 g/m² (9-110 lb.) paper; ID card thickness: up to 1.25 mm (0.05 in.)
der	Up to 75 sheets of 75 g/m² (20 lb.) paper, handles small documents, such as ID cards, embossed cards and insurance cards
lti-feed Detection	With ultrasonic technology
nnectivity	USB 2.0 (cable included)
dled Software	TWAIN, ISIS, WIA Drivers; Kodak Capture Desktop Software, Smart Touch; Nuance ScanSoft PaperPort and OmniPage. Linux SANE and TWAIN Drivers available from www.kodak.com/go/scanonlinux
iging Features the scanner)	Perfect Page Scanning; iThresholding; adaptive threshold processing; deskew; autocrop; relative cropping; aggressive cropping; electronic color dropout; dual stream scanning; interactive color, brightness and contrast adjustment; auto orientation; automatic color detection; background color smoothing, image edge fill, image merge, content based blank page detection
Format Outputs	Single and multi-page TIFF, JPEG, RTF, BMP, PDF, searchable PDF
rranty (US and Canada)	One-year warranty
:essories	Kodak white imaging background accessory (front); Kodak A3 Flatbed (black background) Accessory with 1.8-meter (6 ft.) cable; Kodak A4 Flatbed (white background) Accessory with 1.8-meter (6 ft.) cable; Optional A4 flatbed black imaging background accessory
ctrical Requirements	100-240 V (International); 50-60 Hz
ver Consumption	Scanner: Sleep mode: <4 watts; Running: <35 watts Scanner with A3 Flatbed: Sleep mode: ≤6 watts: Running: <65 watts Scanner with A4 Flatbed: Sleep mode: ≤6 watts: Running: <57 watts
ironmental Factors	Energy Star qualified scanners, Operating temperature: 15-35° C (59-95° F), Operating humidity: 15% to 76% RH
ustical Noise (operator ition sound pressure level)	Standby mode: <30 dB(A) Operating mode: <58 dB(A)
ommended PC Configuration	For documents up to 356 mm (14 in.) long at 300 dpi: Pentium 4, 3.2 GHz Processor, 512 MB RAM For documents up to 660 mm (26 in.) long at 400 dpi: Pentium 4, 3.2 GHz Processor, 1 GB RAM For longer documents/higher resolutions: Pentium 4, 3.2 GHz Processor, 3 GB RAM
ported Operating Systems	Windows XP SP2 and SP3 (32-bit), Windows XP x64 edition SP2, Windows 2000 Professional SP4, Windows Vista SP1 (32-bit and 64-bit), Windows 2003 Server x64 Edition, Linux Ubuntu 8.04, Fedora 9, SUSE 11
rovals and Product tifications	AS/NZS 3548 Class B (C-Tick Mark), CAN/CSA-C22.2 No. 60950-1-03 (C-UL Mark), Canada ICES-003 Issue 3 (Class B), GB4943, GB9254 (Class B), GB 17625.1 Harmonics (CCC "S&E" Mark), EN 55022 ITE Emissions (Class B), EN 61000-3-3 Flicker, EN 55024 ITE Immunity, (CE Mark), EN 60950 (TUV GS Mark), IEC 60950, CISPR 22 (Class B), VCCI (Class B), CNS 13438 (Class B), CNS 14336, (BSMI Mark), UL 60950-1 (UL Mark), CFR 47 Part 15 Subpart B (FCC Class B), Argentina S-Mark
sumables Available	Feed module, separation module, feed rollers, roller cleaning pads, Staticide Wipes
ensions	Weight: i1210 Plus: 5.2 kg (11.5 lbs.), i1220 Plus: 5.5 kg (12 lbs.) Depth: 162 mm (6.3 in.) not including input tray and output tray Width: 330 mm (13 in.) Height: 246 mm (9.7 in.) not including input tray

ak Care Kits and Maintenance Agreements

No.	Service Type	Description
4427	2-year enhanced AUR warranty	Provides two (2) years of advanced unit replacement (AUR) next business day service from the date of scanner purchase.
1853	3-year enhanced AUR warranty	Provides three (3) years of advanced unit replacement (AUR) next business day service from the date of scanner purchase.

more:
dak.com/go/i1200Plus
sing Kodak Technologies.

TWAIN ISIS √Perfect Page PaperPort OmniPage USB Kodak Service & Support

As an Energy Star Partner, Eastman Kodak Company has determined that these products meet Energy Star guidelines for energy efficiency.
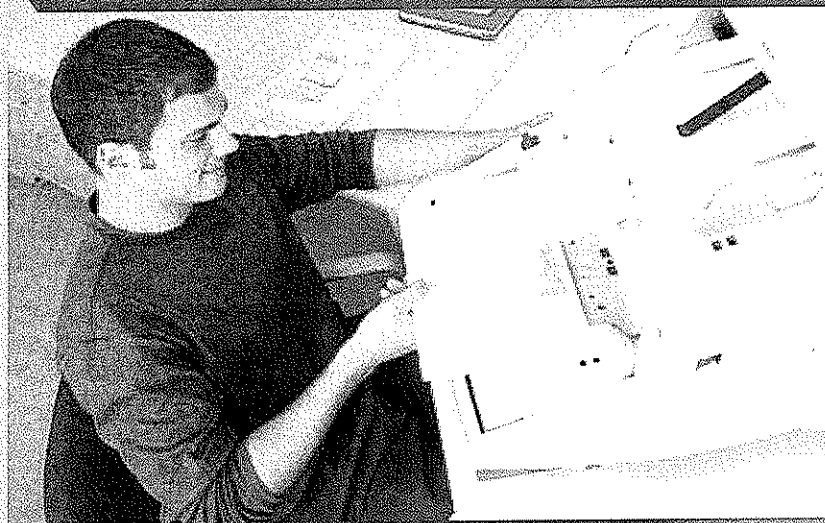
odak

!00 Series Scanners
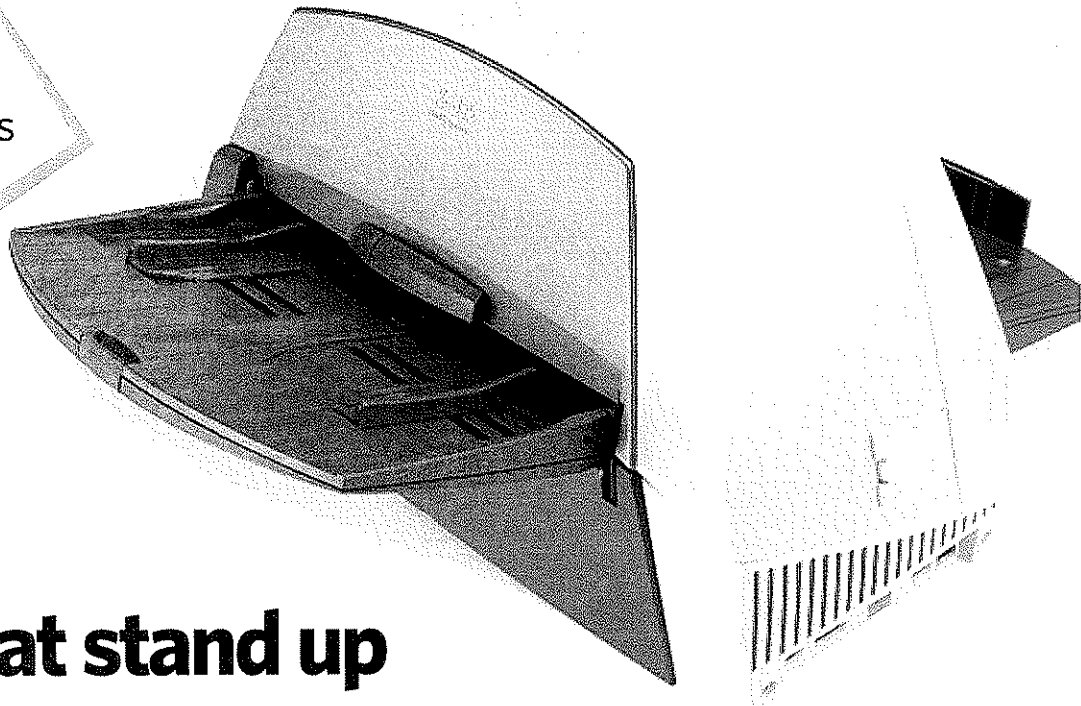
:anners that stand up
the challenge

-impact advantages
)w-volume
uction scanning

1ents aren't always the perfect size,
or quality for scanning. Which is
' why the **Kodak** i1405, i1420 and
Scanners are perfect for scanning
' documents.

bletop i1400 Series Scanners
1andle everything from small
o *very* long printouts. And they
? the competitive edge your
ss needs with speeds up to
1/150 ipm, enhanced Perfect
nage quality, great ease of use
'esome productivity.

lles virtually all
ment types, sizes
shapes

documents up to 863 mm
1.) long and everything from
skin to card stock

nal A3 and A4 "tethered" flatbeds
)/i1440) connect and disconnect
onds for convenient scanning of
d materials

document mode (i1440)—
' documents up to 6.1 m (20 ft.)
eyond!

il document mode (i1440)—auto-
even irregularly shaped documents

Enhanced image quality
with the latest Perfect
Page imaging

- Automatic color detection—based
  on document content, automatically
  outputs images in color, grayscale or
  black-and-white

- Background color smoothing—removes
  variations in background color

- Improved color accuracy—enhances
  images for truer, more consistent colors

- Interactive color output adjustment—
  allows users to adjust brightness,
  contrast and color balance to their
  personal preferences

- Automatic orientation—based on
  document content, automatically orients
  the scanned image correctly for reading

- Photo extraction (i1440)—automatically
  locates, extracts and outputs a photo as a
  separate image file

- Trainable electronic color dropout
  (i1440)—"learns" up to three irrelevant
  background form colors to drop out

- Segmented black-and-white output
  (i1440)—optimizes the image quality of
  text and photo regions independently,
  allowing photos to be rendered with more
  detail and clarity

"Ease of use" couldn't
be easier

- Smart Touch feature—allows you to
  scan to file, e-mail, publishing or other
  desktop applications with just one click

- USB 2.0 interface—provides easy
  connectivity and fast image transfer

- Toggle patch (i1440)—automatically
  switches between black-and-white
  and color scanning "on the fly"

- Post-scan document imprinter
  (i1420/i1440)—prints tracking
  information directly on documents
  with no speed sacrifice

Kodak Service & Support

You're covered. Wherever you are,
at whatever time of the day or night,
our team can help you protect your
investment. A variety of service options
offer coverage that translates into
maximum uptime and total convenience
for your business.

...mmended Daily Volume	i1405: up to 9,000 pages per day; i1420: up to 12,000 pages per day; i1440: up to 15,000 pages per day
...ughput Speeds (200 dpi landscape, ...r-size, black-and-white/grayscale/color)	i1405: up to 45 ppm/90 ipm; i1420: up to 60 ppm/120 ipm; i1440: up to 75 ppm/150 ipm (Throughput speeds may vary depending on your choice of driver, application software, operating system and PC)
...ning Technology	i1405/i1420/i1440: dual CCD; Grayscale output bit depth is 256 levels (8-bit); Color capture bit depth is 48 bits (16 x 3); Color output bit depth is 24 bits (8 x 3)
...cal Resolution	600 dpi (i1405/i1420/i1440) and optional A3 and A4 flatbed accessories; 1200 dpi (A4 flatbed accessory)
...ination	Dual fluorescent (cold cathode)
...ut Resolution	75, 100, 150, 200, 240, 300, 400, 600 and 1200 dpi
...imum Document Size	297 mm x 863 mm (11.7 in. x 34 in.); for i1440, on long document mode: 254 mm x 6.1 m (10 in. x 240 in.)
...mum Document Size	64 mm x 89 mm (2.5 in. x 3.5 in.)
...r Thickness and Weight	34-413 g/m² (9-110 lb.) paper
...er	Up to 150 sheets of 60 g/m² (16 lb.) paper
...i-feed Detection	With ultrasonic technology
...nectivity	USB 2.0
...led Software	TWAIN, ISIS, SANE and Windows Imaging Architecture Drivers; Kodak Capture Desktop Software, and Smart Touch
...ing Features ...e scanner)	Perfect Page Scanning; iThresholding; adaptive threshold processing; deskew; autocrop; relative cropping; aggressive cropping; electronic color dropout; dual-stream scanning; interactive color, brightness and contrast adjustment; automatic orientation; automatic color detection; background color smoothing
	i1440 only: segmented black-and-white images, automatic photo cropping, multiple electronic color dropout, trainable electronic color dropout, long document mode, special document mode, toggle patch
...ormat Outputs	Single and multi-page TIFF, JPEG, RTF, PDF, searchable PDF
...inting	Post-scan document imprinter (i1420/i1440)
...ranty (US and Canada)	One-year warranty
...ssories	Kodak A3 Flatbed (black background) Accessory with 1.8-meter (6 ft.) cable, Kodak A4 Flatbed (white background) Accessory with 1.8-meter (6 ft.) cable; Optional A4 black imaging background accessory (i1420/i1440 only)
...rical Requirements	100-240 V (International); 50/60 Hz; universal power supply included
...er Consumption	Scanner: Sleep mode: <4 Watts; Running: <60 Watts Scanner with A3 Flatbed: Sleep mode: <6 Watts; Running: <70 Watts Scanner with A4 Flatbed: Sleep mode: <6 Watts; Running: <63 Watts
...onmental Factors	Energy Star qualified scanners; Operating temperature: 15-35° C (59-95° F) Operating humidity: 15-76 percent relative humidity
...stical Noise (operator ...ion sound pressure level)	Standby mode: <32 dB(A) Operating mode: <65 dB(A)
...mmended PC Configuration	For documents up to 356 mm (14 in.) long at 400 dpi: Pentium 4, 3.2 GHz processor, 512 MB RAM For documents up to 660 mm (26 in.) long at 400 dpi: Pentium 4, 3.2 GHz processor, 1 GB RAM For longer documents/higher resolutions: Pentium 4, 3.2 GHz processor, 3 GB RAM
...orted Operating Systems	Windows XP SP2 (32-bit), Windows XP x64 Edition SP2; Windows 2000 Professional SP4, Windows Vista SP1 (32-bit and 64-bit), Windows 7 (32-bit and 64-bit), Windows 2003 Server x64 Edition, LINUX Ubuntu 8.04, Fedora 9, and SUSE 11
...ovals and Product Certifications	AS/NZS 3548 Class B (C-Tick Mark), CAN/CSA-C22.2 No. 60950 (C TUV Mark), Canada ICES-003 Issue 3 (Class B), GB4943, GB9254 (Class B), GB 17625.1 Harmonics (CCC "S&E" Mark), EN 55022 ITE Emissions (Class B), EN 61000-3-2 Harmonics, EN 61000-3-3 Flicker, EN 55024 ITE Immunity, (CE Mark), EN 60950 (TUV GS Mark), IEC 60950, CISPR 22 Class B, VCCI (Class B), CNS 13438 (Class B), (BSMI Mark), UL 60950 (TUV US Mark), CFR 47 Part 15 Subpart B (FCC Class B), Argentina S-Mark
...umables Available	Feed module, separation module, feed rollers, roller cleaning pads, Staticide Wipes, image guides, pre-separation pad, inkjet cartridge holder, inkjet cartridges, ink blotters
...nsions	Weight: i1405/i1420/i1440: 10.4 kg (23 lbs.); Depth: 30 cm (11.8 in.) not including input tray and output tray; Width: 54.7 cm (21.5 in.); Height: i1405/i1420/i1440: 36.5 cm (14.4 in.)

Kodak Service & Support

TWAIN

ISIS

√ **Perfect** Page

Kodak

It's time for you ... Kodak

ue productivity
the real world.

odak

0 Series Scanners

More choices, based on a tried-and-true performer

Choose from three **Kodak** i700 Series Scanners to ideally match the speed and volume requirements of your enterprise. The new **Kodak** i730 and i750 Scanners deliver all the advantages of the tried-and-true **Kodak** i780 Scanner, a *Better Buys for Business* Editor's Choice Award winner: the speed you need; automatic features like auto orientation for exceptional images every time; and rugged, reliable performance.

Three models delivering best-in-class productivity:

- i730—90 ppm
- i750—115 ppm
- i780—130 ppm
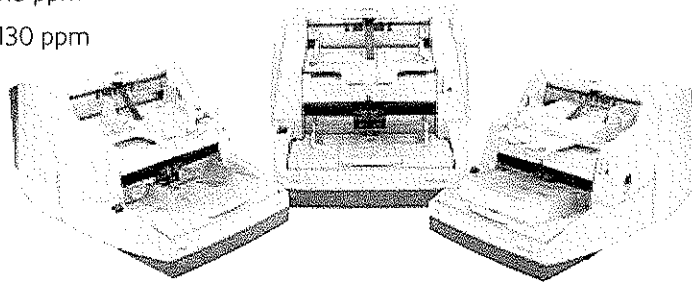
world speed? We're true to our word

some scanners that make big promises but don't
on stated claims, **Kodak** i700 Series Scanners let
more—faster—through real-world productivity that's
30% faster than competitors in real-world tests.

ated speed, even with all image processing features
ng—auto orientation, duplex, deskew, color dropout,
crop, dual-stream output and more

: true-rated speed at 200 or 300 dpi

effective, model upgrade option to increase speed
roductivity without buying a new scanner
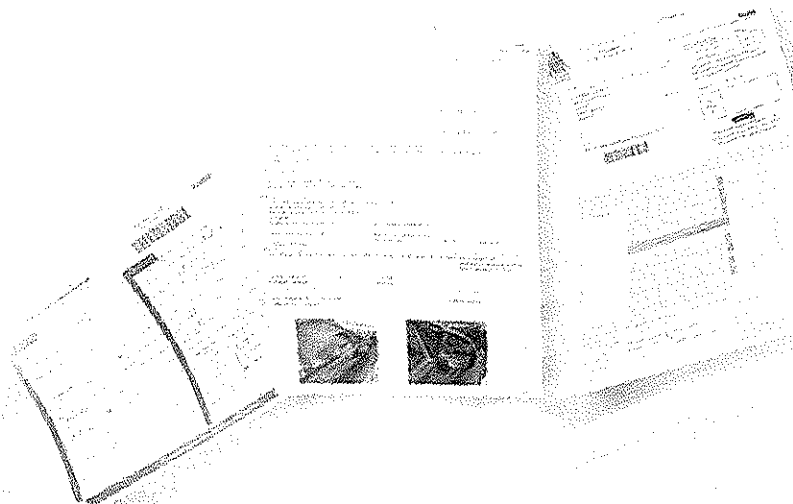
Scan once for many formats

- Produce up to four different images in one pass

- Five output options—black-and-white, color or grayscale, plus two dual-stream options: color and black-and-white or grayscale and black-and-white

- Create one image data file for searchable text with OCR, create another image data file for storage

: Service & Support

ld-class service and support, no matter where
business. Our global team of service experts is
r you around the clock. Choose from a variety
ce plans and enjoy maximum uptime, real
ience and peace of mind.

erfect Page

Original

```
MR. DONALD WOND
1384-843596
121 WINTER ROAD
DOVE   CB2 7FM
intract number
```

Scanned Version
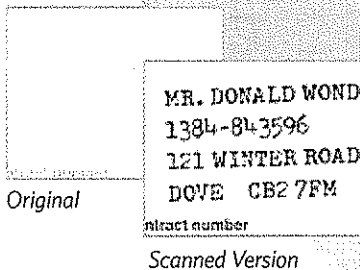
:olors and quality without extra effort

orientation feature analyzes document content
e fly so images are automatically displayed in correct-
1g orientation

:t Page technology gives you exceptional image quality
natically—often better than the original, even from
:han-ideal forms, photos and documents

sholding delivers optimized black-and-white images by
natically determining the best adjustments for problem
:s, without operator intervention

color detection for switching between black-and-white and color
m black-and-white to grayscale scanning

onic color dropout eliminates form color so only the necessary
nation is captured

cropping eliminates unnecessary borders

2w to capture entire image and ensure no data is lost in the process

True productivity with reduced prepping, presorting, and resetting

- Put an end to presorting with auto orientation—each document is instantly
  analyzed and displayed properly, based on content

- Autofeed mixed batches of up to 500 documents, forms, photos, and
  graphics—from 2.5" x 2.5" up to 12" x 34"

- Tri-zone ultrasonic multi-feed detection recognizes labels, sticky notes and
  stuck-together documents (common in mixed-batch scenarios) to
  maximize uptime

- Choose high-, medium- or low-detection sensitivity—with flexibility to turn
  sensors on or off, individually

Combine i700 Series Scanners with Kodak Capture Pro Software— work smarter with a single capture-to-output solution

Out-of-the-box production scanning has never been easier or more powerful.
Combine Kodak Capture Pro Software with an i700 Series Scanner
for instantly optimized scanning efficiency. You'll love the added
benefits: unlimited searchable PDF and no click charges. Quickly
achieve maximum ROI with one of the most comprehensive yet
easy-to-use capture solutions available.

ility, performance and speed for *your* world

2r true productivity with Kodak i700 Series Scanners. Based on
ogy that's proven in the real world, the i700 Series Scanners deliver
:y and speed that's true to spec. Visit www.kodak.com/go/i700
rn more today.

i700 Series Scanners

nmended Daily Volume	i730: up to 90,000 pages per day; i750: up to 115,000 pages per day; i780: up to 130,000 pages per day
ughput Speeds 300 dpi, landscape, letter-size documents) pages per minute, ipm=images per minute	i730: 90 ppm (360 ipm*); i750: 115 ppm (460 ipm*); i780: 130 ppm (520 ipm*)
ing Technology	Dual Tricolor Plus CCD, Grayscale output bit depth is 256 levels (8-bit), Color capture bit depth is 40-bit (10 bits per red, green, blue and black channels), Color output bit depth is 24-bit
al Resolution	300 dpi
nation	Dual long-life Xenon lamps on each side, mercury-free
ut Resolution	Color/Grayscale: 100/150/200/240/300 dpi, Bitonal: 200/240/300/400 dpi
num Document Size	ADF: 305 mm x 863 mm (12 in. x 34 in.), With short document exit tray: 164 mm x 164 mm (6.4 in. x 6.4 in.)
num Document Size	64 mm x 64 mm (2.5 in. x 2.5 in.)
Thickness and Weight	With Standard feeder: 45 g/m² (12 lb.) bond to 200 g/m² (110 lb.) index With Ultra-Lightweight feeder accessory: 25 g/m² (7 lb.) rice paper to 75 g/m² (20 lb.) bond
r/Elevator	500-sheet elevator-design automatic document feeder with four settings: continuous feed, 100-sheet, 250-sheet and full 500-sheet batches; Short document exit tray included
-feed Detection	With ultrasonic technology; three ultrasonic sensors that can work together or independently
ectivity	IEEE-1394 (FireWire) Interface, 6-pin connector, IEEE-1394 card and cable included
ace Support	TWAIN and ISIS drivers (included); document capture software from Kodak
ing Features e scanner)	Perfect Page Scanning, iThresholding, automatic color detection, autocrop, aggressive crop, deskew, blank page detection and deletion, electronic color dropout, dual-stream scanning, orthogonal rotation, automatic orientation, halftone removal, noise removal, toggle patch
oard Compression	CCITT Group IV; JPEG or uncompressed output
ormat Outputs	JPEG (for color and grayscale images); TIFF (for bitonal images)
anty (US and Canada)	90 days on-site
ical Requirements	100-240 V, 50/60 Hz
ating Power Consumption	200 watts maximum
onmental Factors	Energy Star qualified scanners: Section 508 Compliant; D.O.C. Executive Order 13221 Compliant; Mercury-free Xenon lamps; Operating temperature: 15-35° C (59-95°F); Operating humidity: 15% to 76% RH
stical Noise (operator on sound pressure level)	Standby mode: <42 dB(A); Operating mode: <61 dB(A)
nmended PC Configuration	Pentium 4 2.4 GHz processor with 512 MB RAM
orted Operating Systems	Windows 2000 SP4, Windows XP, Windows Vista (32-bit)
ovals and Product Certifications	AS/NZS CISPR 22 Class B (C-Tick Mark), CAN/CSA-C22.2 No. 60950-1-03, Canada ICES-003 Issue 3 (Class A), GB4943, GB9254 (Class A), GB 17625.1 Harmonics (CCC "S&E" Mark), EN 55022: 2006 ITE Emissions (Class B), EN 61000-3-3 Flicker, EN 55024:1998 ITE Immunity, (CE Mark), EN 60950-1 (TUV GS Mark), IEC 60950-1, CISPR 22 (Class B), VCCI (Class A), CNS 13438:2006 (Class A), (BSMI Mark), UL 60950-1, CFR 47 Part 15 Subpart B (FCC Class A), Argentina S-Mark
umables Available	Feeder consumables kit, extra-large feeder consumables kit, imaging guide set, printer ink cartridge and carrier, transport cleaning sheets, roller cleaning pads, printer ink blotters, Staticide wipes, calibration targets, black imaging background
sories/Options	Ultra-Lightweight feed module; White imaging background; Manual feeder
nsions	Height: 40 cm (15.7 in.), Width: 61 cm (23.9 in.), Depth: 77 cm (30.3 in.) Weight: 38.6 kg (85 lbs.)

s based on dual-stream output of four compressed images for each document scanned—bitonal and color or bitonal and grayscale.

PERFECT PAGE, COLOR AND BITONAL:
WINNING THE RACE AGAINST TIME, ERRORS, AND COST.

ADVANCED KODAK
TECHNOLOGY SIMPLIFIES
IMAGE CAPTURE.

DOCUMENT
IMAGING

Kodak

Original

Scanning
Process

*Skew exaggerated
for illustration.*

fed with
2° skew

fed with
5° skew

Image
Output

*Sample
Magnified 1000X*

Imperfect character rendition

ORDINARY SCAN

Hands-free image quality

PERFECT PAGE SCAN

rfect Page Scanning meets the goal of exact imaging–automatically.
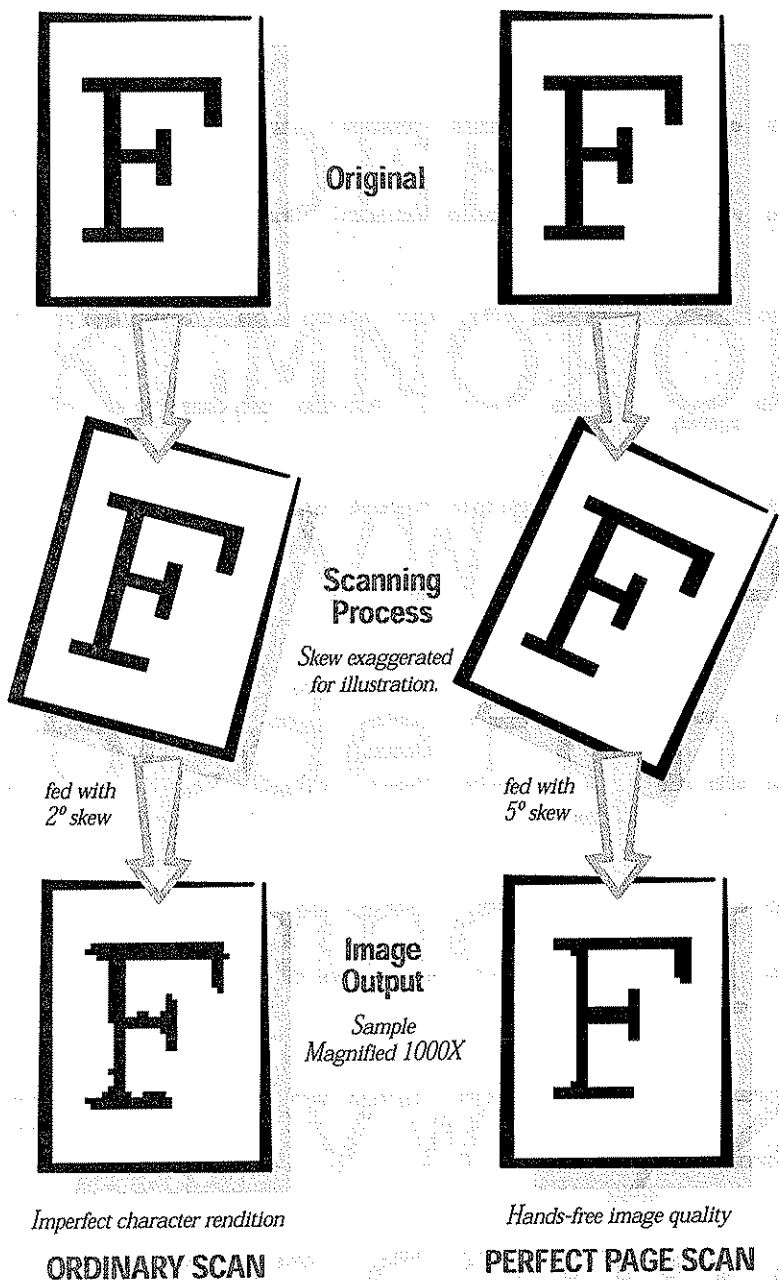
EXECUTIVE SUMMARY

The goal of document scanning is to convert paper documents into usable electronic images. Ideally the process will minimize time, labor, and training while optimizing image quality, throughput, and cost effectiveness. To achieve these objectives, Kodak is leveraging its world-renowned imaging expertise by embedding Perfect Page capabilities into its latest generation of bitonal and color production scanners. Based on innovative technologies unique to Kodak, Perfect Page Scanning optimizes virtually every aspect of the "image capture chain." Working in the background, Perfect Page helps make scanning a simple, more hands-off operation, delivering the ultimate in image quality — first time, every time. It's one of the important attributes that continue to make Kodak the market leader in production document scanners.

> "
> *The way this* [Kodak]
> *scanner does the deskewing
> and rotating is a big asset,
> doing it with hardware and not
> software. Our software now
> slows down the scanner* "
> *and breaks up the workflow.*

Stacy Bellis and Tom Tripodi
HAB Inc., Bangor, Pennsylvania

THE QUEST FOR
: PERFECT PAGE,
IDAMENTALS
ME FIRST.

ak has been refining production
mers for over a decade to deliver
"Perfect Page," an optimized
ge capture process. In all that
:, the fundamental requirements
ing design haven't changed.

uirement #1: Make scanning as
ole as possible. It's a means to an
: namely, supplying an imaging
lication with images. If we could,
vould put images online by
ing a magic wand. A Perfect
:-enabled *Kodak* scanner is the
: best thing.

uirement #2: Image processing
ke a chain, so every imaging
ponent and sub-system must
i strong, reliable link. Just as
relay race, if the lead runner
ibles, the rest of the team either
.es up the difference or loses
race. Perfect Page technology
ides a robust front end to an
ging system by optimizing all
:cts of image capture —
matically.

iirement #3: The best-possible
ge quality is a must, because a bad
ge can be worse than no image
l. Imagine an e-mail system that
mbled text at random. How
oy would you be if you had to
e guesses or ask people to find
resend their messages? It would
ke dropping the baton in a relay
. Perfect Page virtually guaran-
first-pass image quality that you
count on, scan after scan after

.

As you'll see from the discussion
that follows, the beauty of Perfect
Page Scanning is that it supports all
three fundamental requirements. It
makes image capture as simple,
robust, and high-quality as it can
possibly be.

> *...the fact that this*
> *Perfect Page [processing] is*
> *done on board makes*
> *the speed of the*
> *correction very impressive.*
>
> Robert Jadrijevic and
> Joseph Sulfaro
> Vision & Beyond PTY Ltd.
> Collaroy, Australia

**IDEAL OUTPUT
WITHOUT REALLY TRYING:
THAT'S PERFECT PAGE.**

In a Perfect Page world, production
scanning takes place at high speed,
without interruption. A scanner
operator just loads and unloads
paper. Meanwhile, the scanner
converts all the visible information
into clear, legible digital images that
resemble the original document as
exactly as possible, without operator
guesswork. Downstream, these
"Perfect Pages" are immediately
readable by recognition programs
and people alike. Labor-intensive
document preparation and image
clean-up after scanning are
essentially eliminated.

Now compare Perfect Page with
ordinary scanning. Often, scanners
must capture images with quality
that's merely "close enough" in order
to maintain production speeds. The
resulting jagged edges and broken
characters and lines, poor contrast

between background and printed
areas, and clipped corners can all
cause problems later in the imaging
application.

The scenario gets worse. Intervention
by people or computers before or
after scanning adds time and expense
to the process, delaying delivery of
usable images to those who need to
retrieve them. Throughput rates
tumble because you may be forced
to presort documents, make QC/QA
adjustments to scanned images or
physically rescan and reinsert images
into a batch.

Also there's the time and expense
of training (and retraining) scanner
operators in the fine art of scanner
control adjustments, which affect
both content and quality. With
estimates of labor's contribution to
the total cost of scanning running as
high as 76 percent, the fewer manual
steps, the better.

Back to the Perfect Page capability
designed into *Kodak* production
scanners. It enables the scanners
to optimize image quality while
automating more of the work. This
reduces labor and increases
throughput to the host application.
With Perfect Page, what was on the
page is what appears in the image.
Just like a good first leg in the relay
race, optimal scanner throughput
and image quality contribute to
winning performance throughout
the rest of the imaging application.

ppreciate how Perfect Page
amlines and optimizes the
.ment imaging chain, consider
ventional photography. For best
ilts, you use a good camera with
.arp lens, a precise shutter, and
.urate exposure control. You load
camera with film that delivers
sistently good quality — *Kodak
d Max* Film, for example — and
; your picture.

ore you can frame an 8-by-10
sy and admire your work, the film
it be processed and a print made.
it substandard component or
rly executed step in this series of
its puts the final outcome at risk.

/ look at the document imaging
in. Depending on a scanner's
ability, you may have to sort
.uments into batches of similar
rast and color and scan them
i varying scanner settings. Image
.ure takes place inside the
iner, where a lens system, lighting,
an electronic sensor take the
ie of camera, flash, and film.
nake images ready for the host
ging system, they must pass
ugh digital processing steps and
.an QC/QA, if required.

as in the relay race, each leg of
maging race is dependent on all
e previous legs. For example,
image capture that's less
optimum compromises the
itiveness of any subsequent
al processing.

E PERFECT PAGE
.GING CHAIN:
WEAK LINKS ALLOWED.

ik has been continuously
ading illumination, lens design,
or performance, and processing
ware and firmware since the

introduction of its first production
scanners in the early 1990s. Guided
by real-world experience and the
voice of the customer, a steady series
of innovations have improved every
part of the document imaging chain.
The result is Perfect Page Scanning.

Exclusive *Kodak* CCD features the highest dynamic range to deliver the highest quality output.

Bright

Dark

1,096 levels

Up to 64 levels
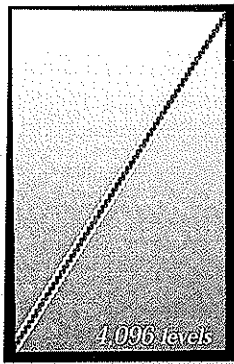
PERFECT PAGE SCAN
*Full characters
and smooth lines*
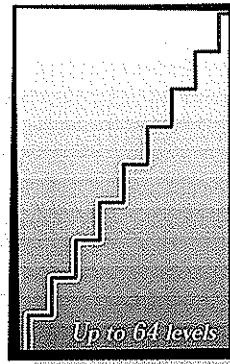
ORDINARY SCAN
*Broken characters
and jagged lines*

"
*Perfect Page is definitely
in line with propelling the
industry forward by assuring
that capture is as painless
as possible for users.
Perfect Page should improve
workflow by reducing rejects*"
and eliminating rescans.
"
*...Kodak puts a lot of R&D
into making an image that's as
clear as possible. They've taken
core technology that exists
within the company and are
building image manipulation
into the scanner at no extra
charge. Kodak is raising*"
the bar with Perfect Page.

Susan Moyse
InfoTrends Research Group, Inc.

E INSIDE STORY ON
N CAPTURE THE
RFECT PAGE WAY.

u took the cover off a Perfect
e-enabled scanner, you'd be able
e some of what makes it superior.
ak designs the multi-element
es, mirrors, and sensors. This
ws Kodak engineers to optimize
cal interactions among these
ure-taking components. After all,
is first step isn't done correctly,
mount of image processing can
e up for it.

> "
> *I like this idea of the*
> *Perfect Page. We have*
> *roblems with faint images and*
> *this seems to do a good job.*
> *The things they're feeding*
> *it are challenging* "
> *and they all look good.*

Roger Radford
BAX Global, Irvine, California

ibrated *Illumination*
ompensate for variations in
t intensity as lamps age or are
aced, *Kodak* scanners can be
librated quickly and easily at
time by feeding a calibration
t. Competitive scanners may
ire an onsite service call by a
ice technician for calibration,
h adds expense and
nvenience.

This *Kodak* digital camera captures Perfect Pages.

Custom Lens

Paper Path

Calibrated Illumination

Kodak CCD Sensor

Image Processing

Image capture: the first, most critical step in the imaging chain.
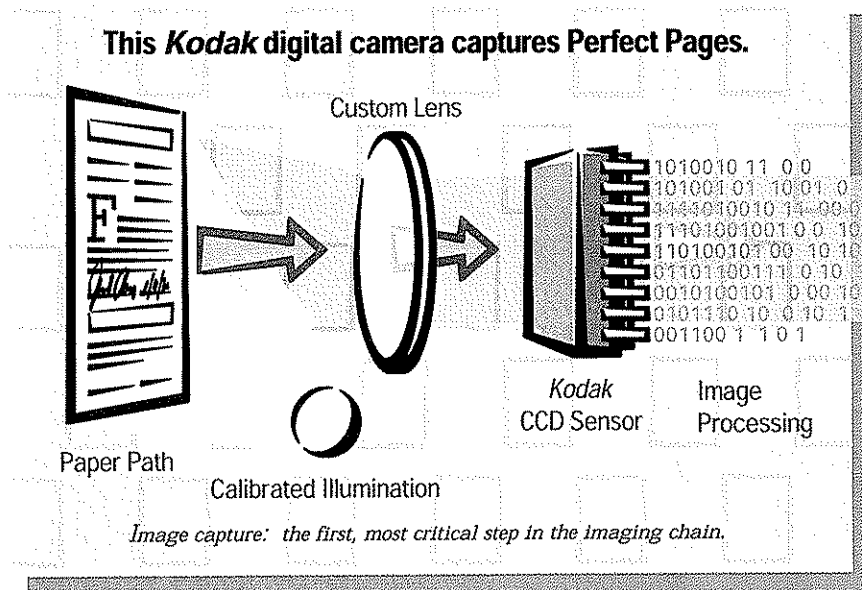
Custom Optics
As noted above, Kodak custom-
designs its own optics. Lenses are
tuned for the spectrum of the scanner
bulbs to provide superior light
transmission and ensure that the
scanner can be operated at rated
speeds. Optical formulas are carefully
specified to provide distortion-free,
flat focus across the entire width of the
paper path. Combined with calibrated
illumination, the lens delivers
consistently even contrast and
sharpness from edge to edge, resulting
in higher achievable resolutions.

High-Performance Sensor Array
The sensors used in *Kodak* scanners
are the highest-speed CCDs in the
industry. Where competitors capture
12 to 16 million pixels per second,
Kodak CCDs capture 24 to 60
million pixels per second. It's like
loading your camera with high-speed,
high-resolution film. This image
capture horsepower allows *Kodak*
scanners to perform raw capture at
higher resolutions (up to 600 dpi for
bitonal; up to 300 dpi for color)
using less light while maintaining

high-speed document transport.

Reduced light intensity translates
into lower temperatures inside the
scanner and better reliability and
longer lamp life. It also controls
image bleed-through for clearer,
cleaner-looking images. Higher-
resolution capture means the camera
can gather a greater amount of data
for more accurate image processing.

A superior dynamic range also
distinguishes the CCD arrays used in
Perfect Page-enabled scanners. Where
ordinary scanners squeak by with
64 levels of gray, *Kodak* scanners work
with 4,096 levels. This results in
clearer images because of better
definitions of gray levels used to
differentiate the boundaries between
lines and characters from the
background. It also helps the scanner
handle variations in documents,
negating the need for sorting or
adjusting scanning parameters to
accommodate "difficult" documents
during scanning or after in processing.

s recap the Perfect Page story
ar. As in the camera/film analogy,
all-important picture-taking
has taken place with accurate
sing and proper exposure. If it's
ng here, image processing won't
it later. Fortunately, the scanner
captured a great raw image using
erior components, an optimized
and a high-performance CCD
y calibrated for the actual
mination. Now, just like the
osed image on the 35mm film, the
image requires some processing.

OCESSING IN COLOR

ptimize your color images for
lity and file size, *Kodak* scanners
the high-speed computing power
the image processing engine.
ough the use of specialized
grated circuits, built into Perfect
e-enabled *Kodak* scanners, you
high-quality color images that are
ckly and easily deskewed and
cropped during scanning.

OCESSING IN GRAYSCALE

ak scanners create optimum
lity bitonal images of scanned
uments by working with the
scale representation of source
uments. Grayscale processing
es better use of the raw image
, manipulating the image prior to
erting it to bitonal. The image
essing engine, which resides on a
uit board built into Perfect Page-
led *Kodak* scanners, provides the
d and analysis needed to work
the grayscale information.

he image processing steps, such
eskew, autocrop and conversion to
onal, single-bit image, are done
oard at full rated speed. With
ak's Perfect Page Scanning, the
result is sharper characters and
num clarity for better OCR/ICR
rates.

out Perfect Page Scanning, image
essing is often handled outside
canner, via software on a PC.

With some external image manipula-
tion software applications, the image
processing chain *starts* with a bitonal,
single-bit data stream. Deskewing
bitonal images produces jagged lines
and mis-shaped characters, reducing
image clarity and OCR performance.

GETTING THE EDGE — ON ALL FOUR SIDES OF THE PAGE.

The first step in Perfect Page image
processing is to determine where the
document begins and ends. An
algorithm called Contour Tracing
searches the entire scanned image for
outer boundaries. It isn't fooled by
torn edges, successive skewed
images, or cases in which the trailing
edge of one document is close to the

leading edge of the next. No part of
the page is cut off as with ordinary
image processing systems. Contour
Tracing is integral to the Perfect Page,
paving the way for highly accurate
deskewing, autocropping, and/or
border reduction.

PUTTING THE IMAGE ON THE STRAIGHT AND NARROW.

The Perfect Page image processor
"knows" the edges and up/down
orientation of the page, thanks to
Contour Tracing technology, and has
the 8-bit data stream to work with.
In a step called grayscale deskew, it
corrects any page rotation introduced
during transport without creating
jagged edges and staircasing artifacts.

Expanding the boundaries of edge detection accuracy.

ORDINARY SCAN
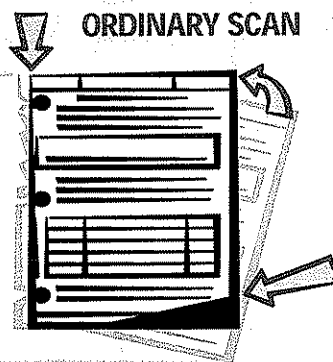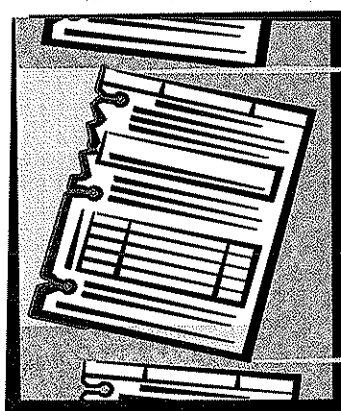
Missing edges and corner clipping due to tight inter-document spacing.

PERFECT PAGE SCAN with Contour Tracing
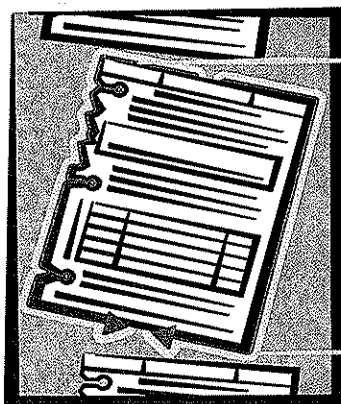
Contour Tracing algorithm detects the complete outline of the document.

: and graphics appear straight and
oth, providing the quality so
ortant for applications involving
ical Character Recognition (OCR)
arcode reading.

INTING THE
RFECT PAGE, PIXEL
CAREFUL PIXEL.

image still needs to be converted
ı grayscale to bitonal for the
: imaging system. This process is
ed thresholding, and there's more
ı one way to do it.

ect Page image processing uses a
putationally intensive approach
ed Adaptive Threshold Processing
P). This looks at the 48 neighbor-
pixels around each individual pixel
rder to find the closest boundary
sition between black and white.

er processes look at just a few
ounding pixels. Which do you
k would make it easier to identify
end from a photo — to look at the
ıf his or her nose, the whole nose,
ıe eyebrows, eyes, nose, ears,
th, and chin? ATP does the latter.
benefits are visible in cleaner,
er-defined characters.

ending on the model and
ications, Perfect Page-enabled
ıners can perform other image
ipulations along with deskew.
;e may include autocrop, border
ction, error diffusion, and
ering. All occur faster than with
ıary scanning systems because
take place on-the-fly within the
ner, rather than in software on a

E BENEFITS OF PERFECT
;E KEEP ADDING UP.

Perfect Page Scanning, the doc-
ıt image capture process is
mlined, requiring fewer operator
software steps, and reducing the
of pre- and post-scanning labor.

High-speed image
processing
enables *Kodak*
production scan-
ners to operate at
rated throughput
speeds without
operator interven-
tion or the cost of
additional acces-
sory boards and
software. It also
reduces the need
for training, an
important consid-
eration when fac-
ing high operator
turnover.

The uniformly
high quality of
Perfect Page
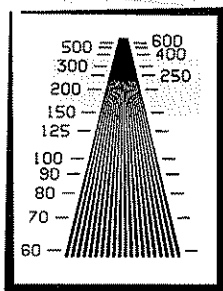images essentially
eliminates the
need for QC/QA
and rescans —
virtual or otherwise. Accurate images
get into the host application's work-
flow faster and are available more
quickly to those who need to retrieve
them.

For example, whether data entry is
performed manually or via OCR,
Perfect Page improves the speed
and accuracy of input. And for
image-enabled applications, clear,
unambiguous information allows
processing clerks and service reps
to make the right decisions without
guesswork. This maximizes profits
and customer satisfaction.

Let's return to our fundamental
scanning requirements for a moment.
Capture and expert processing
happen inside the scanner, to make
things simple for the operator. The
race is run quickly; data is passed to
the next runner in the imaging chain
with perfect synchronization.

Clearly, if you want to optimize

All resolutions are not created equal!

ORDINARY SCAN

300 = 250
200 =
150 =

200 dpi
Areas of dense detail fill in.

PERFECT PAGE

300 = 250
200 =
150 =

200 dpi
Detail is maintained thanks to
a wider dynamic response range and
optimized raw image capture.
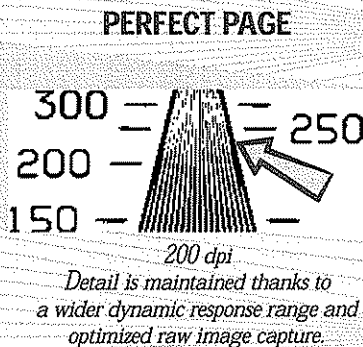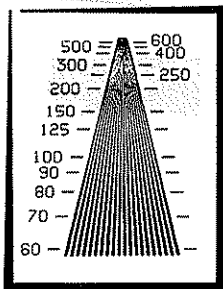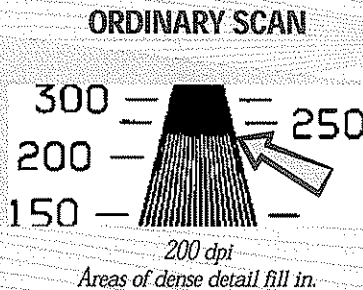
quality and the overall scanning
process, a Perfect Page-enabled
scanner is the ultimate in color and
black-and-white scanning. And
there's no extra charge for the extra
performance. Perfect Page is
standard on the latest *Kodak*
Scanners rated from 170 up to 640
images per minute. It's exactly what
you need for color and black-and-
white scanning that's simply perfect.

PERFECT PAGE
Image Processing
Bitonal and Color

Bitonal	Color
Contour Tracing	Contour Tracing
Skew Correction	Skew Correction
Auto Cropping	Auto Cropping
Adaptive Threshold Processing	
Border Reduction	
Error Diffusion	
Halftone Removal	

Eastman Kodak Company, we know how
apture and preserve images — that's our
tage and our business."

DW ADVANCED KODAK TECHNOLOGY
LIVERS SIMPLIFIED IMAGE CAPTURE.

ir scanner technology couples state-of-the-art
sors and fine-tuned optics to the best feeding
paper-handling systems in the industry. Then
oplies innovative image processing and our
iprehensive understanding of color science.
· unique grasp of the entire imaging chain
bles us to deliver unsurpassed image quality
maximum readability."

Rudak, Chief Technical Officer
ument Imaging, Eastman Kodak Company

PerfectPage

iore information on specific features for the various Perfect Page-enabled
k Scanners, please refer to the product specifications in our sales brochures.

novation you can count on"

DOCUMENT
IMAGING

Kodak

PITNEY BOWES INC.
SALES TERMS AND CONDITIONS

FINITIONS

used in this Agreement, the following terms mean:

"Agreement" - the Order, these terms and conditions, and any attached exhibits and ements of work ("SOW").

"ivery Date" - the date the Equipment or other item is delivered to your location.

ective Date - the date the Order is received by us.

A" – the Service Level Agreement attached as Exhibit A.

uipment" - PBI Equipment and third party equipment, excluding any IntelliLink trol Center® or Meter.

ial Service Term" - a period of twelve (12) months.

elliLink® Control Center" or "Meter" - any postage meter supplied by us, including the tal security device, the user interface or keyboard and display, and the print engine.

intenance Service" - the maintenance service tier for the Equipment selected by on the Order (if any). The SLA describes the available Equipment Maintenance vice tiers.

intenance Service Term" — The Initial Service Term and all Renewal Service Terms.

der" - the cover page to this Agreement.

I Equipment" - PBI-branded equipment.

I", "We," "Ours," or "Us" - Pitney Bowes Inc. and its subsidiaries.

ipment Date" - the date the Equipment leaves our facility or our agent's facility for very to you.

rd Party Equipment" - equipment manufactured by a party other than us.

u," "Your," or the "Customer"- the person or entity identified on the Order who is chasing Equipment or Services.

REEMENT

You agree to purchase the Equipment and services listed on the Order. You agree to rent any IntelliLink® Control Center or Meter listed on the Order.

This Agreement incorporates all of the terms agreed by both parties and can only be changed by written agreement.

ES, INVOICING, AND TAXES

Equipment and Service Fees. You agree to pay the fees listed on the Order upon receipt of our invoice.

Invoicing. If a SOW is attached to this Agreement, the SOW may describe the conditions under which you will receive your first invoice.

Taxes

You are responsible for paying any taxes on the Equipment and services, including sales and use tax.

Late Fees

(a) If your payment is overdue we will charge a late fee on the outstanding amount equal to the lesser of 18% per year and the maximum rate allowed by law until paid in full.

(b) You agree to pay us a return payment fee for each returned payment and that we may recover all expenses and interest to the maximum extent permitted by law.

Suspension of Services. We can suspend services if your account is more than thirty (30) days past due.

NTENANCE SERVICES (If Purchased)

Term. We will provide you with Maintenance Service for the Initial Service Term and any Renewal Service Terms.

RENEWAL SERVICE TERM(S). MAINTENANCE SERVICE AUTOMATICALLY RENEWS FOR CONSECUTIVE ONE (1) YEAR TERMS (EACH, A "RENEWAL SERVICE TERM"), UNLESS TERMINATED BY YOU AS SPECIFIED IN SECTION 4.3 AT LEAST SIXTY (60) DAYS PRIOR TO THE RENEWAL OF THE TERM OR RENEWAL IS PROHIBITED BY APPLICABLE LAW.

4.3 Ending Your Maintenance Service

(a) IF YOU DO NOT WISH TO RENEW YOUR MAINTENANCE SERVICE, YOU MUST DELIVER A WRITTEN NOTICE (including your account number) (the "Termination Notice") via certified mail to us at the following address: Pitney Bowes Inc., 2225 American Drive, Neenah, WI 54956.

(b) We reserve the right not to renew your SLA at any time and for any reason.

4.4 Maintenance Service Changes

(a) We may modify our Maintenance Service by providing written notice to you (a "Maintenance Change Notice"), which will state whether the change is material.

(b) After receiving a Maintenance Change Notice, if the change is material, you may terminate Maintenance Services by delivering a Termination Notice within thirty (30) days of your receipt of the notice via certified mail to us at the following address: Pitney Bowes Inc., 2225 American Drive, Neenah, WI 54956. Your Termination Notice must include your customer account number and is effective ten (10) business days after we receive it.

5. WARRANTIES

5.1 Customer Warranties

You represent and warrant that you will use the Equipment only for business or commercial purposes and not for personal, family, or household use.

5.2 Our Equipment Warranty

(a) We warrant that the PBI Equipment you purchased is free from defects in material and workmanship and will perform according to the customer user guide for a period of ninety (90) days from the install date (the "Warranty Period").

(b) As your sole remedy for a warranty claim, we will either repair the Equipment, or, at our option, replace the Equipment.

(c) A "defect" does not include the failure of rates within a rate update to conform to published rates.

(d) There is no warranty for Equipment requiring repair or replacement because of your negligence, usage which exceeds our recommendations, damage in transit, virus contamination or loss of data, misuse, external forces, loss or fluctuation of power, fire, flood, or other natural causes, service by anyone other than PBI, or the use of third party supplies (such as ink) resulting in: (i) damage to PBI's Equipment; (ii) poor indicia, text, or image print quality; (iii) indicia readability failures; or (iv) a failure to print indicia, text, or images.

(e) The warranty does not cover consumable parts such as printheads, belts, ink rollers, sealer and moistener brushes, bulbs, felts and sponges.

5.3 Our Services Warranty

(a) We warrant that services will be performed in a professional and workmanlike manner.

(b) As your sole remedy for a warranty claim, we will re-perform these services.

5.4 DISCLAIMER. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, WE MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE EQUIPMENT OR SERVICES PROVIDED. WE ARE NOT RESPONSIBLE FOR POOR INDICIA, TEXT, OR IMAGE PRINT QUALITY, OR FAILURES TO PRINT INDICIA, TEXT, OR IMAGES, RESULTING FROM THE USE OF THIRD PARTY SUPPLIES (SUCH AS INK).

5.5 THIRD PARTY EQUIPMENT. WE MAKE NO REPRESENTATION OR WARRANTY AS TO ANY THIRD PARTY EQUIPMENT. WE AGREE TO PASS

THROUGH TO YOU ALL THIRD PARTY EQUIPMENT WARRANTIES TO THE EXTENT SUCH WARRANTIES ARE TRANSFERABLE.

ITATION ON LIABILITY

OTHER THAN THE LIQUIDATED DAMAGES THAT MAY BE APPLICABLE TO SLA TIER 3, OUR TOTAL LIABILITY RELATING TO THIS AGREEMENT IS LIMITED TO THE FEES PAID BY YOU TO US UNDER THE ORDER IN THE 12 MONTHS BEFORE THE EVENT THAT GIVES RISE TO THE CLAIM.

WE ARE NOT LIABLE FOR ANY DAMAGE YOU MAY INCUR BY REASON OF YOUR MISUSE OR NEGLIGENT USE OF THE EQUIPMENT, OR YOUR NEGLIGENT ACTS OR OMMISSIONS.

WE ARE NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, DATA, OR GOODWILL, FOR ANY MATTER RELATING TO THIS AGREEMENT.

TALLATION

If we are installing the Equipment, you agree to provide a suitable power source and access to the install area.

We will make every reasonable effort to install the Equipment on the requested date but cannot guarantee a specific install date.

.IVERY; RISK OF LOSS; RETURNS

Delivery. You bear all shipping charges for delivery of the Equipment.

Title; Risk of Loss

(a) Title to the Equipment (excluding any rented or leased Equipment and any software within Equipment) passes to you only after we receive full payment for the Equipment.

(b) Risk of loss passes to you upon delivery of the Equipment to the location identified in the Order.

Binding Order

(a) The Order is binding upon you on:

    (i) the Shipment Date; or

    (ii) with respect to customized equipment, the date you execute the Order; or

    (iii) with respect to any Equipment paid for in more than one installment, the date on which we receive the first installment payment.

(b) If you pay a deposit, the deposit is non-refundable once the Order is binding upon you.

9. INTELLILINK SUBSCRIPTION (METER RENTAL)

9.1 If your purchase includes the rental of an IntelliLink® Control Center or Meter, a rental agreement containing additional terms and conditions will be attached to this Agreement ("meter rental terms").

9.2 The meter rental terms are incorporated into and made part of this Agreement.

10. SECURITY INTEREST

You grant to us a purchase money security interest in the Equipment to secure payment.

11. FORCE MAJEURE

We are not responsible for any delay or failure to perform resulting from causes beyond our control.

12. ASSIGNMENT

You may not assign this Agreement without our prior written consent and any such attempt is void.

EXHIBIT A
Service Level Agreement

ing describes the SLA tiers of service that we offer on Equipment. The SLA tier you select will be listed on the Order. A separate Software License and Maintenance Agreement (SMA) covers iaintenance and will be attached to this Agreement if you are purchasing software.

₹ 1

General. Under Tier 1, we will, at our option, provide repair or replacement services for the Equipment you select on the Order ("Covered Equipment") during the Initial Service Term or any Renewal Service Term (the "Maintenance Service Term"). You are also entitled to two preventative maintenance service calls per calendar year, to be made at your initiation.

Obtaining Service

(a) To obtain service, you may either:

    (1) call our toll-free response center (the "Customer Care Center") at 1-800-522-0020 during the hours of 8 a.m. – 8 p.m., Eastern Standard Time, Monday through Friday, excluding PBI's holidays ("Normal Working Hours"); or

    (2) place a request for service via our website at www.pb.com.

(b) We have designated certain equipment as "service by replacement," which means that we will replace, rather than repair, this equipment.

Replacement Service

(a) If we determine that replacement is necessary, we will, at no additional cost, promptly ship new, reconditioned, or remanufactured Equipment to replace the affected Equipment.

(b) Within five (5) days of receiving the replacement Equipment, you must pack the defective Equipment in the shipping carton that contained the replacement equipment, place the pre-paid return address label on the carton, and return it to us.

(c) You are responsible for the Equipment until we receive it.

S1.4 *Repair Service*

(a) If we determine that repair service is necessary, we may provide repair via remote access, diagnostics and coordinated remote service, or via on-site repair service.

(b) Repair service is only provided for damage resulting from normal wear and tear and may include the use of new, reconditioned, or remanufactured parts and assemblies.

(c) We will provide parts or assemblies for discontinued Equipment (or Equipment not marketed as new) only if available.

(d) If we deem it necessary, we will dispatch a service technician to arrive at your location for on-site service. You will not incur hourly charges unless service is performed outside Normal Working Hours, which will be done only with your consent.

S2 TIER 2

S2.1 If you select Tier 2, we will provide the following support:

(a) All coverage provided under Tier 1, PLUS:

(b) *Ongoing Equipment Training Services.* We will provide the following training, which we will schedule at a time convenient for both parties. Training will include an overview for the operator(s) on how to use the Covered Equipment. The number of training sessions that are included during each twelve (12) month period during the Maintenance Service Term are as follows:

(1) Mail finishing products (which includes Meters and scales) - up to six (6) training sessions;

(2) Mail finishing accounting software solutions - up to four (4) training sessions;

(3) Mail creation hardware products (which includes tabletop folders, tabletop inserters, and address printers) - up to four (4) training sessions; and

(4) Distribution solutions hardware products - up to four (4) training sessions.

(c) *Additional Covered Items*. We will provide printheads for Meters or Equipment without additional charge.

R 3

1 If you select Tier 3, we will provide the following support:

(a) All coverage provided under Tier 1 and Tier 2, PLUS:

(b) *Preventive Maintenance Services*. We will perform maintenance on the Covered Equipment at regular intervals.

(c) *Response Time Commitment*

(1) If we determines that on-site service is necessary, we will use commercially reasonable efforts to have a service technician on-site within four (4) hours (during Normal Working Hours only) of our receipt of the call at the Customer Care Center (the "Response Time Commitment").

(2) You agree that the Response Time Commitment relates solely to the arrival of a technician at your location; it is not a guaranteed resolution of the problem within the four (4) hour time period, nor does it guarantee that all parts necessary to make a repair will be on-site within this time frame.

(3) You may choose to schedule service at a time outside of the four (4) hour response time.

(4) Service designated as service by replacement, software maintenance, preventive maintenance, operator training, or other services not essential to repair the Covered Equipment will be scheduled in advance and are not covered by the Response Time Commitment.

(5) If the Covered Equipment is moved from its original location, we may elect to revise this Tier 3 to delete the Response Time Commitment. If this happens, you will receive a refund equal to the difference between the cost of the Response Time Commitment and the cost of maintenance coverage without this obligation.

(d) *Liquidated Damages for Failure to Meet Response Time*

(1) We agrees that if we do not meet the Response Time Commitment, we will provide you with a credit equal to three (3) months of the cost of the premium of the additional Response Time Commitment.

(2) You must use a refund request form in order to request a refund. You may obtain a refund form from your service technician or by calling the Customer Care Center. The credits are limited to credits for two (2) failures to meet the Response Time Commitment in any twelve (12) month period during the Maintenance Service Term. The remedies described in this Section are your sole remedy for our failure to meet the Response Time Commitment.

S4 ADDITIONAL MAINTENANCE TERMS

S4.1 These terms apply to all Maintenance Service tiers:

(a) You will be billed annually and in advance for Maintenance Service.

(b) Limitations. Maintenance Service does not include:

(i) software maintenance and/or updates; and

(ii) services and repairs that are made necessary due to:

(A) negligence or accident, damage in transit, virus contamination and loss of data;

(B) use of Covered Equipment in a manner not authorized by this SLA or the Equipment user guide;

(C) external forces;

(D) use of Covered Equipment in an environment with unsuitable humidity and/or line voltage;

(E) loss of electrical power, power fluctuation, operator error, casualty (such as fire, flood, or other natural causes);

(F) sabotage, repair or attempted repair by anyone other than us;

(G) the use of third party supplies (such as ink), hardware, or software resulting in: (i) damage to the Equipment; (ii) poor indicia, text, or image print quality; (iii) indicia readability failures; or (iv) a failure to print indicia, text, or images;

(H) failure to use applicable software updates; or

(I) use of Covered Equipment with any system for which we have advised we will no longer provide support or has advised is no longer compatible.

(c) *Additional Exclusions*.

Unless covered under one of the above maintenance tiers, Maintenance Service excludes rate program software for electronic scales and weighing systems software maintenance and/or updates and consumable supplies for all levels of service, including printheads for Meters, IntelliLink® Control Centers and printers for standard service.

(d) *Fees for Services Not Covered by this SLA*. If our service technician provides service for repairs made necessary due to one of the causes listed in Section 4.1(a)(ii), you will be charged for the service at our current hourly rates and for any required parts.

(e) *Replacement Equipment*

(i) If you replace any of your Covered Equipment during the Maintenance Service Term, and the replacement Equipment qualifies for maintenance services, we will automatically enroll you for maintenance coverage on the new Equipment at our current annual rates.

(ii) If you acquire an attachment, or add a unit, to your Covered Equipment, we will provide coverage for any qualifying attachment or unit and adjust your rate accordingly.

(iii) If you choose not to continue coverage on the replacement Equipment, attachment or unit, you may cancel Maintenance Services with respect to the item within thirty (30) days of the date of your initial invoice for the item from we and any further maintenance or repair services on the Equipment, attachment or unit will be subject to our current rates.

IDATIX CORPORATION

Software Maintenance Services
Terms and Conditions

1. Coverage

1.1 Subject to the terms hereof, IDATIX will provide Maintenance Services to [End User] for the Licensed Software Product (Software) copies for which Maintenance Services are indicated on the Product Order specified above.

2. Maintenance Services

2.1 Maintenance Services consists of (a) Error Correction and Telephone Maintenance provided to the IDATIX Trained Technical Maintenance Contact concerning the installation and use of the then current release of Software and the Previous Sequential Release and (b) product updates that IDATIX in its discretion makes generally available. Product updates consist of one copy of published revisions to the printed documentation and one copy of revisions to the machine readable Software which are not designed by IDATIX as products for which it charges a separate fee. Maintenance Services must be obtained separately for each copy of each Software.

2.2 IDATIX provides product Updates and Upgrades to [End User]s who are current and have paid for Software Maintenance Service. Updates and Upgrades do not include IDATIX product or product features that were not previously purchased by the End User. Features not controlled by a License Code or listed separately in the IDATIX price list are included in product updates and upgrades as part of Maintenance Services.

2.3 In the event the IDATIX product is sold to the [End User] through a Reseller, the Reseller is to provide first line of support to the [End User]. IDATIX maintenance services are provided to the reseller as second-tier support to IDATIX trained Reseller agents. IDATIX has no obligation under this agreement or the End User License agreement to support the Reseller's [End User] directly.

3. Term and Termination

3.1 Maintenance Services shall be provided for the period purchased and specified in the purchase agreement or invoice.

3.2 Either party may terminate Maintenance Services at the end of the original term or at the end of any renewal term by giving written notice to the other party at least forty-five (45) days prior to the end of such term. IDATIX may suspend or cancel Maintenance Services if [End User] fails to make pay pursuant to the Section titled "Fees and Payment," or breaches the Maintenance Services provisions and such breach is not remedied within thirty (30)days (10 days in the case of nonpayment)after [End User] receives notice of the breach.

4. Fees and Payment

4.1 For each unit of Software products for which Maintenance Services will be provided, [End User] shall pay IDATIX or its Reseller the applicable Maintenance Services fee as listed in the then-current IDATIX or Reseller price list. Maintenance Services fees will be billed on an annual basis, payable in advance. [End User] shall be responsible for all taxes associated with Maintenance Services other than U.S. taxes based on IDATIX's net income. [End User]'s payment is due within thirty (30) days of receipt of the IDATIX or Reseller invoice. In the event [End User] fails to pay IDATIX or the Reseller on the due date, then to reinstate or renew Maintenance Services (if allowed by IDATIX), [End User] must first pay IDATIX or the Reseller the annual Maintenance Services fee and the reinstatement charge of 1 and 1/2 times the prorated monthly Maintenance amount to reinstate Maintenance Support.

4.2 If payment is not made within thirty (30) days of the due date, Maintenance Services will be renewed or reinstated only if [End User] relicenses the Software and pays all prorated applicable maintenance fees times a 1.5 penalty factor, although IDATIX is not obligated to allow [End User] to do so.

5. Error Priority Levels

5.1 IDATIX shall exercise commercially reasonable efforts to correct any Error reported by [End User] in the current unmodified release of Software in accordance with the priority level reasonably assigned to such error by IDATIX.

    5.1.1 Priority A Errors - IDATIX shall promptly commence the following procedures:

        5.1.1.1 Assign IDATIX engineers to correct the Error;

        5.1.1.2 Notify IDATIX management that such Errors have been reported and steps being taken to correct such Error(s);

        5.1.1.3 provide [End User] with periodic reports on the status of the corrections; and

        5.1.1.4 initiate work to provide [End User] with a Workaround or Fix.

    5.1.2 Priority B Errors - IDATIX shall exercise commercially reasonable efforts to correct the problem and provide a Fix or workaround.

    ~~5.1.4~~ 5.1.3 Priority C Errors - IDATIX may include the Fix for the error in the next maintenance or major release of the Software.

5.2 If IDATIX believes that a problem reported by [End User] may not be due to an Error in the Software, IDATIX will so notify [End User]. At that time, [End User] may (i) instruct IDATIX to proceed with problem determination at its possible expense as set forth below or (ii) instruct IDATIX that [End User] does not wish the problem pursued at its possible expense. If [End User] requests that IDATIX proceed with problem determination at its possible expense and [IDATIX determines that] the error was not due to an Error in the Software, [End User] shall pay IDATIX, at IDATIX's then-current and standard consulting rates, for all work performed in connection with such determination, plus reasonable related expenses incurred therewith. [End User] shall not be liable for (i) problem determination or repair to the extent problems are due to Errors in the Software or (ii) work performed under this paragraph in excess of its instructions or (iii) work performed after [End User] has notified IDATIX that it no longer wishes work on the problem determination to be continued at its possible expense (such notice shall be deemed given when actually received by IDATIX). If

IDATIX CORPORATION

[End User] instructs IDATIX that it does not wish the problem pursued at its possible expense or if such determination requires effort in excess of [End User]'s instructions, IDATIX may, at its sole discretion, elect not to investigate the error with no liability therefor.

6. Exclusions
6.1 IDATIX shall have no obligation to support:
    6.1.1 altered, damaged or modified Software;
    6.1.2 Software that is not the then current release or immediately Previous Sequential Release;
    6.1.3 Software problems caused by [End User]'s negligence, abuse or misapplication, use of Software other than as specified in the IDATIX's user manual or other causes beyond the control of IDATIX;
    6.1.4 Software installed on any computer Hardware that is not supported by IDATIX. IDATIX shall have no liability for any changes in [End User]'s hardware which may be necessary to use Software due to a Workaround or maintenance release.

7. Limitation of Liability
7.1 IDATIX's liability for damages from any cause of action whatsoever relating to IDATIX's agreement to provide support services shall be limited to the amount paid by [End User] for the Maintenance Services for the applicable year. IDATIX's liability shall be further limited as provided in the applicable Software License Agreement.

8. Definitions
8.1 Unless defined otherwise herein, capitalized terms used in these Maintenance Services Terms and Conditions shall have the same meaning as set forth in the Software License Agreement.
    8.1.1 "Error" means an error in SOFTWARE which significantly degrades the SOFTWARE as compared to the IDATIX' published performance specifications.
    8.1.2 "Error Correction" means the use of reasonable commercial efforts to correct Errors.
    8.1.3 "Fix" means the repair or replacement of object or executable code versions of SOFTWARE to remedy an Error.
    8.1.4 "Previous Sequential Release" means the release of SOFTWARE which has been replaced by a subsequent release of the same SOFTWARE. Notwithstanding anything else, a Previous Sequential Release will be supported by IDATIX only for a period of six (6) months after release of the subsequent release.
    8.1.5 "Priority A Error" means an Error which renders SOFTWARE inoperable or causes the SOFTWARE to fail catastrophically.
    8.1.6 "Priority B Error" means an Error which degrades the performance of SOFTWARE and/or restricts [End User]'s use of the SOFTWARE.
    8.1.7 "Priority C Error" means an Error which causes only a minor impact on the [End User]'s use of SOFTWARE.
    8.1.8 "Maintenance Services" means IDATIX support services as described in Section 2.
    8.1.9 "Telephone Maintenance" means technical support telephone assistance provided by IDATIX to the Technical Maintenance Contact during the normal business hours of 8:00 AM to 5:00 PM Eastern Standard concerning the installation and use of the then current release of SOFTWARE and the Previous Sequential Release.

8.1.10 "Workaround" means a change in the procedures followed or data supplied by [End User] to avoid an Error without substantially impairing [End User]'s use of SOFTWARE.

9. THESE TERMS AND CONDITIONS CONSTITUTE A SERVICE CONTRACT AND NOT A PRODUCT WARRANTY. THE SOFTWARE AND ALL MATERIALS RELATED TO THE SOFTWARE ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE SOFTWARE LICENSE AGREEMENT. THIS ATTACHMENT IS AN ADDITIONAL PART OF THE AGREEMENT AND DOES NOT CHANGE OR SUPERSEDE ANY TERM OF THE AGREEMENT EXCEPT TO THE EXTENT UNAMBIGUOUSLY CONTRARY THERETO.

Seller

iDatix Corporation
Steve Allen
CEO

By: _____

Date: _____

Purchaser

_____

_____
Name

_____
Title

Date: _____

Software License Agreement

1. LICENSE AGREEMENT:

Licensee agrees to license certain products offered by IDATIX Corporation (IDATIX), a Florida Corporation, as described herein. In this Agreement "Licensor" shall mean IDATIX Corporation except under the following circumstances: (i) if Licensee acquired the Product as a bundled component of a third party product or service, then such third party shall be Licensor; and (ii) if any third party software is included as part of the default installation and no license is presented for acceptance the first time that third party software is invoked, then the use of that third party software shall be governed by this Agreement, but the term "Licensor," with respect to such third party software, shall mean the manufacturer of that software and not IDATIX. With the exception of the situation described in (ii) above, the use of any included third party software product shall be governed by the third party's license agreement and not by this Agreement, whether that license agreement is presented for acceptance the first time that the third party software is invoked, is included in a file in electronic form, or is included in the package in printed form. If more than one license agreement was provided for the Product, and the terms vary, the order of precedence of those license agreements is as follows: a signed agreement, a license agreement available for review on the IDATIX website, a printed or electronic agreement that states clearly that it supersedes other agreements, a printed agreement provided with the Product, an electronic agreement provided with the Product.

2. LICENSE Grant:

Licensor grants Licensee a non-exclusive and non-transferable license to copy and use for personal or internal business purposes the executable code version of the Product purchased, provided any copy must contain all of the original proprietary notices. This license does not entitle Licensee to receive from IDATIX hard-copy documentation, technical support, telephone assistance, or enhancements or updates to the Product. Licensee may not customize the Product unless Licensee has also licensed either the iSynergy API Toolkit ("iSAT"), and then only to the extent permitted in the license agreement for iSAT, as applicable. Licensee may not redistribute or resell the Product or sell access to the Product unless Licensee has separately entered into a distribution or Application Services Provider agreement with IDATIX.

All IDATIX Product, including any subsequent update purchased, and any part thereof ("Supported Product") may be used only on a single computer if purchased as a Small Business Solution (SBS). The Licensee must have purchased licenses for the total number of running instances and for the total number of users within any network configuration. The software may be copied in whole or in part only for use with the computer to which it is licensed, provided any copy must contain all of the original proprietary notices. The Licensee agrees to supply IDATIX with a list of deployed Product upon request.

When new licenses are purchased, the Licensee has the right to copy and use for personal or internal business purposes the executable code version of the Product purchased upon receipt of authorized serial numbers and/or license codes from

IDATIX, provided any copy must contain all of the original proprietary notices. Product exceeding purchased Product quantities may not be copied or used without the purchase of additional Product represented by license serial numbers and/or license codes, except as otherwise provided herein.

In the event that any subsequent software is first produced by IDATIX in the performance of a service for the Licensee, IDATIX shall be free to use for any purpose any concepts, ideas, techniques, or general software developed by IDATIX during the performance of the services. It is understood that IDATIX shall be free to pursue, either directly or with third parties, business or applications of similar nature. All other Product, including packaged applications software, and/or software modifications furnished to the Licensee are licensed in accordance with the terms and conditions described herein.

No title or ownership of any software is transferred to Licensee.

3. RESTRICTIONS.
Except as otherwise expressly permitted in this Agreement, or in another IDATIX agreement to which Licensee is a party such as the iSAT license agreement or a Reseller distribution agreement, Licensee may not: (i) modify or create any derivative works of the Product or documentation, including translation or localization; (ii) decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for the Product (except to the extent applicable laws specifically prohibit such restriction); (iii) redistribute, encumber, sell, rent, lease, sublicense, or otherwise transfer rights to the Product; (iv) remove or alter any trademark, logo, copyright or other proprietary notices, legends, symbols or labels in the Product; or (v) publish any results of benchmark tests run on the Product to a third party without IDATIX prior written consent.

4. PROPRIETARY RIGHTS.
Title, ownership rights, and intellectual property rights in the Product shall remain in IDATIX and/or its suppliers. Licensee acknowledges such ownership and intellectual property rights and will not take any action to jeopardize, limit or interfere in any manner with IDATIX's or its suppliers' ownership of or rights with respect to the Product. The Product is protected by copyright and other intellectual property laws and by international treaties. Title and related rights in the content accessed through the Product is the property of the applicable content owner and is protected by applicable law. The license granted under this Agreement gives Licensee no rights to such content.

5. SOFTWARE WARRANTY:
IDATIX Product is warranted for 90 days to substantially conform to the IDATIX software product description applicable at the time of shipment, and only to the extent that, the Licensee notifies IDATIX in writing within 90 days after delivery of any material non-conformity to such specifications. The Product is NOT warranted to be "defect free", merchantable or fit for a particular purpose and as such is supplied "as is".

Additionally, the use of the Product puts a substantial burden for maintaining and ensuring data integrity and backup on the Licensee. DATA ENTEGRITY AND BACKUP

IS THE RESPONSIBILITY OF THE LICENSEE. In no event will IDATIX be liable for damages resulting from loss of data. Further, security mechanisms implemented by the product have inherent limitations, and licensee must determine that the product sufficiently meets its requirements. IDATIX's sole obligation shall be to remedy any non-conformance of the software to the software product specification. All other software is provided "as is." The express warranty contained herein shall terminate automatically and become null and void if any modifications are made by the Licensee to the IDATIX software. IDATIX DISCLAIMS ALL WARRANTIES, OTHER THAN THIS EXPRESS WARRANTY.

6. LIMITATION OF LIABILITY AND DAMAGES:
TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL LICENSOR OR ITS SUPPLIERS OR RESELLERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER COMMERCIAL DAMAGES OR LOSSES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED. IN ANY CASE, LICENSOR'S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS AGREEMENT SHALL NOT EXCEED IN THE AGGREGATE THE SUM OF THE FEES LICENSEE PAID FOR THIS LICENSE (IF ANY) AND FEES FOR SUPPORT OF THE PRODUCT RECEIVED BY IDATIX UNDER A SEPARATE SUPPORT AGREEMENT (IF ANY), WITH THE EXCEPTION OF DEATH OR PERSONAL INJURY CAUSED BY THE NEGLIGENCE OF LICENSOR TO THE EXTENT APPLICABLE LAW PROHIBITS THE LIMITATION OF DAMAGES IN SUCH CASES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION AND LIMITATION MAY NOT BE APPLICABLE. IDATIX IS NOT RESPONSIBLE FOR ANY LIABILITY ARISING OUT OF CONTENT PROVIDED BY LICENSEE OR A THIRD PARTY THAT IS ACCESSED THROUGH THE PRODUCT AND/OR ANY MATERIAL LINKED THROUGH SUCH CONTENT. IN ANY EVENT, THE LIABILITY OF IDATIX SHALL BE LIMITED TO THE AMOUNT WHICH HAS BEEN PAID BY THE CUSTOMER. DATA ENTEGRITY AND BACKUP IS THE RESPONCIBILITY OF THE LICENSEE. IN NO EVENT WILL IDATIX BE LIABLE FOR DAMAGES RESULTING FROM LOSS OF DATA.

7. INSTALLATION AND OPERATION:
Licensee assumes full responsibility for the installation and operation of the product, including the obtaining of all permits, licenses, or certificates required by any regulatory body for the installation or use of the product(s), unless by way of a separate written contract with the Licensee or end user to perform such services.

8. TERMINATION:
IDATIX shall have the right to terminate all software licenses granted hereunder upon five (5) days written notice for any of the following: (1) the Licensee fails to comply with the license terms and conditions or otherwise breaches this Agreement; or (2) if the Licensee's business is terminated or is the subject of a voluntary or involuntary bankruptcy filing. Termination shall occur automatically after the five (5) days notice and shall extinguish the license to use all software. In such event, IDATIX shall have right to take immediate possession of the software all copies

thereof, and all documentation thereto, without further notice or demand, and Licensee agrees to return all such items within five (5) days after termination.

9. SECURITY AND ENCRYPTION.
If Licensee wishes to use the security features of the product and/or cryptographic features of the Product, then Licensee may need to obtain and install additional hardware and software product not provided by IDATIX to ensure security including but not limited to a signed digital certificate from a certificate authority or a certificate server. Licensee may be charged additional fees for other products. Licensee is responsible for maintaining the security of the environment in which the Product is used and the integrity of the secure environment including any private files used with the Product. In addition, the use of digital certificates is subject to the terms specified by the certificate provider, and there are inherent limitations of the Product and in the capabilities of digital certificates. If Licensee is sending or receiving digital certificates, Licensee is responsible for familiarizing itself with and evaluating such terms and limitations.

10. EXPORT CONTROL.
Licensee agrees to comply with all export laws and restrictions and regulations of the United States or foreign agencies or authorities, and not to export or re-export the Product or any direct product thereof in violation of any such restrictions, laws or regulations, or without all necessary approvals. As applicable, each party shall obtain and bear all expenses relating to any necessary licenses and/or exemptions with respect to its own export of the Product from the U.S. Neither the Product nor the underlying information or technology may be downloaded or otherwise exported or re-exported (i) into Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria or any other country subject to U.S. trade sanctions covering the Product, to individuals or entities controlled by such countries, or to nationals or residents of such countries other than nationals who are lawfully admitted permanent residents of countries not subject to such sanctions; or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons or the U.S. Commerce Department's Table of Denial Orders. By purchasing, downloading or using the Product, Licensee agrees to the foregoing and represents and warrants that it complies with these conditions.

If the Product is identified as being not-for-export (for example, on the box, media or in the installation process), then, unless Licensee has an exemption from the United States government, the following applies: EXCEPT FOR EXPORT TO CANADA FOR USE IN CANADA BY CANADIAN CITIZENS, THE PRODUCT AND ANY UNDERLYING ENCRYPTION TECHNOLOGY MAY NOT BE EXPORTED OUTSIDE THE UNITED STATES OR TO ANY FOREIGN ENTITY OR "FOREIGN PERSON" AS DEFINED BY U.S. GOVERNMENT REGULATIONS, INCLUDING WITHOUT LIMITATION, ANYONE WHO IS NOT A CITIZEN, NATIONAL OR LAWFUL PERMANENT RESIDENT OF THE UNITED STATES. BY DOWNLOADING OR USING THE PRODUCT, LICENSEE AGREES TO THE FOREGOING AND WARRANTS THAT IT IS NOT A "FOREIGN PERSON" OR UNDER THE CONTROL OF A "FOREIGN PERSON."

11. HIGH RISK ACTIVITIES.
The Product is not fault-tolerant and is not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-

safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the Product could lead directly to death, personal injury, or severe physical or environmental damage ("High Risk Activities"). Accordingly, Licensor and its suppliers specifically disclaim any express or implied warranty of fitness for High Risk Activities. Licensee agrees that Licensor and its suppliers will not be liable for any claims or damages arising from the use of the Product in such applications.

12. U.S. GOVERNMENT END USERS.
The Product is a "commercial item," as that term is defined in 48 C.F.R. 2.101 (Oct. 1995), consisting of "commercial computer software" and "commercial computer software documentation," as such terms are used in 48 C.F.R. 12.212 (Sept. 1995). Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4 (June 1995), all U.S. Government End Users acquire the Product with only those rights set forth herein.

Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252,227-7013 and FAR 52,227-1-7013 and FAR 52.227-19.

13. MISCELLANEOUS.
(a) This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof. (b) This Agreement may be amended only by a writing signed by both parties. (c) Except to the extent applicable law, if any, provides otherwise, this Agreement shall be governed by the laws of the State of Florida, U.S.A., excluding its conflict of law provisions. (d) Unless otherwise agreed in writing, all disputes relating to this Agreement (excepting any dispute relating to intellectual property rights) shall be subject to final and binding arbitration in Pinellas County, Florida, with the losing party paying all costs of arbitration. (e) This Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods. (f) If any provision in this Agreement should be held illegal or unenforceable by a court having jurisdiction, such provision shall be modified to the extent necessary to render it enforceable without losing its intent, or severed from this Agreement if no such modification is possible, and other provisions of this Agreement shall remain in full force and effect. (g) The controlling language of this Agreement is English. If Licensee has received a translation into another language, it has been provided for Licensee's convenience only. (h) A waiver by either party of any term or condition of this Agreement or any breach thereof, in any one instance, shall not waive such term or condition or any subsequent breach thereof. (j) Licensee may not assign or otherwise transfer by operation of law or otherwise this Agreement or any rights or obligations herein except in the case of a merger or the sale of all or substantially all of Licensee's assets to another entity. (k) This Agreement shall be binding upon and shall inure to the benefit of the parties, their successors and permitted assigns. (l) Neither party shall be in default or be liable for any delay, failure in performance (excepting the obligation to pay) or interruption of service resulting directly or indirectly from any cause beyond its reasonable control. (m) The relationship between Licensor and Licensee is that of independent contractors and neither Licensee nor its agents shall have any authority

to bind Licensor in any way. (n) If any dispute arises under this Agreement, the prevailing party shall be reimbursed by the other party for any and all legal fees and costs associated therewith. (o) If any IDATIX professional services are being provided, then such professional services are provided pursuant to the terms of a separate Professional Services Agreement between IDATIX and Licensee. The parties acknowledge that such services are acquired independently of the Product licensed hereunder, and that provision of such services is not essential to the functionality of such Product. (p) The headings to the sections of this Agreement are used for convenience only and shall have no substantive meaning. (q) Licensor may use Licensee's name in any customer reference list or in any press release issued by Licensor regarding the licensing of the Product and/or provide Licensee's name and the names of the Product licensed by Licensee to third parties. (r) Under no circumstances shall any action be brought against IDATIX, regardless of form, under this Agreement more than two (2) years after such cause of action shall have accrued.

Seller

Pitney Bowes Inc.

By: _____

Date: _____

Purchaser

_____

Name

_____

Title

Date: _____

Pitney Bowes

ging & Workflow Solutions

itomate Your
)cument Workflow

aging Your Critical Documents

nesses today, getting your hands on the information
ed to solve a business issue can be time consuming
istrating. Some of the information is paper-based and
s electronic. You might need a copy of an email or a
here do all these documents reside? How long does it
find them? How much of your employee's time is it
j you? Effectively managing your critical documents
iportant information makes the difference in how
anization responds to its customers and business
rs.

u can automate your document process with the
Bowes Imaging and Workflow Solution. This browser-
solution provides automated end-to-end workflow
nality, including scanning, automatic indexing, secure
e, retrieval and integration into a single, central
ory.

ralize Your Documents

ure, web-based solution allows you to easily capture all
ss critical documents electronically and houses them
itral repository. You establish business rules on how to
the information and who can access it – with full audit
countability. Your end-user is empowered with secure,
rvice document retrieval capabilities and information
hip. Business inquiries can be handled more efficiently
the people that own the relationship. This dramatically
es the time spent addressing these needs and generates
iciencies and cost savings for your organization.

ive Efficiencies

e savings your organization realizes will be dramatic.
even be able to reduce staff or re-allocate them to
eas of the business where their time can be focussed
value-added activities.

Simplify and Automate Your Workflow

Your document management process will be remarkably
simplified with the Pitney Bowes Imaging and Workflow
Solution. As a paper-based document comes into your
organization, it will be handled in one of two ways based on
business parameters you set. Some documents will simply be
scanned with key words attached to them for future document
retrieval. With other documents you may want to scan them
with built-in OCR technology, which gives you the ability to
search all words in the document. These now electronic files
are merged with other relevant electronic files into a single,
central repository. With all files indexed, those with "need to
know" access realize powerful search and retrieval capabilities
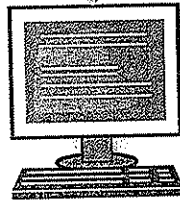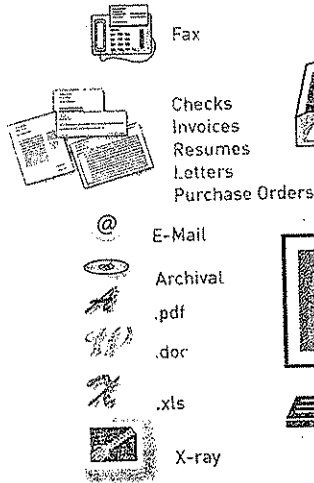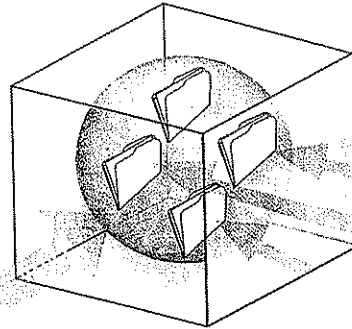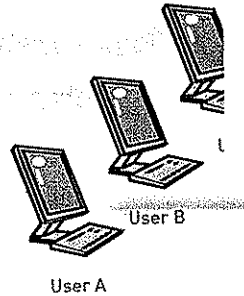at the touch of a button.

HARDCOPY DOCUMENTS

EXPANDABLE WEB BASED SECURE VAULTS

Fax

Checks
Invoices
Resumes
Letters
Purchase Orders

IMAGE &
OCR SCANNER

Encrypted Communication
For Secure File Transfer
and Retrieval

@ E-Mail

Archival

.pdf

.doc

.xls

X-ray

IMAGE CAPTURE &
INDEXING

User B

The system administrator determines
appropriate authorization levels for
end-user access.

User A

ELECTRONIC DOCUMENTS

Search and Retrieval –
Your Powerful Business Tool

The Pitney Bowes Imaging and Workflow Solution gives
you holistic access to all pertinent information related to a
particular account or business situation. The system has
an exceptional indexing tool that finds information that you
are looking for and makes it available to the user. Through
advanced keyword search capabilities, the user can find
a particular piece of information in any of the documents.
The user can annotate, "rubber stamp" or mark any
documents with new information which stays as history with
the file, while maintaining the integrity of the original file.
Documents in the repository can be turned into a pdf and
forwarded electronically to customers and business partners
to resolve inquiries. What previously took your business
several days to research and react to, can be automatically
handled on the spot!

Offering an Optimal Solution

The Pitney Bowes Imaging and Workflow Solution is easy to
use and easy to deploy in any environment. Unlike some IT
systems that are costly and require a long development and
implementation cycle, this system can be implemented quickly
and integrated seamlessly into your existing environment, with
a fast return on investment. The system is highly flexible and
can be easily integrated with other applications inside your
organization.

Whether you work in an environment with multiple departments
requiring access to information, or a single location, Pitney
Bowes will develop the right solution for you. We provide a
complete solution including hardware, software, financing and
ongoing support.

Realize Dramatic Process and
Productivity Improvements

- Eliminate paper-based documents with all files
  electronically stored in secure vaults

- Saves time with on-demand, web based access to c
  documents securely through the Internet

- Improved service with your customers and busines
  partners by having instant electronic access to criti
  documents with complete history and added comm

- System supports all standard file formats

- Accelerate workflow and approval processes

- Enable simultaneous access to documents by anyo
  internet connectivity and approved entry

- Reduce storage, retrieval, printing and shipping co

- Fast return on investment through workforce effice
  and improved customer relationships

- Easy industry regulation compliance

- Moves your company towards a paperless workflov
  environment

Pitney Bow

Customer Satisfaction Guarantee

Pitney Bowes Global Mailstream Solutions is committed to providing our customers with the finest products backed by the highest quality care and service. As long as you continually maintain coverage with a Pitney Bowes equipment maintenance agreement for hardware and a software maintenance agreement for software after warranty, Pitney Bowes promises to provide you the following:

GUARANTEED PRODUCT PERFORMANCE

For all new products we guarantee performance to our specifications for the initial term of the lease or three years if purchased. If, during that period, the product does not perform to our specifications, and we cannot repair it, we will replace it with a comparable product. If during the first ninety days after installation, a replacement product does not perform as specified, you will be entitled to a refund of payments made to us for non-performing equipment or software. Should a malfunction occur due to the use of a non-Pitney Bowes consumable supply or unapproved software/hardware modification, this guarantee will not apply.

GUARANTEED NATIONWIDE SERVICE

Our nationwide service force will respond to service and preventative maintenance requests as part of your equipment maintenance agreement. If we find that we cannot return your equipment to a satisfactory operating condition within a reasonable time, where appropriate, we will provide you with a loaner at no additional cost.

HELP LINE SUPPORT

For customers with products that are supported through our Diagnostics Center, toll-free telephone technical assistance is available Monday through Friday, 8:00 A.M. until 8:00 P.M. ET. exclusive of holidays.

RATE CHANGE PROTECTION

With our ability to accommodate a wide range of carriers, we are your rate data source. Also, should you select any of our plans that include software rate protection, we guarantee that you will not be charged for unexpected rate changes within the scope of your plan.

OPERATOR PRODUCTIVITY AND TRAINING EXCELLENCE

For all products that we install, our skilled professionals will effectively deliver the agreed upon installation and training services. Furthermore, if you attend our acclaimed Mail Management Seminar, we will train your employee(s) on the latest and most efficient use of postal services.

POSTAGE GUARANTEE

We guarantee emergency postage advances for qualified POSTAGE BY PHONE® system customers. This service is available, for a fee, Monday through Saturday and allows you to have sufficient funds to meet your mailing needs.

POSTAGE BY PHONE® PLUS

Pitney Bowes Credit Corporation guarantees postage advances to all qualified Postage by Phone Plus customers in good standing. You will not have to pay for postage in advance. You can mail now and pay later when you get your bill.

At Pitney Bowes, we are committed to maintaining long-term partnerships with our customers. If our sales and service support team has been unable to satisfy you, I would like to hear from you. Please call my office at 1-800-622-2296.

We won't be satisfied until you are satisfied.

Kevin S. Weiss
Executive Vice President and President
Mailstream, the Americas
Global Mailstream Solutions

AD10807 R0606

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

Request for Quotation

RFQ NUMBER	PAGE
LOT454	1

ADDRESS CORRESPONDENCE TO ATTENTION OF

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

LOTTERY COMMISSION

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

E PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/2009				

DATE: _____   BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

REQUEST FOR PROPOSAL

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY,
THE WEST VIRGINIA LOTTERY, IS SOLICITING PROPOSAL FOR
A DOCUMENT IMAGING AND CONTENT MANAGEMENT SYSTEM WITH
INTEGRATED WORKFLOW PER THE ATTACHED SPECIFICATIONS.

MANDATORY PRE-BID

A MANDATORY PRE-BID WILL BE HELD ON 01/06/2010 AT
1:30 PM AT THE WV LOTTERY HEADQUARTERS. ALL
INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING.
FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN
DISQUALIFICATION OF THE BID. NO ONE PERSON MAY
REPRESENT MORE THAN ONE BIDDER.

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

ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO
THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE

TELEPHONE 304 744 1067   DATE 3/4/2010

DIRECTOR | FEIN 060495050   ADDRESS CHANGES TO BE NOTED ABOVE

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

ards will be made in the best interest of the State of West Virginia.

: State may accept or reject in part, or in whole, any bid.

quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.

or to any award, the apparent successful vendor must be properly registered with the Purchasing Division ave paid the required $125 fee.

services performed or goods delivered under State Purchase Order/Contracts are to be continued for the of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise made available. In the event funds are not appropriated or otherwise available for these services or :, this Purchase Order/Contract becomes void and of no effect after June 30.

ment may only be made after the delivery and acceptance of goods or services.

rest may be paid for late payment in accordance with the *West Virginia Code*.

dor preference will be granted upon written request in accordance with the *West Virginia Code*.

: State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

e Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

he laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern ghts and duties under the Contract, including without limitation the validity of this Purchase /Contract.

ny reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written ment of the parties.

BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, the State may deem ntract null and void, and terminate such contract without further order.

IPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia State Government HIPAA Business Associate dum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site '/www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, gency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health ation (45 CFR §160.103) to the vendor.

EST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT: If this Contract constitutes a public improvement uction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol rug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The ctor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance ie West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West a Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the ies of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia rug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding ity if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information ing implementation of the contractor's drug-free workplace policy at the request of the public authority; or vides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

the quotation forms provided by the Purchasing Division.

ECIFICATIONS: Items offered must be in compliance with the specifications. Any deviation from the cations must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the cations must be clearly defined. A bidder offering an alternate should attach complete specifications rature to the bid. The Purchasing Division may waive minor deviations to specifications.

plete all sections of the quotation form.

prices shall prevail in case of discrepancy.

quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the on.

SUBMISSION: All quotations must be delivered by the bidder to the office listed below prior to the date and time bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: ment of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, ston, WV 25305-0130

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

Request for Quotation

RFQ NUMBER	PAGE
LOT454	2

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

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
09/2009				

BID DATE: _____   BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

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

TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO
SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION
VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFP,
VIA FAX AT 304-558-4115, OR VIA EMAIL AT
SHELLY.L.MURRAY@WV.GOV   DEADLINE FOR ALL TECHNICAL
QUESTIONS IS 01/08/2010 AT THE CLOSE OF BUSINESS.
ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE
ADDRESSED BY ADDENDUM AFTER THE DEADLINE.

QUESTIONS CONCERNING THE ACTUAL PROCESS BY WHICH A
VENDOR MAY SUBMIT A PROPOSAL TO THE STATE OF WEST
VIRGINIA ARE NOT CONSIDERED TO BE TECHNICAL QUESTIONS
AND MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID
OPENING AND IN ANY FORMAT.

                    LS   898-74
        1
DOCUMENT IMAGING AND CONTENT MANAGEMENT

EXHIBIT 3

LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE
UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1)
YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS
NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

	TELEPHONE	DATE
(signature)	304-744-1067	3/4/2010
MSI DIVISION FEIN 06049-5050	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	PAGE
LOT454	3

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

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
09/2009				

BID OPENING DATE: BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT	ITEM NUMBER	UNIT PRICE	AMOUNT

ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL
NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE
TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY
REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS
WRITTEN NOTICE.

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

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

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

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

BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES
FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE

	TELEPHONE	DATE
	304 744 1067	3/4/2010

IFEIN 060049-5050

DIRECTOR

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	PAGE
LOT454	4

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

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LOTTERY COMMISSION

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/2009				

DATE: BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT
WITHOUT FURTHER ORDER.

THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT
SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND
CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED
DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES
AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY
ELECTRONIC MEDIUM SUCH AS CD-ROM.

REV. 05/26/2009

                    NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

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

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

SEALED BID

BUYER: SHELLY MURRAY

RFQ. NO.:   LOT454

BID OPENING DATE: 01/28/2010

TELEPHONE 301 744 1007   DATE 3/4/2010

DIRECTOR / 06049 5050   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: 5

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

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
09/2009				

BID OPENING DATE:

BID OPENING TIME:

QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

BID OPENING TIME: 1:30 PM

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY
TO CONTACT YOU REGARDING YOUR BID:

304-744-0504

CONTACT PERSON (PLEASE PRINT CLEARLY):

John Barry

****** THIS IS THE END OF RFQ   LOT454 ****** TOTAL:

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TELEPHONE 304 744 1067   DATE 3/4/2010

DIRECTOR FEIN 06049-5050

ADDRESS CHANGES TO BE NOTED ABOVE

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

SHELLY MURRAY
304-558-8801

```
*709001550      304-744-1067
PITNEY BOWES INC
527 SECOND AVE

SOUTH CHARLESTON WV   25303
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LOTTERY COMMISSION

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

TE PRINTED:	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
/22/2010				

G DATE: 02/18/2010   BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

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------------------ ADDENDUM NO. 1 ------------------

THIS ADDENDUM IS ISSUED TO EXTEND THE TECHNICAL BID
OPENING:

FROM: 01/28/2010
TO  : 02/18/2010

ANOTHER ADDENDUM WILL BE ISSUED TO ADDRESS THE
QUESTIONS RECEIVED AND TO ISSUE THE PRE-BID SIGN IN
SHEET.



         LS        898-74
    1
DOCUMENT IMAGING AND CONTENT MANAGEMENT


EXHIBIT 10

                    REQUISITION NO.: LOT454


ADDENDUM ACKNOWLEDGEMENT

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

ADDENDUM NO.'S:
```

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TELEPHONE 304 744 1067   DATE 3/4/2010

TDIRECTOR FEIN 06 049 5050   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	PAGE
LOT454	2

ADDRESS CORRESPONDENCE TO ATTENTION OF

SHELLY MURRAY
304-558-8801

*709001550   304-744-1067
PITNEY BOWES INC
527 SECOND AVE

SOUTH CHARLESTON WV   25303

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
/22/2010				

BID DATE: 02/18/2010   BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 1 ...✓.....					
NO. 2					
NO. 3					
NO. 4					
NO. 5					

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

VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

....
                    SIGNATURE

PITNEY BOWES INC
....
                    COMPANY

3/4/2010
....
                    DATE

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

REV. 09/21/2009

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

	TELEPHONE 304 744 1067	DATE 3/4/2010
DIRECTOR FEIN 060049 5050	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	PAGE
LOT454	3

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

*709001550   304-744-1067
PITNEY BOWES INC
527 SECOND AVE

SOUTH CHARLESTON WV   25303
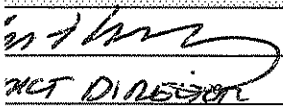
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LOTTERY COMMISSION

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

TE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
/22/2010				

G DATE: 02/18/2010   BID OPENING TIME   01:30PM

QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

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------------- END OF ADDENDUM NO. 1 -------------------




****** THIS IS THE END OF RFQ    LOT454 ****** TOTAL: _____
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SEE REVERSE SIDE FOR TERMS AND CONDITIONS

	TELEPHONE 304 744 1067	DATE 3/4/2010
NCT DIRECTOR	FEIN 06049 5050	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	PAGE
LOT454	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

*709001550   304-744-1067
PITNEY BOWES INC
527 SECOND AVE

SOUTH CHARLESTON WV   25303

SHIP TO:
LOTTERY COMMISSION

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

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

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

QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

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------------------ 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
```

            LS   898-74
      1
DOCUMENT IMAGING AND CONTENT MANAGEMENT

EXHIBIT 10

                  REQUISITION NO.: LOT454

ADDENDUM ACKNOWLEDGEMENT

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TELEPHONE 304 744 1067   DATE 3/4/2010

ৃT DIRECTOR   FEIN 06049-5050   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

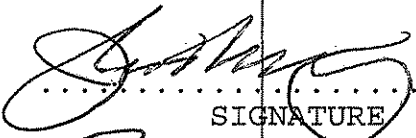| RFQ NUMBER	PAGE
LOT454	2

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

709001550   304-744-1067
PITNEY BOWES INC
27 SECOND AVE

SOUTH CHARLESTON WV   25303

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LOTTERY COMMISSION

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

PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
18/2010				

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

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 ......✓.

NO. 2 ....✓...

NO. 3 ....

NO. 4 ....

NO. 5 ....

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

VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

....
                SIGNATURE

PITNEY BOWES INC
....
                COMPANY

3/4/2010
....
                DATE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

LOT DIRECTOR

TELEPHONE 304 744 -1067   DATE 3/4/2010

FEIN 06049 5050   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	PAGE
LOT454	3

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

*709001550   304-744-1067
PITNEY BOWES INC
527 SECOND AVE

SOUTH CHARLESTON WV   25303

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
08/2010				

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

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

TELEPHONE 304 744 1067   DATE 3/4/2010

HOT. DIRECTOR   FEIN 06 049 5050   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

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

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

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

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: **PITNEY BOWES INC.**

Authorized Signature: _____ Date: _3/4/2010_
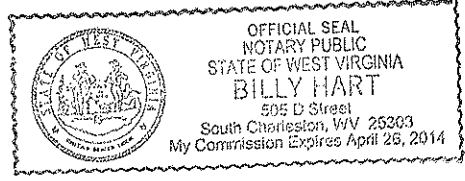
State of __WV__

County of __Kanawha__, to-wit:

Taken, subscribed, and sworn to before me this _4th_ day of __March__, 20 _10_.

My Commission expires _April 26th, 2014_, 20 _14_

AFFIX SEAL HERE   NOTARY PUBLIC _____

OFFICIAL SEAL
NOTARY PUBLIC
STATE OF WEST VIRGINIA
BILLY HART
505 D Street
South Charleston, WV 25303
My Commission Expires April 26, 2014

Purchasing Affidavit (Revised 12/15/09)

AGREEMENT ADDENDUM

vent of conflict between this addendum and the agreement, this addendum shall control:

DISPUTES - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.

HOLD HARMLESS - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.

GOVERNING LAW - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.

TAXES - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.

PAYMENT - Any references to prepayment are deleted. Payment will be in arrears.

INTEREST - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.

RECOUPMENT - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.

FISCAL YEAR FUNDING - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.

STATUTE OF LIMITATION - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.

SIMILAR SERVICES - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.

ATTORNEY FEES - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.

ASSIGNMENT - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.

LIMITATION OF LIABILITY - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.

RIGHT TO TERMINATE - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.

TERMINATION CHARGES - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.

RENEWAL - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.

INSURANCE - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.

RIGHT TO NOTICE - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.

ACCELERATION - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.

CONFIDENTIALITY: -Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.

AMENDMENTS - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

TED BY:
OF WEST VIRGINIA

₃ Unit: _____

_____

_____

VENDOR

Company Name: _Pitney Bowes Inc_

Signed: _____

Title: _District Director_

Date: _3/4/2010_