

State of West Virginia

Division of Labor

Dept of Administration
Purchasing Division
Building 15
2019 Washington Street, E.
Charleston, WV 25305-0130

Prepared By:



Results Engineering
130 Wetherby Lane
Westerville, Ohio 43081
www.ReEng.com

OnBase Annual Maintenance

Request for Quotation Response

Request for Quotation
LAB5990

Due Date June 16, 2011 – 1:30 pm

RECEIVED

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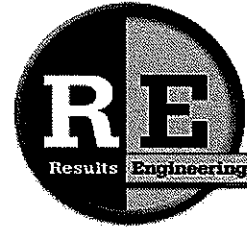
PURCHASING DIVISION
STATE OF WV

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1. Cover Letter

Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130



Dear Evaluation Team:

Reengineering Consultants, LLC; d.b.a. Results Engineering (RE) is pleased to provide the West Virginia Division of Labor with this response to RFQ #LAB5990 for OnBase Annual Maintenance and Support. As you will see from reviewing the attached proposal, Results Engineering has been focused on Document Imaging and Workflow systems since our inception in 1993. As part of that focus, we have delivered numerous systems to government clients, and have specialized in providing and maintaining imaging solutions using the OnBase Electronic Document Management system. As you may be aware, Results Engineering has recently started supporting the OnBase system for Workforce West Virginia.

Based upon the requirements as discussed in the RFQ, Results Engineering is confident we are the most qualified OnBase solution provider available to meet your needs today, and in the years to come. Results Engineering prides itself in hiring experienced industry experts with careers focused in document imaging and workflow solutions. In fact, we have several employees who previously worked for Hyland Software directly, and to our knowledge, Results Engineering has more OnBase Certified Engineers on staff than any other Hyland Solution provider. RE also has two employees that have been on Hyland's CTO Advisory Roundtable since 2002; there are only 11 members worldwide.

The advantages of working with Results Engineering are simple:

- 18 Years focused on Document Management and Workflow
- Hyland Software Diamond Support Partner for 2004 - 2010
- Hyland Software GOLD Sales Partner for 2006 and 2010
- Hyland Platinum Sales Partner for 2004
- Hyland All-Star 2002 (Top 9 Partners)
- Hyland OnBase #1 Partner Worldwide 2001 and 2003

- More Hyland Certified OnBase Engineers than any other VAR
- Very Experienced Government Solution Provider
- Results Engineering Developed Government Specific Solutions
- 100% Customer Satisfaction
- Industry Veterans (20 + years industry experience)
- Proven Project Management Methodologies
- Regional OnBase User Group of User Experts (ROGUE)

An annual user group meeting near your site that focuses on current/hot topics within OnBase, system updates, new methodologies and user presentations.

In addition to our standard maintenance program, RE will conduct a no-cost HealthCheck of the West Virginia Division of Labor's OnBase structure and related systems. The HealthCheck will result in a "client binder" that we develop and review with you. This outline is not all-inclusive, but covers the key components:

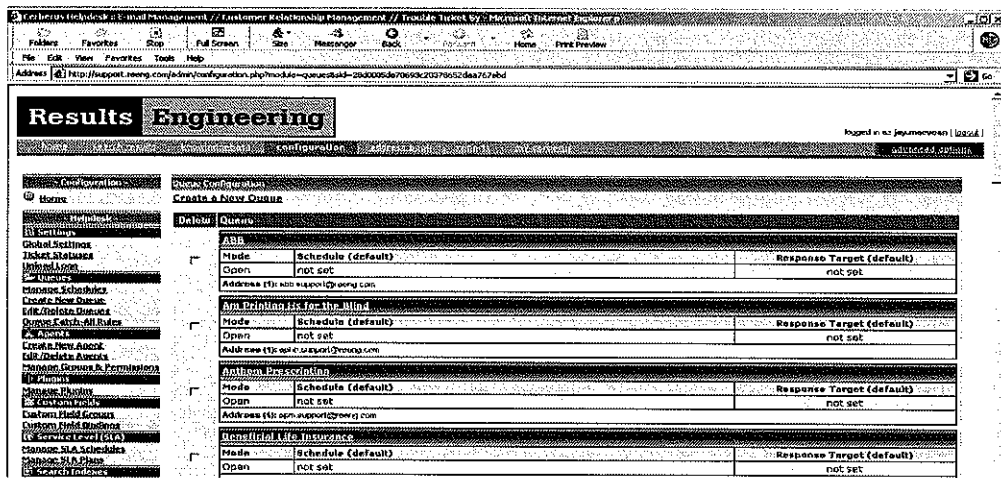
- Complete inventory of OnBase System including servers, storage, scanners
- Review all software versions
- Review all error logs in Hardware, Operating Systems, Virus Protection, Database, Web and App Servers as well as OnBase
- High Level Review of backup and system vulnerabilities
- Update all support contacts
- Update our support database
- Recommendations on training, upgrades, problem solutions

The annual maintenance requirements on page 5 of the RFQ will be met as follows:

- 1.) Technical Support – Access to Hyland Software's Technical Support Paging system.

As a certified OnBase support provider, Results Engineering provides its support customers with an online trouble ticket system. This system enables customers to submit and track support submissions. In the event that a problem requires assistance from Hyland, Results Engineering opens a call to Hyland's Technical Support team. Our help desk system automatically forwards all details of the support ticket to Hyland support and threads communication to all parties until the problem is resolved. West Virginia Division of Labor many have as many people as they desire connected to any support threads they open with Results

Engineering. On average less than 10% of our support calls get routed to Hyland.



- 2.) Software upgrades and enhancements – Access to product upgrades and enhancements free of charge for all licenses modules of the commercially released version of the software.

OnBase software version releases and bug fixes are provided free of charge to all customers who are current on maintenance. Upgrade installation services, if required, can be provided by Results Engineering at our current government hourly rate. Customers can also choose to have the cost of an annual upgrade included with their annual maintenance invoice.

- 3.) Software documentation – Access to all documentation, including updated client-side help files and online technical documentation.

Hyland Software provides system documentation with the software and subsequent software updates.


- 4.) Error correction and fixes – Analysis and resolution of all product errors free of charge.

Error corrections and fixes are included as part of Hyland Software maintenance.

We optionally provide complete support of your OnBase system with support for all major scanners, server, PC and storage hardware, operating systems and database support.

As you review the information contained within this document, please feel free to ask questions, or contact us to schedule a full presentation. Thank you for your interest. We look forward to possibility of working together on supporting your OnBase and system.

Sincerely,



Randall J. Love, CDIA+, ECM^P
Vice President of Sales & Business Development
Results Engineering
E-Mail.....: randy.love@reeng.com
(614)-899-2950 – Ext 2200
(614)-899-2249 (Fax)

2. Bid Cost Sheet

BID COST SHEET
RFQ LAB7788

VENDOR NAME:

RESURS ENGINEERING

SIGNATURE & DATE:

[Signature] 6/15/11

Note: The signatory must be an individual or a company officer empowered to contractually bind the vendor.

The cost, detailed below, must indicate the price for providing the entire scope of services, including all services as defined in the attached specifications, as well as any applicable state and/or federal taxes. The cost shall remain valid for at least 120 days from date of bid opening and thereafter in accordance with any resulting contract between the vendor and the State. All monetary amount are United States currency.

Item #	Quantity	Cost Item Descriptions	Item Cost	Total Cost
1	1	Multi-User License	734.45	734.45
2	34	Concurrent Client - 1 to 100 users	176.27	5993.18
3	1	Production Document Imaging Kofax or Twain	734.45	734.45
4	6	Production Document Imaging Kofax or Twain	293.78	1762.68
5	1	Production Document Imaging (ISIS or TWAIN)	1468.90	1468.90
6	1	Document Retention	293.78	293.78
7	1	Workflow Departmental Server	1468.90	1468.90
8	32	Workflow Concurrent License	146.89	4700.48
9	1	Virtual Print Driver	734.45	734.45
10	1	Application Enabler	203.35	203.35
11	1	EDM Services	734.45	734.45
12	1	Disconnected Scanning	293.78	293.78
13	3	Desktop Document Imaging (Unlimited)	20.33	610.99
14	1	Storage Integration for EMC Centera	237.80	237.80
GRAND TOTAL FOR ENTIRE SCOPE OF SERVICES				24,781.64

3. Required Forms



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

Request for Quotation

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PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER
304-558-2316

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Results Engineering
 130 Wetherby Lane
 Westerville, OH 43081

SHIP TO

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST

CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED 05/12/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 06/16/2011 BID OPENING TIME: 01:30PM				

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		939-22	NA	\$24,721.64
<p>MAINTENANCE, COMPUTER SOFTWARE</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF LABOR, IS SOLICITING BIDS FROM RESPONSIBLE VENDORS TO PROVIDE ANNUAL MAINTENANCE FOR FOURTEEN (14) PRODUCTS/MODULES FOR THE ONBASE IMAGING SYSTEM. PER THE ATTACHED SPECIFICATIONS.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR TECHNICAL QUESTIONS IS 05/26/2011 AT 4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614-899-2950	DATE 6/15/11
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

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

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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
LAB5990

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2

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER
304-558-2316

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

Results Engineering
 130 Wetherby Lane
 Westerville, OH 43081

SHIP TO

DIVISION OF LABOR
1900 KANAWHA BOULEVARD EAST

CHARLESTON, WV
25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/12/2011				

BID OPENING DATE: **06/16/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CONTRACT.</p> <p>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.</p> <p>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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>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.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614-899-2950	DATE 6/15/11
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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



State of West Virginia
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 Results Engineering
 130 Wetherby Lane
 Westerville, OH 43081

SHIP TO
 DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST
 CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/12/2011				

BID OPENING DATE: **06/16/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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:				44		
RFQ. NO.:				LAB5990		
BID OPENING DATE:				06/16/2011		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 614-899-2249 -----						
CONTACT PERSON (PLEASE PRINT CLEARLY): ----- Greg Boyd -----						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>M. Boyd</i>	TELEPHONE 614-899-2950	DATE 6/15/11
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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State of West Virginia
 Department of Administration
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ADDRESS CORRESPONDENCE TO ATTENTION OF
**FRANK WHITTAKER
 304-558-2316**

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VENDOR

Results Engineering
 130 Wetherby Lane
 Westerville, OH 43081

SHIP TO

**DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST
 CHARLESTON, WV
 25305 304-558-7890**

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/12/2011				

BID OPENING DATE: **06/16/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ LAB5990 ***** TOTAL:						<u>\$24,721.64</u>

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614-899-2950	DATE 6/15/11
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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

RFQ No. LAB5990

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 exceeds 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: RESULTS ENGINEERING

Authorized Signature: _____ Date: 6/14/11

State of OHIO

County of Franklin, to-wit:

Taken, subscribed, and sworn to before me this 14th day of June, 2011.

My Commission expires April 22, 2012.

NOTARY PUBLIC _____

AFFIX SEAL HERE



LA'KESHIA BALLARD
Notary Public, State of Ohio
My Commission Expires April 22, 2012