



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

Solicitation

NUMBER
LOT519

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
EVELYN MELTON
304-558-2306

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

EMC
 DENNIS PRITCHARD
 2600 TEMPER OAKS BLVD, ROCKVILLE MD 20852
 703-304-4311 / FAX 816-250-5010

SHIP TO

WEST VIRGINIA LOTTERY
 900 PENNSYLVANIA AVE
 CHARLESTON, WV
 25302 304-558-0500

DATE PRINTED
03/12/2014

BID OPENING DATE: 03/25/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	HR		920-45 APPLICATION XTENDER - PROFESSIONAL SERVICES RATE	\$ 213 per hour	Discounts on volume over 1000 hrs
0002	1	HR		920-45 APPLICATION XTENDER - ANALYSIS RATE	\$ 198.2 per hour	"
0003	1	HR		920-45 APPLICATION XTENDER - TRAINING RATE	\$ 213 per hour	"
0004	1	HR		920-45 APPLICATION XTENDER - PROJECT MANAGEMENT RATE	\$ 200 per hour	"
0005	1	HR		920-45 APPLICATION XTENDER - OVERTIME/EMERGENCY RATE	\$ 426 per hour	"

03/25/14 09:57:13AM
 West Virginia Purchasing Division

SIGNATURE	TELEPHONE	DATE
	703-304-4311	3/24/14
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
PROCURE	04-260009	

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



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ LOT519 ***** TOTAL:						<u>SEE PREP</u> PAGE

SIGNATURE	TELEPHONE 703-309-4311	DATE 3/24/14
TITLE PRINCIPAL	FEIN 04-2680009	ADDRESS CHANGES TO BE NOTED ABOVE

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT519

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

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

Addendum Numbers Received:


(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

EMC

Company



Authorized Signature

MARCH 21, 2014

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

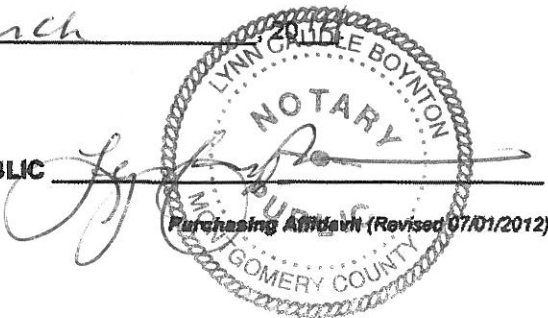
Vendor's Name: DPUNES PROVENCIER
Authorized Signature: _____ Date: 3/24/14

State of Maryland
County of Montgomery to-wit:

Taken, subscribed, and sworn to before me this 24 day of March
My Commission expires Jan 1, 2015.

AFFIX SEAL HERE

NOTARY PUBLIC



CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety, understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

EMC
(Company)

[Signature]
(Authorized Signature)

PRINCIPAL, DOWNS PRODUCTION
(Representative Name, Title)

703-304-434 800-256-5010
(Phone Number) (Fax Number)

3/24/14
(Date)

VENDOR PREFERENCE CERTIFICATE

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

- 1. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
- 2. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 3. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 4. Application is made for 5% resident vendor preference for the reason checked:
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
- 5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
- 6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
- 7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

N/A

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

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

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

Bidder: EMC

Signed: [Signature]

Date: 3/24/14

Title: PURCHASER

Contract Manager: Dennis Provencher

Telephone Number: 703-304-4311

Fax Number: 866-256-5010

Email Address: dennis.provencher@emc.com

SUMMARY

EMC is a company that focuses on delivering industry leading solutions around content management and AX application Document Management. EMC has an appreciation of what is necessary to deliver robust, production-worthy solutions in highly complex environments. EMC understands that West Virginia Lottery would like to support the services required to complete the implementation of the West Virginia Lottery (WVL) Application Xtender Document Management, workflow and e-Form. In addition West Virginia would like EMC to provide services to support, maintenance, and enhance the AX system on an ongoing basis to ensure system operationally and to accommodate future business needs. Additional information, references, resumes are available upon request. Please see the subsequent forms to finalize our response.

- Exhibit A: Pricing Sheet
- Addendum Acknowledgement Form Solicitation NO.: Lot 519
- Purchase Affidavit
- Certification and Signature Page
- Vendor Preference Certificate

The logo for EMC², featuring the letters 'EMC' in a large, bold, serif font, with a superscript '2' to the right of the 'C'. A registered trademark symbol (®) is located at the bottom right of the 'C'.

March 24, 2014

Mrs. Evelyn Melton
West Virginia Lottery
Department of Administration, Purchasing Department
2019 Washington Street East
Charleston, WV 25305-0130
Telephone: 304-558-2306
Evelyn.p.melton@wv.gov

Reference: West Virginia Lottery, Request for Quotation LOT 519 AX Professional Services/Support & Maintenance

Dear Ms. Melton:

EMC is pleased to submit the attached response to the referenced West Virginia Lottery (WVL), Request for Quotation LOT 519 AX Professional Services/Support & Maintenance.

First and foremost, EMC is honored to be the current West Virginia Lottery (WVL), Request for Quotation LOT 519 AX Professional Services/Support & Maintenance. Application Xtender (AX) has been the standard product that West Virginia has relied upon for multiple years. We have enjoyed a long and close relationship with West Virginia Lottery and look forward to a continued long term partnership with the West Virginia Lottery.

EMC is a company that focuses on delivering industry leading solutions around content management and AX application Document Management. EMC has an appreciation of what is necessary to deliver robust, production-worthy solutions in highly complex environments. EMC understands that West Virginia Lottery would like to support the services required to complete the implementation of the West Virginia Lottery (WVL) Application Xtender Document Management, workflow and e-Form. In addition West Virginia would like EMC to provide services to support, maintenance, and enhance the AX system on an ongoing basis to ensure system operationally and to accommodate future business needs.

With 30 years of experience, EMC's value is in offering solutions that map to the customers, which includes commercial, federal, and national governments, state and local governments, provinces, counties, and cities around the world. EMC solutions will help you ensure that information is managed efficiently, effectively, and securely. EMC's understanding of priorities enables us to work with you as a strategic partner—delivering value, and helping you achieve your critical objectives.

EMC Corporation is a global leader in enabling businesses and service providers to transform their operations and deliver IT as a service. As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help federal, civilian, defense, and intelligence organizations to exploit information to its maximum potential. With worldwide expertise across organizations' businesses, applications, and infrastructures, as well as deep

industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

EMC looks forward to working with the West Virginia Lottery (WVL) to help create the strongest solutions possible on this important initiative. If additional information is required, please contact the undersigned for business related questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dennis Provencher', with a long horizontal line extending to the right.

Dennis Provencher
EMC Corporation
2600 Tower Oaks Blvd., Rockville, MD 20853
703.304.4311
dennis.provencher@emc.com

EXECUTIVE SUMMARY:

EMC is a company that focuses on delivering industry leading solutions around content management and AX application Document Management. EMC has an appreciation of what is necessary to deliver robust, production-worthy solutions in highly complex environments. EMC understands that West Virginia Lottery would like to support the services required to complete the implementation of the West Virginia Lottery (WVL) Application Xtender Document Management, workflow and e-Form. In addition West Virginia would like EMC to provide services to support, maintenance, and enhance the AX system on an ongoing basis to ensure system operationally and to accommodate future business needs.

PURPOSE AND SCOPE:

The West Virginia Purchasing Division is soliciting bids on behalf of WV Lottery to establish an open end contract for Application Xtender professional services/support and maintenance based on hourly rates. These services are required to complete the implementation of the WV Lottery (WVL) Application Xtender Document Management, Workflow, and e-Form System. In addition, the Vendor will be required to provide services to support, maintain, and enhance the AX system on an ongoing basis to ensure system operability and to accommodate future business needs.

Since this is an hourly rate contract, each engagement will require the development of a detailed Statement of Work (SOW). The SOW will be developed in collaboration with the successful Vendor and Lottery personnel and will outline the services required along with a detailed list of deliverables, deadlines, and payment structure. Each SOW will be utilized to develop a release order resulting from this contract and will include a firm fixed not to exceed price for services to be performed. In the event of a system failure, or if maintenance is required to prevent a system failure, services will be billed on an as needed basis; however, prior authorization will be required from Lottery personnel.

BACKGROUND:

The Lottery purchased Application Xtender software to be utilized as an Enterprise Document Management System to share information between its headquarters located in Charleston and its offices located throughout the state. The initial purchase for software and professional services was processed as a request for proposal (RFP) and awarded to a Document Management System integrator. There were a number of challenges during the initial system implementation and contract expired prior to project completion. As a result, the Lottery is establishing this open end contract to provide services on an as needed basis to complete the initial project and to provide system maintenance.

The AX system is comprised of two virtualized servers and a document repository with files located on network storage as well as archived on an EMC Centera Storage device. There are approximately five (5) AX applications currently being used along with a configuration of Input Accel for batch file capture. The five applications include:

- Licensing
- L VL Security
- Traditional Security
- Human Resources

- Validation

In addition, the Lottery also maintains a separate scanning system utilizing Kofax Scanning and ADIS (Audit Detail Imaging System) software which is used to transfer documents to the WV Auditor's Office. Both AX and ADIS systems are critical to Lottery business operations. Future plans may involve consolidation of these independent systems.

The Lottery also operates a series of Microsoft SQL databases which maintains essential data for key business processes. The databases function independently of the AX System; however, many data values are utilized to populate document index values in the AX System. When a new document is scanned into the system an AX script function is utilized to retrieve index values from the database. A majority of the documents stored in AX are supporting documents for data entered into the database. There is also, a series of electronic records in PDF format that are linked to various database records. The Microsoft SQL databases and the AX system need to work cooperatively to provide the Lottery with a single document repository.

Prior to the expiration of the original RFP, the Lottery hired an EMC Application Xtender subject matter expert to conduct a complete system analysis of the existing components of the Lottery AX system. The report contains a detailed analysis of the system and identifies issues with the system configuration. In addition, the report outlines project tasks yet to be completed as well as enhancements that would improve system performance. The successful Vendor will be provided with a copy of this assessment which will serve as a guide to completing remaining project tasks and system enhancements. The Vendor will then be expected to utilize this document to develop the initial SOW to provide necessary services to complete the core AX system configuration including AX workflow and e-form technology.

EMC RESPONSES:

Included in this response are the following Documents:

- Attachments A and B (Section 3, References and Staff Resumes located in this document)
- Exhibit A: Pricing Sheet
- Addendum Acknowledgement Form Solicitation NO.: Lot 519
- Purchase Affidavit
- Certification and Signature Page
- Vendor Preference Certificate

EMC Point of Contact, Information and Address:

Vendor Name: EMC

Address: 2600 Tower Oaks Blvd, Rockville Maryland 201852

FAX Number: 866-256-5010

Phone Number: 703-304-4311

Email Address: dennis.provencher@emc.com

Remit to Address: 2600 Tower Oaks Blvd, Rockville Maryland 201852

Signature:

Date: 4/27/2014

Response for Attachment A & B (Section 3 responses (Questions, References and Resumes))

3. 1 - Vendor shall have a minimum of five years of experience installing and configuring Application Xtender Systems with at least 75 users and with multiple locations throughout West Virginia. The Vendor shall provide at least three system references that demonstrate this experience. Successful contact with all references will be required to meet this requirement. The Vendor shall supply the following information: Name: Address: Telephone Number: Email Address: Brief Summary of System/Services Provided: Size of System -Number of Users & Locations: Vendor shall complete Attachment A & B Vendor Qualification References. Failure to complete this section will result in Vendor disqualification. Vendor shall outline in detail all their experience and system references and experience as requested in section 3 and 4 of this RFQ.

EMC Response –References below

- 1. Mountain America Credit Union - AX, AXRM and Workflow**
 - a. **Address:** 7181 Campus View Dr., West Jordan, UT
 - b. **Telephone Number:** Curt Shaefermeyer, 801-325-6272, cschaefer@macu.com
 - c. **System Summary:** AX 6.52 with Web Access, AX Reports Management and Workflow Manager running SQL 2008R2 with Centera (currently migrating off Centera to Atmos), disaster Recovery.
 - d. **Size of System:** 75+ users with integration with the Credit Union System with branches throughout Utah and Idaho
- 2. Trinity Health - AX, Kofax, Workflow, AXRM, Key Ref Import, Web Services and 17 custom integration Modules**
 - a. **Address:** 20555 Victor Parkway, Livonia, MI 48152
 - b. **Telephone Number:** Andy Putvin, 616-560-6435, putvina@trinity-health.org
 - c. **System Summary:** AX 6.52 with AX Reports Management, Verity Full Text, Workflow Manager, Kofax Capture 9, SQL and Oracle, Key Ref Import automated script, 16 custom integration modules, Web Services, Web Access, Disaster Recovery setup
 - d. **Size of System:** 75+ users with hospitals throughout Michigan and many states, including many smaller clinics
- 3. AIMS - AX, Workflow, Web Access, Web Services, Custom Integrations**
 - a. **Address:** P.O. Box 269120, Sacramento, CA 95826
 - b. **Telephone Number:** Ren Johnson, 916-563-1900 x208, RJohnson@Aims4Claims.com
 - c. **System Summary:** AX 6.52 with Web Access, Web Services, Workflow Manager, SQL 2008R2, Custom Integrations
 - d. **Size of System:** 75+ users with facilities throughout California and Hawaii
- 4. Catholic Health Initiatives - AX, Kofax, Workflow, AXRM, Key Ref Import, Custom integration solutions**
 - a. **Address:** 11045 East Lansing Circle, Englewood, CO 80112
 - b. **Telephone Number:** Jennifer Hanneman - 720-874-1328 - JenniferHanneman@catholichealth.net

- c. **System Summary:** AX 6.0 and 6.52, AX Reports Management, Workflow (currently upgrading to WFM 6.52), SQL and Oracle, Key Ref Import Automation, Bank Deposit Automation, Custom Integrations, Web Services, Kofax Capture (currently upgrading them to 10), Web Access, Centera (currently planning on moving off Centera).
- d. **Size of System:** 75+ users with numerous hospitals and Clinics throughout the US.

3.2. Vendor shall have a minimum of two permanent (W-2 Employed Staff) employees on staff with programming and technical experience working with Application Xtender Systems. These employees must work directly for the Vendor and may not be subcontracted employees. At a minimum one of these employees must be dedicated to the Lottery project. At a minimum, these employees must have three years' experience working with Application Xtender. Resumes for these employees shall be attached to the bid response to verify experience.

EMC Response – Resumes and Contact Information Noted below:

Resume #1 - Mark McIntyre (mark.mcintyre@emc.com), 440-897-8044

A Content Management Solution Architect and Manager specializing in EMC ApplicationXtender (AX) enterprise document imaging product suite, with extensive technical experience of ApplicationXtender products including the design and development of solutions primarily for Healthcare and Financial Banking. Mark heads a team of senior AX consultants providing superior expertise in implementing AX for all industries. His expertise is in system design, process improvement, configuration and troubleshooting as well as developing and delivering training to administrators and end users.

Industry Experience:

- Healthcare
- Financial/Banking/Credit Unions
- Accounting
- Insurance
- City and State Governments
- Construction
- Heavy Equipment Dealerships
- Department of Defense

Qualification Summary:

- 10 years Document Imaging experience with EMC's ApplicationXtender suite of products. Includes IT and technical consulting experience with EMC Content Managing solutions
- 15 years Business Operations Management experience responsible for profit and loss of a mid size Customer Service operation
- 3 years managing the EMC AX Consulting Practice dedicated to providing superior consulting and project design for ApplicationXtender products
- Areas of expertise include: requirements gathering, business/technical process analysis and design, project management and team leadership

Skills Summary:

- ApplicationXtender, including: AX Reports Management, DiskXtender, AX Web Access, WorkflowXtender and Workflow Manager and Web Services
- Batch Capture solutions: Captiva InputAccel, Kofax Capture, Kofax VRS, AX Image Capture,
- SQL and Oracle
- HP and Plasmon Jukeboxes, EMC Centera and Celerra, Microsoft Clusters.
- Scanners: Bell and Howell, Kodak, Fujitsu, Panasonic, Cannon
- Visual Studio 2005 and 2008, Visual Basic, VB script, Softbridge Basic, PDF, XML, HTML, ASP, IIS
- Other Solutions: Adobe Acrobat, Cerner Millennium, Microsoft Office integration, Verity Full Text, MS Project, Visio

Project Experience:

- AX Practice Manager and Solution Architect – EMC Corporation
- Designed over 50 implementations of Document Imaging for EMC clients
- Designed custom capture and workflow process maps to enhance the processing of scanned documents to improve departmental efficiencies
- Developed over 300 highly efficient batch scanning processes to accurately capture clinical and financial documents
- Developed the standard for designing the implementation for Document Imaging projects
- Successfully implemented over 90 projects
- Solid track record of successful Go Lives
- Developed extensive library of custom documentation related to not only Document Imaging but Health Care and capture solutions as well.
- Developed an exceptional reputation with Clients based on personal performance and successful project deployments
- Accurately scoped EMC AX projects for small to enterprise implementation
- Successfully managed projects through scope, design, implementation to Go Live
- Product Support Manager – Heavy Equipment Dealer
- Managed 80 employees and supervisors for a midsize heavy equipment dealership
- Responsible for profit and loss of two departments
- Developed standards and policies for the company

Certifications & Memberships

- Content Management software certified (AppXtender, DiskXtender, AppXtender Reports Management, AX Web Services, AX WorkflowXtender and Workflow Manager)
- Kofax Capture Certification

Academic background

- BSc (Engineering), Queen's University, Ontario, CAN, April 1981

- Various AX product-specific training courses 1999 – present

Resume #2: John Haste, john.haste@emc.com, 501- 205-4925

An Information Management Consultant specializing in the electronic document management field with extensive technical experience of Documentum's ApplicationXtender (AX) including the development and design of customized interfaces for the product and custom integrations with a number of third party software applications. John has acted in an advisory capacity to public and private sector organizations in the US and Canada, including central Government departments and major systems integrators and has consulted on all areas of AX, ranging from pre-implementation analysis, through system design, configuration and troubleshooting to developing and delivering training to administrators and end users.

Industry Experience:

- Healthcare
- Government
- Financial/Banking
- Transportation
- Education
- Engineering
- Manufacturing

Qualification Summary:

- Over 20 years Information Management Systems experience
- 12 years of experience with Documentum Application Xtender solutions. Experienced in design, development and deployment AX systems in stand-alone and integrated configurations in a variety of industries, including healthcare, educational, and financial.
- Areas of expertise include: requirements gathering, business/technical process analysis and design, development, technical troubleshooting and best practices.
- Extensive Networking knowledge and expertise including architecture, design, implementation and troubleshooting.

Skills Summary:

- ApplicationXtender including Web Access, Web Services, SDK/CDK development, Workflow, Reports Management, ScanXtender, DiskXtender
- SQL Server and Oracle
- Batch Capture solutions: Captiva InputAccel, Kofax Capture, Kofax VRS, AX Image Capture
- HP and Plasmon Jukeboxes, EMC Centera and Celerra, Microsoft Clusters.
- Scanners: Bell and Howell, Kodak, Fujitsu, Panasonic, Cannon
- Visual Basic, VS 2003, VS 2005, VS 2008, VB script, Softbridge Basic, XML, HTML, ASP

Project Experience:

- AX Sr. Consultant and Solution Architect – EMC Corporation
- Assisted with Design and implementation of over 50 of Document Imaging for EMC clients
- Development of custom capture and workflow process maps to enhance the processing of scanned documents to improve departmental efficiencies
- Solid track record of successful Go Lives
- Developed extensive library of custom documentation related to not only Document Imaging but Health Care and capture solutions as well.
- Developed an exceptional reputation with Clients based on personal performance and successful project deployments
- Accurately scoped EMC AX projects for small to enterprise implementation
- Successfully managed projects through scope, design, implementation to Go Live

Certifications & Memberships

- Kofax Ascent Capture
- Content Management software certified (AppXtender, DiskXtender, AppXtender Reports Management, AX Web Services, AX WorkflowXtender and Workflow Manager)
- CDIA
- MS SQL Server Administration

Academic background

- Misc. Basic Studies – Pierce College, Tacoma, WA - 1990
- Various Documentum product-specific training courses 1997 – present

3.3. Vendor shall provide documentation demonstrating that at least one of these employees is an EMC Accredited Sales and Technical Engineer. This documentation shall demonstrate that the individual has been certified by EMC for a period of no less than three years.

EMC Response –All of EMC’s AX team members have over 14 years experience and are original OTG Software Consultants (the creator of AX). The EMC Accredited Sales and Technical Engineer certification only applies to EMC Certified Partners and not EMC IIG Consulting. The EMC AX Consulting team also perform QA and Beta Testing on all new releases of AX and its components. Additional documentation is available upon request.

3.4. Vendor shall have documented experience with programming using AX custom script tools and workflow development. Vendor shall supply references for at least two projects that have utilized AX Scripting. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, then the Vendor will be disqualified.

Vendor shall have experience developing custom windows utilizing AX custom tools. The Vendor will be required to provide two references for AX systems utilizing custom windows. The Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –Trinity and AIMS include custom scripting and workflow, please see reference section.

3.6. Vendor shall have documented experience working with the AX Web Component in a system that is configured and utilized in several offices located throughout the state. Experience with AX Web is necessary to verify the ability to configure and administer complex wide area systems. The Vendor shall submit documentation which demonstrates experience with a system that is utilizing AX Web. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –We have numerous projects that we have developed web services as is noted in the above reference sites. Our AX Consulting team provides the EMC AX Web Services training for partners and clients. Additional documentation available upon request.

3.7. Vendor shall have experience with a minimum of two AX systems operated by WV State Agencies that are utilizing an automated procedure for work processing. Vendor must provide references which will be contacted to verify this experience. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –EMC AX Consultants have created numerous integrations with third party systems and AX. The references noted above can comment on the integrations.

3.8. Vendor shall have a minimum of two years' experience working with electronic forms processing technology. Vendor will be required to provide two references of projects utilizing electronic forms processing technology. These references may include web based custom forms and/or systems utilizing Adobe forms. Experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –Formatta (electronic forms processing technology) is not an EMC product and as such the EMC AX Consulting team has not worked with this product in the past. Typically in cases where forms generation is required, EMC sub-contracts the services with one of our Formatta partners. Siting Section 4.23 of this RFQ, EMC will request authorization to contract with a 3rd party to provide technical expertise with Forms Generation.

3.9. Vendor shall have at least one employee on staff that is a Kofax Certified Solution Specialist. The Vendor will be required to submit from documentation from Kofax to support this certification.

EMC Response –All of the EMC AX Consultants are certified on Kofax Capture and have been for 10 years. Kofax was the main Batch Scanning solution sold and delivered with AX and the AX Consulting team up until EMC's purchase of Captiva, at which time AX deals turned to implementing Captiva in place of Kofax.

3.10. Vendor shall have a minimum of two years' experience working with ADIS (Auditor Document Imaging Software). This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –EMC does not have experience working with ADIS, however on many of our projects we work with new third party systems and have been successful in integrating them with AX.

3.11. Vendor shall have experience configuring and maintaining batch scanning document capture and document capture software. Vendor shall provide two references for systems utilizing batch scanning functionality. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –Trinity Health or Catholic Health are two referenced customers that EMC performed the configuring and maintaining batch scanning document capture and document capture software, noted in the reference section.

3.12. Vendor shall have experience with configuring automated document index processes that utilizes a key field to retrieve corresponding data values from a backend database. Example: License Number (key field) retrieves name, status and etc. Vendor shall provide two references for systems utilizing automated

index processing. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –Trinity Health and Catholic Health, we uses Key Ref Import as well as database lookups from Kofax. Details are located in the reference section above.

3.13. Vendor shall have experience configuring automated SQL processes or jobs that execute programmed queries against independent databases and then uses the results to populate or index values in AX. Vendor shall provide two references for systems utilizing SQL processes to update AX. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response – Referenced clients Trinity and AIMS

3.14. Vendor shall have experience configuring and implementing EMC Centera Storage for AX. Vendor shall provide references of two AX systems which utilize Centera storage. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –Mountain America is moving off of Centera due to issues with direct read/write. Catholic Health is also moving off of Centera to direct SAN storage. Both have/had Centera and can be referenced.

3.15. Vendor shall have experience working with web servers and web based security. Vendor shall provide references of at least one system utilizing web based applications such as eform technology.

EMC Response –All of the references noted in this document are applicable.

3.16. Vendor shall provide at least two system references to demonstrate experience working with SQL Server 2008 or higher. This experience will be verified by contacting references provided by the Vendor. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response –All of the references in this document are applicable (AIMS and MACU are best suited)

3.17. Vendor shall have at least one employee on staff that is certified by Association for Information and Image Management (ADM) and has a technical understanding of best practices associated with document management, imaging, workflow and e-form technologies. The Vendor will be required to provide documentation to support this certification. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response – Typically in cases where ADM is required, EMC sub-contracts the services with one of our partners. Siting Section 4.23 of this RFQ, EMC will request authorization to contract with a 3rd party to provide technical expertise with Forms Generation.

3.18. Vendor shall have at least one employee on staff that is certified as a PMI Project Management Professional (PMP). The Vendor will be required to provide documentation to support this certification. If the Lottery is unable to verify this experience, the Vendor will be disqualified.

EMC Response – Most of EMC's Project Managers are PMP certified and additional information is available upon request.

12.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

EMC Response: