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December 30, 2014

12/30/14 09:52:15
West Virginia Purchasing Division

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, West Virginia 25305-0130

Re: CRFQ-0511 HHR1500000007

Northwoods Consulting Partners, Inc., (Northwoods) appreciates the opportunity to respond to the Centralized Request for Quote (CRFQ) for an Integrated Document and Client Management System, CRFQ-0511 HHR1500000007, for the State of West Virginia, Department of Health and Human Resources (DHHR).

Proposal Pricing

Northwoods would like to take this opportunity to provide an explanation of our proposal pricing. We have included the CRFQ pricing template in the "IV. Proposal Pricing" section of our proposal. It is our understanding that the pricing template was designed for comparison purposes only; however, we are concerned that reviewing the pricing pages as is may not provide an accurate picture of the costs to implement our solution in DHHR.

Discount Pricing - Many OnBase and Compass software products included in this proposal are packaged and priced by quantity (i.e., a different model number and price for different quantities ordered). The pricing template provided in the CRFQ does not accommodate this pricing model in all cases. For example, Compass Appointments is priced at \$2,000.00 per user based on 1-5 users; however, the pricing drops significantly to \$1,000.00 per user for the next 6-25 users. This discount is not represented in the CRFQ pricing template. Line item #52 shows all licenses at the \$2,000.00 per license cost and a total of \$90,000.00. With quantity pricing applied this line item would drop by half to \$45,000.00. To provide DHHR the opportunity to review and factor in quantity price breaks, Northwoods has provided an additional price list in "Appendix C: Contract Price List" of this proposal.

Pricing Template Quantities - In some cases, the quantities requested in the CRFQ are greater than they might need to be for the solution. For example, line item #45 for OnBase Virtual Print Driver specifies a quantity of 135. OnBase Virtual Print Driver is a server-based module, and typically each OnBase installation requires only one license. The price for one license is \$4,000.00 which is significantly less than the line item total of \$540,000.00.



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Northwoods welcomes the opportunity to provide cost estimates to DHHR that could be used to illustrate specific implementation scenarios.

Contact Information

If you have questions regarding the enclosed proposal, you may contact

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Thank you once again for the opportunity to share our proposal.

Sincerely,

Gary A. Heinze
President and CEO



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I. Executive Summary

Northwoods Consulting Partners, Inc., (Northwoods) welcomes the opportunity to respond to the Centralized Request for Quote (CRFQ) for an Integrated Document and Client Management System, CRFQ-0511 HHR1500000007, for the State of West Virginia, Department of Health and Human Resources (DHHR). In the pages that follow, we detail how and why Northwoods is the ideal choice to provide the solutions sought by DHHR. Northwoods has taken certain exceptions to the CRFQ, as described in "Appendix A: Exceptions to CRFQ." Required Forms are in "Appendix B: Required Forms."

DHHR's desire to improve automation and efficiency has resulted in the release of this CRFQ. Northwoods has closely examined all of the requirements, and we are extremely confident that we can meet and exceed DHHR's expectations. With the initial deployment of an industry-focused, enterprise-wide document management and client scheduling system focusing on the Bureau for Children and Families (BCF), Northwoods will provide a foundation for other bureaus and offices under the DHHR umbrella to join. Northwoods has already implemented a similar system within the Bureau of Child Support Enforcement (BCSE). An enterprise-wide document management system will provide significant value to DHHR by eliminating manual, paper-driven processes and allowing workers to share common client information and secure confidential data. The 120 human services agencies that have implemented the Northwoods solution have achieved their mission of individualized, cost-effective, and outcome-driven assistance.

Mead Wilkins, the director of Medina County Job and Family Services in Ohio, said this about our company and our solution:

The Northwoods team provides more than an imaging system; they provide a complete client management process. It's important to understand the difference. Because of the efficiencies we've gained with this solution, we can serve significantly more clients without hiring more staff. An imaging system won't do that for you.

Because state and local government DHHR agencies face unique challenges, it is critical to partner with a company like Northwoods who works exclusively with human services agencies. Our solution is designed to help agencies improve administrative efficiency, improve the quality of services provided, reduce expenses, and reduce the risks associated with incorrect or inaccurate information. Through time analysis studies conducted with other customers, we estimate that staff in BCF (SNAP, TANF, and Medicaid Divisions) can save 15-17 minutes per recertification interview. This extra time allows caseworkers to spend additional time with the families who need it most, with the goal to achieve self-sufficiency and family unity.

To help DHHR achieve its stated outcomes and goals, we welcome the opportunity to apply the lessons learned and to propose the best practices developed from our years of experience supporting our customers. DHHR's colleagues in 12 states represent a variety of agencies providing services that deliver benefits to over 36 million people. We believe this relationship meets both DHHR's tactical and strategic needs.

Our solution is more than software and implementation services. DHHR staff will be working with and learning from subject matter experts with over 400 years of combined human services experience. This allows our

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training and support to be driven by how caseworkers work and how they will utilize an integrated solution on a daily basis.

In addition to improved customer service through increased efficiency in operations, Northwoods' solution will help ease the challenges associated with the increase in size and number of client and document transactions. Northwoods has helped several state agencies—Louisiana, Maryland, Nevada, and West Virginia BCSE—do the same.

Please read the remaining sections of our response to learn more about how Northwoods can help your agency achieve its short- and long-term objectives.



II. Vendor Requirements

A. Vendor Qualifications

3.1 Vendors will provide information regarding their firm, such as staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Overview

We provide software and consulting services that enable us to address our customers' unique business needs with technology and to seamlessly integrate these new technologies with existing systems. Our software solutions include commercial off-the-shelf (COTS) software that include document management, forms management, mobile applications, self-service kiosks, workflow, and client appointments management. And because the best system goes beyond simply installing software, we also incorporate our unique professional services delivery, which includes onsite training, product support during implementation, and industry-standard project management practices throughout the project life cycle. With ample human services experience, our staff has the skills necessary to assess an agency's needs and provide the right tools for resolving its specific challenges. The combination of our software and services helps to control cost, maximize our customers' overall investment, and shorten the time to realize a return on investment.

OnBase/Compass Software Experience

Northwoods has been a partner with Hyland Software since 2003. We have been recognized as a Diamond Partner by Hyland's customer service department for many years, and we are recognized annually by Hyland as one of their top government and overall partners in the country. While OnBase is available from other resellers, we are the only reseller in the country that specializes in harnessing the power of OnBase in the human services environment.

Compass software is proprietary software that is owned and controlled by Northwoods. The software is protected by copyright and other intellectual property laws and is licensed, not sold. Compass software is not available from any other vendor.

We built Compass software to seamlessly integrate with OnBase. Our ability to develop products that integrate and enhance the functionality of OnBase demonstrates our thorough understanding of the system. We use OnBase to manage the back-end storage of all electronic documents, including documents created with Compass Capture, Compass Forms, and Compass CoPilot.

Staff Qualifications

Northwoods employs over 100 people, including former human services professionals, as well as project managers, technical staff, and engineering staff. As you can see in the table below, Northwoods has many employees certified in a wide array of the latest technologies, including OnBase.

Certification Type	Number
CompTIA Certified Document Imaging Architect (CDIA+)	7
CompTIA A+ Certification	3
CompTIA Network+ Certification	2
Certified Novell Administrator (CNA)	1
Certified Novell Engineer (CNE)	1
Cisco Certified Network Professional (CCNP)	1
Cisco Certified Network Associate (CCNA)	2
Microsoft Certified Professional (MCP)	23
Microsoft Certified Systems Engineer(MCSE)	3
Microsoft Certified Solution Developer (MCSD)	2
Microsoft Certified Application Developer (MCAD)	1
Microsoft Certified Database Administrator (MCDBA)	1
Microsoft Certified Technology Specialist (MCTS)	10
OnBase Certified Installer (OCI)	13
OnBase Certified Application Programming Interface (OCAPI)	4
OnBase Certified Workflow Engineer (OCWE)	7
PMI Project Management Professional (PMP)	6
PMI Certified Associate in Project Management (CAPM)	1
Business System Analyst Certificate (BSAC)	3

The Project Management Institute's (PMI) Project Management Professional (PMP) credential is the most important industry-recognized certification for project managers. Globally-recognized and demanded, the PMP certification demonstrates that a person has the experience, education, and competency necessary to lead and direct projects. We also have staff members that have earned InQuesta's Business System Analyst Certificate (BSAC). This certificate program is a series of eight courses compiled to test current knowledge and business analysis competencies. At the end of each course, the candidate is required to pass that course's specific exam.

The Northwoods Team

At Northwoods, we make great software, but it is our people who make the real difference. We come from many different backgrounds but share a belief that any job worth doing is worth doing well. Many Northwoods employees worked in health and human services before joining the team and have intimate knowledge of the programs agencies administer and the processes they use.



For projects that are awarded under this CRFQ, we will designate and maintain a primary contract manager who will be responsible for overseeing all of the projects. The contact information for our contract manager is below:

Contract Manager: Sarah Edwards
Telephone Number: 614-408-8709
Fax Number: 614-781-7801
Email Address: sedwards@teamnorthwoods.com

As projects are awarded under the CRFQ, Northwoods will assign a project manager to provide the agency with a single point of contact for all project issues. In addition to the project manager, Northwoods will supply an appropriate team of knowledgeable employees to facilitate a successful project.

The following people manage various aspects of the Northwoods Team and can be called upon to resolve issues or provide additional support.

Greg Tipping, Chief Services Officer

In his current role as Chief Services Officer, Greg is responsible for all customer projects nationwide. He is also responsible for creating staffing plans, strategic planning, process management, and mentoring new project managers.

During his 10 years with Northwoods, Greg has served in a variety of roles and has been directly involved in dozens of implementations in Ohio, North Carolina, Minnesota, and California. Additionally, he has been involved in four state-wide implementations, and he currently serves as the implementation manager over a \$42 million dollar project for the Louisiana Department of Children and Family Services.

Prior to joining Northwoods, Greg gained considerable experience in human services. As a front line caseworker for the Lucas County (OH) Department of Job and Family Services, Greg determined eligibility for all program areas. As an Income Maintenance program administrator and, later, the Assistant Director for Wood County (OH) Department of Job and Family Services, Greg learned the dynamics of administering programs and gained insight into the business needs of the county offices. Additionally, he acted as the project manager for the county during the Northwoods' implementation at Wood County.

Aaron Caldwell, Director of Customer Relations

Aaron has been with Northwoods for over eight years. During this time, he has served in various roles, such as manager of engineering, project manager, OnBase engineer, and workflow engineer. In his current role as director of customer relations, he oversees the Northwoods Support Center and is responsible for all support customers.

Aaron has assisted with customer implementations at both the county and state levels. As a senior member of the Northwoods team, Aaron is often looked to for consultation by customers and Northwoods' staff on many technical and business integration questions.

Chawn Walker, PMP, Manager of the Project Management Office (PMO)

As a former employee at an Ohio metro human services agency, Chawn brings a unique perspective to client flow management within human services agencies, as well as intimate knowledge of the problems that manual client flow management and appointment tracking can cause. Chawn has been with Northwoods for over nine years, and in that time has led many implementations, including our largest Compass Appointments implementation at Sacramento County (CA). Chawn also led our document management project for West Virginia BCSE. Chawn is a certified Project Management Professional (PMP). As the manager of the Northwoods Project Management Office (PMO), he creates and ensures that standard project management principles are being followed on all projects. The PMO also audits quality on projects and monitors implementations to ensure that they are deployed at the most optimal level.

Deloitte Consulting, LLP

Northwoods has selected Deloitte Consulting, LLP, (Deloitte) as a subcontractor to provide services on projects that are contracted under this CRFQ. We will incorporate a blend of Northwoods and Deloitte resources to provide West Virginia with an implementation team that is well coordinated. Deloitte is a leader in the delivery of health and human services solutions with an unparalleled track record. Additionally, Deloitte has been a valued partner of West Virginia DHHR since 1994, delivering solutions including the successful design, development, and statewide implementation of both the RAPIDS and FACTS systems. We are pleased to bring Deloitte to this important effort.

Completed Projects

The best way to demonstrate our experience and capabilities is to let our past projects speak for themselves.

State of Nevada

The Family Support Division of Clark County, Nevada, which provides Child Support Enforcement services, lacked a centralized document management system for caseworkers to quickly and accurately store and retrieve documentation and client information. The manual paper-based process led to lost documents and inefficient communication among caseworkers, supervisors, and attorneys. In addition, the paper files were costly to maintain and store.

The Family Support Division issued an RFP in 2009 to find a reliable document management system to help caseworkers immediately access necessary case files by eliminating the manual process used to request the information. The ultimate goal was to improve the timeliness and quality of service to clients.

Later that year, the agency selected Northwoods to design a centralized repository for documents and automated workflows to address the business process challenges of routing case files throughout the county. Northwoods' Compass Pilot software allows caseworkers to capture and index documentation into the document management system for easy access from anywhere in the state.

After achieving a successful implementation in Clark County, the State of Nevada Department of Health and Human Services, Division of Welfare and Supportive Services (DWSS) expanded the solution statewide.



The solution eliminated manual business processes and improved document access across the state. Caseworkers are now able to scan and index documents so any caseworker with appropriate permissions can access a case file throughout the state. Direct access to information allows caseworkers to process or transfer cases from county to county more quickly. Faster processing and the centralized access to information is helping caseworkers locate noncustodial parents and deliver more timely services to families.

The improved workflow gives supervisors greater insight into worker productivity and provides audit trails to help Nevada's Child Support Enforcement Program demonstrate compliance.

To further speed case processing, Northwoods integrated the document management system with the state's case management system to automatically populate form data, including basic client demographics and court docket information. This saves caseworkers time and decreases duplication and errors.

State of Maryland

Maryland Department of Human Resources (DHR) front line workers in the Child Support Enforcement Administration (CSEA) and the Family Investment Administration (FIA) were facing difficulty managing and processing the volume of paper documents and case files within the required federal and state timelines. The paper-based process presented a barrier to providing timely service to customers. Front line workers were challenged by duplicative and counter-intuitive work processes, complex workarounds, and insufficient equipment and tools to track documentation. The staff felt overworked and clients felt frustrated.

In addition, the economic downturn in 2008 meant Maryland residents were applying for Supplemental Assistance Program (SNAP) benefits at the rate of 10,000 new cases per month, a 20% increase in under one year.

Maryland DHR sought an Enterprise Content Management Solution (ECMS) to address these business challenges. As the result of a competitive procurement, the state contracted with MAXIMUS, in partnership with Northwoods. In December 2011, two pilot sites tested the new ECMS and Northwoods' document management solution, Compass Pilot, which uses Hyland's OnBase software as the document repository. Statewide implementation began in February 2012. By November 2012, 62 sites were using the solution to capture and index documents for easy retrieval statewide.

The project expanded to include the Office of Home Energy Programs in October 2013 and by April 2014, 26 additional sites were utilizing the system. The introduction of the Affordable Care Act led Maryland DHR to also include 45 Maryland Health Benefits Exchange sites, for a total of 133 sites statewide.

The solution helps over 4,000 users at 133 sites capture and index documents into a centralized location. On average, end users at the 133 sites scan 673,000 documents per month.

New workflows and simplified business processes have improved caseworkers' ability to process benefits more accurately and quickly. Electronic documents are easily and immediately accessible to front line workers statewide. The productivity gains have led to better customer service and accelerated the process to determine eligibility for benefits.

Cuyahoga County Employment and Family Services (Ohio)

Cuyahoga County Employment & Family Services began using Northwoods' Compass Appointments software in 2006 to help move and track clients through multiple service centers more efficiently. In July 2009, the agency again tapped Northwoods to upgrade the existing document management system to one that truly met the needs of the agency. Cuyahoga County has a population of more than 1.2 million citizens.

Northwoods reconfigured and enhanced the existing OnBase system and introduced additional Compass software products to provide distributed scanning of client documents and more efficient forms completion, among other efficiency enhancements.

While the economy has increased the agency's caseload, it has also forced it to reduce its staffing. Less than one year after the agency's largest service center fully implemented the Northwoods solution, the agency was serving more clients with 80 percent of its prior eligibility specialist staffing.

Despite the cutbacks, the agency has experienced a number of productivity gains. Time studies conducted by Michael Colburn, Ph.D., (of Colburn and Associates) show that eligibility specialists are spending about 10 minutes less in both intake and redetermination interviews. Staff members are saving three minutes per information request and 2.3 minutes every time a document is dropped off. Agency staff members have reduced their use of copiers and are saving over \$3,000 in copy paper every month.

When projected out over five years, these factors and others show a net return on investment of 139 percent, or \$8,569,010 (gross return on investment is \$14,721,625).

Fairfield County Department of Job and Family Services (Ohio)

The mission of the Fairfield County Department of Job and Family Services (JFS) is to provide services to the residents of the county that encourage productivity, develop competencies, ensure accountability, and promote self-reliance, family stability, and child safety. The county of Fairfield is located southeast of Columbus, Ohio, and has a population of approximately 144,000. Fairfield County struggles with high unemployment and poverty compared to the national averages, resulting in increased caseloads and demand for services across all JFS departments.

Seeking relief from the growing demand for services and declining budgets, Fairfield JFS sought out Northwoods. In 2008, the Compass software document management suite was implemented. Fairfield JFS soon benefitted from its investment. It was able to process cases quicker and saw improvements in client satisfaction.

In 2012, the child protective services unit of JFS became an early adopter of the Compass mobile software solution, CoPilot. Before implementing CoPilot, a worker's typical day included attending court hearings, conducting case reviews, interviewing children, transporting children and families to services and appointments, answering emails and phone calls, and conducting required face-to-face meetings with children and families while meeting any and all mandates for case requirements. Their challenge was completing multiple tasks at once, answering phone calls in a timely manner, and managing any unforeseen events that may not have been planned, while completing documentation for each and every activity they performed. Many times, workers needed to schedule "paperwork days" simply to keep up with the need for documentation.



By using mobile technology, workers have indicated a time savings from an hour a day to up to two full days a week. Workers have been able to increase their productivity by using typical down time, such as waiting at court or while a child is at counseling. In addition, workers have been able to use the tablet to complete documentation during their scheduled activities. For example, a worker may complete documentation of a court hearing during the hearing itself or while at a home visit, something that never occurred prior to CoPilot. The tablet and CoPilot software also provide workers with instant access to every form workers use and allows them to capture family members' signatures electronically. Using the tablet allows workers to carry much less equipment (files, camera, laptop, etc.) and get more accurate data, such as indexed photos of living conditions. Upon syncing their tablet, the documentation and media captured while in the field is immediately available in the electronic case record, eliminating numerous tedious steps they had to follow before CoPilot. The potential for time saving is huge, and workers continue to report new ways of saving time each day.

In addition to saving time, workers have also found the tablet to increase accuracy and details in documentation since it is completed immediately as opposed to several days later. One worker indicated that while the overall time savings was a benefit, the peace of mind provided from simply not feeling as if they had an ever-growing list of documentation to be completed at the end of each day was the greatest benefit. See how one worker says CoPilot is saving her one to two hours every day in a video testimonial on our website at www.teamnorthwoods.com/case-worker-video-testimonial-on-compass-copilot/.

In addition to productivity improvements, CoPilot has positively impacted the worker's ability to form a connection with the child and his or her family. Workers feel that families respond well to the tablet and Compass software. Children are often more engaged with workers and willing to have photographs taken. Previously, parents would have to submit documents and wait for them to be returned, but workers can now simply photograph a document. Parents also appreciate that workers have access to any information needed regarding a family's case while in the field. By far the largest improvement shared by workers is their ability to spend more time with the family in the home or have additional face-to-face contact. Because they save time completing documentation and performing other activities in CoPilot, they can spend additional time in the home and continue to ensure safety.

Government Computer News (GCN) recently published a case study about Fairfield County JFS's time savings and improved relationships with families since the agency started using Compass CoPilot. You can find it on the GCN website at www.gcn.com/articles/2013/04/16/tablet-suite-saves-case-workers-time.

Franklin County Department of Job and Family Services (Ohio)

The Franklin County Department of Job and Family Services (JFS), located in central Ohio, is responsible for basic financial, medical, and social services programs for the county population of more than 1.1 million citizens, including the residents of the state capital, Columbus. In 2006, JFS was looking for a solution to enable the agency to provide faster customer service and better accountability for its workers as they managed and performed their daily duties.

Franklin County chose to implement Northwoods' Compass software. The primary reason for bringing in Northwoods' solution centered on content management processes. Prior to implementing Compass, Franklin County was consistently losing client verification documentation and other case related files. This loss of

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documentation required workers to routinely ask clients for documents (for example, Social Security cards, birth certificates, etc.), over and over again. Northwoods sought to resolve many issues, including the following:

- Clients being asked for the same documents over and over
- Workers losing documents and case files
- Workers not being assigned cases evenly across the agency
- Lack of reporting on the entire process
- Losing clients in the lobby check-in process
- Clients waiting in the lobby for hours before seeing a caseworker

Northwoods' Compass software immediately improved image quality, indexing, and workflow processing, which enriched productivity and customer satisfaction. Access to digital case files now makes it a simple process to transfer clients between caseworker and units. This ease of transfer has allowed Franklin County to standardize processes as well as consolidate core units, such as child care, nursing home, disability, and hospital units. Through such standardization, Franklin County has achieved better control of the workload and quality of service to clients.

With the Compass software solution, front desk workers enjoy the speed and efficiency of the check-in process, which now takes seconds instead of half an hour. Caseworkers appreciate the ability of the system to assign clients using round robin schemes that ensure equitable assignment, as well as the speed of access to case-related documents such as applications and verification documents.

Productivity gains have been immediate. Most importantly, the clients have seen an improvement. Clients in every location have remarked that their wait in the lobby was much faster than ever before.

San Mateo County Human Services Agency (California)

San Mateo County Human Services Agency (HSA) had a document management system long before engaging Northwoods. Unfortunately, their Stellant solution had reached capacity and became a hindrance to its business processes. In 2008, Northwoods was selected to migrate HSA's existing images to Hyland's OnBase, providing a robust system that would grow with the county's needs.

In April 2010, HSA and Northwoods staff began installing Northwoods' Compass software, including Compass Capture, Forms, Pilot, and Tasks. In addition, the agency combined its systems, Centralized Mail Unit (CMU), intake, and continuing tele-center under one roof at the Health Insurance Tele-Center (HIT).

Before implementing Compass software, HSA handled intakes at five regional offices and a medical center. After determination, case documents were transferred to the HIT for continuing eligibility. Clients with continuing cases often dropped off documents at the regional offices, which then had to be sent by courier to the HIT. This added time and often resulted in lost documentation.

The agency's previous system created other problems for its staff. Some 38,000 paper case files were stored in 12 large, high-density file storage units that filled the space of a small warehouse. The agency employed 16 clerical support staff to manually file, sort, clear cases in the state eligibility system, manually assign tasks, hand deliver mail to workers and regional offices, and perform back-end scanning.



While documents still arrive at the regional offices, they are now scanned and indexed immediately. Documents dropped off at a regional office are available almost immediately at the HIT, increasing information sharing, determination accuracy, and processing speed. Clients receive a receipt with a thumbnail image of the document when they drop it off. Caseworkers use Compass Forms to complete forms electronically using time-saving automation. Additionally, each form is generated from a standardized template, preventing multiple, inaccurate, or outdated versions of a form from circulating throughout the agency.

Each month, the CMU scans an average of 150,000 documents. Despite the volume, lost documents have been substantially reduced, and caseworkers no longer have to wait for physical files to be delivered. The CMU processes all mail into the system within 24 hours of receipt. While original estimates called for 13 months to convert the agency's back file, the CMU was able to complete the project in just five months using the Northwoods solution.

"By centralizing the mail functions in the county, we were able to drastically improve efficiencies for workers and clients by having the documents in the system immediately, with the ability for all staff to access the same information regardless of their physical location," said Betty Wang, CMU Supervisor. "Benefit Analysts' lives are improved by the efficiency and capacity."

After just over one year of using the Northwoods solution, the agency is working all 40,000+ cases electronically for all aid programs. Task management is integrated with content management so tasks can be associated with documents and tracked throughout the determination process. In addition to increasing efficiency and productivity for staff, Compass software also helps the agency report its gains. The system automatically collects data that illustrates the agency's performance, which the HSA displays in dashboards to chart progress.

The agency is continuing to work with Northwoods to further improve efficiency and streamline processes with an eye on providing even better service to its clients in the future.

"The HSA is currently restructuring and under a major redesign preparing for Health Care Reform in 2014, and Compass has played a major role in our redesign strategies based on the advanced and innovative technology solutions Northwoods offers," said Kim Pearson.

B. Project Experience

3.2 Vendor must have been in business at least five (5) years and have at least five (5) years of successful experience in the design, implementation and installation of electronic forms generation, electronic document management, and workflow process design and implementation in the fields of social services, human services, or health care.

Northwoods meets and exceeds this requirement. Since 2003, our core competency has been implementing and supporting electronic forms management, electronic document management, workflow process, and client appointment management solutions in human services and other government agencies. To date, we have successfully implemented solutions in 12 states and the U.S. Virgin Islands, totaling more than 120 discrete human services agencies with workers in more than 270 locations. Our state and local government customers serve a combined population of over 36,000,000 people, or approximately 11.5% of the U.S. population.

Northwoods has helped many human services agencies meet objectives of improving automation and efficiency similar to those stated by DHHR in the CRFQ. This section describes at a high level how our solution helps agencies meet their objectives.

Improved Worker Efficiency

Workers report being able to cut interview times in half with our solution. They no longer have to track down documents that workers in other programs may have on their clients. Provided they have the proper security clearance, a worker in one area can instantly access client information entered into the system by a worker in another department or agency, without ever leaving the workstation.

Everything is right there at our fingertips, whether it is Medicaid, adult Medicaid, family and children's Medicaid, or Food & Nutrition Services. If a client turns in wages for one program area, it's all in the system. The worker doesn't have to ask another worker for the information.

— Amy Alligood, IM Supervisor, Beaufort County Department Social Services (NC)

Compliance Mandates

By increasing process efficiency, our solution helps agencies meet state and federal performance mandates. Meeting these targets can save agencies tens of thousands of dollars in lost incentives and sanctions.

North Carolina Health Choice is one of our programs that we did have a tremendous amount of trouble passing. But for the months of February and March, we passed with 100% on the report card.

— Mary Grant, Family Medicaid Supervisor, Robeson County Department of Social Services (NC)



Customer Service Improvements

More efficient workers are happier workers, and with our solution, workers tell us that they are better able to help their clients. That makes the clients happier, too.

Clients love the new system and comment on how much faster the process is for them now.

—Caryn Strayer, Deputy Director, Allen County Department of Job and Family Services (OH)

Security Enhancements

Paper case files can be lost, and along with them, clients' personal information. Scanning paper case files allows for more secure information storage and access.

In terms of saving paper, there's very little that we give to the client anymore. And as far as us having copies of the paper, it's nonexistent. Everything is in the computer.

—Mary Middlesworth, FNS Intake Worker, Robeson County Department of Social Services (NC)

Data Integrity Enhancements

Importing data from case management systems improves accuracy when applying keywords to electronic images.

You have everything at your fingertips. Now all we have to do is type in a client's Social Security number and see everything the client has.

—Amy Burney, Public Assistance Caseworker II, Bladen County Department of Social Services (NC)

Cost Containment

Our solutions help agencies expand capacity without increasing the size of their workforce. Our EDMS implementations have been shown to enable two workers to do the work of three.

Within five years, we've already calculated that we'll have paid it off, and we'll actually continue to receive savings on top of what we spent on the system.

—Jim Chrisman, Assistant County Manager/Chief Financial Officer, Beaufort County Department of Social Services (NC)

Shared Access

Paper case files may be in the file room, but might not. If they are not in the file room, they could be on someone's desk, en route to be re-filed, or in a pile waiting to be re-filed. Or they could be lost. Electronic case files are accessible to everyone who needs them, whenever they need them.

The first thing that comes to mind about the Northwoods solution is the efficiency of being able to see everything to do with the case immediately. Before, you had to request the file and wait four to 24 hours.

—Shelley Swartztrauber, Division Administrator, Montgomery County Child Support Enforcement Agency (OH)

Integrated Document and Client Management System

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Below is a list of our customers. As you can see, we are solely focused on the human services market. We would be happy to provide additional information about any of the projects we have completed.

- Adams Co. Dept. of Job & Family Services, OH
- Aitkin Co. Health & Human Services, MN
- Alamance Co. Dept. of Social Services, NC
- Allen Co. Dept. of Job & Family Services, OH
- Anoka Co. Human Services, MN
- Ashe Co. Dept. of Social Services, NC
- Athens Co. Childrens Services, OH
- Auglaize Co. Dept. of Job & Family Services, OH
- Beaufort Co. Dept. of Social Services, NC
- Beltrami Co. Health & Human Services, MN
- Benton Co. Health & Human Services, MN
- Bladen Co. Dept. of Social Services, NC
- Blue Earth Co. Human Services, MN
- Buncombe Co. Dept. of Social Services, NC
- Burke Co. Dept. of Social Services, NC
- Cabarrus Co. Dept. of Social Services, NC
- Carlton Co. Human Services, MN
- Carteret Co. Dept. of Social Services, NC
- Carver Co. Social Services, MN
- Caswell Co. Dept. of Social Services, NC
- Chemung Co. Dept. of Social Services, NY
- Chisago Co. Health & Human Services, MN
- Clark Co. Dept. of Job & Family Services, OH
- Cleveland Co. Dept. of Social Services, NC
- Collabor8 (OH)
- Contra Costa Co. Employment & Human Services Dept., CA
- Cook Co. Public Health & Human Services, MN
- Crawford Co. Dept. of Job & Family Services, OH
- Crow Wing Social Services, MN Cuyahoga Co. Employment & Family Services, OH
- Dakota Co. Employment & Economic Assistance, MN
- Dane Co. Dept. of Human Services, WI
- Davidson Co. Dept. of Social Services, NC
- Davie Co. Dept. of Social Services, NC
- Delaware Co. Child Support Enforcement Agency, OH
- Delaware Co. Dept. of Job & Family Services, OH
- Fairfield Co. Dept. of Job & Family Services, OH
- Faribault Co. Human Services, MN
- Fillmore Co. Social Services, MN
- Franklin Co. Dept. of Job & Family Services, OH
- Freeborn Co. Human Services, MN
- Lucas Co. Dept. of Job & Family Services, OH
- Macon Co. Dept. of Social Services, NC
- Madison Co. Auditor, OH
- Madison Co. Dept. of Job & Family Services, OH
- Madison Co. Dept. of Social Services, NY
- Mahoning Co. Dept. of Job & Family Services, OH
- Marion Co. Dept. of Job & Family Services, OH
- Maryland Dept. of Human Resources
- Mecklenburg Co. Dept. of Social Services, NC
- Medina Co. Child Support Enforcement Agency, OH
- Medina Co. Dept. of Job & Family Services, OH
- Meigs Co. Dept. of Job & Family Services, OH
- Mercer Co. Dept. of Job & Family Services, OH
- Montgomery Co. Child Support Enforcement Agency, OH
- Montgomery Co. Dept. of Job & Family Services, OH
- Montgomery Co. Data Processing, OH
- Moore Co. Dept. of Social Services, NC
- Morrow Co. Dept. of Job & Family Services, OH
- Muskingum Co. Dept. of Job & Family Services, OH
- Nevada Div. of Welfare & Supportive Services
- New Hanover Co. Dept. of Social Services, NC
- Northampton Co. Dept. of Social Services, VA
- Olmsted Co. Community Services, MN
- Onslow Co. Dept. of Social Services, NC
- Orange Co. Dept. of Social Services, NC
- Perry Co. Dept. of Job & Family Services, OH
- Perry Co. Children's Services, OH
- Person Co. Dept. of Social Services, NC Pickaway Co. Dept. of Job & Family Services, OH
- Pike Co. Dept. of Job & Family Services, OH
- Preble Co. Dept. of Job & Family Services, OH
- Public Health - Dayton & Montgomery Co., OH
- Richland Co. Dept. of Job & Family Services, OH
- Richland Co. Public Children Services Agency, OH
- Richmond Co. Dept. of Social Services, NC
- Robeson Co. Dept. of Social Services, NC
- Rowan Co. Dept. of Social Services, NC
- Rutherford Co. Dept. of Social Services, NC
- Sacramento Co. Dept. of Human Assistance, CA
- San Joaquin Co. Human Services Agency, CA
- San Mateo Co. Human Services Agency, CA



- Fulton Co. Dept. of Job & Family Services, OH
- Gallia Co. Dept. of Job & Family Services, OH
- Gaston Co. Dept. of Social Services, NC
- Geauga Co. Dept. of Job & Family Services, OH
- Goodhue Health & Human Services, MN
- Guilford Co. Child Support Enforcement, NC
- Guilford Co. Dept. of Social Services, NC
- Hancock Co. Dept. of Job & Family Services, OH
- Henderson Co. Dept. of Social Services, NC
- Highland Co. Dept. of Job & Family Services, OH
- Houston Co. Human Services, MN
- Huron Co. Dept. of Job & Family Services, OH
- Iredell Co. Dept. of Social Services, NC
- Itasca Co. Health & Human Services, MN
- Jackson Co. Dept. of Job & Family Services, OH
- Knox Co. Dept. of Job & Family Services, OH
- Koochiching Co. Community Services, MN
- Lake Co. Dept. of Job & Family Services, OH
- Lake Co. Health & Human Services Dept., MN
- Lawrence Co. Dept. of Job & Family Services, OH
- Lenoir Co. Dept. of Social Services, NC
- Licking Co. Child Support Enforcement Agency, OH
- Licking Co. Dept. of Job & Family Services, OH
- Lincoln Co. Dept. of Social Services, NC
- Livingston Co. Dept. of Social Services, NY
- Logan Co. Dept. of Job & Family Services, OH
- Louisiana Dept. of Children & Family Services
- Sandusky Co. Dept. of Job & Family Services, OH
- Scioto Co. Dept. of Job & Family Services, OH
- Shelby Co. Dept. of Job & Family Services, OH
- Sherburne Co. Health & Human Services, MN
- Solano Co. Health & Social Services Dept., CA
- St. Louis Co. Public Health & Human Services, MN
- Stark Co. Dept. of Job & Family Services, OH
- Surry Co. Dept. of Social Services, NC
- Transylvania Co. Dept. of Social Services, NC
- Tulare Co. Health & Human Services Agency, CA
- Union Co. Dept. of Job & Family Services, OH
- Union Co. Dept. of Social Services, NC
- U.S. Virgin Islands Paternity & Child Support Div.
- Wabasha Co. Social Services Dept., MN
- Warren Co. Child Support Enforcement Agency, OH
- Warren Co. Data Processing, OH
- Watauga Co. Dept. of Social Services, NC
- Wayne Co. Dept. of Job & Family Services, OH
- Wayne Co. Public Children Services Agency, OH
- Weld Co. Dept. of Human Services, CO
- West Virginia Dept. of Health & Human Resources, BCSE
- Winona Co. Community Services, MN
- Wood Co. Dept. of Job & Family Services, OH
- Wright Co. Human Services, MN
- Yadkin Co. Dept. of Social Services, NC
- Yolo Co. Dept. of Employment & Social Services, CA

C. Customer References

3.3 Vendor must provide three references from current business clients who electronically generate or scan a minimum of 15,000 documents per year and provide a description of the services furnished to the client.

The following project references were selected for their similarity to DHHR, and they meet the requirement of scanning a minimum of 15,000 documents per year. We would be happy to provide additional references upon request.

For details on these projects and others, please see section "A. Vendor Qualifications, Completed Projects."

Nevada Department of Welfare and Social Services

Contact Name	Louise Bush, Chief, Child Support Enforcement
Agency Name	Nevada Department of Welfare and Social Services
Address	1470 College Parkway, Carson City, NV 89706
Telephone Number	(775) 684-0705
Email Address	lbush@dwss.nv.gov

Cuyahoga County Employment and Family Services

Contact Name	Cheryl Johnson, Project Manager
Agency Name	Cuyahoga County Employment and Family Services
Address	Virgil E. Brown Center, 1641 Payne Avenue, Cleveland, Ohio 44114
Telephone Number	(216) 987-6671
Email Address	CherylW.Johnson@jfs.ohio.gov

San Mateo County Human Services

Contact Name	Albert Phillip David, Director of Administrative and Information Services
Agency Name	San Mateo County Human Services Agency
Address	400 Harbor Boulevard, Building C, Belmont, California 94002
Telephone Number	(650) 802-5141
Email Address	adavid@co.sanmateo.ca.us

III. Mandatory Requirements

A. Software Modules

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.1	Must provide OnBase Ad-hoc Document OCR or equal.	Yes	OnBase Ad-hoc Document OCR	
4.1.1.1	Must convert images to text in order to facilitate text searching and/or full-text indexing.	Yes	OnBase Full-Text Indexing Server for Autonomy IDOL	
4.1.1.2	Must permit OCR of an individual document or group of documents from an OnBase or equal select list.	Yes	OnBase Ad-hoc Document OCR	
4.1.2	Must provide OnBase Ad-hoc Batch OCR or equal.	Yes	OnBase Batch OCR and OnBase Ad-hoc Document OCR	
4.1.2.1	Must convert images to text in order to facilitate text searching and/or full text indexing.	Yes	OnBase Full-Text Indexing Server for Autonomy IDOL	
4.1.2.2	Must Support multiple languages, processing of bi-tonal, grayscale and color images, and creation of multiple output formats (ASCII text, Adobe PDF, HTML or Microsoft Word).	Yes	OnBase Batch OCR and OnBase Ad-hoc Document OCR	
4.1.2.3	Must enable batch processing and also ad-hoc document OCR from a select list.	Yes	OnBase Batch OCR and OnBase Ad-hoc Document OCR	
4.1.3	Must provide OnBase Automated Indexing or equal.	Yes	OnBase Ad-hoc Advanced Capture	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.3.1	Must evaluate current OnBase or equal documents via image analysis, OCR and Keyword values, to identify rules that can be applied to new incoming documents.	Yes	OnBase Advanced Capture	
4.1.3.2	Must automatically classify and indexes documents based on these rules, without any need for manually configured zones or templates.	Yes	OnBase Advanced Capture	
4.1.4	Must provide OnBase Application Enabler or equal.	Yes	OnBase Application Enabler	
4.1.4.1	Must provide image enabling to third-party software applications that are GUI, browser, or text-based.	Yes	OnBase Application Enabler	
4.1.5	Must provide OnBase Bar Code Recognition Server or equal.	Yes	OnBase Bar Code Recognition Server	
4.1.5.1	Must enable centralized bar code recognition, by allowing a single workstation to perform bar code processing on image batches that were scanned at many scanning workstations.	Yes	OnBase Bar Code Recognition Server	
4.1.6	Must provide OnBase COLD/ERM or equal.	Yes	OnBase COLD/ERM	Requires OnBase Client
4.1.6.1	Must process, index, and store host/legacy application generated text files.	Yes	OnBase Advanced COLD/ERM	Requires OnBase Client
4.1.6.2	Must support ASCII, PCL, AFP and DJDE natively.	Yes	OnBase COLD/ERM	Requires OnBase Client
4.1.7	Must provide OnBase Concurrent Client or equal.	Yes	OnBase Concurrent Client	
4.1.7.1	Must provide retrieval, viewing, printing, and management of electronically stored documents in OnBase for concurrent users.	Yes	OnBase Concurrent Client or Compass Documents	



Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.8	Must provide OnBase Distributed Disk Services or equal.	Yes	OnBase Distributed Disk Services	
4.1.8.1	Must regulate public access to a server through middleware software that acts as a proxy for accessing Disk Groups.	Yes	OnBase Distributed Disk Services	
4.1.9	Must provide OnBase Document Import Processor or equal.	Yes	OnBase Document Import Processor	Requires OnBase Client
4.1.9.1	Must Import documents (scanned or other) and their respective index information. This module is often used in conjunction with third party forms processing software as well as data conversion utilities.	Yes	OnBase Document Import Processor	Requires OnBase Client
4.1.10	Must provide OnBase Document Knowledge Transfer or equal.	Yes	OnBase Document Knowledge Transfer & Compliance	
4.1.10.1	Must enable organizations to distribute documents that are required reading to the employee workforce and audit their reading compliance for legal or regulatory purposes.	Yes	OnBase Document Knowledge Transfer & Compliance	
4.1.11	Must provide OnBase Document Retention or equal.	Yes	OnBase Document Retention	Requires OnBase Client
4.1.11.1	Must manage the retention and disposition of stored documents according to pre-defined business rules, involving the passage of time, allowing for automatic destruction and/or removal from the OnBase (or equal) document repository.	Yes	OnBase Document Retention	Requires OnBase Client

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.12	Must provide OnBase Document Transfer or equal.	Yes	OnBase Document Transfer	
4.1.12.1	Must facilitate the movement of documents between multiple OnBase (or equal) systems, allowing users to interact with information across distributed organizational structures and geographies.	Yes	OnBase Document Transfer	
4.1.13	Must provide OnBase DVD Authoring or equal.	Yes	OnBase DVD Authoring	
4.1.13.1	Must provide the ability to utilize DVD storage for data backups or document exporting/publishing.	Yes	OnBase DVD Authoring	
4.1.14	Must provide OnBase EDM Services or equal.	Yes	OnBase EDM Services	
4.1.14.1	Must provide the ability to store and manage revisions of documents generated by Microsoft Office.	Yes	OnBase EDM Services	
4.1.15	Must provide OnBase Encrypted CD/DVD Publishing or equal.	Yes	OnBase Encrypted CD/DVD Publishing	Requires OnBase Publishing, OnBase Export and OnBase Automated CD/DVD Authoring
4.1.15.1	Must allow users to produce a CD/DVD with encrypted contents. This eliminates the ability for someone to casually browse the document files or database that comes on the media.	Yes	OnBase Encrypted CD/DVD Publishing	Requires OnBase Publishing, OnBase Export and OnBase Automated CD/DVD Authoring
4.1.16	Must provide OnBase Export or equal.	Yes	OnBase Export	Requires OnBase Client

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.16.1	Must export documents and their respective indexes out of an OnBase system. These documents and indexes can be imported into another OnBase (or equal) system or used in conjunction with the OnBase Publishing (or equal) module.	Yes	OnBase Export	Requires OnBase Client
4.1.17	Must provide OnBase Full-Text Indexing for Autonomy IDOL (Intelligent Data Operating Layer) or equal.	Yes	OnBase Full-Text Indexing Server for Autonomy IDOL	
4.1.17.1	Must provide integration with Autonomy IDOL to provide advanced Full-Text searches for words or phrases that exist within documents stored in OnBase (or equal). These words or phrases can exist in COLD (Computer Output to Laser Disk) documents, text renditions of image documents (OCR'd images), and many 3rd party application documents.	Yes	OnBase Full-Text Indexing Server for Autonomy IDOL	
4.1.17.2	Must perform fuzzy searches, wildcard searches, stemming searches, thesaurus searches and searches combining full-text and keywords on document types.	Yes	OnBase Full-Text Indexing Server for Autonomy IDOL	
4.1.18	Must provide OnBase Full-Text Indexing Concurrent Client for Autonomy IDOL or equal.	Yes	OnBase Full-Text Indexing Concurrent Client for Autonomy IDOL	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.18.1	Must provide the ability to retrieve full-text data stored in Autonomy IDOL Full-Text collections. Autonomy IDOL Full-Text can index OCR images, COLD text documents, Adobe PDF documents, Microsoft Office documents, WordPerfect documents and HTML documents	Yes	OnBase Full-Text Indexing Concurrent Client for Autonomy IDOL	
4.1.19	Must provide OnBase Full-Text Indexing Workstation Client for Autonomy IDOL or equal.	Yes	OnBase Full-Text Indexing Workstation Client for Autonomy IDOL	
4.1.19.1	Must provide the ability to retrieve full-text data stored in Autonomy IDOL Full-Text collections. Autonomy IDOL Full-Text can index OCR images, COLD text documents, Adobe PDF documents, Microsoft Office documents, WordPerfect documents and HTML documents.	Yes	OnBase Full-Text Indexing Workstation Client for Autonomy IDOL	
4.1.20	Must provide OnBase Full-Text Indexing Named Client for Autonomy IDOL or equal.	Yes	OnBase Full-Text Indexing Named User Client for Autonomy IDOL	
4.1.20.1	Must provide the ability to retrieve full-text data stored in Autonomy IDOL Full-Text collections. Autonomy IDOL Full-Text can index OCR images, COLD text documents, Adobe PDF documents, Microsoft Office documents, WordPerfect documents and HTML documents. Valid for a single named user logged into one workstation at a time.	Yes	OnBase Full-Text Indexing Named User Client for Autonomy IDOL	

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.21	Must provide OnBase ICR Support for Full-Page OCR and Advanced Capture or equal.	Yes	OnBase ICR Support for Full-Page OCR & Advanced Capture	
4.1.21.1	Must enable the recognition/extraction of handwritten numerals, text and punctuation characters in conjunction with the Batch OCR or Automated Indexing products.	Yes	OnBase ICR Support for Full-Page OCR & Advanced Capture	
4.1.22	Must provide OnBase Integration for EMC's Centera or equal.	Yes	OnBase Storage Integration for EMC Centera	
4.1.22.1	Must provide the ability to configure secondary OnBase (or equal) Disk Group copies to store files to the Centera platform as an alternative to standard UNC paths.	Yes	OnBase Storage Integration for EMC Centera	
4.1.23	Must provide OnBase Integration for Microsoft Outlook 2007 and greater or equal.	Yes	OnBase Integration for Microsoft Outlook 2007 or later	
4.1.23.1	Must allow a Microsoft Outlook user to interact with an OnBase system (or equal) through the familiar Outlook client.	Yes	OnBase Integration for Microsoft 2007 or later	
4.1.23.2	Must provide users the ability to save e-mails and/or any associated attachments by simply dragging the e-mail to the "OnBase" folder.	Yes	OnBase Integration for Microsoft 2007 or later	
4.1.24	Must provide OnBase Integration to Cityworks or equal.	Yes	OnBase Integration for Azteca Cityworks Server	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.24.1	Must offer a seamless integration with Cityworks providing users ECM capabilities within the Cityworks product.	Yes	OnBase Integration for Azteca Cityworks Server	
4.1.25	Must provide OnBase Mobile Access or equal.	Yes	OnBase Mobile Access for iPad®	
4.1.25.1	Must provide the ability to access pending work in Workflow Queues, view the document, view keywords, execute ad-hoc tasks and view, modify and create notes from Mobile device.	Yes	OnBase Mobile Access for iPad®	
4.1.26	Must provide OnBase Multi-User License or equal.	Yes	OnBase Multi-User Server	
4.1.26.1	Must provide utilities, OnBase (or equal) Configuration, Basic Text Search and Print Servers, three-tier OnBase Broker (or equal) and a License to use the copyrighted OnBase Database (or equal) in conjunction with a supported SQL Database Management System (DBMS) in a single instance, multi-user environment.	Yes	OnBase Multi-User Server	
4.1.27	Must provide OnBase Named User Client or equal.	Yes	OnBase Named User Client	
4.1.27.1	Must provide retrieval, viewing, printing, and management of electronically stored documents in OnBase (or equal) for a single named user.	Yes	OnBase Named User Client	
4.1.28	Must provide OnBase PCL/AFP Input Filter or equal.	Yes	OnBase PCL Input Filter and OnBase AFP Input Filter	

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.28.1	Must work in conjunction with OnBase (or equal) COLD / ERM to process and store PCL/AFP data streams, enabling stored documents to retain original formatting features.	Yes	OnBase PCL Input Filter and OnBase AFP Input Filter	
4.1.29	Must provide OnBase Publishing or equal.	Yes	OnBase Publishing (annual payment)	Requires OnBase Export
4.1.29.1	Must allow an end user to distribute OnBase (or equal) runtime units in order to retrieve exported OnBase (or equal) documents, creating a self-contained OnBase system (or equal) for distribution.	Yes	OnBase Publishing (annual payment)	Requires OnBase Export
4.1.30	Must provide OnBase Report Services or equal.	Yes	OnBase Report Services	
4.1.30.1	Must provide the ability to closely monitor critical performance aspects of an OnBase (or equal) implementation.	Yes	OnBase Report Services	
4.1.31	Must provide OnBase Single Sign-on for Active Directory or equal.	Yes	OnBase Single Sign-On for Microsoft Active Directory Service	
4.1.31.1	Must allow OnBase (or equal) to be configured to use authentication credentials from selected single sign-on service vendors. Single sign-on services centralize authentication and authorization across multiple applications.	Yes	OnBase Single Sign-On for Microsoft Active Directory Service	
4.1.32	Must provide OnBase Unity Briefcase or equal.	Yes	OnBase Unity Briefcase	Requires OnBase Unity Client Server
4.1.32.1	Must provide offline access to documents and processes for disconnected, field workforces.	Yes	OnBase Unity Briefcase	Requires OnBase Unity Client Server

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.33	Must provide OnBase Unity Client Server or equal.	Yes	OnBase Unity Client Server	
4.1.33.1	Must enable a desktop client built on .NET and WPF that provides a customizable user experience to the desktop.	Yes	OnBase Unity Client Server	
4.1.34	Must provide OnBase Unity Integration Toolkit or equal.	Yes	OnBase Unity Integration Toolkit	
4.1.34.1	Must provide an object-oriented API that exposes key OnBase functionality (or equal).	Yes	OnBase Unity Integration Toolkit	
4.1.35	Must provide OnBase Virtual Print Driver or equal.	Yes	OnBase Virtual Print Driver or Compass Print Stream Processor	
4.1.35.1	Must provide a method to capture, index and store the print stream from any printable application and store the information as a TIFF image within the OnBase document repository (or equal). This is a single instance license.	Yes	OnBase Virtual Print Driver or Compass Print Stream Processor	
4.1.36	Must provide OnBase Web Server or equal.	Yes	OnBase Web Server	
4.1.36.1	Must provide an ActiveX or HTML browser interface to access documents stored in an OnBase database (or equal) via the Internet, Extranet or corporate Intranet.	Yes	OnBase Web Server	
4.1.37	Must provide OnBase Workflow Concurrent Client SL or equal.	Yes	OnBase Workflow Concurrent Client SL	



Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.37.1	Must provide electronic document routing through a configurable work process which includes pre-configured rules, actions, transitions, and notifications and additional capabilities for Visual Basic scripts.	Yes	OnBase Workflow Concurrent Client SL	
4.1.37.2	Must provide access to Workflow functions in order to perform work and complete tasks on documents, including E-Forms.	Yes	OnBase Workflow Concurrent Client SL	
4.1.38	Must provide OnBase Workflow Named User Client SL or equal.	Yes	OnBase Workflow Named User Client SL	
4.1.38.1	Must provide electronic document routing through a configurable work process which includes pre-configured	Yes	OnBase Workflow Named User Client SL	
4.1.38.2	Must provide access to Workflow functions in order to perform work and complete tasks on documents, including E-Forms.	Yes	OnBase Workflow Named User Client SL	
4.1.39	Must provide OnBase Workflow Workstation Client SL or equal.	Yes	OnBase Workflow Workstation Client SL	
4.1.39.1	Must provide electronic document routing through a configurable work process which includes pre-configured rules, actions, transitions, and notifications and additional capabilities for Visual Basic scripts.	Yes	OnBase Workflow Workstation Client SL	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.39.2	Must provide access to Workflow functions in order to perform work and complete tasks on documents, including E-Forms.	Yes	OnBase Workflow Workstation Client SL	
4.1.40	Must provide OnBase Workstation Client or equal.	Yes	OnBase Workstation Client	
4.1.40.1	Must provide retrieval, viewing, printing, and management of documents.	Yes	OnBase Workstation Client	
4.1.41	Must provide OnBase Production Document Imaging (TWAIN) or equal.	Yes	OnBase Production Document Imaging (TWAIN)	
4.1.41.1	Must support scanning (digitizing) paper documents using TWAIN compatible devices. Advanced features include distributed capture and indexing, image enhancement, bar code recognition, blank page separation and auto-enabled indexing.	Yes	OnBase Production Document Imaging (TWAIN)	
4.1.42	Must provide Compass Appointments -Named User License or equal.	Yes	Compass Appointments	
4.1.42.1	Must provide for the scheduling of appointments, management of case loads and the administration and control of clients arriving for appointments through completion of the appointment.	Yes	Compass Appointments	
4.1.43	Must provide Compass Appointments Kiosk or equal.	Yes	Compass Appointments Kiosk	

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.43.1	Must provide a software module that is installed on a Compass Appointments Kiosk (or equal) to provide an easy to use user interface that allows for self-service check-in for appointments.	Yes	Compass Appointments Kiosk	
4.1.44	Must provide Compass Appointments Lobby or equal.	Yes	Compass Appointments Lobby	
4.1.44.1	Must provide for visible client wait management. Lobby monitors allow clients to monitor their place in line.	Yes	Compass Appointments Lobby	
4.1.45	Must provide Compass Appointments/Self-Scan Combined Kiosk or equal.	Yes	Compass Appointments Kiosk and Compass Self-Scan Kiosk	
4.1.45.1	Must provide a software module that is installed on a Compass Combined Kiosk (or equal) to provide an easy to use user interface that allows for self-service check-in and self-services scanning.	Yes	Compass Appointments Kiosk and Compass Self-Scan Kiosk	
4.1.46	Must provide Compass Capture Desktop or equal.	Yes	Capture Desktop	
4.1.46.1	Must provide the ability for end users to categorize and submit documents to a document management system, using an easy to use interface on their desktop PC and scanner.	Yes	Capture Desktop	
4.1.47	Must provide Compass Capture Scan Station or equal.	Yes	Capture Scan Station	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.47.1	Must provide the ability for end users to categorize and submit documents to a document management system, using an easy to use interface on a scan station.	Yes	Capture Scan Station	
4.1.48	Must provide Compass Capture Self-Scan Kiosk Software or equal.	Yes	Compass Self-Scan Kiosk	
4.1.48.1	Must provide a software module that is installed on a Compass Self-Scan Kiosk (or equal) which allows clients to scan and submit documents into the agency's document management system (DMS) on their own rather than waiting in long lines in a crowded lobby.	Yes	Compass Self-Scan Kiosk	
4.1.49	Must provide Compass Connect or equal.	Yes	Compass Connect	
4.1.49.1	Must provide a software module to manage and transfer information between Compass applications and Compass CoPilot (or equal).	Yes	Compass Connect	
4.1.50	Must provide Compass CoPilot or equal.	Yes	Compass CoPilot	
4.1.50.1	Must provide the ability for workers to manage all their activities and documents on a tablet device with complete synchronization capabilities with Compass Pilot (or equal).	Yes	Compass CoPilot	
4.1.51	Must provide Compass Documents or equal.	Yes	Compass Documents	

Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.51.1	Must provide for the retrieval, viewing, printing, and management of electronically stored documents in a user friendly viewer within the Compass Pilot framework (or equal).	Yes	Compass Documents	
4.1.52	Must provide Compass Data Migrator or equal.	Yes	Compass Data Migrator	
4.1.52.1	Must import new and updated customer data from existing case management or third party systems into the Compass database (or equal). This data is used by Compass People, Compass Capture and Compass Forms.	Yes	Compass Data Migrator	
4.1.53	Must provide Compass Forms Center Manager or equal.	Yes	Compass Forms Center Manager	
4.1.53.1	Must provide a software module to convert existing forms into a secure digital format that allow workers to complete forms electronically. Users can convert paper forms as well as electronic documents.	Yes	Compass Forms Center Manager	
4.1.54	Must provide Compass Forms or equal.	Yes	Compass Forms	
4.1.54.1	Must provide a software module to allow end users to complete forms electronically and immediately file them into a document management system. Electronic forms are created in Compass Forms Center Manager (or equal).	Yes	Compass Forms	
4.1.55	Must provide Compass People or equal.	Yes	Compass People	

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Number	Requirement	Meet Requirement?	Software Module(s)	Notes
4.1.55.1	Must provide an easily updated store of case and client information—such as cases, program types, marital status, and address— which is used for quick reference and auto-populating information in Compass Forms and Compass Capture (or equal). Compass People provides a common view of clients across programs.	Yes	Compass People	
4.1.56	Must provide Compass Plug-in for OnBase or equal.	Yes	Compass Connect for OnBase	
4.1.56.1	Must provide the integration between the Compass Software (or equal) and the OnBase system repository (or equal).	Yes	Compass Connect for OnBase	
4.1.57	Must provide Compass Print Stream Processor or equal.	Yes	Compass Connect for Print Streams	
4.1.57.1	Must provide the ability to "virtually" print forms, documents and webpages for import into Compass Forms (or equal).	Yes	Compass Connect for Print Streams	
4.1.58	Must provide Compass Tasks or equal.	Yes	Compass Tasks	
4.1.58.1	Must allow workers to organize their tasks through an automated and traceable workflow. By providing a worker's to-do list in one easy-to-use location, the software gives users better control over their daily duties. The software may be configured to auto-complete when certain criteria are met.	Yes	Compass Tasks	

B. Hardware

Number	Requirement	Meet Requirement?	Hardware Product	Notes
4.2.1	Must provide Compass Combined Appointments/Self-Scan Kiosk or equal.	Yes	Compass Combined Appointments/Self-Scan Kiosk	Requires Compass software
4.2.1.1	Must provide Compass kiosk hardware (or equal) with combined capabilities to support self-service check-in and self-service scanning. A custom built unit that provides a touch screen for easy use, a flat bed scanner and a printer for printing receipts.	Yes	Compass Combined Appointments/Self-Scan Kiosk	Requires Compass software
4.2.2	Must provide Compass Appointments Kiosk or equal.	Yes	Compass Appointments Kiosk	Requires Compass software
4.2.2.1	Must provide Compass kiosk hardware (or equal) for self-service check-in for appointments. A custom built unit that provides an easy to use touch screen and printer.	Yes	Compass Appointments Kiosk	Requires Compass software
4.2.3	Must provide Compass Self-Scan Kiosk or equal.	Yes	Compass Self-Scan Kiosk	Requires Compass software
4.2.3.1	Must provide Compass kiosk hardware (or equal) for self-service scanning. A custom built unit that provides an easy to use flat bed scanner and a printer for printing receipts.	Yes	Compass Self-Scan Kiosk	Requires Compass software
4.2.4	Must provide touch screen monitor that are a minimum of 15" or greater	Yes	ELO 1000 Series 1715L	
4.2.5	Must provide receipt printer for the purpose of generating a receipt of documents that have been dropped off and scanned to the client	Yes	Brother HL-2230 Compact Laser Printer	

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Number	Requirement	Meet Requirement?	Hardware Product	Notes
4.2.6	Must provide stand-alone scanning station furniture	Yes	Balt Alekto Workstation	
4.2.6.1	Must provide stand-alone scanning furniture to function as a unit that contains space for the following equipment: document scanner, PC, keyboard touch-screen monitor and printer.	Yes	Balt Alekto Workstation	
4.2.7	Must provide label printer for the purpose of generating mailing labels for envelopes	Yes	DYMO Labelwriter 450 Turbo	
4.2.8	Must provide electronic signature pad to capture a handwritten signature in an electronic format that can be inserted into a document.	Yes	Topaz SigLite Backlit LCD	

Small Server

Number	Requirement	Meet Requirement?	Product	Notes
4.2.9	Must provide a small server, 664045-B21 HP ProLiant ML350e Gen8 Hot Plug 8 SFF Configure-to-order US-English Localization Server, with the attached specifications (or equal). (HHR15015 Attachment 3-A).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.1	One (1) 665866-L21 HP ML350e Gen8 Intel Xeon E5-2407 (2.2GHz/4-core/10MB/80W) FIO Processor Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.2	Two (2) 669322-B21 Factory Integrated, HP 4GB (1x4GB) Dual Rank x8 PC3-12800E (DDR3-1600) Unbuffered CAS11 Memory Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.3	Four (4) 669324-B21 Factory Integrated, HP 8GB (1x8GB) Dual Rank x8 PC3-12800E (DDR3-1600) Unbuffered CAS11 Memory Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.4	Four (4) Factory Integrated, HP 450GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.5	One (1) 624189-B21 Factory Integrated, HP Half-Height SATA DVD ROM JackBlack Optical Drive (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.6	One (1) 631922-B21 Factory Integrated, HP 512MB B-series 36 inch Dynamic Smart Array Flash Backed Write Cache for ML/DL (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.

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Number	Requirement	Meet Requirement?	Product	Notes
4.2.9.7	One (1) 631670-B21 Factory Integrated, HP Smart Array P420/1GB FBWC 6Gb 2-ports Int SAS Controller (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.8	One (1) 652497-B21 Factory Integrated, HP Ethernet 1Gb 2port 361T Adapter (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.9	One (1) 339780-B21 HP Raid 5 w/SP Drive 1 FIO Setting	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.10	One (1) 667559-B21 HP 460W Factory Integrated Power Supply Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.11	One (1) 725895-B21 Factory Integrated, HP ML350e Gen8 v2 Smart Array Cable Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.12	One (1) 660584-B21 Factory Integrated, HP Security Bezel Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.13	One (1) 631341-B21 Factory Integrated, HP USB BFR with PVC Free US Keyboard/Mouse Kit (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.14	One (1) BD506AAE HP iLO Advanced Electronic License with 1 yr 24x7 Tech Support and Updates (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.15	Two (2) AF561A HP C13 - CNS-690 TW 110V 13Amp 1.83m Power Cord (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.

Number	Requirement	Meet Requirement?	Product	Notes
4.2.9.16	Year One, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.17	Year Two, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.18	Year Three, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.19	Year One, one (1) H1K90A3 R2M iLO Advanced Non Blade -1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.20	Year Two, one (1) H1K90A3 R2M iLO Advanced Non Blade -1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.
4.2.9.21	Year Three, one (1) H1K90A3 R2M iLO Advanced Non Blade -1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Small Server Specifications	Products specified in CRFQ are not currently available.

Small Server Specifications

Part	Quantity
ML350 Gen9 E5-2609v3 8LFF	1
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 (32GB total RAM)	4
HP 450GB 12G SAS 15K rpm LFF (3.5-inch)	4
HP 500W Flex Slot Platinum Hot Plug Power Supply Kit	1
HP Care Pack 3 Year NBD Proactive Care Service	1
HP iLO Advanced Electronic License with 3yr 24x7	1
Security Bezel	1
Tower to Rack Conversion kit	1

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Small Server Includes:

- Single 460w power supply
- DVD ROM
- Quad port NIC
- USB keyboard and mouse

Large Server

Number	Requirement	Meet Requirement?	Product	Notes
4.2.10	Must provide a large server, 664045-B21 HP ProLiant ML350e Gen8 Hot Plug 8 SFF Configure-to-order US-English Localization Server, with the attached specifications (or equal). (HHR15015 Attachment 3-B)	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.1	One (1) 665866-L21 HP ML350e Gen8 Intel Xeon E5-2407 (2.2GHz/4-core/10MB/80W) FIO Processor Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.2	One (1) 665866-B21 Factory Integrated, HP ML350e Gen8 Intel Xeon E5-2407 (2.2GHz/4-core/10MB/80W) Processor Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.3	Four (4) 669324-B21 Factory Integrated, HP 8GB (1x8GB) Dual Rank x8 PC3-12800E (DDR3-1600) Unbuffered CAS11 Memory Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.4	Six (6) 652583-B21 Factory Integrated, HP 600GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.5	One (1) 624189-B21 Factory Integrated, HP Half-Height SATA DVD ROM JackBlack Optical Drive (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.



Number	Requirement	Meet Requirement?	Product	Notes
4.2.10.6	One (1) 631922-B21 Factory Integrated, HP 512MB B-series 36 inch Dynamic Smart Array Flash Backed Write Cache for ML/DL (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.7	One (1) 631670-B21 Factory Integrated, HP Smart Array P420/1GB FBWC 6Gb 2-ports Int SAS Controller (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.8	One (1) 615732-B21 Factory Integrated, HP Ethernet 1Gb 2-port 332T Adapter (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.9	One (1) 339780-B21 HP Raid 5 w/SP Drive 1 FIO Setting (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.10	One (1) 667559-B21 HP 460W Factory Integrated Power Supply Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.11	One (1) 725895-B21 Factory Integrated, HP ML350e Gen8 v2 Smart Array Cable Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.12	One (1) 660584-B21 HP Security Bezel Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.13	One (1) 631341-B21 Factory Integrated, HP USB BFR with PVC Free US Keyboard/Mouse Kit (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.14	One (1) BD506AAE HP iLO Advanced Electronic License with 1yr 24x7 Tech Support and Updates (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.

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Number	Requirement	Meet Requirement?	Product	Notes
4.2.10.15	Two (2) AF561A HP C13 - CNS-690 TW 110V 13Amp 1.83m Power Cord (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.16	Year One, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.17	Year Two, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.18	Year Three, one (1) H1K90A3 HP 3Y NBD Proactive Care SVC, HP ProLiant ML350e HW Support (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.19	Year One, one (1) H1K90A3 R2M iLO Advanced Non Blade - 1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.20	Year Two, one (1) H1K90A3 R2M iLO Advanced Non Blade - 1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.
4.2.10.21	Year Three, one (1) H1K90A3 R2M iLO Advanced Non Blade - 1yr SW Supp (or equal).	Yes, Northwoods can provide equivalent	See Large Server Specifications	Products specified in CRFQ are not currently available.



Larger Server Specifications

Part	Quantity
ML350 Gen9 E5-2609v3 8LFF	1
HP ML350 Gen9 Intel® Xeon® E5-2609v3	1
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 (64GB total RAM)	8
HP 600GB 12G SAS 15K rpm LFF	6
HP 500W Flex Slot Platinum Hot Plug Power Supply Kit	1
HP ML350 Gen9 Redundant Fan Kit	1
HP Care Pack 3 Year NBD Proactive Care Service	1
HP iLO Advanced Electronic License with 3yr 24x7	1
Security Bezel	1
Tower to Rack Conversion kit	1

Large Server Includes:

- Single 460w power supply
- DVD ROM
- Quad port NIC
- USB keyboard and mouse

Medium Server

Although not specified in the CRFQ, Northwoods has provided specifications for a medium server to provide an additional option for mid-sized county offices.

Part	Quantity
ML350 Gen9 E5-2609v3 8LFF	1
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 (32GB total RAM)	4
HP 600GB 12G SAS 15K rpm LFF	4
HP 500W Flex Slot Platinum Hot Plug Power Supply Kit	1
HP Care Pack 3 Year NBD Proactive Care Service	1
HP iLO Advanced Electronic License with 3yr 24x7	1
Security Bezel	1
Tower to Rack Conversion kit	1

Medium Server Includes:

- Single 460w power supply
- DVD ROM
- Quad port NIC
- 8GB of RAM
- USB keyboard and mouse

C. Mandatory Contract Services Requirements and Deliverables

Number	Requirement	Meet Requirement?	Assumptions
4.3.1	General requirements		
4.3.1.1	The vendor shall be responsible for coordinating this work with the state staff responsible for maintenance of the statewide computer system (DHHR MIS) and with staff from the state Office of Technology. The WVOT Office of Project Management will provide project oversight.	Yes, services will be billed on an hourly basis.	
4.3.1.2	The vendor shall provide the cost of a Maintenance Support to include warranty and support services for year (1) upon acceptance by the Agency and for the two (2) subsequent one (1) year renewal periods listed on the pricing page.	Yes, Maintenance Support is available on an annual basis.	
4.3.1.3	The system must run within the current DHHR Network infrastructure (HHR15015 Attachment 4).	Yes, the system will run within the current DHHR network.	The State to provide network infrastructure. Northwoods is not responsible for network performance.
4.3.1.4	The vendor will provide technical documentation for the system to DHHR MIS and to the Office of Technology which will contain at a minimum, all system installation and configuration, information for all software and hardware, system/service account user id and password information, troubleshooting information and process flows.	Yes, standard documentation in electronic format is provided.	The creation of customized documentation for DHHR will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.1.5	The vendor shall be responsible for providing appropriate training to the state staff responsible for maintenance and use of the statewide computer system including staff from the state Office of Technology, DHHR MIS, and end users. This will include but not be limited to "training the trainer", onsite training, as well as web based training.	Yes, training will be provided on an hourly basis.	
4.3.1.6	The vendor will provide an end-user guide in an electronic format accessible to all users.	Yes, standard end user documentation is provided electronically.	The creation of customized documentation for DHHR will be billed on an hourly basis.
4.3.1.7	The vendor shall configure and implement a test/training region for each unique deployment or system as part of system rollout. This will be coordinated with DHHR MIS.	Yes, services will be billed on an hourly basis.	The State to provide test/training regions.
4.3.1.8	The system shall provide the necessary security to meet IRS safeguarding requirements for documents that contain federal tax information (IRS Publication 1075) http://www.irs.gov/pub/irs-pdf/p1075.pdf . (HHR15015 Attachment 5)	Yes, services will be billed on an hourly basis.	
4.3.2	Electronic Document Imaging Component (hereinafter referred to as "The System")		

Number	Requirement	Meet Requirement?	Assumptions
4.3.2.1	The system shall allow for the capture and scanning of documents at their point of entry into each individual DHHR work location. This would include but would not be limited to local office front desk, workers' desk, mail room, customer service reporting center. The distributed scanning process must allow for scanning, indexing and quality control of images in a single step. The vendor shall be responsible for designing the system in consultation with the individual bureau/commission or office, purchasing the appropriate equipment to operate the system, and customizing the software as needed to meet the needs of the work unit.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.
4.3.2.2	The system shall be capable of easily scanning and storing images whose original documents vary greatly in size – from the size of a driver's license to a minimum of at least 8.5 X 14 documents. It shall also be capable of capturing color images, two-sided images, and both handwritten and typed/printed images and of performing the scanning of differing objects without manual intervention solely to note the change in size or format.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.
4.3.2.3	Scanners shall be duplex-capable with auto-detect or blank page omission feature.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.2.4	Must allow for lossless compression.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.
4.3.2.5	The system shall have the ability to perform image enhancements, such as de-skewing or justification, removing a color, filtering brightness and contrast, de-speckling, black border removal, and cropping. The system shall allow the employee to vary the size of the image on the screen, rotate the image, and highlight selected portions of the document.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.
4.3.2.6	Images shall have at least 200 DPI (dots per inch). If Optical Character Recognition (OCR) is required for specific documents, images shall have at least 300 DPI.	Yes	Applicable OnBase and/or Compass software and compatible scanning hardware required. Project related services will be billed on an hourly basis.

Number	Requirement	Meet Requirement?	Assumptions
4.3.2.7	The system shall have the ability to index or file the documents into an electronic case file by logical groups for easy retrieval by the end user. Index values shall include at least client names, case numbers, social security numbers. Individual users shall be able to access the documents associated with an individual case by use of one of the following values: the name of any party associated with the case, the unique case number or numbers (assigned by the DHHR's mainframe computer system), or the social security number of any party to the case. However, not all items to be scanned will be associated with a client-specific case. Upon accessing a specific case or file the individual worker shall be able to view a menu which will list the documents associated with that case, grouped by type of document (orders, correspondence, etc.). The menu shall also be capable of sorting documents by date.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis. Data from DHHR's mainframe system must be provided in comma delimited file format.
4.3.2.8	Indexing shall also take this into consideration and allow for the identification and retrieval of files organized in other manners, such as subject matter files.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.9	The system shall allow a keyword wildcard search to locate documents.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.10	The system shall also support the ability of multiple users accessing a document simultaneously.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.2.11	The system shall support hierarchical structures for users, which include various levels of permissions and access controls for specific documents. At a minimum, the system shall require use of a User ID and strong password to allow access to the system. The system shall track the User IDs of persons who scan or delete documents from the system and track the User ID of any person who accesses a specific file.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.12	The system shall also allow for the exclusion of specific persons or classifications from specific files. It shall also allow for the exclusion of specific persons or classifications from specific documents or document types.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.13	The system shall contain security measures to prevent or correct accidental/incorrect document indexing and deletion of documents, including an electronic record that shows all activities taken in relation to a specific document.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.14	The system shall allow for the electronic transfer of documents to entities outside the system via encrypted electronic media or encrypted e-mail.	Yes, the system will provide the ability to send documents in encrypted format for the consumption by third party entities.	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.15	The system shall allow for importing, storage and retrieval of read-only electronic documents from other formats including but not limited to, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, PDF, and Corel WordPerfect as well as multimedia formats, email and faxes.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.



Number	Requirement	Meet Requirement?	Assumptions
4.3.2.16	The system shall have the ability to annotate or attach notes to every document or file.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.17	The system shall be capable of reading barcodes on forms which have been generated by the agency's computer systems and/or its web-based form generation system so that these barcodes can be scanned to automatically index the documents to the appropriate case.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.18	Must provide OnBase Advanced Capture or equal for the purpose of extracting values from printed text on structured or semi-structured forms to automatically index documents.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.19	The system shall be compatible with the use of Microsoft office programs.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.20	The system shall allow each individual user to access the electronic case file from any computer or related device for which they are using to log into the DHHR network.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.21	The system shall be capable of scanning and organizing noncase-related documents, such as management reports, employee timesheets, leave slips, and contracts.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.22	The scanned images shall automatically be stored, at a minimum of once a day, on redundant servers in a central location as well as a local backup within the state network.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.2.23	The system shall provide for local storage of documents at each county office to enable quick retrieval, but it shall also allow users across the state to see all documents assigned to that case. For example, if a paper document is delivered to Office A and it is scanned and index appropriately, it shall be capable of being viewed by users in any office in the system.	Yes	Applicable hardware, OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.24	The services, systems, hardware and software proposed must support the ability to produce a variety of reports relating to worker productivity, identity of persons accessing specific documents, volume, and other pertinent information. The vendor shall provide copies of at least five reports generated by their proposed solutions.	Yes	Applicable hardware, OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.25	The system must utilize security measures to protect the data and the system as set forth in HHR15015 Attachment 6.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.26	The system must be able to archive and purge documents or files based on user-defined requirements. Archived documents or files must be able to be retrieved.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.27	The system shall have OCR capability to convert documents and image files into editable and searchable text.	Yes	Applicable OnBase software required. Project related services will be billed on an hourly basis.
4.3.2.28	The system must be able to interface and/or integrate with DHHR computer systems or other applications to exchange information.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

Number	Requirement	Meet Requirement?	Assumptions
4.3.2.29	Must support auto fill for indexing data from the case management system or other DHHR systems.	Yes, data must be provided in a comma delimited file.	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.30	Must support touch screen capture interface.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis. Touch screen monitor required
4.3.2.31	Must provide OnBase Unity Briefcase or equal for the purpose of providing offline access to documents and processes for disconnected users.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.32	Must provide OnBase Virtual Printer Driver or equal to provide a method to capture, index and store the output from any printable application such as MS Word or Adobe Reader and store the information as a TIFF image within the document repository.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.33	Must support the ability to transfer electronic files between counties in bordering states to West Virginia that have EDMS solutions.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.34	Must support Case Banking.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.35	Must provide an interface for a master client database.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.2.36	The system must tightly integrate with the DHHR BCSE's current document management system for the purpose of sharing documents for common clients and cases. (HHR15015 Attachment 7)	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.3	Client Management System		

Integrated Document and Client Management System

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Number	Requirement	Meet Requirement?	Assumptions
4.3.3.1	The Client Management System shall support the creation of multiple appointment types to reflect the DHHR's business model, such as customer appointments, customer walk-ins, staff meetings, trainings, etc. It shall allow persons of an appropriate role to perform a "busy search" in order to facilitate the scheduling of meetings and appointments.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.2	The Client Management System shall support unlimited numbers of configurable "waiting queues" for clients who walk into the office without a scheduled appointment.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.3	The Client Management System shall provide for a kiosk in the lobby area of the offices/facilities which would allow for self-service check-in or self-service scanning by clients that have a scheduled appointment or that do not have an appointment but wish to see a case worker. The Client Management System will notify the appropriate worker automatically when the customer checks in. It will also allow for self-scanning of drop off documents.	Yes	Applicable Compass software and kiosk required. Project related services will be billed on an hourly basis.
4.3.3.4	The Client Management System shall notify the supervisor or on-call worker at an interval selected by the DHHR if the customer's wait exceeds the DHHR's set time interval.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.5	The Client Management System shall allow the supervisor to easily re-assign appointment and on-call assignments.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.

Number	Requirement	Meet Requirement?	Assumptions
4.3.3.6	The Client Management System shall support a hierarchical structure for users, groups and agency that would include various permissions/authorizations by roles.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.7	The Client Management System shall interface with Outlook to determine worker available hours. The Client Management System shall also allow a user to input or modify their work hours for the purpose of scheduling appointments or on-call assignments.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.8	The Client Management System must have the ability to generate ad-hoc reports.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.9	The Client Management System must produce reports to include, at a minimum, customer wait time grouped by type of appointment or phone interview and/or time of day, caseworker leave and client history. Must allow reporting of type of appointments or phone interviews, wait times, interview times, caseworker leave, and client history.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.10	The Client Management System shall be required to interface with the work unit's existing system to exchange appointment and worker information.	Yes, Compass software provides an option for importing appointments data from a comma delimited file. Import files must meet data import requirements of Compass software.	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.3.11	Must support round robin scheduling in the client management software.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.3.12	Must provide worker notification at their PC with a fully integrated scheduling application.	Yes	Applicable Compass software required. Project related services will be billed on an hourly basis.
4.3.4	Forms Generation		
4.3.4.1	The system must have the ability to generate forms on a case-by-case basis. It is intended the user will chose a form from a grouping of like forms and initiate the form generation process. The form will pull data from a data source (database) to fill in all possible form fields. Any optional data will then be presented to the user before final form completion (finalization), printing and storage.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.2	Forms must have the ability to be completed, indexed and stored in HTML format in the document management system.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.3	Workers must be able to enter free form text into the form.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.4	The form designer must have the option to add, at a minimum, drop down lists and radio buttons. Forms will support text boxes, drop down boxes, list boxes, and check boxes.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.5	Forms must be viewable in their entirety before and after printing in a WYSIWYG (What You See Is What You Get) type of format.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.6	Must support multiple fonts and word processing functionality such as spell checking, bolding, underlining and italics.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

Number	Requirement	Meet Requirement?	Assumptions
4.3.4.7	Must be capable of accessing multiple data sources to extract data from host systems to automatically fill in form fields, preferably by the use of web services or calling stored procedures. This will include SQL Server, Oracle, and DB2 databases.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.8	There must be version control of the forms for at least 3 environments – Test, Training and Production.	Yes, version control of forms can be achieved by implementing a change management process.	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.9	The form designer must allow for non-technical users to create, publish, promulgate and enhance the form templates or boilerplates.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.10	Will allow for automation of paper based forms to improve interviewing time.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.11	Must have the ability to complete mandated state and county reproduced forms electronically, that are then filed electronically in the EDMS.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.12	Must have the ability to electronically complete forms stored in the State's case management system and store it in the EDMS, without the need to print and re-scan.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.13	Must have the ability to easily retrieve and print completed forms.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.14	Will provide an electronic form designer to create, modify and maintain agency forms.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

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Number	Requirement	Meet Requirement?	Assumptions
4.3.4.15	Shall allow for signing or initialing any form using an electronic signature pad which becomes a permanent, unalterable part of the form when completed. Both worker and clients.	Yes	Applicable OnBase and/or Compass software and electronic signature pad required. Project related services will be billed on an hourly basis.
4.3.4.16	Shall allow for the ability of electronic signature including the attachment of a .wav file for telephonic signature.	Yes	Applicable OnBase and/or Compass software required. Audio files for telephonic signature can be stored separately and associated to forms. Project related services will be billed on an hourly basis.
4.3.4.17	Will allow for the creation of ad-hoc forms packets to automate the selection of individual forms.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.18	Must have the ability to create forms packets for groups of commonly combined forms.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.19	Must have the ability to search for forms either in a folder view or by search filters.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.20	Upon selection of a form group, multiple forms will be presented to the user, allowing them to be completed in sequence, and submitted to the EDMS, or printed for the client.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.21	Must have the ability to intelligently print only certain pages of a form that need to be provided to the client.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.22	Shall provide a visual preview of the form before opening.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.23	Will provide the worker with the ability to create a favorites list of commonly used forms.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.

Number	Requirement	Meet Requirement?	Assumptions
4.3.4.24	Must have the ability to pre-fill key county, state or worker data in a form in favorites to avoid repetitive data entry.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.25	Forms must be auto-indexed for submission to the EDMS.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.26	Will provide support for mathematical calculations.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.4.27	Will provide support for label printing.	Yes	Applicable OnBase and/or Compass software and label printer required. Project related services will be billed on an hourly basis.
4.3.5	Workflow Management		
4.3.5.1	The system shall support the concept that a single document will need to be routed to multiple employees or to multiple case files in multiple locations or on multiple servers.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.5.2	The system shall have the ability to transfer any or all documents for a specific case from one county or server to another.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.5.3	The system shall notify the appropriate worker(s) when a document has been received and added to their electronic case record.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.5.4	Will allow for automation and traceable workflow for routine worker duties to improve efficiency and accountability.	Yes	Applicable OnBase and/or Compass software required. Project related services will be billed on an hourly basis.
4.3.6	Professional Services, Implementation and Training		

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Number	Requirement	Meet Requirement?	Assumptions
4.3.6.1	The vendor shall be responsible for providing appropriate training to the state staff responsible for maintenance and use of the content management system including staff from the state Office of Technology, DHHR MIS, and end users. Training for end users shall occur in each location where the system is installed, and shall include the assistance in the imaging of a minimum of 50 files or documents at each location i.e. rollout support.	Yes, services will be billed on an hourly basis	
4.3.6.2	The vendor shall provide support services for the system which will include any software updates or patches. Said support shall include access to telephone support and in-person support on an as-needed basis.	Yes, we have provided pricing for Silver Level of Support pursuant to the terms of the Compass Software Support Agreement (see "Appendix D: Compass Software Support Agreement"). Services not covered under this agreement will be billed on an hourly basis.	
4.3.6.3	The vendor will, upon request from a specific service delivery unit, provide persons who are knowledgeable in the use of the systems included in this contract to consult with individual service delivery units within DHHR to evaluate products and systems currently in place, accurately and fairly assess the system and products available under this contract, and work with the service delivery unit to design and implement solutions to issues identified by the service delivery unit.	Yes, services will be billed on an hourly basis	
4.3.6.4	The vendor will provide an end-user guide in an electronic format accessible to all users.	Yes.	



Number	Requirement	Meet Requirement?	Assumptions
4.3.6.5	Must provide Centera integration services for backup and disaster recovery.	Yes, services will be billed on an hourly basis	
4.3.6.6	Must offer Onsite support and maintenance as well as work with the existing vendor in DHHR.	Yes, we have provided pricing for Silver Level of Support pursuant to the terms of the Compass Software Support Agreement (see "Appendix D: Compass Software Support Agreement"). Services not covered under this agreement will be billed on an hourly basis.	
4.3.6.7	If the EDMS backend is other than OnBase, must provide federated search capabilities.	Yes, Northwoods is proposing OnBase.	
4.3.6.8	Must provide services for media to media and/or paper to media conversion.	Yes, services will be billed on an hourly basis	
4.3.6.9	Must provide services for any custom development.	Yes, services will be billed on an hourly basis	
4.3.6.10	Must provide services for discovery and business process analysis of current business processes and the design of new processes utilizing the software.	Yes, services will be billed on an hourly basis	
4.3.6.11	Must provide services for the installation of servers, scanners, PC's, monitors, scan stations, kiosks, storage and other hardware.	Yes, services will be billed on an hourly basis	
4.3.6.12	Must provide project management related services which include the following: reporting, communications, coordination and management of the project.	Yes, services will be billed on an hourly basis	

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Number	Requirement	Meet Requirement?	Assumptions
4.3.6.13	Must provide services for rollout support to the end users during the implementation. This may include helping with the initial scanning and indexing of documents.	Yes, services will be billed on an hourly basis	
4.3.6.14	Must provide services for the installation and configuration of the software.	Yes, services will be billed on an hourly basis	
4.3.6.15	Must provide services for system integration to incorporate or integrate the document management system into existing DHHR computer systems.	Yes, services will be billed on an hourly basis	The discovery/business process analysis, custom development, and integration services for system integration to incorporate or integrate the document management system into existing DHHR computer systems includes those activities required to make the document management system available to the legacy computer systems but not any design, development, or modifications to those systems (RAPIDS, FACTS, etc..). Northwoods assumes that all analysis and modifications to the legacy computer systems will be the responsibility of the state and the vendors maintaining those applications.
4.3.6.16	Must provide on-site training services to the system administrators on the application administration of the software as each solution is implemented.	Yes, services will be billed on an hourly basis	
4.3.6.17	Must provide on-site training services to the end user on the use of the software as each solution is implemented.	Yes, services will be billed on an hourly basis	



Number	Requirement	Meet Requirement?	Assumptions
4.3.6.18	Must provide on-site training services to the system administrators on the system administration of the software and/or hardware as each solution is implemented.	Yes, services will be billed on an hourly basis	
4.3.6.19	Must provide on-site training services to train agency trainers on how to provide training to end users on the software as each solution is implemented.	Yes, services will be billed on an hourly basis	
4.3.6.20	All training will be onsite as each unique deployment or system is implemented. The type and amount of training needed will be determined during project initiation for each unique deployment or system. Training may occur at any DHHR office.	Yes, services will be billed on an hourly basis	Training facilities and equipment to be provided by DHHR.
4.3.6.21	Must provide all inclusive onsite system support.	Yes, services will be billed on an hourly basis	
4.3.6.22	Must provide full onsite system administration services.	Yes, services will be billed on an hourly basis	
4.3.6.23	Must provide full onsite application administration services.	Yes, services will be billed on an hourly basis	

Integrated Document and Client Management System

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Number	Requirement	Meet Requirement?	Assumptions
4.3.7	Integration With Existing Systems		
4.3.7.1	The Solution must implement secure batch interfaces or real time web services, including dedicated and encrypted links to source applications (DB2 on the DHHR Mainframe, PowerBuilder on ORACLE, Microsoft.net on ORACLE, Java on the DHHR Mainframe, and Access on SQL Server.)	Yes, services will be billed on an hourly basis	The discovery/business process analysis, custom development, and integration services for system integration to incorporate or integrate the document management system into existing DHHR computer systems includes those activities required to make the document management system available to the legacy computer systems but not any design, development, or modifications to those systems (RAPIDS, FACTS, etc..). Northwoods assumes that all analysis and modifications to the legacy computer systems will be the responsibility of the state and the vendors maintaining those applications.

IV. Proposal Pricing

The following assumptions apply to this proposal and pricing:

1. All professional services rates proposed are inclusive of travel costs.
2. Annual Software Support fees are calculated as 20% of the cost of software modules ordered. Pricing is based on Silver Level of Support. See "Appendix D: Compass Software Support Agreement."
3. Northwoods understands that the pricing template provided in the CRFQ are meant for comparison purposes only and, therefore, proposes a Contract Price List in response to this CRFQ that is inclusive of all model numbers needed to meet the CRFQ requirements. Because the pricing template provided is meant as an illustrative worksheet, we have complied with the template; however, in many cases actual prices, using the proposed Contract Price List, would be considerably less than those provided in the illustration. Many OnBase and Compass software products included in this proposal are packaged and priced by quantity (i.e., a different Model # and price for different quantities ordered). The pricing template provided in the CRFQ does not accommodate this pricing model in all cases. In some cases (e.g., per server software) the quantities requested are greater than they might need to be for the application. In other cases, the products and quantities requested require multiple OnBase/Compass product codes (e.g., per client software). See "Appendix C: Contract Price List."
4. The discovery/business process analysis, custom development, and integration services for system integration to incorporate or integrate the document management system into existing DHHR computer systems includes those activities required to make the document management system available to the legacy computer systems but not any design, development, or modifications to those systems (RAPIDS, FACTS, etc.). Northwoods assumes that all analysis and modifications to the legacy computer systems will be the responsibility of the state and the vendors maintaining those applications.



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Quotation
21 – Info Technology

Proc Folder: 25612

Doc Description: Addendum 1: Integrated document and client management system

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2014-12-22	2014-12-30 13:30:00	CRFQ 0511 HHR1500000007	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Northwoods Consulting Partners, Inc.
5815 Wall Street
Dublin, Ohio 43017
4) 781-7800

FOR INFORMATION CONTACT THE BUYER

Robert Kilpatrick
(304) 558-0067
robert.p.kilpatrick@wv.gov

Signature X

FEIN # 31-1668570

DATE 12/29/2014

All offers subject to all terms and conditions contained in this solicitation

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Self-Service Appointment, Self-Scanning Kiosk (4.2.1)	2.00000	EA	11,920.00	23,840.00

Comm Code	Manufacturer	Specification	Model #
44102200	Northwoods	Self Check-in/Self-Scan Kiosk	HW-CSK-K1

Extended Description :

Self-Service Appointment, Self-Scanning Kiosk (4.2.1)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Self-Service Appointment only Kiosk (4.2.2)	1.00000	EA	6,178.00	6,178.00

Comm Code	Manufacturer	Specification	Model #
44102200	Northwoods	Self Check-in Kiosk Cabinet	HW-CIK-K1

Extended Description :

Self-Service Appointment only Kiosk (4.2.2)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Self-Scanning only Kiosk (4.2.3)	3.00000	EA	11,920.00	35,760.00

Comm Code	Manufacturer	Specification	Model #
44102200	Northwoods	Self-Scan Kiosk Cabinet	HW-SSK-K1

Extended Description :

elf-Scanning only Kiosk (4.2.3)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Touch Screen Monitor (4.2.4)	45.00000	EA	648.00	29,160.00

Comm Code	Manufacturer	Specification	Model #
43211903	ELO	ACCUTOUCH SER/USB 17" Monitor	E603162

Extended Description :

Touch Screen Monitor (4.2.4)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Receipt Printer (4.2.5)	2.00000	EA	132.00	264.00

Comm Code	Manufacturer	Specification	Model #
43212100	Brother	Brother HL-2220 Laser Printer	BRT-HL2220

Extended Description :

Receipt Printer (4.2.5)

INVOICE TO		SHIP TO	
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Stand Alone Scanning Station Furniture (4.2.6)	3.00000	EA	348.00	1,044.00

Comm Code	Manufacturer	Specification	Model #
43211515	Balt	Balt Workstation BLK	BLT-42551

Extended Description :

Stand Alone Scanning Station Furniture (4.2.6)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Label Printer (4.2.7)	1.00000	EA	120.00	120.00

Comm Code	Manufacturer	Specification	Model #
43212100	Dymo	Dymo 450 Turbo	COS-1752265

Extended Description :

Label Printer (4.2.7)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Signature Pads (4.2.8)	4.00000	EA	260.00	1,040.00

Comm Code	Manufacturer	Specification	Model #
44102200	Topaz	Topaz SigLite LCD 1x5 Bklt	TPZ-T-LBK460-HSB-R

Extended Description :

Signature Pads (4.2.8)

INVOICE TO		SHIP TO	
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Small server (4.2.9)	1.00000	EA	8,277.00	8,277.00

Comm Code	Manufacturer	Specification	Model #
43211501	HP	Specifications provided in Section III.B of proposal	N/A

Extended Description :

Small server (4.2.9)

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Large Server (4.2.10)	1.00000	EA	12,989.00	12,989.00

Comm Code	Manufacturer	Specification	Model #
43211501	HP	Specifications provided in Section III.B of proposal	N/A

Extended Description :

Large Server (4.2.10)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	OnBase Ad-hoc Document OCR or equivalent (4.1.1)	45.00000	EA	400.00	18,000.00

Comm Code	Manufacturer	Specification	Model #
43232111	Hyland	OnBase Ad Hoc Document OCR	AOIPW1

Extended Description :

OnBase Ad-hoc Document OCR or equivalent (4.1.1)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	OnBase Ad-hoc Batch OCR or equivalent (4.1.2)	45.00000	EA	1,200.00	54,000.00

Comm Code	Manufacturer	Specification	Model #
43232111	Hyland	OnBase Batch OCR	OCIPW1

Extended Description :

OnBase Ad-hoc Batch OCR or equivalent (4.1.2)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	OnBase Automated Indexing or equivalent (4.1.3)	1.00000	EA	20,000.00	20,000.00

Comm Code	Manufacturer	Specification	Model #
43230000	Hyland	OnBase Advanced Capture	IAIPW1

Extended Description :

OnBase Automated Indexing or equivalent (4.1.3)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	OnBase Application Enabler or equivalent (4.1.4)	1.00000	EA	12,000.00	12,000.00

Comm Code	Manufacturer	Specification	Model #
43232701	Hyland	OnBase Application Enabler	AEIPI1

Extended Description :

OnBase Application Enabler or equivalent (4.1.4)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	OnBase Bar Code Recognition Server or equivalent (4.1.5)	45.00000	EA	4,000.00	180,000.00

Comm Code	Manufacturer	Specification	Model #
43211501	Hyland	OnBase Bar Code Recognition Server	BSIPW1

Extended Description :

OnBase Bar Code Recognition Server or equivalent (4.1.5)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	OnBase COLD/ERM or equivalent (4.1.6)	45.00000	EA	8,000.00	360,000.00

Comm Code	Manufacturer	Specification	Model #
43230000	Hyland	OnBase COLD/ERM	CLIPW1

Extended Description :

OnBase COLD/ERM or equivalent (4.1.6)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	OnBase Concurrent Client or equivalent (4.1.7)	15.00000	EA	960.00	14,400.00

Comm Code	Manufacturer	Specification	Model #
43230000	Hyland	OnBase Concurrent Client	CTIPC1

Extended Description :

OnBase Concurrent Client or equivalent (4.1.7)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	OnBase Distributed Disk Services or equivalent (4.1.8)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211805	Hyland	OnBase Distributed Disk Services	DSIP11

Extended Description :

OnBase Distributed Disk Services or equivalent (4.1.8)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	OnBase Document Import Processor or equivalent (4.1.9)	45.00000	EA	4,000.00	180,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Document Import Processor	DPIPW1

Extended Description :

OnBase Document Import Processor or equivalent (4.1.9)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	OnBase Document Knowledge Transfer or equivalent (4.1.10)	1.00000	EA	12,800.00	12,800.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Document Knowledge Transfer & Compliance	DKTIP1

Extended Description :

OnBase Document Knowledge Transfer or equivalent (4.1.10)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
21	OnBase Document Retention or equivalent (4.1.11)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Document Retention	DRIP1

Extended Description :

OnBase Document Retention or equivalent (4.1.11)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	OnBase Document Transfer or equivalent (4.1.12)	1.00000	EA	5,600.00	5,600.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Document Transfer	DTIP1

Extended Description :

OnBase Document Transfer or equivalent (4.1.12)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
23	OnBase DVD Authoring or equivalent (4.1.13)	45.00000	EA	1,600.00	72,000.00

Comm Code	Manufacturer	Specification	Model #
43201818	Hyland	OnBase DVD Authoring	DVIPW1

Extended Description :

OnBase DVD Authoring or equivalent (4.1.13)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	OnBase EDM Services or equivalent (4.1.14)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase EDM Services	DMIP1

Extended Description :

OnBase EDM Services or equivalent (4.1.14)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
25	OnBase Encrypted CD/DVD Publishing or equivalent (4.1.15)	45.00000	EA	4,000.00	180,000.00

Comm Code	Manufacturer	Specification	Model #
43201904	Hyland	OnBase Encrypted CD/DVD Publishing	EPIPI1

Extended Description :

OnBase Encrypted CD/DVD Publishing or equivalent (4.1.15)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	OnBase Export or equivalent (4.1.16)	45.00000	EA	4,000.00	180,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Export	EXIPC1

Extended Description :

OnBase Export or equivalent (4.1.16)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
27	OnBase Full-Text Indexing for Autonomy IDOL or equal 4.1.17	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Full-Text Indexing Server for Autonomy (IDOL)	IDIP11

Extended Description :

OnBase Full-Text Indexing for Autonomy IDOL or equivalent (4.1.17)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	OnBase FT Indexing Concurrent Client or equal (4.1.18)	15.00000	EA	240.00	3,600.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Full-Text Indexing Concurrent Client for Autonomy (IDOL)	IDIPC1

Extended Description :

OnBase Full-Text Indexing Concurrent Client for Autonomy IDOL or equivalent (4.1.18)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
29	OnBase FT Indexing Workstation Client or equal (4.1.19)	1.00000	EA	120.00	120.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Full-Text Indexing Workstation Client for Autonomy (IDOL)	IDIPW1

Extended Description :

OnBase Full-Text Indexing Workstation Client for Autonomy IDOL or equivalent (4.1.19)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	OnBase FT Indexing Named Client or equal (4.1.20)	135.00000	EA	120.00	16,200.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Full-Text Indexing Named User Client for Autonomy (IDOL)	IDIPN1

Extended Description :

OnBase Full-Text Indexing Named Client for Autonomy IDOL or equivalent (4.1.20)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
31	OnBase ICR Support or equal (4.1.21)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase ICR Support for Full-Page OCR and Advanced Capture	IRIP11

Extended Description :

OnBase ICR Support for Full-Page OCR & Advanced Capture or equivalent (4.1.21)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	OnBase Integration for EMC Centra or equivalent (4.1.22)	1.00000	EA	16,000.00	16,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Storage Integration for EMC Centera	CTIP11

Extended Description :

OnBase Integration for EMC Centra or equivalent (4.1.22)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
33	OnBase Integration or equal (4.1.23)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Integration for MSFT Outlook 2007	OLIP11-07

Extended Description :

OnBase Integration for Microsoft Outlook 2007 and greater or equivalent (4.1.23)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	OnBase Integration to Cityworks or equivalent (4.1.24)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Integration for Azteca Cityworks	CYIP11

Extended Description :

OnBase Integration to Cityworks or equivalent (4.1.24)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
35	OnBase Mobile Access or equivalent (4.1.25)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Mobile Access for iPad	OMIPW1-IPAD

Extended Description :

OnBase Mobile Access or equivalent (4.1.25)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	OnBase Multi-User License Agreement or equivalent (4.1.26)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Multi-User Server	OBIPW1

Extended Description :

OnBase Multi-User License Agreement or equivalent (4.1.26)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
37	OnBase Named User Client or equivalent (4.1.27)	135.00000	EA	480.00	64,800.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Named User Client	CTIPN1

Extended Description :

OnBase Named User Client or equivalent (4.1.27)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	OnBase PCL/AFP Input Filter or equivalent (4.1.28)	45.00000	EA	10,400.00	468,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase PCL Input Filter and OnBase AFP Input Filter	PCIPW1/AFIPW1

Extended Description :

nBase PCL/AFP Input Filter or equivalent (4.1.28)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
39	OnBase Publishing or equivalent (4.1.29)	1.00000	EA	1,600.00	1,600.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Publishing (Annual Subscription)	PBIAI1

Extended Description :

OnBase Publishing or equivalent (4.1.29)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	OnBase Report Services or equivalent (4.1.30)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Report Services	RPIPI1

Extended Description :

OnBase Report Services or equivalent (4.1.30)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
41	OnBase Single Sign-on for Active Directory or equal (4.1.31)	1.00000	EA	0.00	0.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Single Sign on for MSFT Active Directory	SNIP11

Extended Description :

OnBase Single Sign-on for Active Directory or equivalent (4.1.31)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
42	OnBase Unity Briefcase or equivalent (4.1.32)	1.00000	EA	320.00	320.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Unity Briefcase	UBIPW1

Extended Description :

OnBase Unity Briefcase or equivalent (4.1.32)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
43	OnBase Unity Client Server or equivalent (4.1.33)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Unity Client Server	UNIP11

Extended Description :

nBase Unity Client Server or equivalent (4.1.33)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
44	OnBase Unity Integration Toolkit or equivalent (4.1.34)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Unity Integration Toolkit	UIIP11

Extended Description :

OnBase Unity Integration Toolkit or equivalent (4.1.34)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
45	OnBase Virtual Print Driver or equivalent (4.1.35)	135.00000	EA	4,000.00	540,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Virtual Print Driver	PTIPC1

Extended Description :

OnBase Virtual Print Driver or equivalent (4.1.35)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
46	OnBase Web Server or equivalent (4.1.36)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Web Server	WTIPW1

Extended Description :

OnBase Web Server or equivalent (4.1.36)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
47	OnBase Workflow Concurrent Client SL or equivalent (4.1.37)	15.00000	EA	1,760.00	26,400.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Workflow Concurrent Client SL 1-20	WLIPC1

Extended Description :

OnBase Workflow Concurrent Client SL or equivalent (4.1.37)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
48	OnBase Workflow Named User Client SL or equivalent (4.1.38)	135.00000	EA	1,120.00	151,200.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Workflow Named User Client SL 1-20	WLIPN1

Extended Description :

OnBase Workflow Named User Client SL or equivalent (4.1.38)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
49	OnBase Workflow Workstation Client SL or equivalent (4.1.39)	1.00000	EA	1,120.00	1,120.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Workflow Workstation Client SL 1-20	WLIPW1

Extended Description :

OnBase Workflow Workstation Client SL or equivalent (4.1.39)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
50	OnBase Workstation Client or equivalent (4.1.40)	1.00000	EA	480.00	480.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Workstation Client 1 - 100	CTIPW1

Extended Description :

OnBase Workstation Client or equivalent (4.1.40)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
51	OnBase Production Document Imaging or equal (4.1.41)	45.00000	EA	4,000.00	180,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Hyland	OnBase Production Document Imaging	DIIPN1

Extended Description :

OnBase Production Document Imaging (TWAIN) (1) or equivalent (4.1.41)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
52	Compass Appointments Named User License or equal 4.1.42	45.00000	EA	2,000.00	90,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Appointments (1-5 Users)	SW-APT-U1

Extended Description :

Compass Appointments - Named User License or equivalent (4.1.42)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
53	Compass Appointments Kiosk or equivalent (4.1.43)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211514	Northwoods	Compass Appointments Kiosk (software only)	SW-APK-W1

Extended Description :

ompass Appointments Kiosk or equivalent (4.1.43)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
54	Compass Appointments Lobby or equivalent (4.1.44)	1.00000	EA	4,000.00	4,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Appointments Lobby (software only)	SW-APL-D1

Extended Description :

Compass Appointments Lobby or equivalent (4.1.44)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
55	Compass Appt/Self-Scan Combined Kiosk or equal (4.1.45)	2.00000	EA	12,000.00	24,000.00

Comm Code	Manufacturer	Specification	Model #
43211514	Northwoods	Compass Appointments and Compass Self-Scan	SW-ASK-WV

Extended Description :

Combined Kiosk (software only)

Compass Appointments/Self-Scan Combined Kiosk or equivalent (4.1.45)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
56	Compass Capture Desktop or equivalent (4.1.46)	45.00000	EA	2,000.00	90,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Capture Desktop (1-5)	SW-CAP-U1

Extended Description :

Compass Capture Desktop or equivalent (4.1.46)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
57	Compass Capture Scan Station or equivalent (4.1.47)	3.00000	EA	4,000.00	12,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Capture Station (1st)	SW-CAP-W1

Extended Description :

Compass Capture Scan Station or equivalent (4.1.47)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
58	Compass Capture s.scan Kiosk Software or equal (4.1.48)	3.00000	EA	8,000.00	24,000.00

Comm Code	Manufacturer	Specification	Model #
43230000	Northwoods	Compass Pilot Self-Scan Kiosk (software only)	SW-CAP-W4

Extended Description :

Compass Capture Self-Scan Kiosk Software or equivalent (4.1.48)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
59	Compass Connect or equivalent (4.1.49)	1.00000	EA	2,000.00	2,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Connect for iPad (1-100)	SW-CN2-U1

Extended Description :

Compass Connect or equivalent (4.1.49)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
60	Compass CoPilot or equivalent (4.1.50)	1.00000	EA	0.00	0.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass CoPilot for iOS (1-100)	SW-CPI-U1

Extended Description :

Compass CoPilot or equivalent (4.1.50)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
61	Compass Documents or equivalent (4.1.51)	135.00000	EA	350.00	47,250.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Documents (1-5)	SW-DOC-U1

Extended Description :

Compass Documents or equivalent (4.1.51)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
62	Compass Data Migrator or equivalent (4.1.52)	1.00000	EA	2,800.00	2,800.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Connect for Data Migration	SW-DTM-C1

Extended Description :

Compass Data Migrator or equivalent (4.1.52)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
63	Compass Forms Center Manager or equivalent (4.1.53)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Pilot Forms Center Manager	SW-FCM-Y1

Extended Description :

Compass Forms Center Manager or equivalent (4.1.53)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
64	Compass Forms or equivalent (4.1.54)	135.00000	EA	2,000.00	270,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Forms (1-5 Users)	SW-FRM-U1

Extended Description :

Compass Forms or equivalent (4.1.54)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
65	Compass People or equivalent (4.1.55)	135.00000	EA	425.00	57,375.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass People (1-5)	SW-PPL-U1

Extended Description :

Compass People or equivalent (4.1.55)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
66	Compass Plug-in for OnBase or equivalent (4.1.56)	1.00000	EA	8,000.00	8,000.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Connect for OnBase	SW-POB-U1

Extended Description :

Compass Plug-in for OnBase or equivalent (4.1.56)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
67	Compass Print Stream Processor or equivalent (4.1.57)	135.00000	EA	500.00	67,500.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Connect for Print Streams (1-5 Users)	SW-PSP-U1

Extended Description :

Compass Print Stream Processor or equivalent (4.1.57)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
68	Compass Tasks or equivalent (4.1.58)	135.00000	EA	425.00	57,375.00

Comm Code	Manufacturer	Specification	Model #
43211600	Northwoods	Compass Tasks (1-5)	SW-TSK-U1

Extended Description :

Compass Tasks or equivalent (4.1.58)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
69	Year 1 Warranty and Support Service (4.3.1.2)	1.00000	YR	748,934.40	748,934.40

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Year 1 Warranty and Support Service Renewals	MS-SVR-C1

Extended Description :

Year 1 Warranty and Support Service (4.3.1.2)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
70	Year 2 Warranty and Support Service Renewals (4.3.1.2)	1.00000	YR	771,402.43	771,402.43

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Year 2 Warranty and Support Service Renewals	MS-SVR-C1

Extended Description :

Year 2 Warranty and Support Service Renewals (4.3.1.2)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
71	Year 3 Warranty and Support Service Renewals (4.3.1.2)	1.00000	YR	794,544.50	794,544.50

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Year 3 Warranty and Support Service Renewals	MS-SVR-C1

Extended Description :

Year 3 Warranty and Support Service Renewals (4.3.1.2)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
72	Conversion (4.3.1.3 and 4.3.6.8)	1040.00000	HOUR	230.00	239,200.00

Comm Code	Manufacturer	Specification	Model #
73151800	Northwoods	Conversion Services	PS-CNV-H1

Extended Description :

Conversion (4.3.1.3 and 4.3.6.8)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
73	Custom Development (4.2.6.9)	1040.00000	HOUR	250.00	260,000.00

Comm Code	Manufacturer	Specification	Model #
70171500	Northwoods	Custom Development Services	PS-CSD-H1

Extended Description :

Custom Development (4.2.6.9)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
74	Discovery/Business Process Analysis (4.3.6.10)	500.00000	HOUR	250.00	125,000.00

Comm Code	Manufacturer	Specification	Model #
80101508	Northwoods	Discovery Services	PS-DIS-H1

Extended Description :

Discovery/Business Process Analysis (4.3.6.10)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
75	Hardware Installation (4.3.6.11)	100.00000	HOUR	230.00	23,000.00

Comm Code	Manufacturer	Specification	Model #
81112300	Northwoods	Hardware Installation Services	PS-INS-H1

Extended Description :

Hardware Installation (4.3.6.11)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
76	Project Management (4.3.6.12)	500.00000	HOUR	250.00	125,000.00

Comm Code	Manufacturer	Specification	Model #
80101600	Northwoods	Project Management Services	PS-PMT-H1

Extended Description :
Project Management (4.3.6.12)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
77	Rollout Support (4.3.6.13)	800.00000	HOUR	230.00	184,000.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Rollout Support Services	PS-ROL-H1

Extended Description :
Rollout Support (4.3.6.13)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
78	Software Installation and Configuration (4.3.6.14)	300.00000	HOUR	230.00	69,000.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Software Installation Services	PS-INS-H1

Extended Description :

oftware Installation and Configuration (4.3.6.14)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
79	Integration - System and Centra (4.3.6.15)	100.00000	HOUR	250.00	25,000.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Integration Services	PS-INT-H1

Extended Description :

Integration - System and Centra (4.3.6.15)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
80	Training - Application Administration (4.3.6.16)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Training Services	PS-TRN-H1

Extended Description :

Training - Application Administration (4.3.6.16)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
81	Training - End User (4.3.6.17)	1000.00000	HOUR	230.00	230,000.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Training Services	PS-TRN-H1

Extended Description :
Training - End User (4.3.6.17)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
82	Training - System Administration (4.3.6.18)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Training Services	PS-TRN-H1

Extended Description :
Training - System Administration (4.3.6.18)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
83	Training - Train the Trainer (4.3.1.5 and 4.3.6.19)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Training Services	PS-TRN-H1

Extended Description :

Training - Train the Trainer (4.3.1.5 and 4.3.6.19)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
84	Onsite Maintenance (4.3.1.1 and 4.3.6.21)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Onsite Maintenance Services	PS-ONM-H1

Extended Description :

Onsite Maintenance (4.3.1.1 and 4.3.6.21)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
85	Onsite System Administrator (4.3.6.22)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Onsite System Administration	PS-OSA-H1

Extended Description :

Onsite System Administrator (4.3.6.22)

INVOICE TO		SHIP TO	
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV25301 US		BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
86	Onsite Application Administration (4.3.6.23)	40.00000	HOUR	230.00	9,200.00

Comm Code	Manufacturer	Specification	Model #
81112200	Northwoods	Onsite Application Administration Services	PS-OSA-H1

Extended Description :

Onsite Application Administration (4.3.6.23)

HHR1500000007	Document Phase Final	Document Description Addendum 1: Integrated document and client management system	Page 37 of 37
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Appendix A: Exceptions to CRFQ

Reference	RFP Page or Section #	Description of the Exception / Comment
Instructions to Vendors Submitting Bids	Section 11, "Liquidated Damages"	<p>Northwoods takes exception to the statement that "Vendor shall pay liquidated damages in the amount of \$1,000.00 per [sic] for failure to meet installation and operational specifications."</p> <p>Northwoods objects to the statement because there is no unit of measurement or time for calculation of the liquidated damages. Further, as written, the State or Agency could assess liquidated damages against the Vendor for failure to meet installation and operational specifications through no fault of its own, but due to delays caused by the State or Agency.</p>
Instructions to Vendors Submitting Bids	Section 24, "Subsequent Forms"	<p>Northwoods takes exception to the "Subsequent Forms" requirement. Northwoods is proposing to license proprietary software applications that are owned and controlled exclusively by Northwoods or Hyland Software. If awarded the contract, Northwoods will grant licenses to the State or Agency for the use of such proprietary products, subject to the terms of the respective end user license agreement. The license agreement for such software grants certain license rights to the software for the particular use as set forth in the agreement. Title, ownership rights, and intellectual property rights to all such software shall remain with the owner of the software.</p>
Specifications	Section 1 "Purpose and Scope"	<p>Northwoods takes exception to the last sentence of the paragraph under the heading "Project" that reads: "[a]ll equipment, licenses and data acquired under this CRFQ will become the sole and exclusive property of the Department of Health and Human Resources."</p> <p>Northwoods is proposing to license proprietary software applications that are owned and controlled exclusively by Northwoods or Hyland Software. If awarded the contract, Northwoods will grant licenses to the State or Agency for the use of such proprietary products, subject to the terms of the respective end user license agreement (see "Appendix E: Compass Software End User License Agreement"). The license agreement for such software grants certain license rights to the software for the particular use as set forth in the agreement. Title, ownership rights, and intellectual property rights to all such software shall remain with the owner of the software.</p>

Integrated Document and Client Management System

CRFQ-0511 HHR1500000007

Reference	RFP Page or Section #	Description of the Exception / Comment
Mandatory Contract Services Requirements and Deliverables	4.3.1.2	<p>Northwoods takes exception to the underlined portion of the following requirement: "The vendor shall provide the cost of a Maintenance Support to include warranty and support services for year (1) <u>upon acceptance by the Agency</u> and for the two (2) subsequent one (1) year renewal periods listed on the pricing page."</p> <p>As part of our proposal, we offer to provide one (1) year of maintenance support ("Maintenance Period"), with the Maintenance Period <u>beginning on the day the software is installed on the Agency's servers</u>. Please note, our Maintenance Period begins upon software installation because our customers are given access to our help desk – and can take advantage of all of the relevant support services – as soon as the software is installed. If the Agency requires maintenance beyond the Maintenance Period, we can provide an additional quote at a later date.</p>



Appendix B: Required Forms


The following forms are included:

1. Certification and Signature Page
2. Addendum Acknowledgement Form
3. Purchasing Affidavit

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, 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, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

NORTHWOODS CONSULTING PARTNERS, INC.
(Company)


(Authorized Signature) (Representative Name, Title) GARY HEINZE, PRESIDENT/CEO

(614) 781-7800 (614) 781-7801 12/23/14
(Phone Number) (Fax Number) (Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: HHR1500000007

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.

NORTHWOODS CONSULTING PARTNERS, INC.

Company


Authorized Signature
12/23/14

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

SOLICITATION NUMBER: CRFQ 0511 HHR1500000007

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☒ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☒ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum #1 issued to:

1. Add the Mandatory Pre-Bid Sign-in Sheet
 2. To clarify that the Pricing Pages are the pages contained in WVOasis upon which the vendor may provide their bid.
 3. To modify the General Conditions document (to indicate that the contract will have only two renewal years - to match the specifications).
- (Note: It is preferred, not required, that Addendum Acknowledgement included herein is submitted with bid; it must be submitted prior to award).
- The Bid Opening/Close Date remains 12/30/2014; the time remains 1:30pm EST.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ
Request for Proposal No. HHR1500000007

SIGN IN SHEET

PLEASE PRINT

Page 1 of 3

Date: 12/09/2014

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: WV DHHR MIS	ONE DRASS SQ, SUITE 200	PHONE 304-558-2419
Rep: PAUL B SHANNON		TOLL
Email Address: PAUL.B.SHANNON@WV.GOV		FREE
		FAX
Company: Northwoods Consulting Partners	5815 Wall St	PHONE 614-595-2147
Rep: Michael Durbek	Dublin OH 43017	TOLL
Email Address: mdurbek@teamnorthwoods.com		FREE
		FAX 614-781-7801
Company: NORTHWOODS CONSULTING PARTNERS	5815 WALL ST	PHONE 614-915-1420
Rep: MICHAEL MOORE	DUBLIN OH 43017	TOLL
Email Address: M.MOORE@TEAMNORTHWOODS.COM		FREE
		FAX 614-781-7801
Company: Northwoods Consulting	11	PHONE 614-781-7800
Rep: Gary Heinze	11	TOLL
Email Address: gheinze@teamnorthwoods.com	11	FREE
		FAX 614-781-7801
Company: Northwoods Consulting Partners	"	PHONE 614-781-7800
Rep: Dennis G. Acosta	"	TOLL
Email Address: dacosta@teamnorthwoods.com	"	FREE
		FAX 614-781-7801

CRFQ

SIGN IN SHEET

Page 2 of 3

Request for Proposal No. HHR1500000007

PLEASE PRINT

Date: 12/09/2014

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>WV DHHR - MIS</u> Rep: <u>Renita Vickers</u> Email Address: <u>Renita.L.Vickers@wv.gov</u>	<u>One Davis Square,</u> <u>Suite 200</u> <u>Char, WV 25301</u>	PHONE <u>304-356-5403</u> TOLL FREE FAX
Company: <u>WV DHHR - BCF</u> Rep: <u>Michael Demary</u> Email Address: <u>Michael.D.Demary@wv.gov</u>	<u>9083 Middletown Mall</u> <u>White Hall</u> <u>WV 26554</u>	PHONE <u>(304) 368-4420</u> TOLL FREE <u>Ext. 79927</u> FAX
Company: <u>WV DHHR - BCF</u> Rep: <u>Dawn Hawkins</u> Email Address: <u>dawn.l.hawkins@wv.gov</u>	<u>350 Capitol St.</u> <u>Charleston, WV 25301</u>	PHONE <u>(304) 356-4623</u> TOLL FREE FAX
Company: <u>WV DHHR - mis</u> Rep: <u>Martha Bowling</u> Email Address: <u>Martha.L.Bowling@wv.gov</u>	<u>1012 Kanawha Boulevard E</u> <u>Charleston, WV 25301</u>	PHONE <u>(304) 348-0867</u> TOLL FREE FAX
Company: <u>WV DHHR - OMIS</u> Rep: <u>Jon CAEN</u> Email Address: <u>JON.W.CAEN@WV.GOV</u>	<u>ONE DAVES SQUARE</u> <u>SUITE 200</u> <u>CHARLESTON, WV 25301</u>	PHONE <u>(304)-356-5402</u> TOLL FREE FAX

CRFQ
Request for Proposal No. HHR1500000007

SIGN IN SHEET

PLEASE PRINT

Page 3 of 3

Date: 12/09/2014

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>WVDHHR-MIS</u>	<u>One Davis Square</u>	PHONE <u>304-558-5869</u>
Rep: <u>Heather Abbott</u>	<u>Suite 200</u>	TOLL FREE
Email Address: <u>heather.d.abbott@wv.gov</u>	<u>Chas, WV 25301</u>	FAX
Company: <u>WVOT-PMO</u>	<u>Capitol Complex</u>	PHONE
Rep: <u>Melissa Bradshaw</u>	<u>Bldg 5, 10th floor</u>	TOLL FREE
Email Address: <u>melissa.a.bradshaw@wv.gov</u>	<u>Chas. WV, 25301</u>	FAX
Company: <u>WV DHHR</u>	<u>One Davis Sq.</u>	PHONE <u>304-558-6052</u>
Rep: <u>Jeff Wiseman</u>	<u>Charleston, WV 25301</u>	TOLL FREE
Email Address: <u>Jeff.L.Wiseman@wv.gov</u>		FAX
Company: <u>DHHR</u>	<u>One Davis Square</u>	PHONE <u>304-957-0218</u>
Rep: <u>Robert Price</u>	<u>Suite 100 West</u>	TOLL FREE
Email Address: <u>Robert.L.Price@WV.gov</u>	<u>Charleston WV 25301</u>	FAX <u>304-558-2892</u>
Company: _____	_____	PHONE
Rep: _____	_____	TOLL FREE
Email Address: _____	_____	FAX



Gary Heinze
President

Direct: 614.707.5073
Help Desk: 614.545.0999
Main Office: 614.781.7800
gheinze@teamnorthwoods.com
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5815 Wall Street
Dublin OH, 43017

Michael Drabek
Senior Client Executive

Direct: 614.707.5064
Cell: 614.595.2147
michael.drabek@teamnorthwoods.com

5815 Wall Street
Dublin, OH 43017
Help Desk: 614.545.0999
Main Office: 614.781.7800
www.teamnorthwoods.com



Appendix C: Contract Price List

Northwoods understands that the pricing template provided in the CRFQ are meant for comparison purposes only and, therefore, proposes a Contract Price List in response to this CRFQ that is inclusive of all model numbers needed to meet the CRFQ requirements. Because the pricing template provided is meant as an illustrative worksheet, we have complied with the template; however, in many cases actual prices, using the proposed Contract Price List, would be considerably less than those provided in the illustration. Many OnBase and Compass software products included in this proposal are packaged and priced by quantity (i.e., a different Model # and price for different quantities ordered). The pricing template provided in the CRFQ does not accommodate this pricing model in all cases. In some cases (e.g., per server software) the quantities requested are greater than they might need to be for the application. In other cases, the products and quantities requested require multiple OnBase/Compass product codes (e.g., per client software).

Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
I.	OnBase Software				
I.1	OnBase Ad-hoc Document OCR	Hyland	AOIPW1	\$400.00	Each
I.2	OnBase Batch OCR	Hyland	OCIPW1	\$1,200.00	Each
I.3	OnBase Advanced Capture	Hyland	IAIPW1	\$20,000.00	Each
I.4	OnBase Application Enabler	Hyland	AEIPI1	\$12,000.00	Each
I.5	OnBase Bar Code Recognition Server	Hyland	BSIPW1	\$4,000.00	Each
I.6	OnBase COLD/ERM	Hyland	CLIPW1	\$8,000.00	Each
I.7	OnBase Concurrent Client	Hyland	CTIPC1	\$960.00	Each
I.8	OnBase Concurrent Client 101 - 200	Hyland	CTIPC2	\$800.00	Each
I.9	OnBase Concurrent Client 200+	Hyland	CTIPC3	\$640.00	Each
I.10	OnBase Distributed Disk Services	Hyland	DSIPI1	\$4,000.00	Each
I.11	OnBase Document Import Processor	Hyland	DPIPW1	\$4,000.00	Each
I.12	OnBase Document Knowledge Transfer & Compliance	Hyland	DKTIP1	\$12,800.00	Each
I.13	OnBase Document Retention	Hyland	DRIP1	\$8,000.00	Each
I.14	OnBase Document Transfer	Hyland	DTIP1	\$5,600.00	Each
I.15	OnBase DVD Authoring	Hyland	DVIPW1	\$1,600.00	Each
I.16	OnBase EDM Services	Hyland	DMIP1	\$4,000.00	Each
I.17	OnBase Encrypted CD/DVD Publishing	Hyland	EPIPI1	\$4,000.00	Each
I.18	OnBase Export	Hyland	EXIPC1	\$4,000.00	Each
I.19	OnBase Full-Text Indexing Server for Autonomy (IDOL)	Hyland	IDIP1	\$8,000.00	Each
I.20	OnBase Full-Text Indexing Concurrent Client for Autonomy (IDOL)	Hyland	IDIPC1	\$240.00	Each
I.21	OnBase Full-Text Indexing Workstation Client for Autonomy (IDOL)	Hyland	IDIPW1	\$120.00	Each

Integrated Document and Client Management System

CRFQ-0511 HHR1500000007

Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
I.22	OnBase Full-Text Indexing Named User Client for Autonomy (IDOL)	Hyland	IDIPN1	\$120.00	Each
I.23	OnBase ICR Support for Full-Page OCR and Advanced Capture	Hyland	IRIPI1	\$4,000.00	Each
I.24	OnBase Storage Integration for EMC Centera	Hyland	CTIPI1	\$16,000.00	Each
I.25	OnBase Integration for MSFT Outlook 2007	Hyland	OLIPI1-07	\$4,000.00	Each
I.26	OnBase Integration for MSFT Outlook 2010	Hyland	OLIPI1-10	\$4,000.00	Each
I.27	OnBase Integration for MSFT Outlook 2013	Hyland	OLIPI1-13	\$4,000.00	Each
I.28	OnBase Integration for Azteca Cityworks	Hyland	CYIPI1	\$8,000.00	Each
I.29	OnBase Mobile Access for iPad	Hyland	OMIPW1-IPAD	\$4,000.00	Each
I.30	OnBase Multi-User Server	Hyland	OBIPW1	\$4,000.00	Each
I.31	OnBase Named User Client	Hyland	CTIPN1	\$480.00	Each
I.32	OnBase Named User Client 101 - 200	Hyland	CTIPN2	\$400.00	Each
I.33	OnBase Named User Client 200+	Hyland	CTIPN3	\$320.00	Each
I.34	OnBase PCL Input Filter	Hyland	PCIPW1	\$2,400.00	Each
I.35	OnBase AFP Input Filter	Hyland	AFIPW1	\$8,000.00	Each
I.36	OnBase Publishing (Annual Subscription)	Hyland	PBIAI1	\$1,600.00	Annual
I.37	OnBase Report Services	Hyland	RPIPI1	\$4,000.00	Each
I.38	OnBase Single Sign on for MSFT Active Directory	Hyland	SNIPI1	\$0.00	Each
I.39	OnBase Unity Briefcase	Hyland	UBIPW1	\$320.00	Each
I.40	OnBase Unity Client Server	Hyland	UNIPI1	\$8,000.00	Each
I.41	OnBase Unity Integration Toolkit	Hyland	UIIPI1	\$8,000.00	Each
I.42	OnBase Virtual Print Driver	Hyland	PTIPC1	\$4,000.00	Each
I.43	OnBase Web Server	Hyland	WTIPW1	\$8,000.00	Each
I.44	OnBase Workflow Concurrent Client SL 1-20	Hyland	WLIPC1	\$1,760.00	Each
I.45	OnBase Workflow Concurrent Client SL 21-50	Hyland	WLIPC2	\$1,440.00	Each
I.46	OnBase Workflow Concurrent Client SL 51-100	Hyland	WLIPC3	\$1,280.00	Each
I.47	OnBase Workflow Concurrent Client SL 101-300	Hyland	WLIPC4	\$1,120.00	Each
I.48	OnBase Workflow Concurrent Client SL 301-1,000	Hyland	WLIPC5	\$960.00	Each
I.49	OnBase Workflow Concurrent Client SL 1,001+	Hyland	WLIPC6	\$880.00	Each



Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
I.50	OnBase Workflow Named User Client SL 1-20	Hyland	WLIPN1	\$1,120.00	Each
I.51	OnBase Workflow Named User Client SL 21-50	Hyland	WLIPN2	\$880.00	Each
I.52	OnBase Workflow Named User Client SL 51-100	Hyland	WLIPN3	\$720.00	Each
I.53	OnBase Workflow Named User Client SL 101-300	Hyland	WLIPN4	\$640.00	Each
I.54	OnBase Workflow Named User Client SL 301-1,000	Hyland	WLIPN5	\$560.00	Each
I.55	OnBase Workflow Named User Client SL 1,001+	Hyland	WLIPN6	\$480.00	Each
I.56	OnBase Workflow Workstation Client SL 1-20	Hyland	WLIPW1	\$1,120.00	Each
I.57	OnBase Workstation Client 1 - 100	Hyland	CTIPW1	\$480.00	Each
I.58	OnBase Workstation Client 101 - 200	Hyland	CTIPW2	\$400.00	Each
I.59	OnBase Workstation Client 200+	Hyland	CTIPW3	\$320.00	Each
I.60	OnBase Production Document Imaging	Hyland	DIIPN1	\$4,000.00	Each
I.61	OnBase Production Document Imaging	Hyland	DIIPN2	\$1,600.00	Each
II.	Compass Software				
II.1	Compass Appointments (1-5 Users)	Northwoods	SW-APT-U1	\$2,000.00	Each
II.2	Compass Appointments (6-25 Users)	Northwoods	SW-APT-U2	\$1,000.00	Each
II.3	Compass Appointments (26-100 Users)	Northwoods	SW-APT-U3	\$700.00	Each
II.4	Compass Appointments (101-500 Users)	Northwoods	SW-APT-U4	\$675.00	Each
II.5	Compass Appointments (501-1000 Users)	Northwoods	SW-APT-U5	\$650.00	Each
II.6	Compass Appointments (1001+ Users)	Northwoods	SW-APT-U6	\$625.00	Each
II.7	Compass Appointments Kiosk	Northwoods	SW-APK-W1	\$4,000.00	Each
II.8	Compass Appointments Lobby	Northwoods	SW-APL-D1	\$4,000.00	Each
II.9	Compass Capture Desktop (1-5)	Northwoods	SW-CAP-U1	\$2,000.00	Each
II.10	Compass Capture Desktop (6-25)	Northwoods	SW-CAP-U2	\$1,000.00	Each
II.11	Compass Capture Desktop (26-100)	Northwoods	SW-CAP-U3	\$700.00	Each
II.12	Compass Capture Desktop (101-500)	Northwoods	SW-CAP-U4	\$675.00	Each
II.13	Compass Capture Desktop (501-1000)	Northwoods	SW-CAP-U5	\$650.00	Each
II.14	Compass Capture Desktop (1001+)	Northwoods	SW-CAP-U6	\$625.00	Each
II.15	Compass Capture Station (1st)	Northwoods	SW-CAP-W1	\$4,000.00	Each
II.16	Compass Capture Station (2-5)	Northwoods	SW-CAP-W2	\$2,800.00	Each
II.17	Compass Capture Station (6+)	Northwoods	SW-CAP-W3	\$1,600.00	Each
II.18	Compass Self-Scan Kiosk	Northwoods	SW-CAP-W4	\$8,000.00	Each
II.19	Compass Connect for iPad (1-100)	Northwoods	SW-CN2-U1	\$2,000.00	Each
II.20	Compass CoPilot for iOS (1-100)	Northwoods	SW-CPI-U1	\$0.00	Each

Integrated Document and Client Management System

CRFQ-0511 HHR1500000007

Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
II.21	Compass Documents (1-5)	Northwoods	SW-DOC-U1	\$350.00	Each
II.22	Compass Documents (6-25)	Northwoods	SW-DOC-U2	\$275.00	Each
II.23	Compass Documents (26-100)	Northwoods	SW-DOC-U3	\$200.00	Each
II.24	Compass Documents (101-500)	Northwoods	SW-DOC-U4	\$150.00	Each
II.25	Compass Documents (501-1000)	Northwoods	SW-DOC-U5	\$125.00	Each
II.26	Compass Documents (1001+)	Northwoods	SW-DOC-U6	\$100.00	Each
II.27	Compass Connect for Data Migration	Northwoods	SW-DTM-C1	\$2,800.00	Each
II.28	Compass Forms Center Manager	Northwoods	SW-FCM-Y1	\$8,000.00	Each
II.29	Compass Forms (1-5 Users)	Northwoods	SW-FRM-U1	\$2,000.00	Each
II.30	Compass Forms (6-25 Users)	Northwoods	SW-FRM-U2	\$1,000.00	Each
II.31	Compass Forms (26-100 Users)	Northwoods	SW-FRM-U3	\$700.00	Each
II.32	Compass Forms (101-500 Users)	Northwoods	SW-FRM-U4	\$675.00	Each
II.33	Compass Forms (501-1000 Users)	Northwoods	SW-FRM-U5	\$650.00	Each
II.34	Compass Forms (1001+ Users)	Northwoods	SW-FRM-U6	\$625.00	Each
II.35	Compass People (1-5)	Northwoods	SW-PPL-U1	\$425.00	Each
II.36	Compass People (6-25)	Northwoods	SW-PPL-U2	\$350.00	Each
II.37	Compass People (26-100)	Northwoods	SW-PPL-U3	\$275.00	Each
II.38	Compass People (101-500)	Northwoods	SW-PPL-U4	\$225.00	Each
II.39	Compass People (501-1000)	Northwoods	SW-PPL-U5	\$200.00	Each
II.40	Compass Connect for OnBase	Northwoods	SW-POB-U1	\$8,000.00	Each
II.41	Compass Connect for Print Streams (1-5 Users)	Northwoods	SW-PSP-U1	\$500.00	Each
II.42	Compass Connect for Print Streams (6-25 Users)	Northwoods	SW-PSP-U2	\$250.00	Each
II.43	Compass Connect for Print Streams (26-100 Users)	Northwoods	SW-PSP-U3	\$180.00	Each
II.44	Compass Connect for Print Streams (101-500 Users)	Northwoods	SW-PSP-U4	\$155.00	Each
II.45	Compass Connect for Print Streams (501-1000 Users)	Northwoods	SW-PSP-U5	\$125.00	Each
II.46	Compass Tasks (1-5)	Northwoods	SW-TSK-U1	\$425.00	Each
II.47	Compass Tasks (6-25)	Northwoods	SW-TSK-U2	\$350.00	Each
II.48	Compass Tasks (26-100)	Northwoods	SW-TSK-U3	\$275.00	Each
II.49	Compass Tasks (101-500)	Northwoods	SW-TSK-U4	\$225.00	Each
II.50	Compass Tasks (501-1000)	Northwoods	SW-TSK-U5	\$200.00	Each
II.51	Compass Tasks (1001+)	Northwoods	SW-TSK-U6	\$175.00	Each
III.	Annual Software Support				
III.1	Compass Software Support - Silver Level	Northwoods	MS-SVR-A1	20%	Annual
III.2	OnBase Software Support - Silver Level	Hyland	MAINT1	20%	Annual



Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
IV.	Professional Services				
IV.1	Conversion Services - Contract Year 1	Northwoods	PS-CNV-H1	\$230.00	Hour
IV.2	Custom Development - Contract Year 1	Northwoods	PS-CSD-H1	\$250.00	Hour
IV.3	Discovery - Contract Year 1	Northwoods	PS-DIS-H1	\$250.00	Hour
IV.4	Hardware Install - Contract Year 1	Northwoods	PS-INS-H1	\$230.00	Hour
IV.5	Project Management - Contract Year 1	Northwoods	PS-PMT-H1	\$250.00	Hour
IV.6	Rollout Support - Contract Year 1	Northwoods	PS-ROL-H1	\$230.00	Hour
IV.7	Software Installation - Contract Year 1	Northwoods	PS-INS-H1	\$230.00	Hour
IV.8	Integration - Contract Year 1	Northwoods	PS-INT-H1	\$250.00	Hour
IV.9	Training-Application Administration - Contract Year 1	Northwoods	PS-TRN-H1	\$230.00	Hour
IV.10	Training-End User - Contract Year 1	Northwoods	PS-TRN-H1	\$230.00	Hour
IV.11	Training-System Administration - Contract Year 1	Northwoods	PS-TRN-H1	\$230.00	Hour
IV.12	Training-Train the Trainer - Contract Year 1	Northwoods	PS-TRN-H1	\$230.00	Hour
IV.13	Onsite Maintenance - Contract Year 1	Northwoods	PS-ONM-H1	\$230.00	Hour
IV.14	Onsite System Administration - Contract Year 1	Northwoods	PS-OSA-H1	\$230.00	Hour
IV.15	Onsite Application Administration - Contract Year 1	Northwoods	PS-OSA-H1	\$230.00	Hour
IV.16	Conversion Services - Contract Year 2	Northwoods	PS-CNV-H1	\$239.00	Hour
IV.17	Custom Development - Contract Year 2	Northwoods	PS-CSD-H1	\$259.00	Hour
IV.18	Discovery - Contract Year 2	Northwoods	PS-DIS-H1	\$259.00	Hour
IV.19	Hardware Install - Contract Year 2	Northwoods	PS-INS-H1	\$239.00	Hour
IV.20	Project Management - Contract Year 2	Northwoods	PS-PMT-H1	\$259.00	Hour
IV.21	Rollout Support - Contract Year 2	Northwoods	PS-ROL-H1	\$239.00	Hour
IV.22	Software Installation - Contract Year 2	Northwoods	PS-INS-H1	\$239.00	Hour
IV.23	Integration - Contract Year 2	Northwoods	PS-INT-H1	\$259.00	Hour
IV.24	Training-Application Administration - Contract Year 2	Northwoods	PS-TRN-H1	\$239.00	Hour
IV.25	Training-End User - Contract Year 2	Northwoods	PS-TRN-H1	\$239.00	Hour
IV.26	Training-System Administration - Contract Year 2	Northwoods	PS-TRN-H1	\$239.00	Hour
IV.27	Training-Train the Trainer - Contract Year 2	Northwoods	PS-TRN-H1	\$239.00	Hour
IV.28	Onsite Maintenance - Contract Year 2	Northwoods	PS-ONM-H1	\$239.00	Hour
IV.29	Onsite System Administration - Contract Year 2	Northwoods	PS-OSA-H1	\$239.00	Hour

Integrated Document and Client Management System

CRFQ-0511 HHR1500000007

Line #	Specification	Manufacturer	Model #	Unit Price	Unit Issue
IV.30	Onsite Application Administration - Contract Year 2	Northwoods	PS-OSA-H1	\$239.00	Hour
IV.31	Conversion Services - Contract Year 3	Northwoods	PS-CNV-H1	\$248.00	Hour
IV.32	Custom Development - Contract Year 3	Northwoods	PS-CSD-H1	\$269.00	Hour
IV.33	Discovery - Contract Year 3	Northwoods	PS-DIS-H1	\$269.00	Hour
IV.34	Hardware Install - Contract Year 3	Northwoods	PS-INS-H1	\$248.00	Hour
IV.35	Project Management - Contract Year 3	Northwoods	PS-PMT-H1	\$269.00	Hour
IV.36	Rollout Support - Contract Year 3	Northwoods	PS-ROL-H1	\$248.00	Hour
IV.37	Software Installation - Contract Year 3	Northwoods	PS-INS-H1	\$248.00	Hour
IV.38	Integration - Contract Year 3	Northwoods	PS-INT-H1	\$269.00	Hour
IV.39	Training-Application Administration - Contract Year 3	Northwoods	PS-TRN-H1	\$248.00	Hour
IV.40	Training-End User - Contract Year 3	Northwoods	PS-TRN-H1	\$248.00	Hour
IV.41	Training-System Administration - Contract Year 3	Northwoods	PS-TRN-H1	\$248.00	Hour
IV.42	Training-Train the Trainer - Contract Year 3	Northwoods	PS-TRN-H1	\$248.00	Hour
IV.43	Onsite Maintenance - Contract Year 3	Northwoods	PS-ONM-H1	\$248.00	Hour
IV.44	Onsite System Administration - Contract Year 3	Northwoods	PS-OSA-H1	\$248.00	Hour
IV.45	Onsite Application Administration - Contract Year 3	Northwoods	PS-OSA-H1	\$248.00	Hour
V.	Kiosks/Peripheral Hardware				
V.1	Self Check-in/Self-Scan Kiosk	Northwoods	HW-CSK-K1	\$11,920.00	Each
V.2	Self Check-in Kiosk Cabinet	Northwoods	HW-CIK-K1	\$6,178.00	Each
V.3	Self-Scan Kiosk Cabinet	Northwoods	HW-SSK-K1	\$11,920.00	Each
V.4	ACCUTOUCH SER/USB 17" Monitor	ELO	E603162	\$648.00	Each
V.5	Brother HL-2220 Laser Printer - Receipt Printer	Brother	BRT-HL2220	\$132.00	Each
V.6	Balt Workstation BLK - Standalone Scan Station Furniture	Balt	BLT-42551	\$348.00	Each
V.7	Dymo 450 Turbo - Label Writer	Dymo	COS-1752265	\$120.00	Each
V.8	Topaz SigLite LCD 1x5 Bklt - Signature Pad - Backlit LCD	Topaz	TPZ-T-LBK460-HSB-R	\$260.00	Each



This Compass® Software Support Agreement ("Agreement") is made and entered into this ____ day of _____, 201__, by and between Northwoods Consulting Partners, Inc., an Ohio corporation with its principal offices at 5815 Wall Street, Dublin, Ohio 43017, USA, (the Licensor, hereinafter "Northwoods"), and the company, person or entity executing this Agreement as the "Licensee" in the space provided below (hereinafter "Licensee"):

Licensee's Name: _____
Licensee's Address: _____

RECITALS:

WHEREAS, Licensee has licensed the specified software from Northwoods pursuant to the terms of an End User License Agreement (as the same may be amended or modified from time to time, hereinafter referred to as the "EULA"); and

WHEREAS, Licensee desires to obtain, and Northwoods is willing to provide, technical support services for the specified software and the delivery of generally released upgrades and enhancements with respect to such software from Northwoods; and

WHEREAS, Licensee has been advised of the various support offerings provided by Northwoods and has elected to purchase:

Silver Level of Support	_____	
Gold Level of Support	_____	Please initial in the space
Platinum Level of Support	_____	next to the support
Additional Environment support	_____	offering(s) you have chosen

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and intending to be legally bound, the parties hereto agree as follows:

1. **DEFINED TERMS.** The following terms shall have the meanings set forth below for all purposes of this Agreement:
 - a. **"Additional Environment"** means any environment, in excess of the Covered Environments (defined below), for which Licensee elects to pay for additional support.
 - b. **"Consumable Items"** includes all materials that can be used up and must be replenished. Examples of Consumable Items include, but are not limited to: printer, toner, scanner lamps, rollers, glass, cleaning sheets, data tapes, CDs, DVDs, etc.
 - c. **"Covered Environments"** means one (1) production environment, plus one (1) test environment.
 - d. **"Covered Hardware"** is defined as hardware (1) purchased through Northwoods, as detailed on Northwoods' invoices that Licensee has properly paid, and (2) installed and configured by Northwoods.
 - e. **"Covered Software"** means (1) the current released version of the Commercial Off-The-Shelf ("COTS") Compass® software licensed by Licensee from Northwoods under the EULA, as detailed on Northwoods' invoices that the Licensee has properly paid; (2) at any time after Northwoods has delivered to Licensee a new version of such computer software as a Patch, Upgrade and/or Fix under this Agreement, the released version of such computer software last released prior to the current released version; provided that the Covered Software will not include any prior released version of such computer software that has been superseded for more than two (2) years (as determined from the date that Northwoods first announced publicly, through its web site or otherwise, the general release of the next later version of such computer software) by any later released version of such computer software; and (3) the current released version of the COTS Document Management Software ("Covered DMS Software") of which Northwoods is a Reseller that is (a) licensed by Licensee through Northwoods, as detailed on Northwoods' invoices that the Licensee has properly paid and (b) installed and/or configured by Northwoods.
 - f. **"Covered Database"** or **"Covered Database Software"** means the database software or the index data and/or image data stored in the database that is (1) purchased through Northwoods as detailed on Northwoods' invoices that Licensee has properly paid, and (2) installed and configured by Northwoods.
 - g. **"Covered Operating System"** (sometimes abbreviated "OS") is the software program that, after being initially loaded into the computer by a boot program, manages all the other programs in a computer and that is (1) purchased through Northwoods, as detailed on Northwoods' invoices that Licensee has properly paid, and (2) installed and configured by Northwoods.
 - h. **"Covered Third Party Applications"** means any third party software that is (1) licensed by Licensee through Northwoods, as detailed on Northwoods' invoices that the Licensee has properly paid and (2) installed and configured by Northwoods.
 - i. **"Documentation"** means electronic on-line material, including user manuals, provided by Northwoods for the Covered Software and that relate to the functional, operational or performance characteristics of the Covered Software.
 - j. **"Error"** or **"Problem"** when used in the context of the Covered Software

COMPASS® SOFTWARE SUPPORT AGREEMENT

operation shall mean a demonstrable instance of adverse and incorrect operation of the Covered Software that impacts Licensee's ability to utilize a function of the Covered Software: (1) as provided for in the current Documentation published by Northwoods; or (2) that was available prior to the report of the Error or Problem.

- k. **"EULA"** is defined in the Recitals to this Agreement.
- l. **"Onsite Services"** are Support Services provided by Northwoods on behalf of Licensee at a Licensee-designated physical location other than the Northwoods offices or location.
- m. **"Patch(es), Upgrade(s) and Fix(es)"** means any and all new versions, improvements, modifications, upgrades, updates, fixes and additions to the Covered Software that Northwoods commercially releases to its end users generally during the term of this Agreement to correct deficiencies or enhance the capabilities of the Covered Software, together with updates of the Documentation to reflect such new versions, improvements, modifications, upgrades, fixes or additions; provided, however, that the foregoing shall not include new, separate product offerings, new modules, re-platformed software, new business process consulting, workflow changes or new functionality.
- n. **"Support Services"** means all professional services provided under this Agreement by Northwoods, subject to the Support Level actually purchased by Licensee, as noted in the Recitals to this Agreement.

2. SUPPORT SERVICES.

a. Silver Level.

- 1) **Remote Support of the Covered Software.** Northwoods shall: (1) use its commercially reasonable efforts to remotely correct any properly reported Error(s) in the Covered Software that are confirmed by Northwoods, in the exercise of its commercially reasonable judgment; (2) use its commercially reasonable efforts to remotely correct any properly reported Error(s) (non-conformity to functional specifications mutually agreed upon by Northwoods and Licensee) in any configurations of the Covered Software that are created by Northwoods or any integrations of the Covered Software with other applications, software or hardware that are configured or created by Northwoods, which are confirmed by Northwoods, in the exercise of its commercially reasonable judgment; and (3) upon the request of Licensee, provide remote technical support and assistance and advice related to the operation and use of the Covered Software by Licensee in the Covered Environments, plus any Additional Environment(s), or any problems with any of the foregoing. Northwoods shall undertake to confirm any reported defect(s) described in this clause promptly after receipt of proper notice from Licensee in accordance with Northwoods' current defect reporting procedures. Northwoods shall perform services in an effort to correct confirmed Errors in the Covered Software, or in configurations or integrations created by Northwoods, promptly after making such confirmation.

- 2) **Support Center Access.** Support Services generally will be available during the hours of 8:00 a.m. to 8:00 p.m., Eastern Time, Monday through Friday, excluding Northwoods' holidays, or as otherwise provided by Northwoods to its end users purchasing continuing Support Services in the normal course of its business, either by telephone or through a remote control connection to the end-user client or server computer. Licensee acknowledges and agrees that Northwoods requires on-line access to the Covered Software installed on Licensee's systems in order for Northwoods to provide remote Support Services hereunder. Accordingly, Licensee shall install and maintain, at Licensee's sole cost and expense, properly functioning and appropriate industry standard communications software approved by Northwoods; and Licensee shall establish and maintain, at Licensee's sole cost and expense, an adequate secure or dedicated connection with Northwoods to facilitate Northwoods' remote Support Services.

- 3) **Patches, Upgrades and Fixes.** Upon request, Northwoods will provide to Licensee, according to Northwoods' then current policies, up to one (1) Patch, Upgrade and/or Fix to the Covered Software released by Northwoods during the term of this Agreement. Any additional Patches, Upgrades, and Fixes requested by Licensee will be available at the discretion of Northwoods. Northwoods will use its best efforts to remotely install on behalf of Licensee any such Patches, Upgrades, and Fixes but, to the extent the Patch, Upgrade, and/or Fix cannot be installed by Northwoods remotely, Licensee may request the necessary Onsite Services in accordance with Section 2(a)(4) below. Licensee acknowledges and agrees that Northwoods has the right, at any time, to change the specifications and operating characteristics of the Covered Software, and Northwoods' policies respecting Patches, Upgrades and Fixes and the release thereof to end users. Any Patches, Upgrades and Fixes to the Covered Software and Documentation shall remain proprietary to Northwoods and/or its suppliers, shall be the sole and exclusive property of Northwoods and/or its suppliers, and shall be subject to all of the restrictions, limitations and protections of the EULA. All applicable rights

to patents, copyrights, trademarks, other intellectual property rights, applications for any of the foregoing, and/or trade secrets in the Covered Software, Documentation, and any Patches, Upgrades and Fixes are and shall remain the exclusive property of Northwoods and/or its suppliers.

- 4) **Onsite Services.** Upon the reasonable request of Licensee, and submission of a purchase order for such services agreeing to pay for such services on a time and materials basis at Northwoods then-current rates for such services, Northwoods may provide Onsite Services at Licensee's facilities in connection with the correction of any Error(s) involving the Covered Software that is not functioning in the Covered Environments, or any Additional Environment(s).
- b. **Gold Level.** Gold Level Support includes everything outlined in Section 2(a) (Silver Level) above, plus the following:
 - 1). **Remote Support of Covered Database(s).** Northwoods will provide remote, first line of support and troubleshooting for the support of any Covered Database. If, in the sole discretion of Northwoods, the issue requires escalation to the software manufacturer, Northwoods will act as a liaison between Licensee and the software manufacturer for support and troubleshooting.
 - 2). **Remote Covered Operating System Support.** Northwoods will provide remote, first line of support and troubleshooting for the support of any Covered Operating System. If, in the sole discretion of Northwoods, the issue requires escalation to the software manufacturer, Northwoods will act as a liaison between Licensee and the software manufacturer for support and troubleshooting.
 - 3). **Remote Support of Covered Third Party Applications.** Northwoods will provide remote, first line of support and troubleshooting for the support of any Covered Third Party Applications. If, in the sole discretion of Northwoods, the issue requires escalation to the software manufacturer, Northwoods will act as a liaison between Licensee and the software manufacturer for support and troubleshooting.
 - 4). **Remote Support of Covered Hardware.** Northwoods will provide remote, first line of support and troubleshooting for the support of any Covered Hardware. If, in the sole discretion of Northwoods, the issue requires escalation to the hardware manufacturer, Northwoods will act as a liaison between Licensee and the hardware manufacturer for support and troubleshooting.
- 5) **Onsite Services.** Upon the reasonable request of Licensee, and submission of a purchase order for such services agreeing to pay for such services on a time and materials basis at Northwoods then-current rates for such services, Northwoods may provide Onsite Services at Licensee's facilities in connection with the correction of any Error(s) involving the Covered Software that is not functioning in the Covered Environments, or any Additional Environment(s).
- c. **Platinum Level.** Platinum Level Support includes everything outlined in Sections 2(a) (Silver Level) and 2(b) (Gold Level) above, plus the following:
 - 1) **Onsite Services.** Northwoods will provide first line remote support and troubleshooting for all Covered Software, Covered Database Software, Covered Operating Systems, Covered Third Party Applications, and Covered Hardware. Should Northwoods be unable to successfully resolve the issue remotely, however, Northwoods will, in its sole discretion, provide one or more support professionals to provide Onsite Services for Licensee to actively resolve the issue. Onsite Services do not include installation, set up, or testing of new equipment, operator training or re-training, or replacement of Consumable Items. Onsite Services generally will be available during the hours of 8:00 a.m. to 5:00 p.m., in the time zone of Licensee, Monday through Friday, excluding Northwoods holidays.
 - 2) **Onsite Response Time.** Northwoods or Northwoods' appointed Agents or Subcontractors will use best efforts to provide timely response to all calls for service from Licensee. For purposes of this Agreement, timely response will be defined as a Northwoods consultant arriving at the Licensee's designated site within four (4) business operating hours (excluding travel time) (8:00am to 5:00pm in the time zone of Licensee, Monday through Friday, excluding Northwoods holidays) of Northwoods' determination that onsite support is required to address the Licensee's issues. This determination will be made by Northwoods exercising reasonable commercial discretion. Exceptions to the 4-hour on-site response time include any unforeseen events prohibiting Northwoods from meeting the response time that are reasonable and beyond the control of Northwoods.
 - 3) **Patches, Upgrades and Fixes.** To the extent that there are major Patches, Upgrades or Fixes to the Covered Software that cannot be installed by Northwoods remotely, and upon request of Licensee, Northwoods will make available up to one (1) major Patch, Upgrade or Fix per year to Licensee, will provide all professional services hours and resources necessary for such installation, and will train up to two (2) of Licensee's System Administrators on the new functionality of any such installation.

- 4) **Server Health Checks.** Northwoods will conduct remote server checks on the memory capacity and general operation of Licensee's servers on a periodic (not less than monthly) basis and will communicate to Licensee's System Administrator concerns over the health of Licensee's servers.
- 5) **Annual Assessment.** Licensee will receive a scheduled, annual visit by Northwoods' support manager or designee to assess Licensee's satisfaction with Northwoods' responsiveness to Licensee's needs and to respond to questions concerning the Compass® Software Support Agreement.
- d. **Exclusions.** Northwoods is not responsible for providing, or obligated to provide, Support Services or Patches, Upgrades and Fixes under this Agreement: (i) in connection with any Errors or Problems that result in whole or in part from any alteration, revision, change, enhancement or modification of any nature of the Covered Software, including any configuration of the Covered Software that was not undertaken by or authorized in writing in advance by Northwoods; (ii) in connection with any Error if Northwoods has previously provided corrections for such Error, which correction Licensee chose not to implement; (iii) in connection with any Errors or problems that have been caused by defects, alterations, revisions, changes, enhancements or modifications in the database, operating system, third party software (other than third party software bundled with the Software by Northwoods), hardware or any system or networking utilized by Licensee; (iv) if the Covered Software or related software or systems have been subjected to abuse, misuse, improper handling, accident or neglect; (v) if any party other than Northwoods has provided any services in the nature of Support Services to Licensee with respect to the Covered Software; (vi) in connection with any Errors or Problems that occur in any non-production environment, unless Licensee has elected to pay for additional environment support. Any upgrades, support, or troubleshooting requested for a non-production environment for which Licensee has not paid additional environment fees is available at the sole discretion of Northwoods and Northwoods reserves the right to bill for any such request on a time and materials basis at Northwoods then-current rates; (vii) where applicable, in connection with any hardware systems, operating systems, database systems, network operating systems, hardware drivers, or any software or hardware unless specifically "covered" by this Agreement and by the relevant Support Level pursuant to the defined terms hereinabove; or (viii) in connection with any Covered Hardware, Covered Database Software, Covered Operating Systems, Covered Third Party Applications, and Covered DMS Software for which the manufacturer has ceased providing support. Further, except as otherwise explicitly provided for elsewhere, Northwoods is not responsible for end user training or retraining, preventative support visits by Northwoods technicians, forms creation services of any type, business process consulting, workflow lifecycle creation or modification, services to bring the system back to working order after changes have been made by anyone other than Northwoods to the system or supporting systems, to the desktop image, to hardware, new operating systems, or repairs or adjustments necessitated by the moving of hardware. The exclusions outlined in this section are applicable to all levels of Software Support.
3. **LICENSEE'S RESPONSIBILITIES.**
 - a. **Operation of the Covered Software.** Licensee acknowledges and agrees that it is solely responsible for the operation, supervision, management and control of the Covered Software, including but not limited to providing training for its personnel, instituting appropriate security procedures and implementing reasonable procedures to examine and verify all output before use. In addition, Licensee is solely responsible for its data, its database, and for maintaining suitable backups of the data and database to prevent data loss in the event of any hardware or software malfunction. Northwoods shall have no responsibility or liability for data loss regardless of the reasons for said loss. Northwoods shall have no responsibility or liability for Licensee's selection or use of the Covered Software or any hardware, third party software or systems.
 - b. **Licensee's Implementation of Error Corrections and Patches, Upgrades and Fixes.** In order to maintain the integrity and proper operation of the Covered Software, Licensee agrees to implement, in the manner instructed by Northwoods, all Error corrections and Patches, Upgrades and Fixes. Licensee's failure to implement any Error corrections or Patches, Upgrades and Fixes of the Covered Software as provided in this Section 3(b) shall relieve Northwoods of any responsibility or liability whatsoever for any failure or malfunction of the Covered Software, as modified by a subsequent Error correction or Patch, Upgrade and Fix, but in no such event shall Licensee be relieved of the responsibility for the payment of fees and charges otherwise properly invoiced during the term hereof.
 - c. **System Administrator.** Licensee agrees to provide at least one (1) "System Administrator" responsible for the administration, supervision, management, and control of the Covered Software. Licensee also agrees that all Covered Software support incidents raised by Licensee's personnel will be reported to

the System Administrator, who will provide the initial research, investigation, and troubleshooting into the support incident. In the event the support incident can be resolved without Northwoods, the System Administrator will provide the support resolution to Licensee personnel. If, after initial research and investigation into a support question, the System Administrator determines there is an Error or Problem with the Covered Software, the System Administrator will report the Error or Problem to Northwoods. Licensee agrees that all communications regarding Covered Software Errors and Problems will be between the System Administrator and Northwoods.

- d. **Notice and Documentation of Errors.** Licensee shall give prompt notice of any Errors in the Covered Software discovered by Licensee, or otherwise brought to the attention of Licensee, in accordance with Northwoods' then current defect reporting procedures. Proper notice may include, without limitation, prompt telephonic or written notice to Northwoods of any alleged Error. If Northwoods requests, Licensee agrees to provide written documentation of Errors to substantiate them and to assist Northwoods in the detection and correction of said Errors.
 - e. **Access to Premises and Systems.** Licensee shall provide reasonable access to and use of Licensee's premises, computer hardware, peripherals, Covered Software, and any other software as Northwoods deems necessary to diagnose and correct any Errors or to otherwise provide Support Services. In addition, Licensee acknowledges and agrees that a third party service provider may be retained by Northwoods to provide Error corrections or other Support Services directly to Licensee and, accordingly, Licensee shall provide the same access directly to such service provider. Such right of access and use shall be provided at no cost or charge to Northwoods or the third party service provider.
 - f. **Network Infrastructure.** Licensee agrees to maintain all required network infrastructure to ensure persistent connectivity between Licensee's workstations and servers. This includes necessary networking hardware and associated software configuration and security settings.
 - g. **Back-ups.** Licensee agrees to perform daily back-ups of all application related systems, databases, and data files and to maintain current back-up copies of other pertinent systems and data files.
 - h. **Upgrades.** Licensee agrees to upgrade the Covered Software once per year.
- 4. FEES, PAYMENTS, CURRENCY AND TAXES.**
- a. **Annual Support Fees.** Licensee shall pay to Northwoods annual support fees in the amounts invoiced by Northwoods.
 - 1) **Initial Software.** The invoice that will be provided pursuant to this Agreement shall set forth the aggregate invoice amounts for initial annual support fees for each Covered Software module(s) initially licensed, and for all Covered Software modules initially licensed in the aggregate. Licensee shall be required to submit a purchase order for this Agreement, in the amount of the initial annual support fees due hereunder, simultaneously with Licensee's submission of its purchase order for the license of the Covered Software under the EULA.
 - 2) **Additional Software.** Northwoods shall invoice Licensee for annual support fees for all Covered Software modules that Licensee additionally licenses under the EULA promptly upon acceptance of Licensee's purchase order for the purchase of Support Services for such Covered Software.
 - 3) **Renewal Periods.** Northwoods shall invoice Licensee for annual support fees for renewal terms at least sixty (60) days prior to the end of the then-current term.
 - 4) **Time and Materials Charges.** Notwithstanding anything to the contrary, if Licensee requests: (1) Support Services that Northwoods is not obligated to provide based on the level of support purchased by Licensee, and Northwoods agrees to provide such requested Support Services notwithstanding the provisions of Section 2(d), then Licensee agrees that such Support Services shall not be covered by the annual support fees under Section 4(a). Licensee agrees to pay for such Support Services at Northwoods' standard time and materials rates. Northwoods shall invoice Licensee for all time and materials charges hereunder.

- b. **Incidental Costs and Expenses.** Licensee shall be responsible for all incidental costs and expenses incurred by Northwoods in connection with the performance of this Agreement. Examples of incidental costs and expenses include, without limitation, all costs and expenses for tools, supplies, accessories, media and other expendables purchased or otherwise used by Northwoods, on-line connection charges and out-of-pocket expenses incurred at Licensee's request, including but not limited to travel, meals and lodging expenses for Onsite Services. Northwoods shall invoice Licensee for all incidental costs and expenses provided pursuant to Sections 2(a)(4) and 2(b)(5).

c. Payments; Remedies.

- 1) **Annual Support Fees.** Licensee shall pay all invoices for annual support fees in full net thirty (30) days from the date of invoice.
- 2) **Other Payments.** Licensee shall pay all other invoices hereunder in full net thirty (30) days from the date of invoice.
- 3) **Remedies.** All past due amounts shall bear interest at the rate of one and one-half percent (1.5%) per month (or, if lower, the maximum lawful rate) from the date due through the date that such past due amounts and such accrued interest are paid in full. In the event of any default by Licensee in the payment of any amounts due hereunder, which default continues unremedied for at least ten (10) calendar days after the due date of such payment, Northwoods shall have the right to cease to provide any Support Services and Upgrades and Enhancements to Licensee unless and until such default, and any and all other defaults by Licensee hereunder, have been cured.
- 4) **U.S. Dollars.** All payments by Licensee to Northwoods shall be made in U.S. dollars.

- d. **Taxes and Governmental Charges.** In addition to any and all other payments required to be made by Licensee hereunder, Licensee shall pay all taxes and governmental charges, foreign, federal, state, local or otherwise (other than income or franchise taxes of Northwoods), however designated, which are levied or imposed by reason of the transactions contemplated by this Agreement, including but not limited to sales and use taxes, excise taxes and customs duties or charges. Licensee agrees to make any and all required tax payments directly to the appropriate taxing authority.

e. Support Fee Increases.

- 1) **Silver Level.** Northwoods will increase annual support fees for each renewal term, provided that such increase will not exceed, in the aggregate, the greater of (A) the annual support fee for the immediately preceding renewal term increased by the percentage increase in the Consumer Price Index (CPI) (as published by the United States Department of Labor, Bureau of Labor Statistics) for the 12-month period preceding the renewal date, or (B) the annual support fee for the immediately preceding renewal term increased by three and one-half percent (3 ½%).
- 2) **Gold Level.** For a period of three (3) years following the execution of this Agreement, provided Licensee remains current on its payments at the Gold Level, Northwoods will not increase the support fees payable under this Agreement. At the end of the initial three (3) year term, and every three (3) years thereafter, Northwoods will increase the support fee in an amount that is the greater of (A) the annual support fee for the immediately preceding renewal term increased by the percentage increase in the Consumer Price Index (CPI) (as published by the United States Department of Labor, Bureau of Labor Statistics) for the 12-month period preceding the renewal date, or (B) the annual support fee for the immediately preceding renewal term increased by three and one-half percent (3 ½%).
- 3) **Platinum Level.** For a period of five (5) years following the execution of this Agreement, provided Licensee remains current on its payments at the Platinum Level, Northwoods will not increase the support fees payable under this Agreement. At the end of the initial five (5) year term, and every five (5) years thereafter, Northwoods will increase the support fee in an amount that is the greater of (A) the annual support fee for the immediately preceding renewal term increased by the percentage increase in the Consumer Price Index (CPI) (as published by the United States Department of Labor, Bureau of Labor Statistics) for the 12-month period preceding the renewal date, or (B) the annual support fee for the immediately preceding renewal term increased by three and one-half percent (3 ½%).

5. LIMITED WARRANTY.

- a. **Limited Warranty of Services.** Northwoods warrants that the Support Services shall be performed in a good and workmanlike manner and substantially according to industry standards. In order to assert any claim that any Support Services fail to conform to this limited warranty, Licensee must notify Northwoods in writing of such claim within thirty (30) days after the date the alleged non-conforming Services are completed. If, after such timely notice from Licensee, the Support Services in question are determined not to conform to this limited warranty, Northwoods' sole obligation, and Licensee's

sole remedy, shall be for Northwoods to use commercially reasonable efforts to re-perform the nonconforming Support Services in an attempt to correct the nonconformity. If Northwoods is unable to correct such nonconformity after a reasonable period of time, Licensee's sole and exclusive remedy shall be termination of this Agreement in accordance with Section 7(b)(3)(B). This warranty specifically excludes non-performance issues caused as a result of any circumstances described in Section 2(d), incorrect data or incorrect procedures used or provided by Licensee or a third party, or failure of Licensee to perform and fulfill its obligations under this Agreement or the EULA.

- b. No Warranty of Patches, Upgrades and Fixes. The EULA shall govern any limited warranty or disclaimer relating to Patches, Upgrades and Fixes of the Covered Software provided to Licensee under this Agreement, and no warranty is given under this Agreement with respect to Patches, Upgrades and Fixes.
- c. DISCLAIMER OF WARRANTIES. EXCEPT AS EXPRESSLY SET FORTH IN SECTION 5(a), NORTHWOODS MAKES NO WARRANTIES OR REPRESENTATIONS REGARDING ANY SUPPORT SERVICES, ANY SOFTWARE OR ANY PATCHES, UPGRADES AND FIXES PROVIDED UNDER THIS AGREEMENT. NORTHWOODS DISCLAIMS AND EXCLUDES ANY AND ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF GOOD TITLE, WARRANTIES AGAINST INFRINGEMENT, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES THAT MAY BE DEEMED TO ARISE FROM ANY COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. NORTHWOODS DOES NOT WARRANT THAT ANY SUPPORT SERVICES, SOFTWARE OR PATCHES, UPGRADES AND FIXES PROVIDED WILL SATISFY LICENSEE'S REQUIREMENTS OR ARE WITHOUT DEFECT OR ERROR, OR THAT THE OPERATION OF ANY SOFTWARE OR PATCHES, UPGRADES AND FIXES WILL BE UNINTERRUPTED. NORTHWOODS DOES NOT ASSUME ANY LIABILITY WHATSOEVER WITH RESPECT TO ANY THIRD PARTY HARDWARE, FIRMWARE, SOFTWARE OR SERVICES.
6. LIMITATIONS OF LIABILITY. IN NO EVENT SHALL NORTHWOODS' AGGREGATE LIABILITY UNDER THIS AGREEMENT EXCEED THE AGGREGATE AMOUNTS PAID BY LICENSEE TO NORTHWOODS UNDER THIS AGREEMENT DURING THE CURRENT TERM OF THIS AGREEMENT. IN NO EVENT SHALL NORTHWOODS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, LOST SAVINGS, BUSINESS INTERRUPTION DAMAGES OR EXPENSES, THE COSTS OF SUBSTITUTE SOFTWARE OR SERVICES, LOSSES RESULTING FROM ERASURE, DAMAGE, DESTRUCTION OR OTHER LOSS OF FILES, DATA OR PROGRAMS OR THE COST OF RECOVERING SUCH INFORMATION, OR OTHER PECUNIARY LOSS, EVEN IF NORTHWOODS HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR LOSSES. THIS LIMITATION INCLUDES ANY LOSS RESULTING FROM SERVER FAILURE THAT WAS NOT DIAGNOSED DURING A SERVER HEALTH CHECK CONDUCTED BY NORTHWOODS.
7. TERM, RENEWAL AND TERMINATION.
 - a. Term. Subject to the early termination provisions of Section 7(b), the initial term of this Agreement (the "Initial Term") shall commence on the day that Northwoods issues to Licensee license codes for the Covered Software modules licensed by Licensee under the EULA and shall expire on the first anniversary of such date. Except as otherwise provided in Section 7(c)(3) below, the Agreement will automatically renew for consecutive one (1) year terms upon the payment by Licensee of the next year's Software Support fee.
 - b. Early Termination.
 - 1) Automatic. This Agreement shall terminate automatically, without any other or further action on the part of either of the parties, immediately upon any termination of the EULA.
 - 2) By Northwoods for Cause. Northwoods shall be entitled to give written notice to Licensee of any breach by Licensee or other failure by Licensee to comply with any material term or condition of the EULA or this Agreement, specifying the nature of such breach or non-compliance and requiring Licensee to cure the breach or non-compliance. If Licensee has not cured, or commenced to cure (if a cure cannot be performed within the time period set forth below), the breach or non-compliance within (A) in the case of non-payment, any breach of Section 1 of the EULA, or any breach of Section 3 of this Agreement, ten (10) calendar days after receipt of such written notice, or (B) in the case of any other breach or non-compliance, twenty (20) business days after receipt of such written notice, Northwoods shall be entitled, in addition to any other rights it may have hereunder, or otherwise at law or in equity, to immediately terminate this Agreement.
 - 3) By Licensee.
 - A) For Convenience. Licensee may terminate this Agreement at any time, for any reason, upon not less than sixty (60) days advance written notice to Northwoods.
 - B) For Cause. Licensee shall be entitled to give written notice to

Northwoods of any breach by Northwoods or other failure by Northwoods to comply with any material term or condition of this Agreement, specifying the nature of such breach or non-compliance and requiring Northwoods to cure the breach or non-compliance. If Northwoods has not cured, or commenced to cure (if a cure cannot be performed within the time period set forth below), the breach or non-compliance within twenty (20) business days after receipt of written notice, Licensee shall be entitled, in addition to any other rights it may have under this Agreement, or otherwise at law or in equity, to immediately terminate this Agreement; and thereafter, so long as Licensee has complied in all material respects with its obligations under the EULA and this Agreement, and is current on all payment obligations under the EULA and this Agreement, Licensee shall be entitled to a refund from Northwoods of the "unused portion of the annual support fees" for the then-current term of this Agreement. For these purposes, the "unused portion of the annual support fees" shall mean that portion of the annual support fees paid by Licensee with respect to the term of this Agreement during which such termination of this Agreement is effective, equal to the total of such annual support fees multiplied by a fraction, the numerator of which shall be the number of calendar months during the then-current term of this Agreement that remain until the end of such then-current term, commencing with the calendar month after the calendar month in which such termination is effective, and the denominator of which shall be the total number of calendar months in such then-current term determined without regard to such termination.

- C) Non-Renewal. Licensee may elect not to renew this Agreement at the end of the then-current term of this Agreement by written notice to Northwoods on or prior to the date payment is due under Section 4(c)(1) of Northwoods' invoice for annual support fees for the next succeeding renewal term of this Agreement.
 - 4) By Either Party in Accordance with Section 8. Either party may terminate this Agreement in accordance with the procedures set forth in Section 8.
 - c. Effect of Termination.
 - 1) Payments. Notwithstanding any termination of this Agreement, Licensee shall be obligated to pay Northwoods for (A) all Support Services provided on a time and materials basis in accordance with this Agreement at any time on or prior to the effective date of termination; (B) all annual support fees due with respect to any period commencing prior to the effective date of termination; and (C) all incidental costs and expenses incurred by Northwoods at any time on or prior to the effective date of termination. All such payments shall be made in accordance with Section 4, which shall survive any such termination for these purposes.
 - 2) Survival of Obligations. The termination of this Agreement will not discharge or otherwise affect any pre-termination obligations of either party existing under the Agreement at the time of termination. The provisions of this Agreement which by their nature extend beyond the termination of the Agreement will survive and remain in effect until all obligations are satisfied, including, but not limited to, Sections 2(a)(3) and 2(c)(3) (as they relate to title and ownership), Section 4(d), Section 5(c), Section 6, Section 7, Section 9 and Section 10. No action arising out of this Agreement, regardless of the form of action, may be brought by Licensee more than one (1) year after the date the action accrued.
 - 3) Reinstatement of Agreement. In the event of the termination of this Agreement by Licensee under Section 7(b)(3)(C) (Non-Renewal), Licensee may at any time after the effective date of such termination elect to reinstate this Agreement in accordance with this Section 7(c)(3). To obtain reinstatement, Licensee shall deliver written notice to such effect to Northwoods, together with payment in full of: (A) annual support fees, based upon Northwoods' Annual Support Fee Schedule in effect as of the time of such reinstatement, for all periods (as determined under Section 7(a) as if the Agreement had not been terminated under Section 7(b)(3)(C)) that have elapsed from the effective date of such termination through the effective date of such reinstatement; and (B) an amount equal to one hundred ten percent (110%) of the annual support fee, based upon Northwoods' Annual Support Fee Schedule in effect as of the time of such reinstatement, for the renewal term of this Agreement commencing on the effective date of such reinstatement. Any reinstatement under this Section 7(c)(3) shall be effective as of the first business day after Northwoods has received the notice of reinstatement and all payments required to be made hereunder in connection with such reinstatement. The renewal term commencing with the effective date of this Agreement shall be for a period ending on the first annual anniversary of such effective date; and thereafter the term of this Agreement shall be renewed: (i) at the end of such first renewal term, for a period of one year; and (ii) thereafter, annually on a year by year basis.
- EXCEPT AS EXPRESSLY PROVIDED BY THIS SECTION 7(c)(3), LICENSEE SHALL

HAVE NO RIGHT TO REINSTATE THIS AGREEMENT FOLLOWING THE TERMINATION THEREOF FOR ANY REASON.

8. **FORCE MAJEURE.** No failure, delay or default in performance of any obligation of a party to this Agreement (except the payment of money) shall constitute a default or breach to the extent that such failure to perform, delay or default arises out of a cause, existing or future, beyond the control (including, but not limited to: action or inaction of governmental, civil or military authority; fire; strike, lockout or other labor dispute; flood; war; riot; theft; earthquake; natural disaster or acts of God; national emergencies; unavailability of materials or utilities; sabotage; viruses; or the act, negligence or default of the other party) and without negligence or willful misconduct of the party otherwise chargeable with failure, delay or default. Either party desiring to rely upon any of the foregoing as an excuse for failure, default or delay in performance shall, when the cause arises, give to the other party prompt notice in writing of the facts which constitute such cause; and, when the cause ceases to exist, give prompt notice of that fact to the other party. This Section 8 shall in no way limit the right of either party to make any claim against third parties for any damages suffered due to said causes. If any performance date by a party under this Agreement is postponed or extended pursuant to this Section 8 for longer than ninety (90) calendar days, the other party, by written notice given during the postponement or extension, and at least thirty (30) days prior to the effective date of termination, may terminate this Agreement.
9. **NOTICES.** Unless otherwise agreed to by the parties in a writing signed by both parties, all notices required under this Agreement shall be deemed effective: (a) when sent and made in writing by either (1)(A) registered mail, (B) certified mail, return receipt requested, or (C) overnight courier, in any such case addressed and sent to the address set forth herein and to the attention of the person executing this Agreement on behalf of that party or that person's successor, or to such other address or such other person as the party entitled to receive such notice shall have notified the party sending such notice of; or (2) facsimile transmission appropriately directed to the attention of the person identified as the appropriate recipient and at the appropriate address under (a)(1) above, with a copy following by one of the other methods of notice under (a)(1) above; or (b) when personally delivered and made in writing to the person and address identified as appropriate under (a)(1) above.
10. **GENERAL PROVISIONS.**
 - a. **Jurisdiction.** This Agreement and any claim, action, suit, proceeding, or dispute arising out of this Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of Ohio without regard to its conflicts of laws provisions. Venue and jurisdiction for any action, suit, or proceeding arising out of this Agreement shall vest exclusively in the federal or state courts of general jurisdiction in Franklin County, Ohio.
 - b. **Interpretation.** Headings used in this Agreement are for reference and convenience purposes only and shall not in any way limit or affect the meaning or interpretation of any of the terms hereof. All defined terms in this Agreement shall be deemed to refer to the masculine, feminine, neuter, singular or plural, in each instance as the context or particular facts may require. Use of "hereunder," "herein," "hereby" and similar terms refer to this Agreement.
 - c. **Waiver.** No waiver of any right or remedy on one occasion by either party shall be deemed a waiver of such right or remedy on any other occasion.
 - d. **Integration.** This Agreement, including any and all exhibits and schedules referred to herein or therein, sets forth the entire agreement and understanding between the parties pertaining to the subject matter and merges all prior discussions between them on the same subject matter. Neither of the parties shall be bound by any conditions, definitions, warranties, understandings or representations with respect to the subject matter other than as expressly provided in this Agreement. This Agreement may only be modified by a written document signed by duly authorized representatives of the parties. This Agreement shall not be supplemented or modified by any course of performance, course of dealing or trade usage. Variance from or addition to the terms and conditions of this Agreement in any purchase order or other written notification or documentation, from Licensee or otherwise, will be of no effect unless expressly agreed to in writing by both parties. This Agreement will prevail over any conflicting stipulations contained or referenced in any other document.
 - e. **Binding Agreement and Assignment.** This Agreement shall be binding upon and shall inure to the benefit of the parties and their respective successors and permitted assigns. Northwoods may assign this Agreement or its rights or obligations under this Agreement, in whole or in part, to any other person or entity. Licensee may not assign this Agreement or its rights or obligations under this Agreement, in whole or in part, to any other person or entity without the prior written consent of Northwoods. Any change in control of

Licensee resulting from an acquisition, merger or otherwise shall constitute an assignment under the terms of this provision. Any assignment made without compliance with the provisions of this Section 10(e) shall be null and void and of no force or effect.

- f. **Severability.** In the event that any term or provision of this Agreement is deemed by a court of competent jurisdiction to be overly broad in scope, duration or area of applicability, the court considering the same will have the power and is hereby authorized and directed to limit such scope, duration or area of applicability, or all of them, so that such term or provision is no longer overly broad and to enforce the same as so limited. Subject to the foregoing sentence, in the event any provision of this Agreement is held to be invalid or unenforceable for any reason, such invalidity or unenforceability will attach only to such provision and will not affect or render invalid or unenforceable any other provision of this Agreement.
- g. **Independent Contractor.** The parties acknowledge that Northwoods is an independent contractor and that it will be responsible for its obligations as employer for those individuals providing the Support Services.
- h. **Export.** Licensee agrees to comply fully with all relevant regulations of the U.S. Department of Commerce and all U.S. export control laws, including but not limited to the U.S. Export Administration Act, to assure that the Patches, Upgrades and Fixes are not exported in violation of United States law.
- i. **Injunctive Relief.** The parties to this Agreement recognize that a remedy at law for a breach of the provisions of this Agreement relating to confidential information and intellectual property rights will not be adequate for Northwoods' protection and, accordingly, Northwoods shall have the right to obtain, in addition to any other relief and remedies available to it, specific performance or injunctive relief to enforce the provisions of this Agreement.



IMPORTANT- READ CAREFULLY

This Compass® Software End User License Agreement ("EULA") is made and entered into this ____ day of _____, 201__, by and between Northwoods Consulting Partners, Inc., an Ohio corporation with its principal offices at 5815 Wall Street, Dublin, Ohio 43017, USA, (the Licenser, hereinafter "Northwoods"), and the company, person or entity executing this Agreement as the "Licensee" in the space provided below (hereinafter "Licensee"):

Licensee's Name: _____
Licensee's Address: _____

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and intending to be legally bound, the parties hereto agree as follows:

1. LICENSE.

- a. Software licensed, not sold, for use pursuant to the EULA ("Software"):
 - 1) Compass-branded Software modules with respect to which Licensee properly submits a written purchase order to, and pays Software license fees to, Northwoods or its authorized solution provider. All such modules listed on Northwoods' invoices submitted to Licensee shall, upon payment in full of the Software license fees, automatically be deemed to be added to the Software described in this EULA, whether or not the parties actually amend this EULA.
 - 2) All "Upgrades or Enhancements" to the Software described in paragraph (1) above that Licensee properly obtains pursuant to the terms of a Software Maintenance Agreement between Licensee and Northwoods or its authorized solution provider.
- b. Subject to payment in full of the Software license fees, Northwoods grants to Licensee a perpetual (except as herein provided), non-exclusive, non-assignable (except as herein provided), limited license to the Software detailed in subsection (a) above, in machine-readable object code form only, solely for use by Licensee internally, and only for capturing, storing, processing and accessing Licensee's own data, and not for use for the processing of third-party data as a service bureau, application service provider or otherwise. Licensee shall not make any use of the Software in any manner not expressly permitted by this EULA.
- c. Licensee acknowledges that each module of the Software is licensed for a specific type of use, such as concurrently or on a specified workstation or by a specified individual and that the Software controls such use. Use of software or hardware that reduces the number of clients directly accessing or utilizing the Software (sometimes called "multiplexing" or "pooling" software or hardware) does not reduce the number of Software licenses required. The required number of Software licenses would equal the number of distinct inputs to the multiplexing or pooling software or hardware. Licensee is prohibited from using any software other than the Software Client modules or Software API modules to access the Software or any data stored in the Software database for any purpose other than generating reports or statistics regarding system utilization, unless Northwoods has given its prior written consent to Licensee's use of such other software and Licensee has paid to Northwoods Software license fees with respect to such access to the Software or data stored in the Software database in accordance with Northwoods' licensing policies applicable to the Software modules that provide access to the Software application modules and data stored in the Software database.
- d. Licensee shall be entitled to use one (1) production copy of each Software module licensed. In addition, Licensee shall be entitled to license: one (1) additional copy of each Software module licensed for customary remote disaster recovery purposes ("Disaster Recovery System"); and one (1) additional copy of each Software module licensed to be used exclusively in a non-production environment and solely for the purposes of experimenting, development, integrating and testing the Software and training Licensee's employees on the Software ("Test System"). Northwoods reserves the right to further define the permitted use(s) and/or restrict the use(s) of the Test System. NORTHWOODS MAKES NO WARRANTIES WITH RESPECT TO ANY SOFTWARE USED IN ANY NON-PRODUCTION SYSTEM AND PROVIDES THE SOFTWARE "AS IS." Licensee's sole recourse in the event of any dissatisfaction with any Software used in any non-production system is to stop using such Software and return it to

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Northwoods. Licensee shall not make additional copies of the Software.

- e. Licensee agrees: (1) not to remove, obscure, make illegible, or alter any Northwoods, Compass or other proprietary notices, trademarks, logos, or copyrights in the Software from any packaging or documentation; (2) not to distribute, reproduce, sell, transfer, rent, lease or sub-license the Software or documentation to any third party; (3) not to alter or modify the Software; (4) not to reverse engineer, disassemble, decompile or attempt to derive source code from the Software, or prepare derivative works therefrom; and (5) not to publish to a third party any results of benchmark tests run on the Software without Northwoods' prior, written consent.
- f. Licensee may not assign, transfer or sublicense all or part of this EULA without the prior written consent of Northwoods.
- g. Licensee may not make any use of the Disaster Recovery System in a production environment concurrently with the operation of any other copy of the Software in a production environment.
- h. From time to time Northwoods may make "beta" copies of prospective new versions of the Software or of potential new software modules ("Beta Software") available for Licensee's use in the Test System and Licensee may elect to license and use the Beta Software in the Test System. LICENSEE ACKNOWLEDGES AND UNDERSTANDS THAT ANY BETA SOFTWARE IS A PRE-RELEASE VERSION ONLY, IS STILL UNDERGOING TESTING AT NORTHWOODS AND IS NOT A NORTHWOODS COMMERCIALY RELEASED PRODUCT. Except for the provisions of Section 5(a), (b) and (c) and Section 7 of this EULA, which shall not apply with respect to any Beta Software, Licensee acknowledges and agrees that all Beta Software delivered in accordance with this paragraph shall be considered to be "Software" for all purposes of this EULA. Notwithstanding anything to the contrary, as to any Beta Software, this EULA and the limited license granted hereby will terminate on the earliest of: (a) ten (10) days after the date of delivery by either party to the other party of written notice of termination of the beta testing period for such Beta Software; or (b) the date of Northwoods' commercial release of the final version of such Beta Software for licensing to its end users generally. Upon expiration or other termination of such period, Licensee immediately shall discontinue any and all use of the Beta Software and related documentation and remove or permit Northwoods to deactivate the Beta Software. The termination of this EULA, as to any Beta Software, shall not affect the continuation of this EULA as to any other Software that has been licensed and is in use by Licensee in accordance with the terms of this EULA.
- i. From time to time Licensee may elect to evaluate certain Compass® software modules that it has not licensed and does not currently use in its production environment ("Evaluation Software"), for the purpose of determining whether or not to purchase a production license of such Software modules. Evaluation Software is licensed for Licensee's use in Licensee's Test System. Except for the provisions of Section 5(a), (b) and (c) and Section 7 of this EULA, which shall not apply with respect to any Evaluation Software, Licensee acknowledges and agrees that all Evaluation Software delivered in accordance with this paragraph shall be considered to be "Software" for all purposes of this EULA. Notwithstanding anything to the contrary, as to any Evaluation Software, this EULA and the limited license granted hereby will terminate on the earliest of: (a) thirty (30) days after the date such Software is activated for use in Licensee's Test System; or (b) immediately upon the delivery of written notice to such effect to Licensee. Upon expiration or other termination of such period, Licensee immediately shall either (y) discontinue any and all use of the Evaluation Software and related documentation and remove or permit Northwoods to deactivate the Evaluation Software; or (z) deliver payment in full of the license price that has been agreed upon for such Software to Northwoods (if Licensee purchases licenses for Software directly from Northwoods) or to Northwoods' authorized solution provider (if Licensee purchases licenses for Software through such authorized solution provider), and confirm in writing to Northwoods that such Evaluation Software is added as additional Software licensed for Licensee's use in its production environment and Licensee's Test System under this EULA. The termination of this EULA as to any Evaluation Software shall not affect the continuation of this EULA as to any other Software that has been licensed and is in use by Licensee in accordance with the terms of this EULA.
- j. Upon expiration or other termination of any period of use of any Beta Software or of any Evaluation Software that Licensee elects not to

purchase a license for use in Licensee's production environment under this EULA, Licensee agrees that it will provide to Northwoods remote access to Licensee's systems on which such Beta Software or such Evaluation Software is installed for the limited purpose of permitting Northwoods to deactivate such Software.

2. **OWNERSHIP.** Northwoods owns the Software, including, without limitation, any and all worldwide intellectual property rights, copyrights, patents, trade secrets, trademarks and proprietary and confidential information rights in or associated with the Software. The Software is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. No ownership rights in the Software are transferred to Licensee. Licensee agrees that nothing in this EULA or associated documents gives it any right, title or interest in the Software, except for the limited express rights granted in this EULA.
3. **INSTALLATION.** Licensee may retain Northwoods or the Northwoods authorized solution provider through which Licensee orders the Software to provide installation services. If Northwoods is retained, the parties will enter into a separate Purchase Agreement or other contract governing the procurement and performance of such services. Unless otherwise provided for in the Purchase Agreement or other contract, Licensee is responsible for hardware and non-licensed software for the installation, operation and support of the Software.
4. **LICENSEE OBLIGATIONS.** Licensee acknowledges and agrees that it is solely responsible for the operation, supervision, management and control of the Software, including but not limited to providing training for its personnel, instituting appropriate security procedures and implementing reasonable procedures to examine and verify all output before use. In addition, Licensee is solely responsible for its data, its database and for maintaining suitable backups of the data and database to prevent data loss in the event of any hardware or software malfunction.
5. **LIMITED WARRANTY.**
 - a. For a period of sixty (60) days from the date of first installation of the Software at Licensee's site, Northwoods warrants to Licensee that the media on which the Software is distributed are free from defects in materials and in workmanship.
 - b. 1) For a period of sixty (60) days from the Maintenance Commencement Date (as defined below), Northwoods warrants to Licensee that the Software, when properly installed and properly used, will operate substantially in accordance with the user documentation published by Northwoods related to the Software that is included with the Software, including user manuals, and that relates to the functional, operational or performance characteristics of the Software ("Documentation"). The terms of this warranty shall not apply to, and Northwoods shall have no liability for, any non-conformity related to any Software that has been: (i) modified by Licensee or a third party; (ii) used in combination with equipment or software other than that which is consistent with the Documentation; or (iii) misused or abused. Northwoods does not warrant that the functions contained in the Software will meet Licensee's requirements or that the operation of the Software will be uninterrupted or error free.
 - 2) For purposes of this warranty, the term "Maintenance Commencement Date" as to any Software means the first date that: (i) a copy of the Software has been delivered to Licensee (either by shipment of media containing the Software, downloading of the Software onto Licensee's systems in connection with the installation of the Software, or the Software being made available for download by Licensee from a web site identified to Licensee); and (ii) license codes or a Software certificate necessary for Licensee to activate the Software for use have been delivered to Licensee or made available for download by Licensee.
 - c. Licensee's sole and exclusive remedy for a breach of the express limited warranties under paragraph (a) or (b) shall be as follows. Provided that, within the applicable 60-day period, Licensee notifies Northwoods in writing of the non-conformity, Northwoods will either: (1) repair or replace the non-conforming media or Software, which in the case of the Software may include the delivery of a commercially reasonable workaround for the non-conformity; or (2) if Northwoods determines that repair or replacement of the non-conforming media or Software is not commercially practicable, then terminate this EULA with respect to the Software associated with the non-conforming media or with respect to the non-conforming Software, in which event, upon compliance by Licensee with its obligations under Section 9, Northwoods will refund any portion of the Software license fees

paid prior to the time of such termination with respect to such Software.

- d. NORTHWOODS AND ITS SUPPLIERS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE. LICENSEE SPECIFICALLY ASSUMES RESPONSIBILITY FOR THE SELECTION OF THE SOFTWARE TO ACHIEVE ITS BUSINESS OBJECTIVES.
- e. No oral or written information given by Northwoods, its agents, or employees shall create any additional warranty. No modification or addition to this warranty is authorized unless it is set forth in writing, references this EULA, and is signed on behalf of Northwoods by a corporate officer.
6. **LIMITATION OF LIABILITY.** IN NO CASE SHALL NORTHWOODS' LIABILITY EXCEED THE AMOUNT OF THE SOFTWARE LICENSE FEES ACTUALLY PAID BY LICENSEE. IN NO EVENT WILL NORTHWOODS OR ITS DIRECT OR INDIRECT SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OR OTHER PECUNIARY LOSS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR ANY USE OR INABILITY TO USE THE SOFTWARE, EVEN IF NORTHWOODS OR SUCH SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES. NORTHWOODS AND ITS SUPPLIERS ARE NOT RESPONSIBLE FOR ANY COSTS INCLUDING, WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR INFORMATION, THE COST OF RECOVERING SUCH DATA OR INFORMATION, THE COST OF SUBSTITUTE SOFTWARE, OR CLAIMS BY THIRD PARTIES.
7. **MAINTENANCE.** Licensee may purchase software support services from Northwoods or the Northwoods authorized solution provider through which Licensee has ordered the Software pursuant to the terms of a separate Software Support Agreement.
8. **INVOICES AND PAYMENTS.** An invoice will be provided to the Licensee within ten (10) business days from the date the software is delivered to the Licensee and will be due payable within thirty (30) days after receipt of invoice. Failure to remit payment within thirty (30) days may result in the termination of this EULA.
9. **AUDIT RIGHTS.** Northwoods may audit the records of Licensee to ensure compliance with the terms of this EULA. Northwoods, or its authorized solution provider, will notify Licensee in writing at least ten (10) business days prior to any such audit. Licensee will cooperate by providing access to any books, computers, records, or other information that relate or may be related to use of the Licensed Software. Any such audit will be conducted during Licensee's regular business hours at Licensee's offices and will not interfere unreasonably with Licensee's business activities. If an audit reveals unauthorized use, reproduction, distribution or other exploitation of the Licensed Software, then Licensee will promptly reimburse Northwoods or its authorized solution provider for the cost of such audit, in addition to the underpaid license fees, any associated fees for Maintenance and Support, and any other such rights and remedies as Northwoods may have.
10. **TERMINATION.** Northwoods may terminate this EULA immediately and any license to use the Software will automatically terminate without notice if Licensee fails to comply with any provision of this EULA. Upon termination of this EULA for any reason, including, but not limited to, those specified in this Section 10 or in Sections 5 or 8, Licensee shall immediately: (a) discontinue any and all use of the Software and related documentation; (b) return the Software and any related documentation to Northwoods; and (c) certify in writing to Northwoods that Licensee has completed the preceding actions. The obligations of Licensee under the preceding sentence and all disclaimers of warranties and limitations of liability set forth in this EULA shall survive any termination.
11. **DISCLAIMER OF AGENCY.** This EULA does not constitute a partnership agreement, nor does it authorize Northwoods or the Licensee to serve as the legal representative or agent of the other. Neither party hereto will have any right or authority to assume, create, or incur any liability or any obligation of any kind, express or implied, against, in the name of, or on behalf of the other party.
12. **SEVERABILITY.** In the event that a court of competent jurisdiction determines that any portion of this EULA is unenforceable, it shall not affect any other provisions of this EULA.
13. **NOTICE.** All notices, requests or other communications required to be given pursuant to this EULA shall be in writing, shall be addressed to the recipient party at its principal place of business or to such other address as the recipient party may direct in writing, and shall be

personally delivered or sent by certified or registered U.S. mail, return receipt requested, or by prepaid commercial overnight courier. All notices, requests or other communications delivered as specified herein shall be deemed to have been given and received on the date personally delivered or on the date deposited in the U.S. mail or with the commercial overnight courier.

14. **GOVERNING LAW.** The laws of the State of Ohio shall govern this EULA, without regard to the conflict of laws principles thereof. The parties mutually agree that the 1980 United Nations Convention on Contracts for the International Sale of Goods, as amended, shall not be applicable with respect to this EULA. Licensee agrees that it will not export or re-export, directly or indirectly, the Software to destinations prohibited by the U.S. Department of Commerce in accordance with the U.S. Export Administration Regulations.
15. **JURISDICTION.** This Agreement and any claim, action, suit, proceeding, or dispute arising out of this Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of Ohio without regard to its conflicts of laws provisions. Venue and jurisdiction for any action, suit, or proceeding arising out of this Agreement shall vest exclusively in the federal or state courts of general jurisdiction in Franklin County, Ohio.
16. **ENTIRE AGREEMENT.** This EULA (including the exhibits and schedules attached hereto) constitutes the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements, documents and proposals, oral or written, between the parties with respect thereto. This EULA may be amended or modified only by an agreement in writing signed by each of the parties and may not be modified by course of conduct.
17. **U.S., STATE AND LOCAL GOVERNMENT END USERS.** The terms and conditions of this EULA shall pertain to the Government's use and/or disclosure of the Software, and shall supersede any conflicting contractual terms or conditions. By accepting the terms of this EULA and/or the delivery of the Software, the Government hereby agrees that the Software qualifies as "commercial" computer software within the meaning of ALL federal, state and local acquisition regulation(s) applicable to this procurement and that the Software is developed exclusively at private expense. If this license fails to meet the Government's needs or is inconsistent in any respect with federal, state or local law, the Government agrees to return this Software to Northwoods. In addition to the foregoing, where DFARS is applicable, use, modification, reproduction, release, display, or disclosure of the Software or documentation by the Government is subject solely to the terms of this EULA, as stated in DFARS 227.7202, and the terms of this EULA shall supersede any conflicting contractual term or conditions.

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 exceeds 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: Northwoods Consulting Partners, Inc.Authorized Signature: [Signature] Date: 12/23/14State of OhioCounty of Franklin, to-wit:Taken, subscribed, and sworn to before me this 23rd day of December, 2014.My Commission expires no expiration, 2014.

SARAH BANSAL
Attorney At Law
Notary Public, State of Ohio
My commission has no expiration date
Sec. 147.03 R.C.

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 07/01/2012)