West Virginia
Purchasing Division

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Welcome, Lu Anne Cottrill

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) **Dept:** 1600 **ID:** ESR09211700000001188 **Ver.:** 1 **Function:** New **Phase:** Final

Modified by batch , 09/21/2017

Header 2

List View

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder:	355301	**SO Doc Code:**	CRFQ
Procurement Type:	Central Contract - Fixed Amt	**SO Dept:**	1600
Vendor ID:	000000104340	**SO Doc ID:**	SOS1800000004
Legal Name:	AITHENT INC	**Published Date:**	9/15/17
Alias/DBA:		**Close Date:**	9/21/17
Total Bid:	$153,000.00	**Close Time:**	13:30
Response Date:	09/21/2017	**Status:**	Closed
Response Time:	13:09	**Solicitation Description:**	Addendum No. 1 - Case Management software and
		Total of Header Attachments:	2
		Total of All Attachments:	2

Purchasing Division
2019 Washington Street East
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State of West Virginia
Solicitation Response

Proc Folder : 355301

Solicitation Description : Addendum No. 1 - Case Management software and Annual Support

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-09-21 13:30:00	SR 1600 ESR09211700000001188	1

VENDOR

000000104340

AITHENT INC

Solicitation Number: CRFQ 1600 SOS1800000004

Total Bid : $153,000.00 **Response Date:** 2017-09-21 **Response Time:** 13:09:02

Comments:

FOR INFORMATION CONTACT THE BUYER

Tara Lyle
(304) 558-2544
tara.l.lyle@wv.gov

Signature on File | FEIN # | DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Case Management Software	1.00000	EA	$153,000.000000	$153,000.00

Comm Code	Manufacturer	Specification	Model #
43232616			

Extended Description : Case management System including License, Software, Set-up and Configuration, Historical Data Migration and System Training, including First Year Maintenance and Support/Warranty

Aithent Proposal

Response to CRFQ SOS 1800000004
Case Management Software and Annual Support

Submitted to:
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Sep 21, 2017

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1 Executive Summary

Aithent is pleased to tender this proposal to deploy its market leading case management system, a fully functional, configurable, web enabled solution that will streamline receipt and tracking of information related to election violations, in addition to complaints filed against private investigators / security guards, notary publics, charities and athletic agents. The program provides a mechanism by which reports can be generated and delivered in a timely manner.

Aithent has over 17 years of experience in delivering case solutions to government, banking, insurance, and healthcare institutions. We have reviewed the RFP in detail and are excited to present our enterprise case management solution, ECM, which meets the requirements listed in the RFP. The solution fully supports secure internet based deployment. With built-in support for multiple divisions where each division can have their own cases and role-based user access rights, the solution uses a single proven repository to house all the data. It can be configured to support divisional and departmental best practices with regards to the sharing of information. Alerts and notifications can be configured to inform in real time the appropriate users about relevant events and case information. The solution has built-in support for workflow that can be configured based on the case type. We believe that our comprehensive solution will not only meet but exceed West Virginia Secretary of State's Office (WVSOS) expectations.

ECM is a proven enterprise case management solution and framework that can be configured and customized to meet current and future requirements identified in the RFP. Understanding that every organization has its own specialized needs for case, ECM is highly configurable. Our typical engagement involves a "Discovery" phase where we learn more about your specific needs, the current systems in place. Following this phase, we will configure the solution and provide you with working environment that will allow you to easily validate the functional and user experience aspects of the solution. Should additional functionality be identified, we will custom build these functions as add-on modules. The final solution will meet your specific requirements as identified in the Discovery phase.

Aithent, with over 25 years of experience working with the public and private sector, is well versed in delivering solutions to improve the operational efficiencies for our customers. We understand that a well-designed, well-developed web system equates to a lower total cost of ownership, drastically reducing customer support inquiries from external users and reduces training time for internal users.

Finally, Aithent provides the right solution, experience, people and approach necessary for this engagement. We have hand-picked our team with the experience and expertise needed to deliver this project with years of cumulative expertise building similar solutions. Headquartered in New York City, we believe we are uniquely qualified to provide the right solution to WVSOS.

2 General Requirements

2.1 Mandatory Contract Item Requirements: Contract Item must meet or exceed the mandatory requirements listed below.

2.1.1 Data Input / Case Management

2.1.1.1 **Referrals:** internal creation of inquiries via web form key-entry from phone conversations.
Aithent's case management solution provides a built-in web form that can be used to enter inquiries based on phone conversations. This form is configurable and can also be intelligently designed to prompt for additional information based on the context of the conversation. Data from this form available in the case reducing duplicate data entry.

2.1.1.2 **Referrals:** must have the ability to generate a record for complaints, without opening a case for investigation.
Aithent's case management solution provides a built-in web form that can be used to record complaints. This form is configurable and the data from this form can be converted into a case on demand.

2.1.1.3 **Referrals:** must have a web form used to accept complaints from outside sources (i.e. private citizens, organizations, etc.) - and to automatically generate case records.
The Aithent complaint form will be set up to be accessible to outside sources via the web. Data from this form can either be (a) automatically converted to a case and assigned to an individual or (b) listed as a form which a user can convert to a case manually.

2.1.1.4 **Referrals:** all input information will be validated against a valid range of values, a list of valid values and/or a valid character sequence description, whichever best applies to the individual data item.
The web form will consist of drop lists, radio button, and edit controls. Drop list values are managed from the front end, hence, will have a list of valid values and valid range of values. Data entered in edit controls can be similarly validated for valid values / range of values.
ECM forms have been designed to ensure that data validation occurs at the point of data entry to the extent that is feasible. This reduces problems related to incorrect information for the internal users and makes them more productive.

2.1.1.5 **Referrals:** must be able to configure web forms for electronic submission of complaints based on existing forms. Examples of field values include: Name, Contact Information, Date, Complaint Type, Description of Incident, etc.
Aithent provides a pre-built, configurable web form consisting of values including Name, Date, Contact Information, Type, Incident etc. One or more forms can be configured to digitize the existing forms. Please note, we believe that the goal should be to simplify the process for th outside user as much as possible while ensuring that the nature of the complaint being raised is clearly identify such that the appropriate workflow can be invoked for processing of the complaint. This will insure that the right users receive the issue quickly once it is raised.

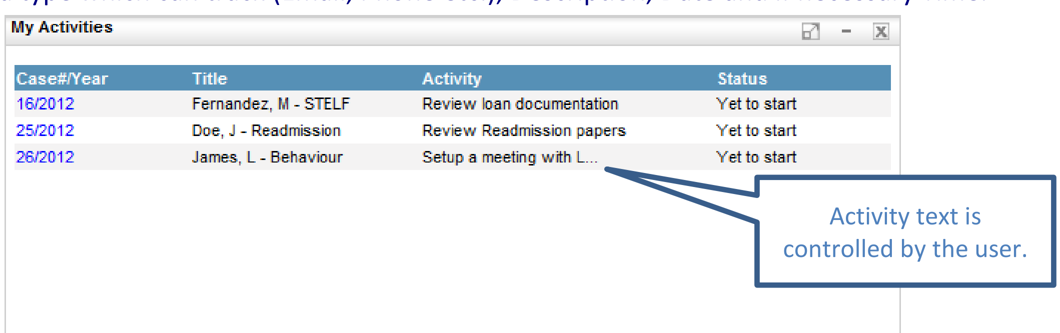
2.1.1.6 **Referrals:** web forms must incorporate free text, yes/no, dates, and other option fields.
The web form includes free text, radio buttons (yes / no), date fields, drop list fields. Further, some fields can be configured as mandatory, in addition to which fields can be hidden or shown on demand.

2.1.1.7 **Referrals:** web forms must incorporate attachments.
Aithent web forms support multiple attachments.

2.1.1.8 **Referrals:** must have the ability to link and merge complaints with cases opened for investigation.
The data from Aithent web forms can be used to generate a new case or added to existing cases depending on the situation.

2.1.1.9 **Actions:** will generate an automated acknowledgement email to the appropriate parties when a new referral is logged. This email shall contain the case number and provide a customized message.
When a web form is saved a unique form number is created and shown to the person entering the data. Acknowledgement emails (including customized message etc.) can be configured such that this information is sent to the appropriate person(s). Further, when the referral is converted to case, an email can be sent to the appropriate person(s) including the case # and a customized message.

2.1.1.10 **Actions:** must have the ability to record each action taken throughout an investigation from various sources (cell phone, computer).
User can record all actions in detail in the Activity section of the solution. The Activity section has a type which can track (Email, Phone etc.), Description, Date and if necessary Time.



2.1.1.11 **Actions:** must have the ability to label each action with a type (i.e. witness interview, phone conversation). Action Types must be an editable dropdown list that can be created by the program manager as needed.
See answer to Q2.1.1.10

2.1.1.12 **Actions:** must have the ability to record the time spent working on a particular case or action within a case.
See answer to Q2.1.1.10

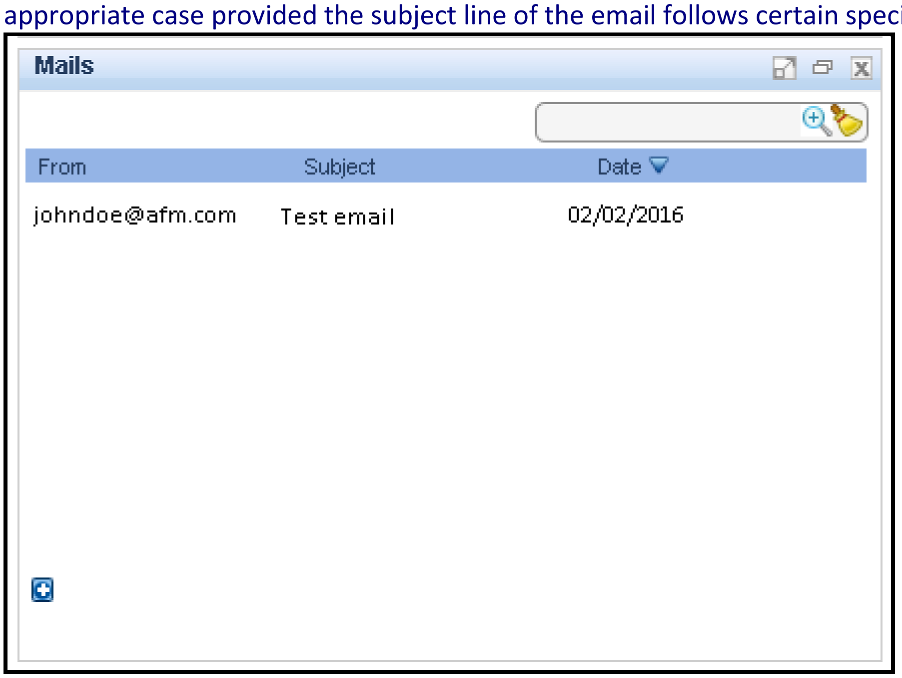
2.1.1.13 **Actions/ Time Tracking:** must have the ability to track time and expense for billable hours. For example; an investigator must be able to invoice for hours worked.
For every activity, an investigator can track date and time spent. This will can be used to track time spent. Each investigator's billable rate can be setup in the maintenance screen. Using this information, a configurable invoice can be created.

2.1.1.14 **Actions:** must have the ability to assign actions to other people. For example; an investigator assigned to an investigation can assign specific tasks to other individuals.
Activities are assigned to a specific investigator at the time of creation. These activities can be reassigned to other investigators (or individuals who have access to the case) as desired. Note, ECM provides a comprehensive security module that is controlled by your administration staff. Access rights are provided to cases based on the rules defined using this module.

2.1.1.15 **Actions:** must have the ability to auto-generate tasks based on incident type or other properties of an incident.
Aithent's case management solution supports the workflows that will meet the requirement of auto-generated tasks based on certain properties of an incident. These workflows consists of one or more activities which are driven by conditions such as case type, status etc. When the conditions match, the activities are assigned to the primary investigator in the cases

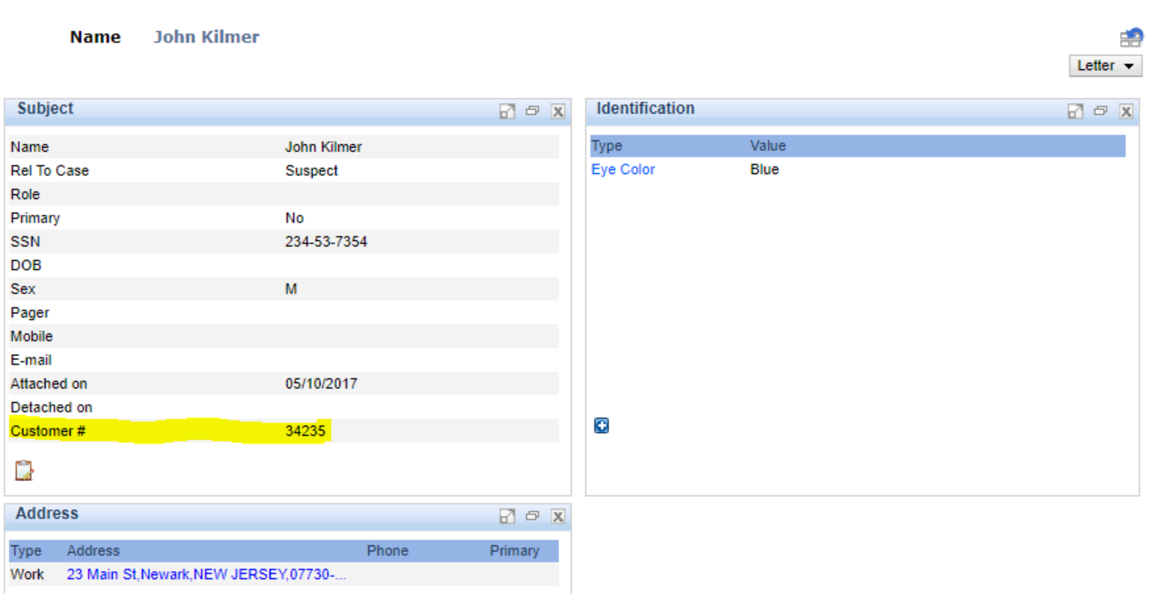
2.1.1.16 **Action Assignment Notices:** assignment of actions will trigger email notification to assignee.
Aithent can configure the solution such that when activities are assigned to an investigator, a custom email is sent to the investigator.

2.1.1.17 **Actions:** must have the ability to create and send emails from within a case record - leaving a clear audit trail/ copy of emails within the case record.
User can send and receive emails from the Case screen. Emails received will be loaded to the appropriate case provided the subject line of the email follows certain specifications.

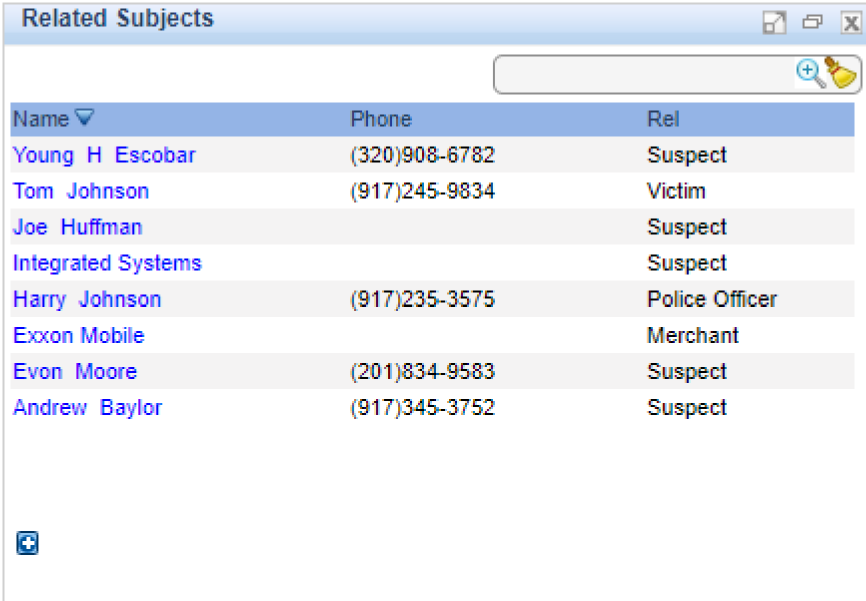


2.1.1.18 **Actions:** must have the ability to assign due date to actions and set reminders.
Aithent's case management solution supports Activities which can be automatically assigned or manually created. Activities have specific due dates and are assigned to specific investigators. When the activities come due, either an email or an on screen popup can be presented as a reminder.

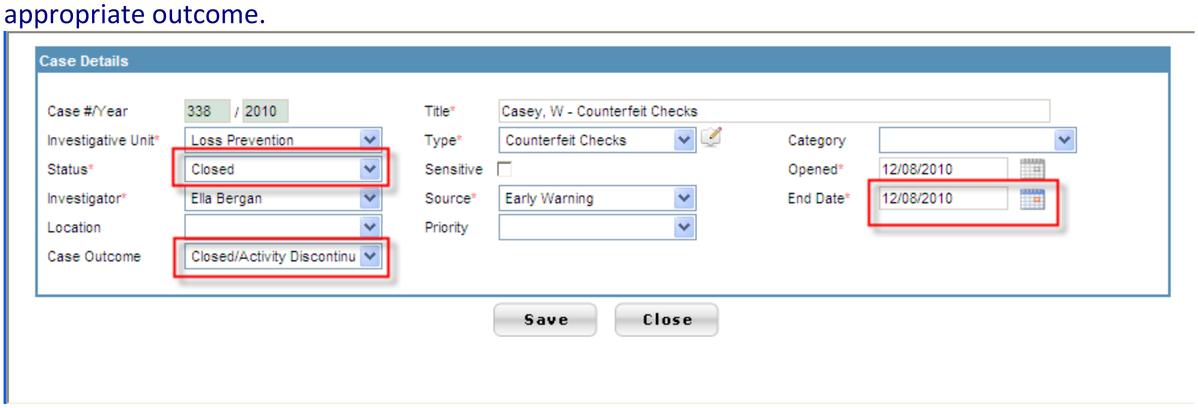
2.1.1.19 **Add Contacts:** must have the ability to add new contacts to a case record.
Any number of Contacts (people) can be added as subjects to a Case. The solution supports any number of addresses, phone numbers, fax numbers, email etc. for each contact.



2.1.1.20 **Add Contacts:** must have the ability to define data requirements for various contact types. Contact Types may include witness, victim, complainant, respondent, attorney, etc.
Each contact can have a configurable relationship with a case such as victim, witness, respondent etc. This is defined through the maintenance screen.

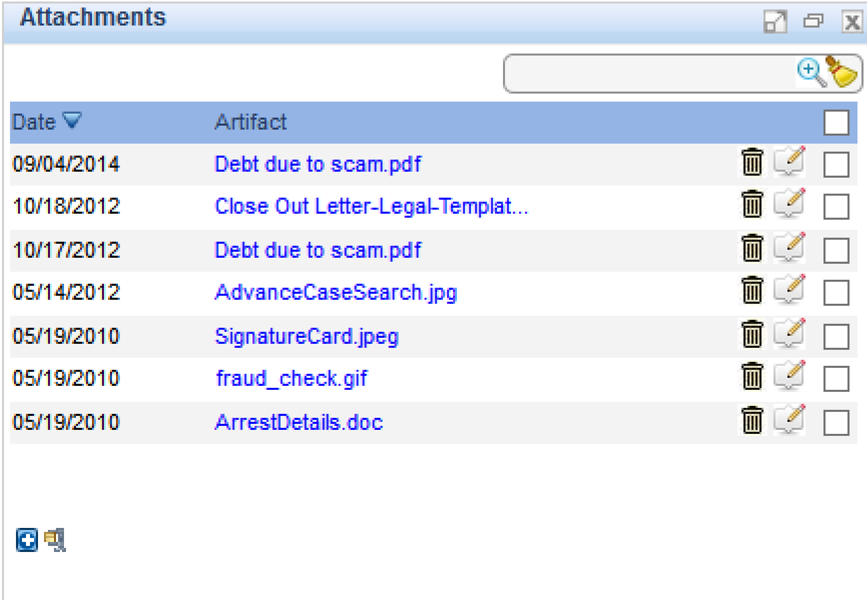


2.1.1.21 **Actions/Outcome:** must have the ability to record the outcome of an investigation.
Each case has a configurable drop list called Outcome. When the Case is closed, user can select an appropriate outcome.



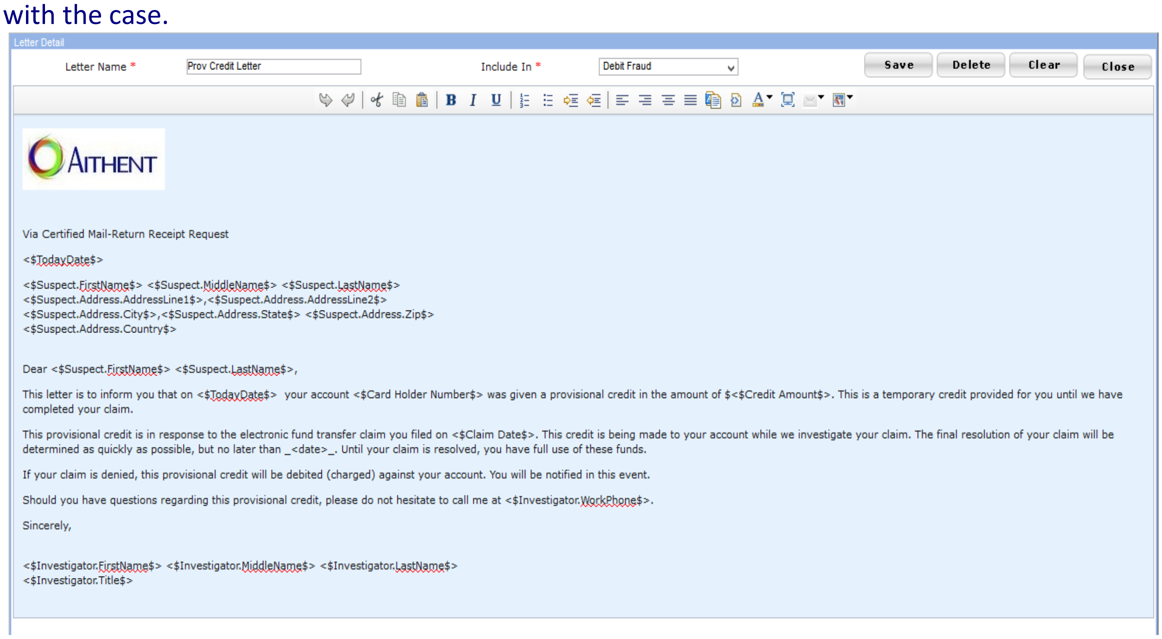
2.1.1.22 **Actions/Outcome:** must have the ability to label each outcome with a final result of the investigation (i.e. dismissed, referred to prosecutor, conviction). Action Types must be an editable dropdown list that can be created by the program manger as needed.
Each case has a configurable drop list called Outcome. When the Case is closed, User can select an appropriate outcome.

2.1.1.23 **Attachments:** must have the ability to attach digital files of any kind to a case record, including: photos, videos, documents (scanned), Excel databases (scanned), audio, statements, etc.
Any number of attachments can be stored with the case. These attachments can be photos, videos, audio, documents (word, excel, pdf, txt, xls, ppt) or any scanned files.



2.1.1.24 **Templates:** must have the ability to access general communication templates that can be customized for each case (i.e. subpoenas, administrative letters, etc.).

Aithent's case management solution includes letter templates which can be configured with data from the case record on demand. These letters can be (a) printed and/or emailed and (b) stored with the case.



2.1.1.25 **Supplemental / Re-opened:** must have the ability to re-open a case that has been previously closed.

User can re-open a closed case. Upon re-opening all the data in the case can be edited. The rights to reopen a case can be assigned to specific users only if required and controlled through the user access rights module.

2.1.1.26 **Supplemental / Re-opened:** must have the ability to change the case number to show that a case has been re-opened and contains supplemental information.
User can enter a supplemental case # in addition to the system generated case #.

2.1.1.27 **Approval:** when investigators have completed the investigation they must be able to seek approval for closure.
Aithent's case management solution includes a mechanism to implement quality control for cases. When cases are closed, managers will be required to review the cases and approve / deny the investigators determination.

2.1.1.28 **Approval:** investigators will complete a recommendation and generate an email requesting approval from within the case record.
Aithent's case management solution supports the capability for investigators to close a case / complete a recommendation. Investigators can also send an email from the Case.

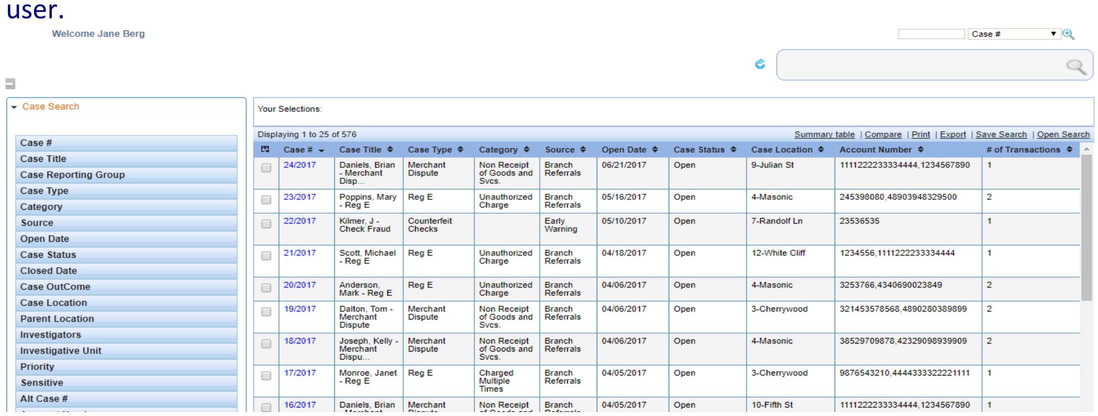
2.1.1.29 **Approval Granted / Denied:** managers must have the ability to grant or deny approval of the investigators recommendation.
Please refer to answer to Q 2.1.1.27

2.1.1.30 **Printing:** must be able to print cases and reports.

Aithent's case management solution supports out-of-the-box reports that can be used to print cases. In addition, we support multiple metrics reports.

2.1.1.31 **Printing:** must be able to create a 'customized display' that has fields mapped to case headings to format a printed document.
Aithent supports capability to create customized display of case data. This can be achieved in one of two ways:

a. Extract an excel listing of Case data from search screen. This listing can be configured by the user.



b. Create a custom report from an additional, optional Aithent component called Pheme. This is a reporting tool that Aithent makes available to generate on demand reports.

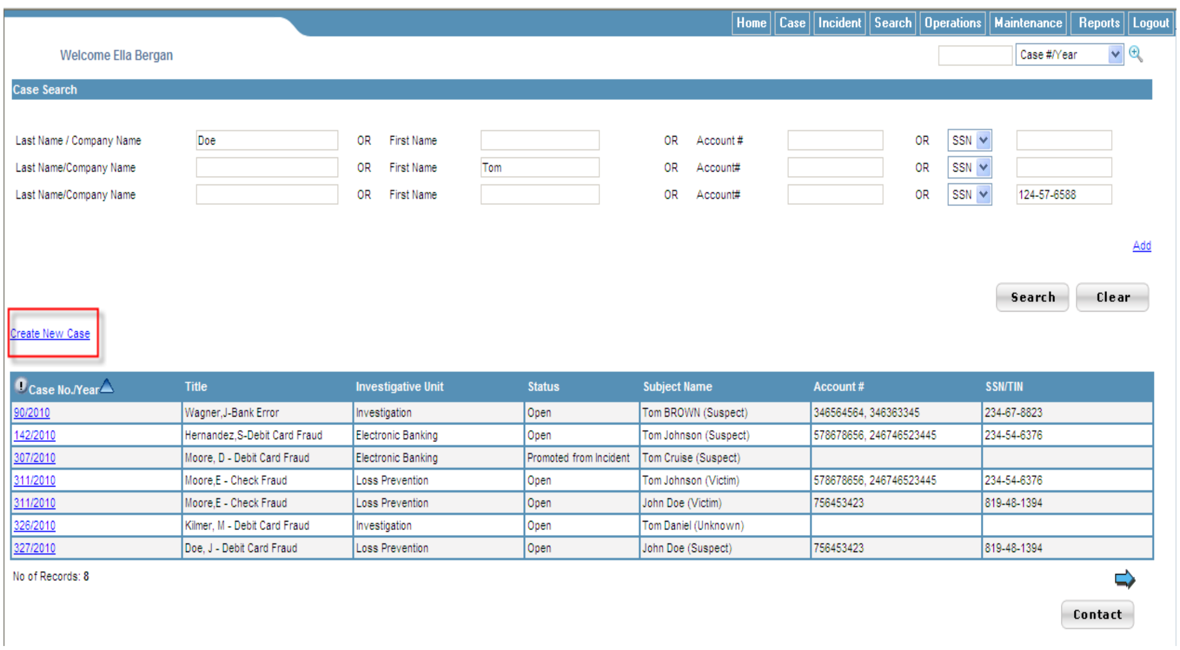
2.1.2 Searching / Reporting

Aithent's case management solution includes a variety of configurable search and report capabilities.

2.1.2.1 **Searches:** must have the ability to conduct complete system searches for keywords.
Included with the search options is a Case Search screen that includes capability to search across the case data.

2.1.2.2 **Searches:** must have the ability to conduct system wide searches (including attachments) or field specific searches.
Aithent's case management solution includes capability to search across specific fields. Searching attachments will be a configuration that Aithent will be able to implement.

2.1.2.3 **Searches:** must have the system searches initiated during case creation to prevent duplication of records.
Aithent's case management solution includes capability to support user requirement to search case data prior to case creation. After this search, User can either add to an existing case or create a new case.



2.1.2.4 **Volume Reports:** time based reports must show volume of cases/complaints by source, issue.
Case Aging reports can be generated by type, investigator. Aithent will be able to create other reports on demand.

2.1.2.5 **Strategic Reports:** must show investigations by allegation, case type, investigator, region, and venue.
Aithent's case management solution includes dynamic reporting capabilities. User can search for case data by allegation, type, investigator, region or venue and export data to excel.

2.1.2.6 **Performance Reports:** must show on-time performance and average time to complete investigations.
Based on discussions with the business user, Aithent will be able to create on-time and average time to complete investigations.

2.1.2.7 **Aging Reports:** inquiry aging must show when each open inquiry will go past due.
Aithent's case management includes out-of-the-box reports that supports Case Aging reports by type, investigator.

2.1.2.8 **Exception Reports:** must show all cases and actions that are overdue by investigator. Also must show cases that have been inactive for more than thirty (30) calendar days.
Included with the Aithent case management solution is a report that displays cases and actions overdue by investigator. Cases that are open for more than 30 days can also be generated in a variety of different ways.

2.1.2.9 **Ad-Hoc Reports:** must have a minimum of five (5) ad hoc queries available so that users can "customize" their own reports.
Aithent will be able to provide an environment where in 5 ad hoc queries can be executed. Only one User, a designated reports User, will be able to execute these queries.
Optionally, should the department choose to procure Pheme as well, the department will have a comprehensive ad hoc reporting function.

2.1.2.10 **Report Export:** must have the ability to export to Agency owned and operated software; MS Word, MS Excel Spreadsheet, or PDF documents on a pre-set schedule and individually.
Reports can be exported on demand to Excel or PDF.

2.1.3 Workflow / Ease of Use

2.1.3.1 **Interface:** interface must be clear, concise, intuitive, consistent, attractive, responsive, and efficient.
The user interface of Aithent's case management solution is very easy to understand. The entire solution is consistent in that it is setup in the same manner across the opening dashboard to the case screens and the report screens. All the search screens are also implemented in the same manner. The responsiveness of the solution is proven in that it is deployed in environments where in hundreds of users access the solution.

2.1.3.2 **Help:** must have context sensitive help for users.
ECM has been designed to be intuitive and easy to use. Individual screens provide intuitive guidance as per web-based design. Aithent has a detailed user manual that describes all parts of the solution and can be used to set up and define some of the more complex functions.

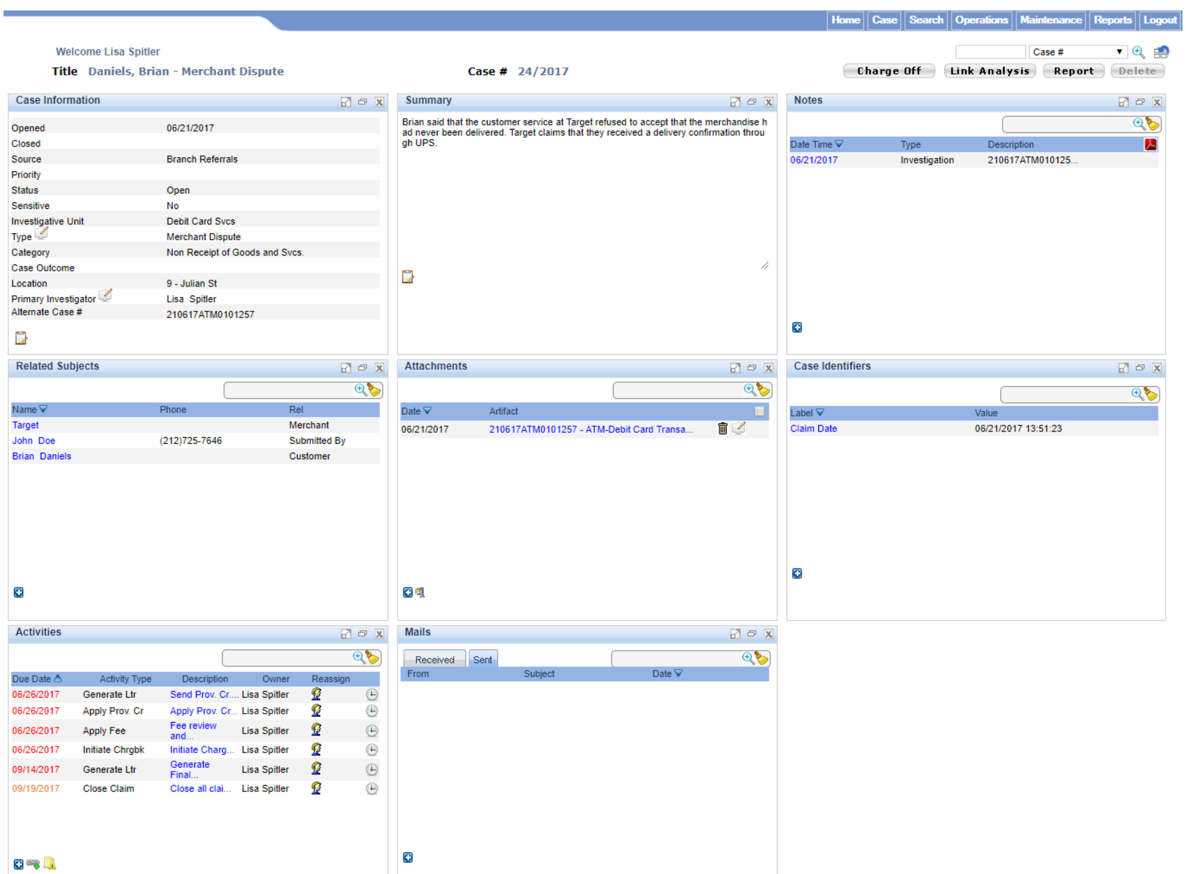
2.1.3.3 **Review:** must have spelling and grammar check for American English.
American English spelling and grammar check is available for text fields.

2.1.3.4 **Display Cases:** must have a central inquiry display that lists all open inquiries.
The login dashboard display shows all the open cases and actions assigned to investigator.

2.1.3.5 **Display Cases:** must have a dashboard view of open cases and actions. Based on username and password the software will provide users with a listing of their open cases or actions.
Please refer to answer to Q 2.1.3.4

2.1.3.6 **Display Cases:** in addition to open cases, must also have ability to show cases closed by month, quarter and year.
The user can view cases closed by month, quarter and year from the case search screen. This data can be exported to an excel spread sheet.

2.1.3.7 **Display Cases:** the central case display must show at least the following data for each: case type, case number, short description, assigned to, deadline, status, etc.
The case summary screen display all the case data as described in this requirement.



2.1.3.8 **Display Cases:** by default, cases must be displayed in the order of their arrival on the master compliant display.
Cases can be sorted by their case open date on the case search screen. Note, we provide the user with multiple display orders to facilitate the work that they are performing.

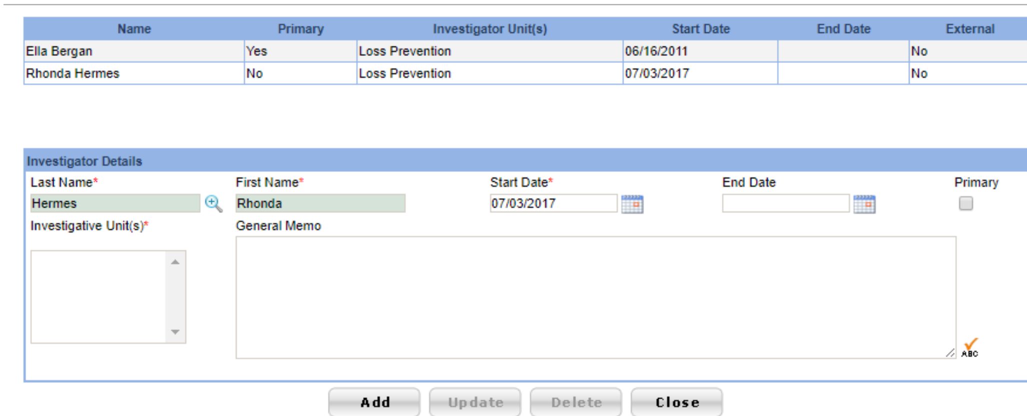
2.1.3.9 **Display Cases:** must have the ability to sort and filter complaint displays.
Yes, cases can be sorted by all fields on the complaint displays. Data can be filtered by these values as well.

2.1.3.10 **Display Cases:** all case listings and reports must display real-time information as referrals and cases are entered, assigned and closed.
All data including the data in the login dashboard, reports, case screens is displayed from the databases in real time.

2.1.3.11 **Pending Cases:** pending cases will appear in a separate queue/ listing (sorted) for manager review.
Cases that are unassigned (pending) are available in a separate queue.

2.1.3.12 **New Case Notification:** the system must deploy email notifications to indicate when a new compliant has been recorded.
Email notifications from a new complaint creation are sent to the Users email inbox. If desired, these emails can be sent to the solution front end as well.

2.1.3.13 **Case Assignment:** managers or other users with proper access controls will be able to select an investigator and assign a case to that individual.
Managers can assign and re-assign cases to investigators. Primary investigators of a cases also reassign their cases to other investigators.



2.1.3.14 Case Assignment: with proper access control, each user must have the ability to self-assign unassigned inquiries according to the user's availability and specialization in inquiry types.
Yes, users with proper access control can self assign inquiries to themselves. Further, they can convert these inquiries to cases or close the inquiries as well.

2.1.3.15 **Case Assignment:** assignment of a case must trigger an email notification to the investigator assigned to the case.
Aithent can configure the solution such email notifications are sent to the investigator upon assignment.

2.1.3.16 **Assignment Notification:** email notification must contain a link to the case record, where the investigator must confirm or decline ownership.
Email link can be configured such that a link to the case record is available. However declining the ownership of the case can only be done from the case itself.

2.1.3.17 **Assignment Confirmation:** once a case has been assigned it must remain in the pending queue or listing until the investigator confirms ownership.
Once a case is assigned, it is not listed in the pending queue. If a user declines case, then it will be listed in the pending queue.

2.1.3.18 **Case Re-assignment:** a declined investigation must trigger an email notification to the manager that assigned the case with an explanation. Manager must be able to re-assign case to another investigator.
Yes, a declined investigation can be configured such that an email sent to the manager. Manager can assign pending cases to an investigator based on his / her discretion.

2.1.3.19 **Due Dates:** the deadline field shall contain a notation of when the complaint must be closed in order to meet executive management guidelines.
A Due Date can be configured within each case. This Due Date will track when the case needs to be closed by.

2.1.3.20 **Escalation Notices:** once a case goes past the due date or remains inactive for more than a desired time frame Management will be automatically notified via email.
Emails can be configured for cases that open past the Due Date of the case or are inactive for a specific timeframe. The content of these email can also configured as desired.

2.1.3.21 **Escalation Notices:** emailed escalation notices must contain a link to the case file in question.
Please refer to answer to Q# 2.1.3.20

2.1.3.22 **Case Status:** the status field shall indicate the status of the inquiry such as unassigned, assigned, critical (near deadline), closed, etc. Must be able to accommodate customized status.
The Case Status is a configurable field values for which the Users can setup as per their discretion.

2.1.3.23 **Follow-up Actions:** must be possible to create tasks that are to be completed at a future date and to set reminders of this task. It must be possible to close the investigation file, but still have open actions that must be completed at a future date.
Yes. Activities are created such that their Due Date is for a future date and their assigned to a specific investigator. Further, when the Activity comes due, a notification is presented to the investigator. The Case can be closed with pending Activities.

2.1.4 Data Integrity / Access Controls

2.1.4.1 Case Types: must have the ability to log different case types with unique numbering for each: i.e. election, charities, notaries, and individual/firm private investigators/security guards.
The Case Type is a configurable field values for which the Users can setup as per their discretion.

2.1.4.2 Case Numbering: case numbering shall be customizable alpha-numeric sequential codes.
Case Numbering is a unique value controlled by the solution. Its value is a "unique number / year". An additional case # field is also available wherein the users can enter unique alpha numeric value.

2.1.4.3 Audit Trail: the system will automatically populate time stamps at the time of receipt and time of closure of case records.
Case Closure is automatically tracked with the system and displayed on screen. It's also a reportable field.

2.1.4.4 Audit Trail: all event log entries will automatically be populated with the time of their entry into the system.
The solution tracks who did, what, when for all case and sub case records. The values are stored with previous and current values along with a date time stamp and the person who did the change.

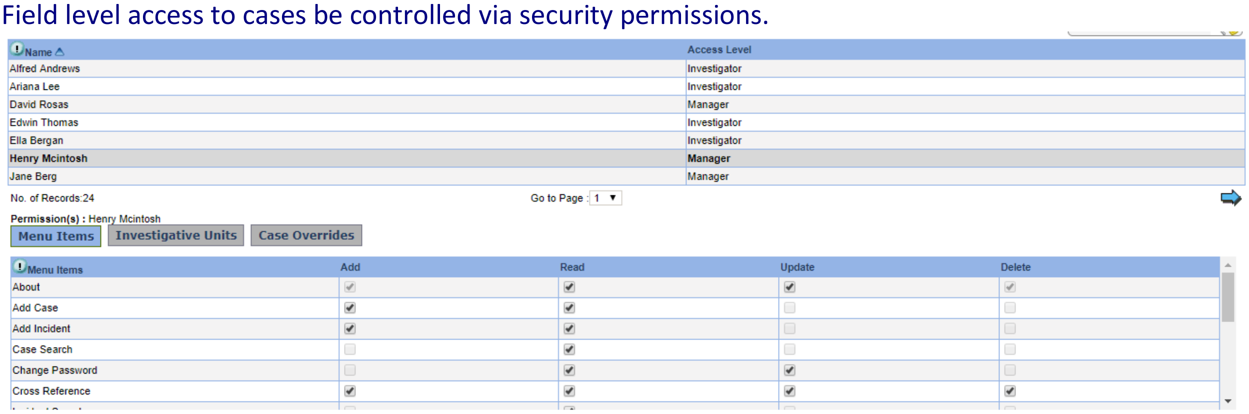
2.1.4.5 **Audit Trail:** case views and sub record views will be logged.
Please refer to answer to Q 2.1.4.4

2.1.4.6 Audit Trail: field level changes that include before and after status will be logged.
Please refer to answer to Q 2.1.4.4

2.1.4.7 Data Migration: must have the ability to migrate records from Agency operated Legacy case management system on a filed-to-field basis.
Aithent will work with the Agency to migrate all the data into Aithent's case management solution. Aithent has extensive data migration experience and has successfully migrated data from many legacy platforms in a timely and cost effective manner. Following is Aithent's approach to data migration:

1. Data Analysis
   Understand the data model, business logic and flow of the solution.
2. Data Mapping
   Map data from legacy solution to ACM.
3. Migration Scripts
   Develop Migration scripts to move data from legacy platform to ACM.
4. Data Transfer
   Execute the migration scripts, test data, discuss data with customer from ACM solution and legacy platform.
5. Handle Exceptions
   Handle any exception scenarios.
6. Perform final migration prior to go live.

2.1.4.8 Access Controls: must have the ability to restrict access based on Department the user belongs to.
The Aithent case management solution comes with an in depth security permissions management capability. Here, the access to cases within the solution is based on the users' assigned departments. Each department can consist of multiple managers and investigators. While managers can be assigned across departments as well, investigators are limited to specific departments. Case access is controlled by departments they assigned to. Managers and Investigators can access cases assigned to their department. Further, managers can read, input, close and delete cases within their department while investigators, by default, can input and read cases in their department. They can be assigned additional capability to close and delete cases. Field level access to cases be controlled via security permissions.



2.1.4.9 Access Controls: must have the ability to restrict access to the field level.
Please to refer answer to Q 2.1.4.8

2.1.4.10 **Access Controls:** must have the ability to customize access levels to incorporate read only, input only and other levels of access
Please refer to answer to Q 2.1.4.8

2.1.5 Interface / Technical

2.1.5.1 **Web based:** must be a 100% web based application that does not require installation of software on desktops or servers.
Aithent case management solution is a 100% web based application. No additional software needs to be deployed on the desktops. Aithent will host the solution and manage the server needs.

2.1.5.2 **Cross Browser Support:** must support popular web browsers including Explorer, Firefox, Safari and Chrome.
Aithent case management solution supports current versions of Explorer, Firefox, Safari and Chrome.

2.1.5.3 **Mobile:** must be accessible and usable on tablets and smartphones through web browser.
Aithent case management solution is accessible and usable via tablets and smartphones. Note, we do not support native apps for smartphones.

2.1.5.4 **Web Connections:** must be accessible from dial-up (56K) or better Internet connections**.**
Aithent will probably need to evaluate support for a 56K internet connection. We support the speeds available on cellular wi-fi networks.

2.1.5.5 **Web Services:** software must be able to use web services for integration.
Aithent offers extensive web service capabilities to integrate with external software systems. Web services are available to automatically create cases with the solution as well push data to external systems.

2.1.6 System Training / Software Maintenance

2.1.6.1 **Training:** must provide tailored training solutions that accommodate the needs of users at every level either on-site at the West Virginia Secretary of State's Office or via interactive web conference.
Aithent provides customized training programs to our Customer partners. Our typical approach is to train-the-trainer. This is an effective means of knowledge transfer and results in the Customer staff maintaining the expertise directly.

Aithent will train staff so that the skill and capability "in house" can be effectively used as part of your system upgrade efforts.

At the end of the training program, your staff will be well-versed in all aspects of the system. Our consultants bring years of experience implementing and training similar systems. At the end of the initial phase of the project, Aithent will provide a training plan. The training plan will describe the strategies, activities and tasks necessary to provide your staff with the skills necessary to operate the new system effectively. The training plan will include the following:

- A description of the scope of the training;
- A course outline;
- Background information, such as a description of the system, and a high-level overview of the curriculum;

- Training requirements, such as the required skills, the audience(s), individuals or positions needing specific training, and the required time frame;
- Training roles and responsibilities;

2.1.6.1.1 *Training solutions will need to provide a step-by-step walk through on how to navigate the system, how to open, assign, accept, manage, close a case, and how to generate reports from both the case manager and investigators viewpoint.*

Yes, the training documentation includes step-by-step walk through of how to navigate the solution. Aithent has already created a training presentation that includes all the requirements stated in the question.

2.1.6.1.2 *Training should be provided to the Agency following installation and acceptance of the system.*

Training can be provided at any time that suits the Agency. Our preference is to provide a detailed walk through during installation and then prior to go-live.

2.1.6.1.3 *Training solutions should also be made available in a written format for reference.*

Please refer to answer to Q2.1.6.1.1

2.1.6.2 Software Maintenance: an annual software maintenance agreement (SMA) must be offered that provides, but is not limited to, the option to maintain data storage on a secured server, updated software releases, and technical support. Vendor must provide the cost of maintenance for optional renewals of years 2, 3, and 4. Annual optional renewals will be initiated by the Agency and processed and issued by the West Virginia Purchasing Division.

2.1.6.2.1 *As part of maintenance Vendor shall make any necessary repairs, replace any defective parts, perform preventative maintenance, install engineering changes, software updates and modifications, and otherwise maintain the system at no cost to the Agency.*

Aithent's maintenance and support contract includes software support, and repairs as detailed in this question. We can lay this out in further detail in our software maintenance & support contract that will be made available prior to the issue of the PO.

2.1.6.2.2 *Vendor should provide with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

Aithent will provide this information prior to the issue of the PO.

2.1.6.2.3 *Vendor should include a copy of Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

Aithent will provide this information prior to the issue of the PO.

2.1.6.3 Warranty and Maintenance contract must include the following:

2.1.6.3.1 *Software support**.***

Aithent's maintenance and support contract includes software support. Aithent will provide this information prior to the issue of the PO.

2.1.6.3.2 *Version upgrades and bug fixes.*

Aithent will correct all bugs as reported by business users. The correction will be done as per the terms of the maintenance and support contract which will be issued prior to the PO. Aithent will also provide software upgrades on a timely basis. This too is covered as part of the maintenance and support contract.

2.1.7 Installation and Implementation: The system must be fully implemented and achieve Acceptance within ninety (90) calendar days of issuance of Notice to Proceed. The successful Vendor must:

Aithent agrees to the terms listed in this section.

2.1.7.1 Meet with the Agency as is necessary to plan data conversion, system customization, and implementation. At least two (2) on-site visits are required, but the Vendor shall include the costs of these required visits and any additional visits they expect to need to conduct in their bid.

2.1.7.2 Provide a complete schedule for installation and implementation within ten (10) calendar days of award of the contract. The schedule should indicate all phases of installation and implementation.

2.1.8 Acceptance of System

Aithent agrees to the terms listed in this section.

2.1.8.1 Vendor shall set-up, configure and test the systems to meet the agency's requirements. The agency shall consider the systems acceptable upon the completion of ten (10) operational working days, with no unresolved issues or problems.

2.1.8.2 Prior to an acceptance of the system the following criteria must be met: (1.) successful testing of all components, validating full functionality, (2.) completion of all training.

2.1.8.3 Once acceptance of the system is agreed to by Agency and the Vendor. The Agency will issue a request for Change Order to the West Virginia Purchasing Division stating acceptance of the system thereby beginning the first (1) year warranty. Future requests for optional warranty and maintenance renewals will be based on these dates.

2.1.9 Customization of the System

2.1.9.1 The system should be a turn-key offering of application software, technical support services, installation, and training. Customization for the first year should not be needed and addressed by the company in order to meet all general requirements listed and operate accordingly.
As described in this response, Aithent will deploy a solution that meets the Agency's requirements.

2.1.9.2 All (post-Acceptance) customization requiring hours from the Vendor shall include all installation, testing, and post-installation defect correction.
Aithent agrees to this requirement.

2.1.9.3 No (post-Acceptance) customization will result in a change of the cost of the basic support, maintenance, or hosting as provided in the original Contract or upon Contract renewal for any subsequent years.
Aithent agrees to this requirement for customizations of the existing functionality.

2.1.10 Hosting Services

Aithent agrees to the terms of this section with one exception. We use a dedicated secure cloud from a third party SSAE-16 compliant vendor. All the requirements mentioned are met by us and this vendor. We will be encrypting all data at rest as part of this offering ensuring that access to the data is only available to the Agency's authorized users.

2.1.10.1 The Vendor shall install and maintain the system on their own infrastructure with appropriate, industry-standard security and access management controls. Agency must be notified immediately of any breach (e.g., unauthorized data acquisition) to the system.

2.1.10.2 The Vendor should provide continuous access to the system. However, it is understood that the system may require expected outages for maintenance. Vendor shall perform all planned system outages during off-peak hours (between 12:00 a.m. and 6:00 a.m. EST unless systematically required to be performed otherwise), and shall notify the Agency in writing (e-mail suffices) prior to any such outage, providing the estimated date and time of the outage, and brief explanation of the cause of the outage.

2.1.10.3 In the event of an unplanned outage, the Vendor shall notify the Agency in writing (e-mail suffices) as soon as is practicable, or within one-hour after the outage begins, whichever occurs first, and shall provide the time of the beginning of the outage and the estimated time for when the outage will end.

2.1.10.4 Upon Contract expiration and/or termination, the Vendor shall work jointly with any subsequent Vendor to supply transition during the conversion and system startup.

2.1.10.5 At the close of the Contract, the WV Secretary of State shall retain control of any intellectual property that is developed for the Board and essential to on-going operations. During the Contract period, and any renewal periods the WV Secretary of State shall be licensed to use, for its own purposes, the intellectual property furnished for use with the System, including software, communications protocols, processes, and procedures.
Aithent agrees to assign the rights to any funded custom development to the WV Secretary of State. However, for all generic components, WV will be provided with a license to use only.

3 Exhibit A – Pricing Sheet

Item #	Item	Vendor Description	Unit of Measure	Quantity	Unit Price	Extended Cost
1	Case Management System including License, Software, Setup and Configuration, Historical Data Migration, and System Training, including First Year Maintenance and Support / Warranty.	Includes licenses to software, configuration set up, training, hosting and maintenance		1		$ 54,000
2	Second Year Maintenance and Support / Warranty.	Includes hosting and maintenance costs	Year	1		$ 29,000
3	Third Year Maintenance and Support / Warranty.	Includes hosting and maintenance costs	Year	1		$ 29,000
4	Fourth Year Maintenance and Support / Warranty.	Includes hosting and maintenance costs	Year	1		$ 29,000

Item #	Unit prices are to be provided for the following two (2) items, and only be used and will only be used to execute formal Change Orders during the life of the Contract, if required. Estimated Quantities are included for bid evaluation only, there is no guarantee that any quantity if the item(s) will be purchased.					
5	Customization Programming		Hour	80	$150.00	$ 12,000
Lowest Overall Total Cost (Item # 1+2+3+4+5)						**$153,000**

Contract evaluation will be the lowest overall total cost. Award will be the lump sum amount, implementation and year one maintenance only. Renewal options for Year(s) 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

Vendor Name: Aithent Inc.

Authorized Signature: B. Swaminathan

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ SOS1800000004

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)

[X] Addendum No. 1	[ ] Addendum No. 6
[ ] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] 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 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.

AITHENT INC
Company

R. Swaminathan
Authorized Signature

SEP 21, 2017
Date

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