



ENTERPRISE CONSULTING PARTNERS

April 25, 2007

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

Mr. Abbott,

Enterprise Consulting Partners, Inc. (ECP) is pleased to present our response to Request for Quotation DJS010228, for Juvenile Services Imaging System.

ECP is an expert in the implementation of imaging and workflow systems, with over 10 years of meeting the needs of all types of organizations from large international corporations to small municipalities. We look forward to sharing our expertise with the Division of Juvenile Services as you continue to explore the possibilities for using this technology.

Once again, thank you for your interest in ECP. Please do not hesitate to contact me in the event that questions arise throughout the review process. We look forward to presenting our solution and ideas at a convenient time.

ECP Contact Information

Brad Schieber
Sr. Account Executive
570 Herndon Parkway
Suite 500
Herndon, VA 20170
Phone: 703-787-9393
Fax: 703-787-8898

Sincerely,

Brad Schieber

Brad Schieber
Senior Account Executive, ECP, Inc
Email: brad.schieber@ecpcorp.com

RECEIVED

2007 APR 26 A 9:31

PURCHASING DIVISION
STATE OF WV



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

**Request for
 Quotation**

RFQ NUMBER
DJS010228

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**JOHN ABBOTT
 304-558-2544**

ENTERPRISE CONSULTING PARTNERS
 570 Herndon Parkway, Suite 500
 Herndon, Virginia 20170

DIVISION OF JUVENILE SERVICES
SECOND FLOOR
1200 QUARRIER STREET
CHARLESTON, WV
25301 304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/07/2007				

BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-09		
<p align="center">REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS FOR THE DIVISION OF JUVENILE SERVICES TO PROVIDE A SINGLE USER IMAGING SYSTEM.</p> <p>ATTACHMENTS: 1. SPECIFICATIONS 2. AFFIDAVIT</p> <p>MANDATORY PRE-BID: LOCATION: PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 DATE & TIME: 3/20/2007; 10:30 AM</p> <p align="center">VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS</p>						

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CHARLESTON, WV
25301 304-558-6029

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03/07/2007				

BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UQP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE</p>						

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

Request for Quotation

RFQ NUMBER
DJS010228

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT
304-558-2544

RFQ COPY
 TYPE NAME/ADDRESS HERE

DIVISION OF JUVENILE SERVICES
SECOND FLOOR
1200 QUARRIER STREET
CHARLESTON, WV
25301 304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/07/2007				

BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p>						

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 Charleston, WV 25305-0130

Request for Quotation

RFO NUMBER
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4

ADDRESS: CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT
304-558-2544

ENTERPRISE CONSULTING PARTNERS
 570 Herndon Parkway, Suite 500
 Herndon, Virginia 20170

DIVISION OF JUVENILE SERVICES
SECOND FLOOR
1200 QUARRIER STREET
CHARLESTON, WV
25301 **304-558-6029**

DATE PRINTED 03/07/2007	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **03/29/2007** **BID OPENING TIME 01:30PM**

LINE	QUANTITY	UQP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BIDDER: <i>ENTERPRISE CONSULTING PARTNERS, Inc.</i></p> <p>DATE: <i>April 26, 2007</i></p> <p>SIGNED: <i>Brad Schieser</i></p> <p>TITLE: <i>Sr Account Executive</i></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

Request for Quotation

RFQ NUMBER
DJS010228

PAGE
5

ADDRESS: CORRESPONDENCE TO ATTENTION OF
**JOHN ABBOTT
 304-558-2544**

S U B M I T T E D

ENTERPRISE CONSULTING PARTNERS
 570 Herndon Parkway, Suite 500
 Herndon, Virginia 20170

S H I P T O

DIVISION OF JUVENILE SERVICES
SECOND FLOOR
1200 QUARRIER STREET
CHARLESTON, WV
25301 304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/07/2007				

BID OPENING DATE: **03/29/2007** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	GAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BUYER: JOHN ABBOTT-----</p> <p>RFQ. NO.: DJS010228-----</p> <p>BID OPENING DATE: 3/29/2007-----</p> <p>BID OPENING TIME: 1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 703-787-8898</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Brad Schieber</p> <p>***** THIS IS THE END OF RFQ DJS010228 ***** TOTAL: <u>\$67,861</u></p>						

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State of West Virginia
 Department of Administration
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 2019 Washington Street East
 Post Office Box 50130
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Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF
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VENDOR

ENTERPRISE CONSULTING PARTNERS
 570 Herndon Parkway, Suite 500
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SHIP TO

DIVISION OF JUVENILE SERVICES
 SECOND FLOOR
 1200 QUARRIER STREET
 CHARLESTON, WV
 25301 304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/29/2007				

BID OPENING DATE: **04/19/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM #01						
THIS ADDENDUM IS ISSUED TO EXTEND THE BID OPENING DATE TO 4/19/2007; 1:30 PM.						
ADDENDUM #02 WILL FOLLOW AT A LATER DATE, BUT BEFORE THE NEW BID OPENING DATE.						
***** END OF ADDENDUM #01 *****						

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

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



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
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Request for Quotation

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1200 QUARRIER STREET
CHARLESTON, WV
25301 **304-558-6029**

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04/16/2007				

BID OPENING DATE: **04/26/2007** **BID OPENING TIME 01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM #02 THIS ADDENDUM IS ISSUED TO PROVIDE CLARIFICATIONS AS A RESULT OF THE PRE-BID MEETING HELD ON 3/20/07, AND TO EXTEND THE BID OPENING DATE. ATTACHMENT: 1. ADDENDUM #02 - CLARIFICATIONS 2. ADDENDUM ACKNOWLEDGEMENT NEW BID OPENING DATE: 4/26/2007; 1:30 PM ***** END OF ADDENDUM #02						

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WV-36a	STATE OF WEST VIRGINIA PURCHASING CONTINUATION SHEET	Buyer:	Page	Req. or P. O. No.:
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Vendor:	Spending Unit:
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Requisition No.: _____

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

No. 1 ✓

No. 2 ✓

No. 3 _____

No. 4 _____

No. 5 _____

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.

Brad Schieber

Signature

ENTERPRISE CONSULTING PARTNERS

Company

APRIL 24, 2007

Date

RFQ No. _____

A F F I D A V I T

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

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

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

EXCEPTION:

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

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

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

Vendor's Name: ENTERPRISE CONSULTING PARTNERS, INC.

Authorized Signature: Brad Schieber Date: APRIL 24, 2007

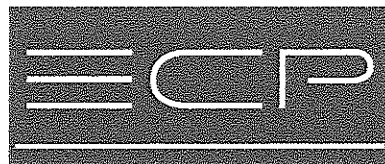
Quote Provided to



For

COTS-Based Single User Imaging System
(RFQ #: DJS010228)

Presented By



ENTERPRISE CONSULTING PARTNERS

April 26, 2007

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1. Executive Summary

Enterprise Consulting Partners, Inc. (ECP) is pleased to provide this proposal in response to West Virginia Division of Juvenile Services' (Juvenile Services) RFQ # DJS010228 for a COTS-based Single User Imaging System (DJS/IS). This proposal is designed to provide Juvenile Services with an overview of ECP's proposed system solution and software platform, detailed responses to the specifications enclosed in your Request for Quote, and ECP's knowledge and experience in implementing a range of document management solutions and technologies that meet our client's strategic and tactical business goals.

To meet Juvenile Services' requirements for a COTS-based Imaging System, our proposed solution would be deployed using OnBase from Hyland Software. This is the same solution currently deployed successfully at the West Virginia Division of Labor. Our solution will meet your initial needs, but has the ability to grow to an enterprise class content management solution combining the technologies of imaging and document management, as well as workflow into an integrated software suite. This is all accomplished with the same software that you would be starting with. It is capable of being deployed as either a traditional desk top software application or an easy to maintain web-based application. By incorporating more out-of-the-box functionality than any other competing product, OnBase offers rapid deployment, proven reliability, and a low cost of ownership as a COTS application.

With over 11 years of experience implementing solutions for a wide variety of clients just like you, we are experts at tailoring a solution to meet each customer's needs and implement effective solutions rapidly. The proof of the solution will be demonstrated in the value that Juvenile Services will derive immediately. More importantly, ECP will stand behind the solution and insure that you are satisfied with the initial implementation and remain satisfied throughout its life cycle. We look forward to sharing our expertise with you and assisting Juvenile Services with improving its operations.

The information used to formulate and prepare this response is based on the specifications presented in the RFQ, discussions held and information received during the mandatory pre-bid conference, and Juvenile Services' answers to vendor questions (Addendum 2). As your requirements evolve, ECP stands ready to provide additional information and validation of those requirements within the framework of the proposed solution.

To facilitate Juvenile Services' review, this proposal has been divided into the following sections:

- **Solution Overview** – Provides an overview of ECP's proposed solution from a business user perspective.
- **Solution Specifications** – ECP's answers to Juvenile Services' detailed specifications as provided in the RFQ.
- **Pricing** – Summary of solution pricing.

Thank you for your interest in ECP and our proposed solution. Please do not hesitate to contact ECP in the event that questions arise throughout the review and decision process.

2. Solution Overview

In the following sections we have provided a brief description of our current understanding of your project requirements, as well as a summary of the solution being proposed. Please refer to the Specifications section for additional information and description of our project tasks and deliverables that support the successful implementation of this proposed solution.

2.1 Current Understanding

Our proposal is focused on meeting the document imaging requirements stated in the RFQ. At a high level, we would categorize the solution requirements you have defined as a Scan, Store, and Retrieve system solution for the DJS resident files, and personnel files in the future. The DJS resident and personnel files will be scanned and indexed at the central site. Document retrieval may occur from the central location as well as from DJS remote sites via a secure internet connection. These files include approximately 100 pieces of paper (various weights) ranging in size from 5 x 7 to 8 ½ x 11. It is expected that approximately 1 million pages will be captured annually.

2.2 Solution Foundation

While the requirements for this project are relatively straight forward, we understand that Juvenile Services also wishes to implement an Enterprise Content Management (ECM) solution that will be capable of supporting additional content management requirements as system utilization increases over time.

At the foundation of our proposed solution is OnBase from Hyland Software. The OnBase architecture meets both the initial goals of this project, as well as supports future growth. OnBase is an Enterprise Content Management platform that is installed in over 7,000 clients, with State and Local government clients representing their largest single market segment. OnBase is composed of multiple software modules that can be rapidly deployed and configured to meet a wide range of content management needs.

As a platform solution, OnBase brings the depth of product features and scalability required to become the standard for Juvenile Services. While our proposal is focused on delivering simple document imaging and archival capabilities for this project, OnBase also provides a wide range of supporting software modules discussed later.

2.3 Proposed Solution

ECP's efforts during this project will focus on the functionality identified for the initial implementation for the Document Imaging System. To this end, ECP has proposed an initial phase that will include the implementation of core scanning, storage, and document retrieval capabilities. Once installed, these core capabilities become the foundation and springboard for additional system expansion, including additional Department and/or OnBase document management functionality.

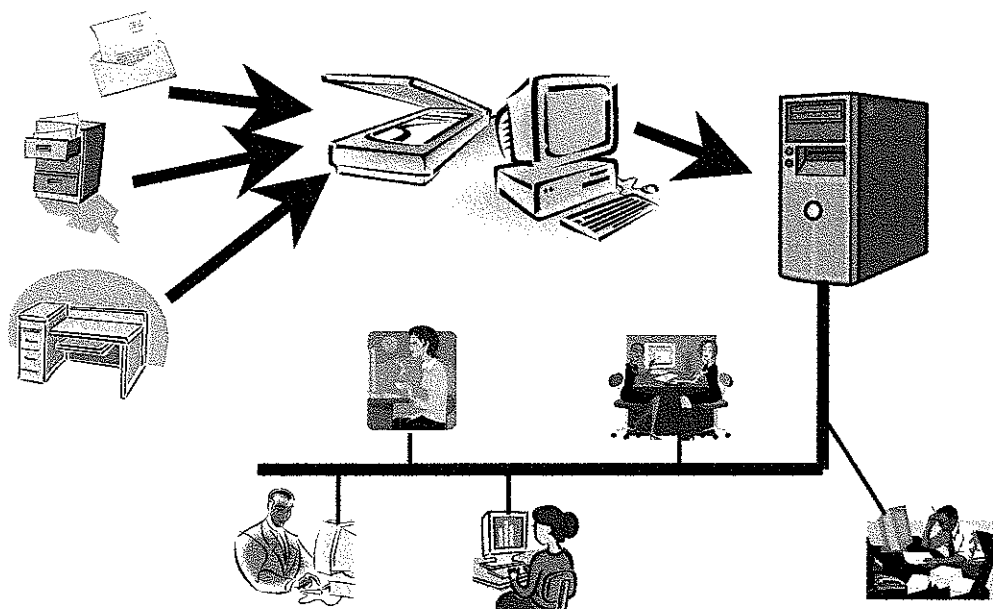
2.3.1 Goal

The goal of this initial phase is to implement a core scan, store and retrieval capability within Juvenile Services to manage Resident files. Once implemented, Juvenile Services can immediately begin to scan, index and store incoming documents, as well as initiate backfile scanning of existing in-house documents, with all electronic documents being located and maintained in a central online repository.

2.3.2 Scan, Store, and Retrieve Process

We envision this initial phase to include the following business process functionality.

After receiving paper documents (via mail, retrieving within existing file cabinets or desks, backfile conversion of archive documents, etc.), documents will be prepared for scanning. This includes removal of staples, paper clips and sticky notes, and possibly sorting documents into batches.



With Document Preparation completed, the documents will be moved to the scanning workstation to be scanned. As the documents are scanned, they will be directed to an Indexing Queue. The Operator working this queue will manually enter index values to uniquely identify the document, which will be used for future retrieval and processing. With indexing complete, the documents will be committed to the OnBase system. Once in OnBase, documents are immediately available to Juvenile Services Users for retrieval through any of the various OnBase retrieval interfaces that are deployed.

This foundation provides Juvenile Services with immediate online access to documents by Users and Managers, avoiding the need to make copies and/or refer back to paper documents. This also allows users to become familiar with new document imaging technologies and functionality through a non-obtrusive process, helping to support change management and user acceptance while additional capabilities and expanded functionality are added. And finally, this initial phase provides a solid foundation for system expansion to additional departments (e.g. adding Personnel records) and document imaging functionality. Juvenile Services has the flexibility to decide when to add additional documents, users, departments, and/or implement automated business processing (workflow) in addition to core document imaging.

2.3.3 System Software Components

For the solution we have designed for Juvenile Services, we have proposed the following OnBase software modules:

- Production Document Imaging (scanning)
- Multi User Server
- OnBase Web Server
- Named User Licenses

A more detailed description of each of these OnBase software modules is provided in the following sections.

Production Document Imaging (scanning)

The Production Document Imaging module enables paper documents to be systematically captured and stored in standard electronic formats. By converting paper documents to images, OnBase reduces physical storage costs, enables documents to be securely utilized and shared, and results in faster retrieval of business information. Documents can be scanned with any TWAIN, ISIS™, or Kofax™ compliant scanner. Documents are scanned (individually or in large batches) into user-defined queues. These Scan Queues are easily customized to meet business or departmental business needs. The documents are scanned, indexed, and archived into OnBase, taking advantage of several methods for automating document indexing and capture.

Scanning can be performed on any TWAIN, ISIS™, or Kofax™ compliant scanner. The user selects from authorized, pre-defined queues, customized by an administrator to meet the business needs of the scanned documents. Scanned pages are saved into standard image file formats, with selected image processing options. Indexing documents can be accomplished in several ways. OnBase supports Kofax bar code and patch code recognition, enabling automated indexing when scanned. Batches that need to be indexed reside in the Awaiting Index queue. From this queue, documents are indexed while on screen. Users can skip images, delete images, re-scan, or create multiple page documents with simple thumbnail drag and drop functionality. Optional use of our Application Enabler, offers automated indexing, via keyword scraping from enabled line of business applications. Further processing can include Double-Blind Indexing, Re-Indexing, PDF conversion and others from more than 80+ configurable processing options. Your imaging solution can also be further customized with complete support for VB scripting.

In order to provide a wide range of forms processing options, OnBase also has seamless integrations with several popular forms processing applications that offer front-end automated form recognition and indexing.

In ECP's proposed solution, we included basic scanning and indexing (keyed from image) capabilities. Once implemented, additional capabilities can be added in future phases to meet the business demands of Juvenile Services.

OnBase Multi User Server

This module provides utilities, OnBase Configuration, Basic Text Search and Print Servers, three-tier OnBase Broker and a License to use the copyrighted OnBase Database in conjunction with a supported SQL Database Management System (DBMS) in a single institution, multi-user environment. This provides the base OnBase system and is a required component.

OnBase Web Server

The OnBase Web Server provides users with secure, Web-based access to enterprise data, documents and real-time interactions with business processes from anywhere and at anytime. The OnBase Web Server can improve the ways that organizations do business with remote employees, public customers, or extranet partners.

Microsoft Internet Explorer Web browsers function as secure Internet or intranet clients that connect to a centrally managed OnBase Web Server. For compliance and process management purposes, a secure audit trail of user activity is maintained.

The OnBase Web Server can be deployed to users as either pure HTML or with automatically-distributed ActiveX Controls. The HTML-only Web client is available to provide a base-level Web client without the need to deploy ActiveX controls to each client desktop machine. OnBase ActiveX viewer controls provide more advanced OnBase user features to the browser, including OnBase standard features such as rubber band zooming, drag-and-drop copying of pages across documents, saving pages as new documents and deleting pages from documents. To minimize network bandwidth consumption, the OnBase ActiveX viewer is intelligently cached on the browser client workstation to eliminate repeated downloading. New control downloads will only occur if deployed by the system administrator.

The OnBase Web Server provides true Internet access to OnBase document repositories with existing OnBase document, security, user group, database and file storage configurations. The OnBase Web Server will co-exist in parallel with OnBase configuration and input processing workstations. Multiple OnBase Web Servers can be deployed in parallel server Web farms, including inexpensive Web server appliances. The OnBase Web Server requires an underlying Microsoft Internet Information Server 5.0/6.0 running on Microsoft Windows 2000/2003. All communications are performed using standard Internet network protocols that are compatible with SSL and VPN secure connections.

As organizations increase system utilization, the OnBase Web Server Core offers an array of features to meet changing demands, including:

- Upload and scan new documents into the document repository
- Remote indexing of OnBase scanned batches
- View and edit document keywords
- Document search and retrieval
- Double-click cross-references
- Custom query retrievals
- HTML/E-Form support
- Compatibility with OnBase Mobile E-forms module
- External server-side full-text search/single query searching of multiple document types
- Full-text indexing support
- Server-side batch printing
- Client-side local printing and e-mailing of documents with overlays
- Native Hyland viewer support for text, images, COLD/ERM, PCL, HPGL and AFP data
- Third-party plug-in support for viewing PDF, MS Office, DjVu, and other proprietary document formats
- Remote creation and deletion of notes, virtual staples, annotations, redactions and highlights
- Drag-and-drop page reordering

- Drag-and-drop copy pages across documents
- Image rotation, rubber band zooming and fit to page
- Online user help files
- Detailed administrator technical documentation
- Network support for Internet, LAN or WAN connections
- Windows Active Directory domain authentication support
- Compatible with SSL-encrypted connections and VPNs
- No client-side ODBC connections required
- DocPop URL-based rapid development tool included
- API interfaces are documented for third-party programming
- Software development kit available

Software Licensing – Named Users

OnBase is priced using a combination of server fees and user licenses, and the users can be licensed as either a concurrent user or a dedicated user. Dedicated Licenses, or Named Users as Hyland refers to them, are defined by a login. Those individuals can log in to the system at anytime regardless of others already on the system. The Concurrent User License supports a pool of users that will be in the system on a more casual basis within their job function. There is still complete security surrounding each user's login and password, but an individual license is available to anyone. As identified in Addendum 2, ECP has proposed a pool of five (5) named user licenses for this initial system implementation.

Using the solution foundation and knowledge gained while reviewing this section, the following section provides ECP's detailed answers for Juvenile Services' Specifications provided in the RFQ.

3. Juvenile Services Specifications

This section contains ECP's responses to each of the specifications provided in Juvenile Services' RFQ # DJS010228. To facilitate review, ECP has included each specification presented in *bold italics* and maintains the original numbering scheme. Each specification is followed by ECP's response.

1. *Only COTS Application Solutions will be considered.*

ECP's proposed solution is based on Hyland Software's OnBase Enterprise Content Management (ECM) software suite. OnBase is a COTS solution.

2. *Vendor shall quote an ODBC compliant, COTS solution that will accommodate the requirements for a system providing real-time access for up to five (5) users, but shall be scalable to allow for future expansion.*

The proposed OnBase product is an ODBC compliant solution. The system is very easily configured to connect to ODBC databases to both store data, and, when applicable, to read data to assist with document indexing. ECP proposes the use of MS SQL Server as the ODBC database.

We have proposed a licensing package that will support real-time access for up to five (5) named users.

The OnBase product is one of the most flexible and scalable ECM products available. Among Enterprise class ECM systems, OnBase is unique in that it can be deployed cost effectively to meet the needs of a department or small user base, but can also scale to support thousands of users and many terabytes of data. OnBase will certainly scale to meet the growing needs at Juvenile Services as the system is adopted throughout the Division.

3. *The system shall have the ability to include electronic documents from other applications such as Word, WordPerfect or Excel. The vendor shall describe the method by which electronic documents are associated with imaged DJS files.*

The OnBase system can manage any document type from Images to electronic documents such as Word, WordPerfect, Excel, etc. In the OnBase system, index values are referred to as keywords. As any document enters the OnBase system (image, MS Word, Excel, etc.), keywords are assigned to the documents. Keywords provide the ability to assign descriptions to documents such as SSN, DOB, DJS #, MMIS#, and Intake Facility Name. Effective indexing and classification of documents is essential for efficient document retrieval and management. Keywords can be used to identify the actual document type (Court Order), the document's purpose (Case File) or even the associated entity (Personnel). In addition to keyword assignments, the OnBase system provides several methods to associate documents (whether image or electronic) together. These methods include the use of OnBase's Cross Reference and Foldering capabilities. Each of these capabilities is discussed below.

Cross-Reference – A **cross-reference** is a relationship between a Document Type and one or more other Document Type(s). This allows you to view related documents by double-clicking on a word or a document region (an account number, for example). Cross-referencing aids research by making all related documents readily available. For example, resume could be set up to allow you to double-click the resume to retrieve the corresponding application form. The application form could then in turn be cross-referenced with a corresponding benefits form.

Folders – The OnBase Client provides the ability for users to store a document once, and be able to retrieve it from a familiar folder interface that can be configured to an organization’s filing requirements such as DJS#, or an individual User’s preference. Because the folder structure is inside the OnBase document management system, there is only one actual document, even if many folders contain pointers to the document. Some of the features of OnBase folders includes:

- Documents can be stored in more than one folder.
- Many users can store the same document in their individual folders.
- When the document is revised, it will be revised in all locations. For instance, if a document is marked up through the use of a note or is redacted, the changes are immediately reflected everywhere. In the case of markups, security access to markups applies.
- Even if the document is deleted from one folder, it will remain in any other folders in which it resides (Static Folders only).
- Documents can be automatically stored so that users do not have to spend time putting them in the right place in each File Cabinet—document Keyword values and Document Type will determine the correct folder or folders in which documents should reside (Dynamic Folders).
- Users have the flexibility of creating folders in which they can store any documents they desire (Static Folders.) Documents do not have to have specific Document Types or Keyword values.
- Users can also automatically index documents being imported into the system by dropping them into a Static folder and accepting the folder’s Keyword values for the document.

4. *At a minimum, DJS needs to have all files indexed by name, social security number and date of birth (DOB), DJS#, MMIS# and Intake Facility name. The vendor should propose additional indexing schemes for consideration.*

a. With regard to personnel records, the vendor should propose separate indexing scheme. This indexing scheme should include Name, DOB, SSN, Title, and Work Facility.

OnBase allows for any number of index fields to be associated with documents stored in the central repository. With this in mind, ECP does recommend limiting the number of required fields to not more than five to ten fields. This recommendation is provided with regard to the type of data being entered as well as the total amount of keystrokes required of the indexer, with the goal of minimizing entry errors. There are a wide variety of features available in OnBase to aid with document indexing.

With regards to Juvenile Records, as with many ECP clients, a Document Type index field is customarily added as an indexing field. Today, folders contain multiple documents that make up the “file”. With document management system, these documents can be explicitly identified using a Document Type keyword, (e.g. admission form, court order, performance review, etc.). To answer an enquiry, the user then has the ability to retrieve a specific document from within the electronic folder not having to page through documents to find the one they are looking for. Additionally, Juvenile Services should also review and consider a date index field. As an example, scan date (date document enters the document management system) or Document Date (actual date appearing on the inbound document) is captured to track the “receipt/entry” or document date. Many ECP clients use this date in support of combination searches, e.g. for document types and a specific date range. As an example, a Court enquiry may be received stating that for a Juvenile resident a document was returned to Juvenile Services on a particular

day or month. A search on the DJS # or SSN in combination with Received Date range provides an immediate response as to whether the document is in the system or not.

With regard to Personnel records, OnBase allows for the segmentation of documents, such as separating Juvenile documents from Personnel documents. With this segmentation, separate index fields can be established that relate to the Personnel documents. Depending on the business utilization of the Personnel records and similar to Juvenile Records, a Document Type and/or date indices could be added to the above list. Document Type may include application, annual review, vacation request, etc. Dates may include Hire Date or Termination Date.

Please note that included in ECP's implementation services are meetings during the initial week to discuss business goals, document population and indexing, expected system usage, current filing structures, and retrieval requirements. From these meetings, ECP will work with Juvenile Services to identify, refine and configure the OnBase repository with the requisite index fields and formatting.

5. *The system shall have the ability to perform frequent queries using these indexing fields for the purpose of locating specific resident records. The system shall also be flexible, allowing the user to add additional index fields, as required.*

Queries — OnBase's out-of-the-box retrieval application allows a user to search on a single keyword (index), all keywords (indices), or any combination of keywords (indices). OnBase provides wildcard searches as a standard feature in the retrieval screens. Security can also be used to exclude certain index fields from the search capability.

Additionally, OnBase provides a facility to create and save Custom Queries. Many ECP clients utilize the custom query capability to create a retrieval query that supports retrieval functions performed frequently/repeatedly during the course of the normal business day (e.g. locate records based on DJS #; locate records based on DJS # and Document Type; locate records based on Intake Facility name and DJS #). A custom query is created usually including a few specific keywords that are used to look for documents. Once created, custom queries can be saved in the OnBase database and made available to other users based on security access settings. This allows Users to go directly to a custom query and by entering requisite keyword information, retrieves the document(s) quickly for user viewing.

As business processes change, search criteria can also change. The custom query can be updated adding or removing keyword fields, and then saved.

Please refer to Appendix A for additional information on document retrieval and viewing capabilities available in OnBase.

Index Fields — OnBase does provide the ability to add additional keyword (index) fields to the system to meet the demands of changing business processes and/or regulatory requirements. Keyword fields are applied to document types, therefore, as new document types are added to the system, existing keyword fields can be associated (e.g. Last Name, First Name, DJS #, etc.) or alternatively, new index fields can be created and applied to the specific document type.

Once new keywords are added to OnBase, they are available to users for retrieval purposes. Any new documents entering the OnBase system will have the new keywords associated with them. Users can utilize the OnBase retrieval application or custom queries and include these new keyword fields in their search criteria.

6. *The system shall have security access capabilities, including, but not limited to: HIPPA compliance and agency authorization levels, with regard to resident records.*

OnBase maintains a high level of security by creating a custom set of product rights and privileges for each user group. The OnBase architecture provides scalable and reliable access to OnBase content repositories and backward compatibility with existing OnBase content, security, user group, database and file storage configurations. These security features will address DJS HIPPA compliance as well as agency authorization levels.

OnBase contains a number of features specific to the HIPPA privacy and security regulations. Support for user, role, and context based access are examples. Auto logoff, electronic signature support, audit logging, and password requirements are also items necessary for compliance. Most importantly, administrative policies and procedures surrounding the document management system will be necessary to provide a fully compliant solution. Hyland Software has signed HIPPA Business Associate Agreements with many customers in the past who have requested it.

A software solution cannot be HIPPA compliant; however, it can assist an organization in reaching their HIPPA compliance initiatives. OnBase can provide tremendous document protection with its granular security model. Access to documents is protected by the user name and password login, as well as limited access surrounding sensitive information. A complete audit trail is available (single document or system wide level). Redactions are available to hide sensitive information on a document. Also, Hyland Software has developed solutions surrounding the HL7, 835, 837, and other HIPPA transaction files.

7. *The system shall have the ability to apply temporary redaction of the document, e.g. strike sensitive information.*

Within the OnBase client, authorized users have the ability to shield or “redact” selected text with special annotation tools. A specific tool called the “Redaction Annotation” is provided just for these purposes. A Redaction Annotation can be applied to virtually any type of image document. Security can then be assigned to these redactions so that they can be lifted and seen only by authorized users. To seal a document, security keywords can be used within the product. Security keywords are a unique type of index field within the product that allows someone to designate a document as “sealed”. This designation would then preclude anyone from seeing that sealed document other than those authorized to do so. This feature of the software provides an extra level of security out-of-the-box to support court systems.

8. *The system must be capable of storing images on media that meets legal governance regarding evidence in a court of law. (WORM)*

As long as documents exist in OnBase, they can also be managed and stored using industry-standard mass storage hardware and software applications that support compliance initiatives. Proven integration solutions are available for WORM (write once, read many), content-addressed hardware and other options. OnBase provides the ability to store multiple document copies if desired. Many clients will store a primary copy on magnetic media to provide fast document retrieval and a second copy on WORM, CD, or DVD for backup and archival purposes.

9. *The system shall be capable of sharing resident files with external DJS facilities, via a secure web-based server.*

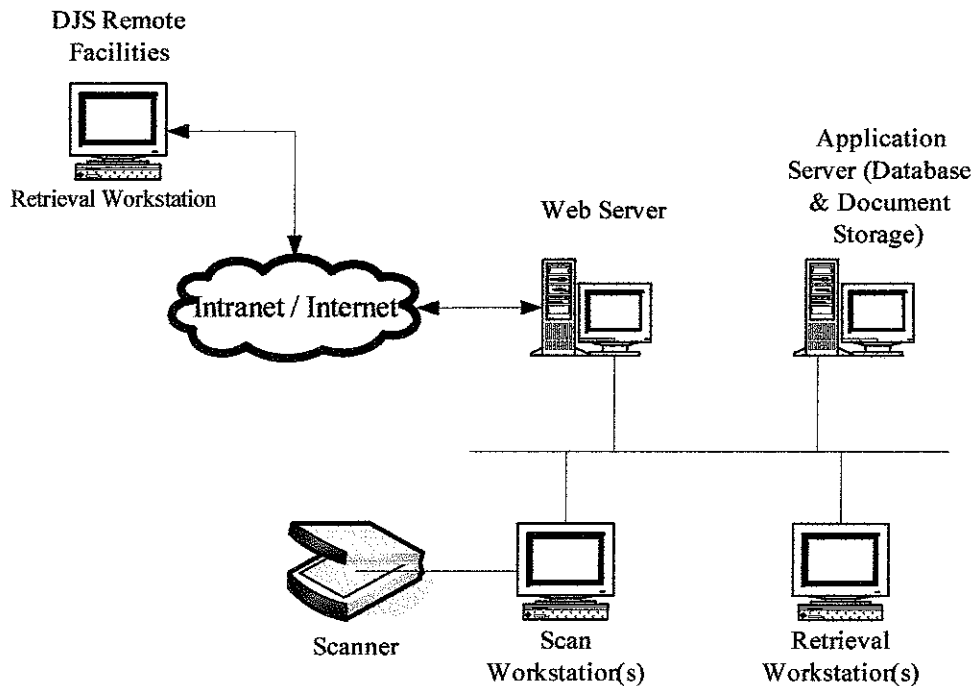
OnBase has a very robust web-based solution offering thereby providing DJS the ability to share files across their organization to include external DJS facilities.

The browser-based client has all of the functionality allowing for a very feature rich interface. Document searching, viewing and saving can all be done directly from this browser-based client interface. Over 80% of the systems being installed today are being deployed as a web based solutions.

The OnBase software is a highly secured application. OnBase security and licensing provides a flexible means of controlling access to documents stored in OnBase. Users log on to a specific OnBase database using a unique user name and password. Password settings are customized to set user group based policies, such as an invalid logon, password expiration, and length and reuse guidelines. When the user logs on, the client workstation authorizes the user with the selected OnBase database. This provides for ease of administration and centralized physical security of the database server. OnBase encrypts all user passwords that are either stored in the database or transmitted across a network. Each user account is given specific security rights, which allows them access to documents, for viewing privileges, modification privileges, and creation or deletion privileges. Furthermore, every action in the system is tracked.

10. The vendor shall list and quote costs associated with ALL hardware required implementing a single user imaging system.

The following diagram outlines the user and server hardware.



DJS will be responsible for providing all Retrieval Workstations and Scan Workstations. ECP has included the two servers (web server and application storage server) hardware as well as the scanners. It is ECP's experience that most customers prefer to use existing hardware contracts to procure servers

since these existing contracts typically provide the most advantageous pricing. ECP has however included the pricing as well as server specifications.

OnBase Server Requirements

In support of DJS' imaging solution, a number of server components will be installed. Based on DJS' business requirements provided in the RFP, the OnBase solution architecture will have three components that require server-based hardware support. These components can be distributed across multiple servers, located on existing servers, or alternatively collocated on one server, depending on the expected usage and server configuration. The goal is to design the server configuration too efficiently and effectively provide optimal processing throughput while maintaining reasonable maintenance costs.

The following sections provide an overview of the server-based functionality inherent to the OnBase architecture in support of DJS' initial solution roll out. Also included are sample server configurations that would support the functionality.

To calculate document storage requirements, ECP has used the industry average which assumes a single page 8.5 inch x 11 inch document scanned bi-tonal (black and white) at 200 dpi (dots per inch) provides an image size of approximately 50k. Document storage is computed using the annual page volume and taking into account any peaks in processing that may be expected.

Based on the information provided by DJS under the General Information section on Page 6 of the RFQ and using an industry standard image size of 50k (50,000 bytes), ECP has estimated image storage requirements for the seven-year period as follows:

Volume Calculations	
Average pages per Year per DJS	1,000,000
Average pages per Month	83,333
Average size of Image (MB) - (est. 50K/page)	0.05
Disk space estimated per month (GB)	4.2
Disk space estimated per year (GB)	51
Disk space estimated for 7 Years (GB)	357

Server 1 – Application Server

The proposed Application Server will provide both Database functions as well as document storage functions. The OnBase system requires a database to store index data that identifies the images/documents. Both MS SQL Server and Oracle are supported. ECP proposes the use of MS SQL server for DJS.

There are several options for storing image/document files which includes RAID (Redundant Arrays of Independent Disks), NAS (Network Addressable Storage) or SAN (Storage Area Network) technologies. For DJS, ECP has proposed the use of RAID in the server configuration.

A sample server specification is provided in the following table.

Hardware Component	Recommended Configuration
System	Dell PowerEdge 2900 Quad Core Intel Xeon, 2x4MB Cache, 1.60GHz, 1066MHz FSB
Operating System	Microsoft Windows Server 2003 R2, Standard Edition, 5 CALs
CPU	1 Processor
System Memory	4 GB
Network Cards	Dual Embedded Broadcom NetXtreme II 5708 Gigabit Ethernet NICs
Magnetic Disk Storage	PERC 5/i, Integrated Controller Card Integrated SAS/SATA Raid 5/1: Fault Tolerant Backplane/ Mirrored Flex Bay 750 GB total (250 GB x 3, SATA Universal, 7.2K RPM) RAID5 configuration.
Tape Backup	RD 1000, Internal SATA Drive w/ removable 120/240GB (N/C) HDD cartridge
Accessories	15" Flat Panel Monitor, Keyboard, Mouse
Support	3 Year Silver Enterprise Support: 7x24 HW/SW, 7x24 4-hr Onsite
Database	MS SQL Server 2005 Standard (5 CALS)
Remote Access Software	VPN access GoToMeeting support (java based remote access client based on Citrix – ECP uses this to provide remote support in many cases) PCAnywhere (32-Bit Host & Remote Ver 10.5 for remote connectivity for OnBase support)

Server 2 – Web Server

The OnBase web server provides access to the OnBase core modules through the Internet or Intranet. Thin client access to documents via a browser can be supported through the use of the web server. This server requires very little hard drive space, as it is only acting as a broker between the client and the OnBase system. Web Servers should be dedicated purpose servers; NOT USED as a domain controller DNS server, non-OnBase web server, email server, print/database/file server, index server, proxy server, network backup server, jukebox manager, network performance monitor, thick client processing workstations or workflow/API thick client brokers.

A sample server specification is provided in the following table.

Hardware Component	Recommended Configuration
System	Dell PowerEdge 2900 Dual Core Intel Xeon 5050, 2x2MB Cache, 3.00GHz, 667MHz FSB
Operating System	Microsoft Windows Server 2003 R2, Standard Edition, 5 CALs
CPU	1 Processor
System Memory	2 GB
Network Cards	Dual Embedded Broadcom NetXtreme II 5708 Gigabit Ethernet NICs
Magnetic Disk Storage	SAS 5/i Integrated, no RAID Integrated SAS/SATA No Raid 5/i Integrated 80 GB, SATA Universal, 7.2K RPM
Tape Backup	None
Accessories	15" Flat Panel Monitor, Keyboard, Mouse

Hardware Component	Recommended Configuration
Support	3 Year Basic Enterprise Support: 5x10 HW only, 5x10 4-hr Onsite after diagnosis
HTTP Web Server	Microsoft IIS 6.0

General Retrieval Workstation Specifications

The following table provides the minimum configuration information for an OnBase web client retrieval workstation.

Hardware Component	Recommendations
Browser	Microsoft Internet Explorer 6.0 recommended or 5.5 or 5.01.
Browser XML Parser	Microsoft MSXML 2.5 SP1, 3.0 (newer versions are not compatible)
User Interface Controls	Microsoft ActiveX controls or HTML/Javascript only
E-mail Platform	MAPI 1.1 Compliant Email Client connection and supporting Active Messaging DLL's. (olemsg32.dll or cdo.dll)
Operating Systems	Microsoft Windows 2000 recommended or Microsoft XP SP1
CPU	Pentium II 333mHz processor (minimum) Pentium IV 500mHz or better processor (recommended)
System Memory	64 MB (minimum) 512 MB (recommended)
Printer Memory	12 MB (minimum) 16 – 32 MB (recommended)

The following table provides the minimum requirements for an OnBase thick client retrieval workstation:

Client Retrieval Workstation	Minimum Requirements	Optimum Requirements
CPU	Pentium class PC or higher (EISA, PCI or Micro Channel) 400 Mhz+	Pentium class PC or higher (EISA, PCI or Micro Channel) 1 Ghz+
Memory	512 MB RAM or greater above OS requirements Minimum 16 MB virtual memory (Windows swap file)	1 GB RAM or greater above OS requirements
Bus Architecture	EISA, PCI, or Micro Channel	
Free Hard Disk Space	2 GB hard drive available	10 GB disk space
Operating System	Windows 98, Windows NT, Windows 2000, Windows XP Pro, Windows 2003 (Standard Edition and Web Edition)	Windows 2000, Windows XP Pro, Windows 2003 (Standard Edition and Web Edition)
Video Resolution	Minimum of 1024 x 768. Any resolution lower than this could result in a loss of functionality.	

Document Capture

OnBase supports **all** of the major scanner manufacturers and both Twain and ISIS drivers.

In Addendum 2, item 10 DJS specifies: Scanner with minimum specifications to meet scan ability of approximately 5,000 documents per day. One (1) Heavy Duty and Two (2) Medium Duty.

Based on this requirement, ECP proposes one Fujitsu 5650C and two Fujitsu 4340C Scanners. The following table provides scanner features for each:

Feature	Fujitsu 5650C	Fujitsu 4340C
PPM (Portrait) Simplex / Duplex	57/114	40/80
Duty Cycle	8,000 pages per day	3,000 pages per day
Automatic Sheet Feeder	200 Pages	100 pages
Resolution (DPI)	600	600
Interface	SCSI / USB	SCSI / USB
Flatbed Scanning	No	Yes

Pricing for these components is provided in the Pricing Section.

- 11. DJS intends to purchase a separate server to house the active, searchable imaging system. The vendor must include the specifications recommended for any hardware needed for this project, including, but not limited to: the central server, the recommended storage device, the imaging workstation and attached scanner.**

Please refer to ECP's response to item 10 above.

- 12. Question 12 has been deleted per Addendum 2.**

- 13. The system shall provide a backup mechanism for both data and indexes. The vendor shall describe how their system will meet this requirement.**

The storage infrastructure includes more than just disk storage, it includes disk backup. In the case of OnBase, both the database and image repository require backup. With today's backup software, a typical mid-to-large sized OnBase repository can be backed up within two hours. A suggested backup solution is BakBones Netvault Enterprise Edition, options include:

- **Virtual Tape Library (VTL):** By creating a virtual tape library inside a disk file system, NetVault: Backup can backup data to this virtual pool of storage. Regardless of whether a real, physical tape drive or tape library exists, NetVault: Backup's VTL can operate as a stand-alone backup storage device. Each VTL can be constructed within minutes to "right-size" the necessary backup volume and workload capacity. A VTL may be created to handle any number of concurrent client backups, vastly improving on the multi-plexing methods offered by other vendors.

Taking advantage of hard disk's low-cost and high-performance random access features, your backup windows can be shortened and backup operations can commence with or without the presence of a physical tape device. Backups can be kept online in a VTL and either migrated or duplicated to physical tape at a later time (during off-peak hours for example) for off-site storage. Recently, many customers have chosen this method to keep Recovery Time Objectives (RTO) as part of their SLA's to a minimum,

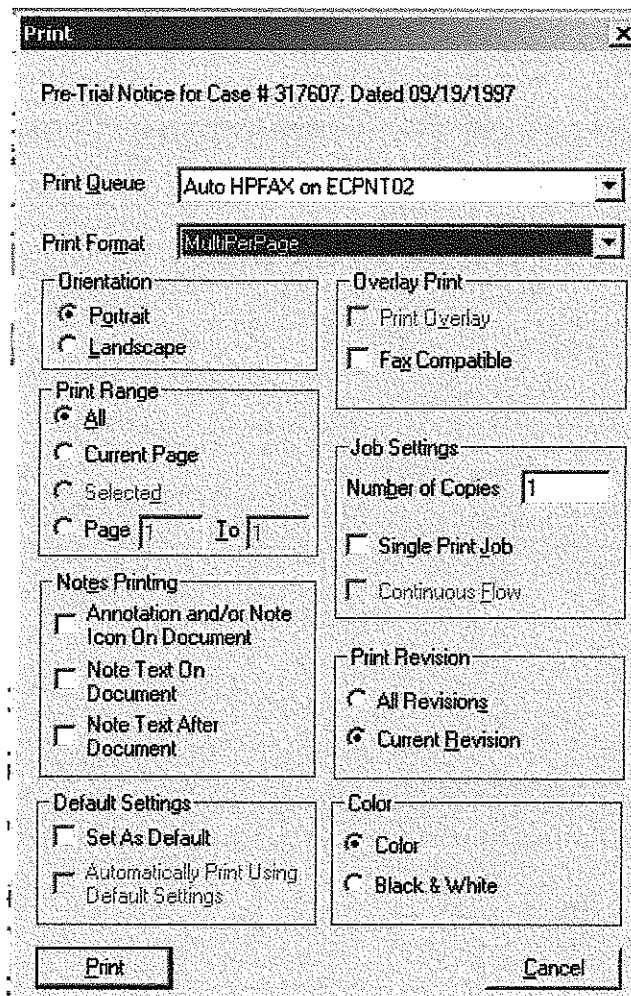
keeping only the most recent set(s) of backups on VTL while moving older backup sets off to tape for offline, long-term storage.

• **Shared Virtual Tape Library (SVTL):**

With all of the benefits of a regular VTL, a variety of disparate operating systems can share a single VTL's resources residing on a SAN-attached disk system with NetVault: Backup's SVTL technology. A NetVault: Backup server and several SmartClients can simultaneously write backup streams and access restore data from a SVTL.

14. The system shall be capable of providing print on demand functionality as well as full record printing, as well as the ability to fax or e-mail documents.

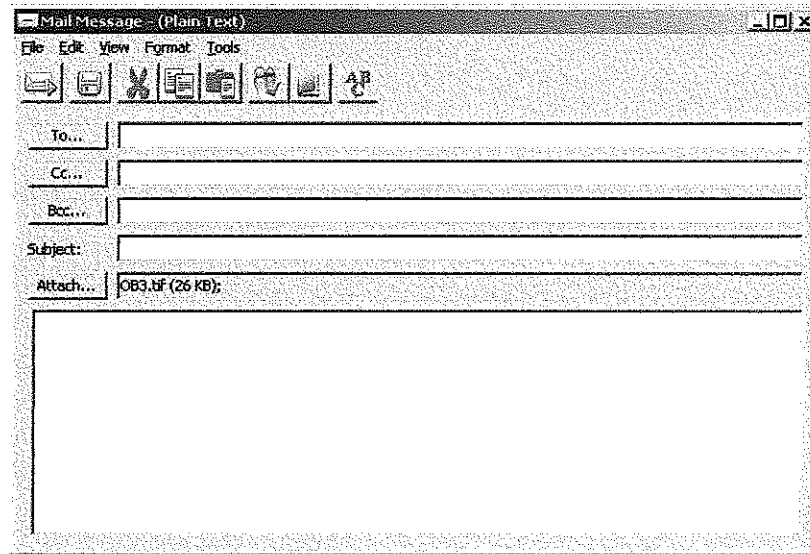
OnBase supports document output such as print, fax, and e-mail. Both single and multi-page printing is supported by the system. OnBase provides the ability to print/fax an entire document, a range of pages within the document, or a single page of the document. The OnBase print/fax capability also includes features that allow a user to print a selected group of documents or batch of documents.



Printing and Fxing Options Dialog Box

Many of the print/fax features are controlled by system security, which will allow DJS to expose the capabilities in a secure and efficient manner. For faxing, OnBase can utilize any fax server with a print queue support. ECP has not included a fax server in our proposal. The dialog above illustrates the many print/fax options available.

In addition, users may email documents either using the internal OnBase Mail system or using your existing MAPI mail such as Microsoft. OnBase provides an Advanced Mail Option.



OnBase Mail Dialog Box

The Advanced Mail option provides the same functionality as the Mail Recipient option, along with some additional features:

- Provides the ability to keep the attached document in its native format. If you select the Use Native Format check box, the pages will be sent in the format they exist as in the OnBase. If the Use Native Format check box is not selected, the image documents will be sent as a TIFF file.
- Provides the ability to select a range of pages in a multi-page Image document. The pages are sent as a multi-page Group IV TIFF file, or in their native format.

15. *The vendor must indicate any additional costs of hardware required to expand the initial system to accommodate multiple users.*

To expand the initial system to accommodate multiple users, no additional hardware would be required for the server configurations proposed. The proposed server would handle a light to medium volume of users. If DJS envisions a significant increase of active users, then ECP would analyze DJS' projected increase in utilization and then can recommend an updated configuration.

If DJS requires additional scan workstations, then the appropriate scanner hardware would be required, presuming the user has an existing workstation.

16. *The vendor must provide a detailed Project Plan, describing milestones, and timelines associated with each portion of this project.*

ECP's Project Approach

ECP will provide DJS with consulting services in support of the design, development and implementation of the DJS' COTS-based Imaging System (DJS/IS). ECP is proposing a tasked approach to accomplish the work required to successfully implement the solution. Each of the major tasks is described in more detail below. Included in each task description is a summary of the work to be performed, the estimated task duration, and a brief summary of the DJS resources required to successfully complete the task.

Task Description	Duration (days)	Hours
Base Scan/Store/Retrieve – Juvenile Services Office – Resident Records		
Requirements Collection and Validation	1.25	10
Kickoff Meeting	0.125	
Document Storage and Retrieval Paradigm	0.125	
Document Types & Keywords	0.375	
User & Document Security	0.125	
Develop Imaging Solution Document	0.500	
Establish System Infrastructure - Hardware	DJS	
Base System Setup and Config on DJS Infrastructure	2	16
Integration Testing	1	8
Develop Training Documentation	1	8
Training and Acceptance Testing Support	3	24
Production Rollout Support	1	8
Project Management	2	16
Totals	11.25	90

During any of these tasks, if project issues or concerns are identified, they will be documented and provided to DJS' designated Project Manager for review and action.

Task 1 – DJS/IS Solution Requirements and Design

Task 1 Work Task

During this Task, ECP will perform business requirements collection, analysis, verification, and discuss business and technical logistics and operational issues with DJS personnel. Information collection will include dedicated sessions with representatives from DJS. During these sessions, information about the current business process including Resident file and document type identification and associated index fields (e.g. name, social security number, date of birth, DJS#,

MMIS#, Intake Facility name), and how utilizing the new OnBase document management software will facilitate processing will be discussed. From the RFQ, a Resident file is estimated at 100 pages. These files can be scanned as one document and indexed accordingly, or separated into a number of individual documents that compose the content of the electronic file moving forward.

Discussions will include current processing steps, supporting information/ documentation, exception processing, security, as well as other areas. From these sessions, ECP will develop a DJS/IS Solution Document (CSD). The CSD will document briefly the operational requirements of the DJS/IS, including document identification and indexing requirements, document capture and retrieval, and user and document security.

Task 1 Deliverables

ECP will provide the following deliverables during Task 1:

- DJS/IS Solutions Document

ECP will provide a CSD for DJS' review and comment. Comments received from DJS will be integrated into the document, as applicable, and presented to DJS for final approval. If questions/issues arise from comments received, ECP will follow up with DJS representatives for discussion and/or clarification of items.

Task 1 Duration

ECP estimates that an elapsed time of approximately two (2) days is required to complete the work tasks as described.

Task 1 Resources

For this task, participation by DJS' functional and technical "experts" and users are required to ensure that the proposed DJS/IS solution meets the needs of DJS. The participants should represent DJS' process knowledge and are able to contribute to the identification, clarification, and refinement of the solution requirements. These resources will be required in a dedicated mode initially to support the requirements gathering sessions (estimated 1 day), followed by their review and comment submission. Their availability on an ad hoc basis may be needed for clarification or questions that arise during the writing of the CSD.

Task 2 – DJS/IS Solution Configuration

Configuration

During this Task, ECP will be onsite to install, configure and test the DJS/IS components on DJS' infrastructure and test environment. ECP will utilize the CSD to configure the DJS/IS solution to include the installation, set up and testing of the following:

- OnBase Out-of-The-Box (OTB) Scan/Index/Storage/Retrieval
- Implementation of up to six (6) document types and associated keyword (index) field configuration

Testing

ECP will perform unit testing on each module/component. Once all modules are completed, ECP will perform end to end integration testing on the overall DJS/IS solution.

Training Documentation

ECP will develop documentation that will be utilized during training. Per DJS' direction, ECP will provide a Train-the-Trainer format for training. In support of the Train-the-Trainer sessions, ECP will prepare a Training Overview and supporting presentation slides. The Train the Trainer approach is discussed in more detail in Task 3 Implementation.

Task 2 Deliverables

ECP will provide the following deliverables during Task 2:

- Training Overview and PowerPoint presentation slides

ECP will provide the training deliverables for DJS' review and comment. Comments received from DJS will be integrated into the documents, as applicable, and presented to DJS for final approval. If questions/issues arise from comments received, ECP will follow up with DJS representatives for discussion and/or clarification of items.

Task 2 Duration

ECP estimates that an elapsed time of one (1) week is required to complete the work tasks as described.

Task 2 Resources

For this task, participation by DJS business and technical resources that will be responsible for the implementation of the DJS/IS solution is required to ensure that they understand the proposed installation and implementation process, as well as the training materials to be developed. These resources will be required in a dedicated mode at the end of the task (estimate 1 day) to participate in sessions that present and discuss DJS' overall installation and implementation plan.

Task 3 – DJS/IS Solution Implementation

Training and Final Testing

During this Task ECP will work with the DJS project team to implement the DJS/IS solution. Once ECP testing is complete, training can be conducted for DJS' designated trainers.

- Train-the-Trainer Training

As requested by DJS, ECP will provide Train the Trainer training of the DJS/IS solution implementation for up to three (3) DJS Trainers. We have found that this approach provides focused training sessions with DJS' key knowledge workers, and allows open discussion on how current manual and/or automated business processes/functionality are implemented and/or replaced in the new DJS/IS solution.

Additionally, these key knowledge workers can provide the best insight into how DJS is implementing the GDSS solution from an internal business perspective, something that ECP trainers will most likely not know. Finally, we have found that users are more attentive during training when it is being presented by a peer who has organizational knowledge and experience.

A general training session will be designed as a one day course with a goal of minimizing the impact on daily DJS business processing. During the training session the overall DJS/IS solution will be discussed and presented, including document capture (scanning, indexing), and document retrieval. In support of the Train the Trainer sessions, ECP will prepare a Training Overview and supporting presentation slides. These training candidates will also be

used to perform user acceptance testing. Their current business process knowledge, coupled with their DJS/IS solution knowledge after training, will greatly facilitate acceptance testing.

- Acceptance Testing

Once training is completed, the designated trained DJS resources working along side the ECP onsite team will perform acceptance testing. The ECP onsite representatives will step through the document entry process and document retrieval module confirming operational readiness. Issues identified during testing will be documented by the test team for review and resolution.

Administrative Training

ECP will also provide knowledge transfer to DJS' technical resources throughout the design, testing and deployment of the DJS/IS solution. Training will be presented using a hands-on format, utilizing DJS' installed system. This one day training course is intended to familiarize the DJS' system administrator with OnBase's system administrator tools, system logs, and general administration capabilities required to manage system resources.

Please note that this training is not intended to replace the formal detailed system administration training classes offered by Hyland Software. ECP anticipates that DJS' system administrators will attend the appropriate training courses after solution deployment.

Production Rollout

Once testing is completed, the DJS/IS solution will be ready for Production, and roll out to production users can begin.

Training sessions with the users will be conducted by the DJS Trainers and once complete, users can begin using the DJS/IS solution in a production environment.

ECP has included one (1) day of onsite support after the training is performed. ECP's onsite support personnel will be available to answer user questions, make recommendations, and provide focused follow up training if necessary.

Task 3 Deliverables

ECP will provide the following deliverables during Task 3:

- Final DJS/IS software components

Task 3 Duration

ECP estimates that an elapsed time of four (4) days is required to complete the work tasks as described. Within this timeframe, ECP has included three (3) days for train-the-trainer training, administrator overview training and acceptance testing, and one (1) day for production rollout and onsite support.

Task 3 Resources

For these tasks, participation by DJS business and technical resources that will be responsible for the onsite implementation of the DJS/IS solution is required. The DJS and ECP teams will work side by side to coordinate implementation activities. The DJS resources designated to this task should be available on an ad hoc basis to support task requirements. ECP estimates that train-the-trainer and system administration overview training will be approximately one (1) day in duration. Acceptance Testing is estimated at approximately four (4) hours.

- 17. DJS requests that the successful vendor's Project Leader be available, on a weekly basis to meet with DJS staff, to provide updates and progress reports on the implementation.**

ECP's Project Manager will be responsible for overall project oversight and interfacing with DJS' Project Management Team on at least a weekly basis. The ECP Project Manager is the primary point of contact for the ECP Team, and as such, will act as the overall liaison between the DJS and ECP Teams. The Project Manager is responsible for providing information on ECP's project approach, overall status of ongoing project activities, project planning, and meetings and briefings. The Project Manager is also responsible for providing feedback to the ECP Team based on DJS' project goals and strategies, meetings and briefing, and overall expectation management and delivery of consulting services.

For project activities, the ECP Project Manager is responsible for managing the detailed project tasks, resources, and activities. These tasks may include:

- Act as the liaison between the DJS and ECP Teams on project activities, resource scheduling/allocation, and solution/ implementation operational readiness
- Provide project plan and update/coordinate the project schedule
- Manage the ECP Team's project task activities
- Coordinate and/or facilitate Team meetings
- Track and report on the Project status
- Track and report on the Project budget
- Resolve and escalate issues, as required
- Monitor, deliver and track all work products

This management approach provides the necessary project management oversight at the strategic and tactical levels of project activities. This structure also provides immediate checks and balances, both within the Project Team, as well as upward reporting directly to ECP's Senior Management Team. ECP feels that this model of active communication, coupled with direct and indirect management oversight and monitoring, is essential for overall project success.

Status Reporting

The ECP Project Manager is responsible for providing periodic status reports to the designated DJS Project Manager. Status reports will provide a summary of activities during the reporting period. Activities include tasks currently being performed or completed, upcoming tasks to be performed during the next reporting period, project deliverables provided to DJS, and issues or concerns.

Project Management Deliverables

ECP will provide the following project management deliverables:

- Baseline Project Plan
- Periodic Status Reports

During the initial week of project activity, the ECP Project Manager will meet with DJS' designated Project Manager and baseline the project plan based on current project knowledge and understanding of DJS' business goals and availability of resources. Any proposed adjustment to the plan will be agreed upon by both DJS and ECP prior to the baseline plan update.

As requested by DJS, the ECP Project Manager will submit status reports on a weekly basis.

Based on ECP's understanding of DJS' project requirements as outlined, and the size of this initial effort, ECP will assign a part-time project manager to support the role described above with a focus on conserving project costs.

- 18. *The vendor shall propose necessary services and costs required for training of DJS personnel on the imaging system. This shall include at least eight hours of train-the-trainer training, for a minimum of three (3) DJS employees.***

Train-the-Trainer Training

As requested by DJS, ECP will provide Train-the-Trainers training for the OnBase solution implementation. We have found that this approach provides focused training sessions with DJS' key knowledge workers, and allows open discussion on how current manual and/or automated business processes/functionality are implemented and/or replaced in the new OnBase solution.

Additionally, these key knowledge workers can provide the best insight into how DJS is implementing the GDSS solution from an internal business perspective, something that ECP trainers will most likely not know. Finally, we have found that users are more attentive during training when it is being presented by a peer who has organizational knowledge and experience.

A general training session will be designed as a one day course with a goal of minimizing the impact on daily DJS business processing. During the training session the overall OnBase solution will be discussed and presented, including document capture (scanning, indexing) and document retrieval. In support of the Train-the-Trainer sessions, ECP will prepare a Training Overview and supporting presentation slides.

These training candidates will also be used to perform user acceptance testing. Their current business process knowledge, coupled with their OnBase solution knowledge after training, will greatly facilitate acceptance testing.

Administrative Training

ECP will also provide knowledge transfer to DJS' technical resources throughout the design, testing and deployment of the OnBase solution. Training will be presented using a hands-on format, utilizing DJS' installed system. This one day training course is intended to familiarize the DJS' system administrator with OnBase's system administrator tools, system logs, and general administration capabilities required to manage system resources.

Please note that this training is not intended to replace the formal detailed system administration training classes offered by Hyland Software. ECP anticipates that DJS' system administrators will attend the appropriate training courses after solution deployment.

- 19. *The vendor shall quote costs associated with all necessary services required for the installation of the imaging system. The vendor shall include any costs associated with modifications needed to customize system for DJS' specific needs.***

We have included costs associated for the installation, configuration, testing, training, and implementation support of DJS' COTS-based Imaging System as described in this proposal. These costs are provided in the pricing table included in Section 4 below.

20. The quote shall include any on-going maintenance cost necessary.

We have included costs for all required hardware and software components. These costs are provided in the pricing table included in Section 4 below.

21. The vendor shall provide a minimum of three client references. The references shall be for systems of similar configuration. One of these references shall be for a system implemented in a similar government facility environment. References shall include a contact name, telephone number, company name, address and description of system, software, hardware, number of users, etc.

ECP is happy to provide references for any of our clients and encourage you to contact them to learn more about their implementation and the lessons they learned during the process. We also encourage you to ask about how OnBase and ECP work together to provide the best overall service possible.

We have listed three clients that we feel will help you assess our company and solution based on your environment or location. In each case we indicated why they are included in the list. We have informed each reference that you may be contacting them and they each agreed to talk with you. All we ask is that you be respectful of their time and business.

1. West Virginia Division of Labor

ECP Customer Reference #1	
Client Name:	West Virginia Division of Labor
Contact:	Teddy Thompson or Bob Bryant
Contact Address:	Building 6, Room B-749, Charleston, West Virginia
Contact Telephone Number:	304-558-7890
Installation Date (s):	11/2005
Reference Purpose:	The Division of Labor installation was initiated by another Hyland reseller several years ago. ECP has taken over support of this account in the last few months. We have this reference listed because they can attest to the ability of the software to meet their need and our product knowledge and commitment to our clients.
Summary of Products Installed and/or Services Provided:	Bob and Ted have done much of the rollout of the system on their own after the installation and training. They support it today on their own, with our support desk behind them to answer questions as they arise. The Division of Labor uses the OnBase system to house a number of different kind of documents and make them available to their users in a thick client environment. They are planning to make it available on the web or thin client this year. They have about 30 users and also use the workflow products from OnBase.

2. Simonton Windows

ECP Customer Reference #2	
Client Name:	Simonton Windows
Contact:	Amanda Runyon
Contact Address:	Parkersburg, WV
Contact Telephone Number:	(304)420-9272
Installation Date (s):	4/2006
Reference Purpose:	We have added Simonton Windows because they have made their decision to use imaging to help their business in the last year and have rolled it out in several applications. We felt they could provide some knowledge from a recent client.
Summary of Products Installed and/or Services Provided:	<p>Simonton Windows is based in Parkersburg, WV and produces window products for home and commercial clients.</p> <p>ECP implemented an OnBase system for them in 2006 and provides support and continued assistance with enhancements. They are using the system for HR documents and are currently expanding to electronic forms and shipping forms.</p>

3. **American Institute on Research** – AIR actively uses Document Imaging to support multiple workflow processes.

ECP Customer Reference #3	
Client Name:	American Institute on Research
Contact:	Gregory Derritt
Contact Address:	Washington, DC
Contact Telephone Number:	(202) 403-5102
Installation Date (s):	12/2004
Reference Purpose:	We have provided this reference because they did an extensive search before choosing ECP and OnBase to meet their imaging needs. Since then they have been able to leverage this investment to help a number of departments in their organization.
Summary of Products Installed and/or Services Provided:	<p>American Institute on Research (AIR) works with the US Government in third world countries. Their initial goal in purchasing an Enterprise Content Management System was to begin getting rid of their paper backfile, which was stored in numerous file cabinets in their hallways. ECP was able to offer our backfile scanning option to them whereby we scanned and indexed 25 file cabinets worth of documents. We returned electronic files to them in "ready to load" format for importation into the OnBase system. This resulted in immediate access to those documents.</p> <p>Once that effort was completed, AIR again contracted with ECP to implement three automated business processes using the OnBase workflow module. The accounts payable automated process was the first completed and went into production in the fall of 2006. ECP provided the full scope of services including requirements gathering, design, implementation, testing and post install support. They then utilized ECP to play a similar role in the automation of the Billing process. This went into production in January of 2007.</p> <p>In terms of knowledge management, ECP is currently working on a third OnBase project within AIR to automate their Contracts department. This project has very similar needs to that of ImmixGroup in that they require full text retrieval capability of contract documents. We will be using the OnBase Full-Text module to provide this capability.</p>

ECP Customer Reference #3	
	They currently have 37 end user licenses and a host of modules from OnBase.

- 22. All costs associated with implementation, customization or installation shall be inclusive of travel, as required by West Virginia Purchasing Guidelines.**

ECP understands that per State policy, travel costs associated with this project must be covered within our services rates. ECP's proposed services costs are inclusive of travel costs. All costs are outlined in Section 4 below.

- 23. Vendor shall provide a detailed project proposal and description of system and elements being proposed.**

Within the various sections of this proposal, ECP has endeavored to present a complete proposal covering the many specifications required by DJS.

- Section 2 provides an overview of the proposed solution that meet DJS' requirements for the COTS-Based Imaging System, including a description of business functionality as well as identification and description of the OnBase software modules to be implemented.
- Section 3 provides each of DJS' specifications presented in the RFQ, and ECP's response to each specification as required
- Section 4 provides pricing for the installation, testing, training, and implementation of the proposed solution to include software, hardware, and consulting services.

As stated previously, thank you for your interest in ECP and our proposed solution. Please do not hesitate to contact ECP in the event that questions arise during your review and decision process.

4. Pricing

This section is designed to provide pricing based on RFQ requirements.

The following sections provide pricing for software, hardware, consulting services, and a summary.

4.1 Hyland OnBase Software

This section provides budgetary pricing for an OnBase Implementation.

Product Name	Product Code	Qty	Unit Price	Ext Price	Discounted Price	
					Unit Price	Ext Price
Multi-User Server	OBIPW1	1	5,000.00	5,000.00	4,000.00	4,000.00
Web Server	WTIPW1	1	10,000.00	10,000.00	8,000.00	8,000.00
Named User Client	CTIPN1	5	600.00	3,000.00	480.00	2,400.00
Production Document Imaging (ISIS or TWAIN)	ISIPW1	1	5,000.00	5,000.00	4,000.00	4,000.00
Production Document Imaging (ISIS or TWAIN) (2)	WFIPD1	1	2,000.00	2,000.00	1,600.00	1,600.00
Software Sub-Total:				25,000.00		20,000.00
Annual Maintenance	MAINT1	1	18%	4,500.00	4,500.00	4,500.00
TOTAL Software & Maintenance:				29,500.00		24,500.00

4.2 Hardware

4.2.1 Server Hardware

The following table provides a pricing estimate for server hardware described in Section 3, item 10, specifically the Application Server and Web Server hardware.

Part Number	Description	Qty	Unit Price	Extended Price	Maintenance
29C16 – Application Server	Dell PowerEdge 2900 Quad Core Intel Xeon, 2x4MB Cache, 1.60GHz, 1066MHz FSB (as configured in Section 3, Item 10)	1	\$10,030.00	\$10,030.00	Dell 3 Yr Onsite Included
29D30 – Web Server	Dell PowerEdge 2900 Dual Core Intel Xeon, 2x2MB Cache, 3.00GHz, 667MHz FSB (as configured in Section 3, Item 10)	1	\$3,879.00	\$3,879.00	Dell 3 Yr Onsite Included
TOTAL				\$13,909.00	

4.2.2 Scanner Hardware

ECP assumes that DJS will provide all workstations and scan stations. The following provides an estimate for the Fujitsu 5650C and Fujitsu 4340C scanner. The Fujitsu fi-5650C provides fast color and monochrome scanning speeds, robust paper handling and a suite of advanced features in a space-saving design. Features include Ultrasonic double-feed detection, long document scanning and dual control panels for left or right -handed user operation. The scanner is shipped with VRS 4 Basic, Adobe Acrobat 7.0 Std, ScandAll 21, and a Scanner Utility.

Part Number	Description	Qty	Unit Price	Extended Price	Year 2 + Scanner Maint per unit
PA03338-B535 VRS	Fujitsu Color Scanner fi-5650C, 71ppm/142ipm with VRS	1	\$5,360.00	\$5,360.00	N/A
CG01000-516501	Fujitsu Warranty (5x9x24), ScanCare In-Warranty Uplift Contract - 24 Hour On-site response time, Provides On-site repair by an Authorized Fujitsu Technician in addition to common scanner consumables and 2 Preventative Maintenance visits	1	\$1,595.00	\$1,595.00	\$1,795.00
PA03277-B015	Fujitsu Color Scanner fi-4340C, 40ppm/80ipm, Flatbed	2	\$3,587.00	\$7,174.00	N/A
CG01000-515201	Fujitsu Warranty (5x9x24), ScanCare In-Warranty Uplift Contract, Provides On-site repair by an Authorized Fujitsu Technician in addition to common scanner consumables and 1 Preventative Maintenance visit	2	\$1,195.00	\$2,390.00	\$1,395.00
	TOTAL			\$16,519.00	

4.3 Consulting Services

ECP will provide consulting services to DJS in support of the JDS/IS project on a time and materials basis.

4.3.1 Labor Categories

ECP's proposed labor categories for this JDS/IS project is as follows:

Labor Category	Hourly Rate
IS - Implementation Specialist I	\$140.50
PM - Project Manager	\$158.50

Travel Costs

ECP's consulting services price does include travel and subsistence. Travel costs include transportation costs (airfare, rental car, taxi, parking, and gas), hotel expenses and per diem.

In booking hotel accommodations during onsite visits, ECP will use its best efforts to review and reserve rooms at local properties with reasonable rates, based on travel dates, availability, and minimizing the impact on the project schedule. With DJS' approval, ECP would like to request utilizing established DJS accounts with local hotels, if available.

4.3.2 Estimated Level of Effort

The following table provides ECP's estimated level of effort by project task.

Task Description	Duration (days)	Hours
Base Scan/Store/Retrieve – Juvenile Services Office - Resident Records		
Requirements Collection and Validation	1.25	10
Kickoff Meeting	0.125	
Document Storage and Retrieval Paradigm	0.125	
Document Types & Keywords	0.375	
User & Document Security	0.125	
Develop Imaging Solution Document	0.500	
Establish System Infrastructure - Hardware	DJS	
Base System Setup and Config on DJS Infrastructure	2	16
Integration Testing	1	8
Develop Training Documentation	1	8
Training and Acceptance Testing Support	3	24
Production Rollout Support	1	8
Project Management	2	16
Totals	11.25	90

4.3.3 Implementation Price

Based on ECP's current understanding of DJS' requirements, ECP's project approach and proposed consulting services outlined above, the price to design and implement the JDS/IS solution is estimated at \$12,933.00.

Project Plan	Task Description	Role	Est. Hours	Hourly Rate	Price
Task 1 - DJS/IS Solution Requirements and Design					
Day 1 & 2	Requirements Collection and Validation	IS	10	\$140.50	\$1,405.00
	Task 1 - Subtotal		10		\$1,405.00

Task 2 - DJS/IS Solution Configuration					
Day 3 & 4	Configuration - Scan/Index/Retrieve/Security	IS	16	\$140.50	\$2,248.00
Day 5	ECP Testing	IS	8	\$140.50	\$1,124.00
Day 6	Training Documentation	IS	8	\$140.50	\$1,124.00
Task 2 - Subtotal			32		\$4,496.00
Task 3 - DJS/IS Solution Implementation					
Day 7	Train the Trainer Training	IS	8	\$140.50	\$1,124.00
Day 8	Acceptance Testing	IS	8	\$140.50	\$1,124.00
Day 9	Administrative Training	IS	8	\$140.50	\$1,124.00
Day 10	Production Rollout Support	IS	8	\$140.50	\$1,124.00
Task 3 - Subtotal			32		\$4,496.00
Project Oversight and Reporting					
Distributed	Project Management	PM	16	\$158.50	\$2,536.00
Project Management - Subtotal			16		\$2,536.00
TOTALS			90		\$12,933.00

4.4 Pricing Summary

The following table summarizes the pricing for the DJS/IS solution.

Item	Estimate
OnBase Software	\$20,000.00
Software Maintenance	\$4,500.00
Server Hardware	\$13,909.00
Scanner Hardware	\$16,519.00
Services	\$12,933.00
Total	\$67,861.00

4.5 Invoicing

ECP will invoice Juvenile Services at the end of each month for hours expended during the month, and any software and/or hardware, as previously defined, incurred during the month. ECP invoice terms are Net 30.

4.6 Testing Period

ECP will provide the necessary resources to support Juvenile Services testing of the solution for a period of 3 business days following the delivery of the solution. If for any reason Juvenile Services is unable to complete the testing process within that time frame, ECP will continue to support Juvenile Services testing efforts on a time and materials basis until the solution is accepted and ready to be put into production. During this extended period of testing time, ECP will use its best effort to have resources available to quickly address any concerns/issues arising from the testing process.

4.7 Warranty Period

ECP ensures the quality of its work delivered to its customers. ECP offers a thirty-day warranty on all software applications fully developed and implemented by ECP personnel. Any findings relative to the application not meeting the stated requirements or not performing as designed and as agreed upon by all parties will be fixed at no cost to the customer if reported during the thirty-day warranty period. The thirty-day period starts on the day the customer has signed off on the testing of the application or the 3 business day testing period identified above has expired, whichever comes first.

After the thirty-day warranty period, technical support is offered and will be provided through a negotiated Maintenance Agreement.

4.8 Proposal Period of Validity

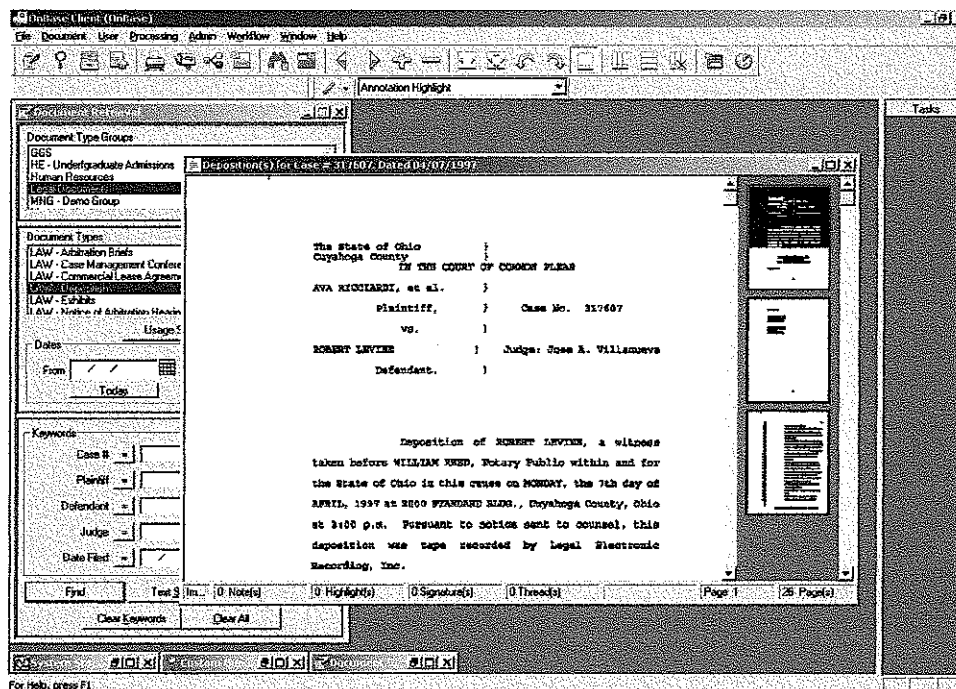
This Proposal and pricing is valid through July 26, 2007.

5. Appendix A - OnBase Document Retrieval and Viewing

In this Appendix we have included a description of some of the OnBase document retrieval and viewing functionality provide in the COTS modules that may offer value to Juvenile Services now and in the future, or be of use as the system expands.

Retrieving Single or Multiple Page Documents

Utilizing the keywords (indices) and any of the OnBase retrieval options, a User can easily locate and retrieve a single page or multi-page document. When retrieving a multi-page document, OnBase can provide Thumbnail views to allow the user to visually move directly to the desired page. As the user moves the cursor over the Thumbnail, the image explodes to a larger view so that the user can verify that this is the desired page before double clicking. There is also the choice of entering a page number and going directly to that page within the document.



Multi-Page Document Retrieval Sample

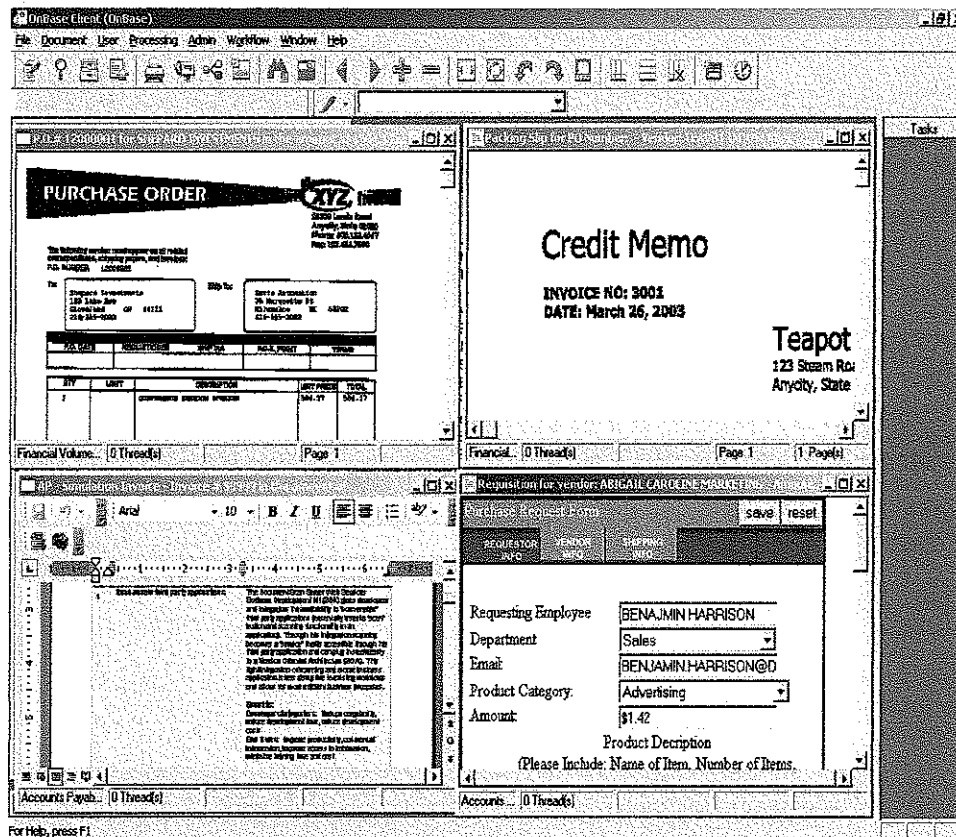
If the user is retrieving a series of documents, OnBase displays a hit list (list of documents meeting the search criteria) with the headers being the keywords (indices). This allows the user to pick the document or documents that he wants to view. This list can be sorted based on keywords or system dates providing the ability to quickly choose the desired document from a longer list of available documents that meet the criteria for which the user searched. This is particularly valuable when the user is not quite sure of a unique keyword identifier and needs to start with a broader search.

Simultaneous Multiple Document Viewing

When viewing multiple documents simultaneously in the OnBase system, users have several choices. A user can tile the results one behind the other with the headers showing so that he can easily pick the next

document to view. A user can display them side by side horizontally, or vertically. Additionally, images can be displayed into quadrants for viewing four at a time.

OnBase provides two unique features when displaying multiple documents at the same time. First, the document types can be independent and mixed. A user could have an Excel spreadsheet, an electronic form, and two images on the screen at the same time for example. Second, there is a single button on the tool bar that closes all of the documents at once and does not require the user to close them one at a time. The option of closing one or more screens is available to the user as well.



Multiple Document Viewing Sample

Zooming

OnBase provides several zooming options when viewing an image. The user can zoom in or out in increments utilizing (+) and (-) buttons on the tool bar. A user can also select full screen or a minimum size view with a single button, which is also on the tool bar. Finally, the OnBase system allows for dynamic zooms so a user can "grab" a piece of the image and have it blown up to a screen size. This feature helps a user to focus on a particular portion of the image for tasks like numeric or signature validation.

Image Rotation

The OnBase system provides the ability to rotate left or right in 90 degree increments using buttons on the tool bar. Once the image is in the position that the user desires, it can be saved that way so rotation of the image is not needed the next time it is retrieved.

6. Appendix B – Optional OnBase Modules

In reviewing Juvenile Services' specifications and goal of improving business process through the implementation of technology, ECP has identified other OnBase software modules that could be implemented during future project phases to further improve the delivery of services. In this Appendix we have included a brief description of some of the OnBase modules that may offer value to Juvenile Services in the future, as use of the system expands.

Each of OnBase's over 90 modules are part of a single product code base, meaning they are all fully integrated with the core components. This allow for a very manageable implementation process and enables high quality ongoing product support.

Application Enabler

Most organizations have business applications already in place that manage the data necessary for the operation of day-to-day transactions. However, critical business decisions must be made based on information that exists on documents kept outside the line-of-business system. Valuable time and money is lost in the effort to retrieve these documents from file cabinets and off-site storage locations where they run the risk of being lost or even destroyed. Application Enabler seamlessly links third-party business applications to documents stored in the OnBase repository. Enabling users to immediately retrieve mission-critical documents without requiring them to leave their current application, and empowers them to make decisions that greatly increase process efficiency. For example, a user working in a CRM application that has been enabled to retrieve documents from OnBase can now answer a customer's concerns with more accuracy and in much less time. That user has instant access from within the CRM application to any related documents in OnBase.

This integration path requires no programming, scripting or modifications to the User's application. Since this interaction can be achieved by a simple point and click configuration, administrators can create custom integrations that perfectly match their users' needs, and are flexible enough to change and evolve with the business.

Application Enabler provides a number of core functions when interoperating with an organization's enterprise, or line-of-business (L.O.B.) applications. Once retrieved, documents can be reviewed, cross-referenced, annotated and managed utilizing all available OnBase functions. In addition to these document management functions, Application Enabler delivers workflow execution functionality to the line of business application requiring no additional client interfaces or integration. Users are able to directly participate in business processes executing actions against data resident in the enterprise application.

Bar code production is supported within Application Enabler to facilitate the generation of indexing bar codes. This function not only enables businesses to incorporate paper based documents into their content management system, but, to also link those documents directly with data managed by the enterprise application.

This is just some of the OnBase functionality that Application Enabler users can take advantage of to get more work done with their current applications.

Workflow

OnBase Workflow enables users to automate the processing of data and content more efficiently, faster, and more accurately, eliminating time consuming and costly manual business processes. Content is created, modified, stored, moved and managed electronically in order to enhance the business process and improve employee productivity. From core organizational process driven applications to high volume remittance processing, workflow streamlines cross-departmental and enterprise collaborative efforts and accelerates the completion of critical business tasks. The point-and-click configuration of OnBase Workflow enables organizations to quickly deploy robust workflow solutions, streamline business processes and create the opportunity for continuous improvement.

Records Manager

Many documents play a long-term role in corporate governance, compliance or historical record. They become records – “fixed” content that serves as evidence of transactions, decisions or processes. Not only can failing to preserve records present a potential liability, so can retaining a record beyond its designated life cycle.

OnBase Records Management (RM) can meet the special access control, disposition and retention needs of declared records throughout their entire life cycle. RM allows users to create file plans (i.e., rules that govern the storage, retrieval, dissemination and destruction of a record) that include a defined Retention Plan. A record can contain documents and content from virtually any source, consolidating scanned images, faxes, desktop documents, e-mails and more.

Authorized users can control the status of a record. For example, new documents can be added to an “open” record. A “closed” status indicates that a record has been declared and the contents cannot be modified. Once a record has been cut off, a defined retention period commences according to event-based (e.g. employee separation, mortgage pay off or account closure) and/or time-based (a period of months/years) business rules. The RM Administrator View displays the disposition status of records and provides the ability to place holds on records and post events that trigger the Retention Plan.

To protect accountability, RM accommodates approval processes and legal holds, preventing records from being inadvertently destroyed. Security settings can be applied to records to prevent unauthorized access. For example, tightly controlled records, such as adoption records or those covered under the Health Insurance Portability and Accountability Act (HIPAA) can be made available to only a bare minimum of users. For authorized users, records can be searched through the same intuitive interface used to retrieve documents, and an audit trail of all activity is recorded.

Critical records can be retained and controlled permanently. Those with limited lifecycles can be destroyed (the document is deleted but the metadata about it remains in OnBase) or purged (both the document and the metadata are eliminated).

eForms

Forms are critical to how an organization operates its business. E-forms enable businesses to quickly replace paper forms with fully interactive forms that directly connect to the applications that drive your business. Forms that were previously completed on paper and scanned into the OnBase system can now be created using Simple HTML, enabling the completion of forms across the web or in a more traditional client server environment. E-forms not only eliminate paper, but improve consistency and reduce costly processing errors which result in a more streamlined process

Microsoft Share Point Integration

Microsoft Share Point users can search, retrieve, view and interact with the OnBase documents, business processes and collaboration spaces which they need to perform their primary job responsibilities from within a Share Point Web page using the Web Parts for Microsoft Share Point module. This integration leverages the point-and-click configurable StatusView functionality of the OnBase Web Server, allowing users to create personalized views of OnBase content and processes with Web portal components called "portlets."

A Share Point Web Part that wraps these StatusView portlets allows them to be plugged into any Share Point Web page. From standard document lists and Workflow queue views to interactive 3-D visual graphic summaries, users have the ability to view and access the content formats that best serve their needs.

OnBase Web Parts for Microsoft Share Point utilizes standard authentication methods to allow for a single sign-on experience while maintaining required high levels of user security. This means that users are not prompted for their OnBase credentials each time a page is loaded; providing a seamless, hassle-free user experience.

Organizations can extend their Share Point environment to include OnBase ECM without the need for custom development. By implementing these Web Parts to access all of the high-volume imaging, transactional and workflow processes that OnBase provides, these processes can be displayed alongside legacy business applications through consistent, browser-based Share Point client interfaces. Share Point administrators and users can quickly build complex, highly personalized interfaces ranging from high-level executive dashboards to views that enable efficient transactional process management and monitoring.

Core Features

- Web-based content management and Workflow access
- Point-and-click configurable
- Utilizes single sign-on user security
- Reduced training due to the use of standard Web browser interfaces
- Leverages the investments made by both OnBase and Microsoft Share Point users to consolidate these business solutions to a single interface

EDM Services

OnBase EDM Services enables organizations to collaborate in the creation of content and to share it across the business. The EDM Services module provides Electronic Document Management capabilities for the storage and management of word processing documents, spreadsheets, presentations, forms and images. Features include ad hoc document storage, revision control, commenting, and check in/check out.

COLD/ERM

Mainframes and other legacy systems generate huge amounts of paper in the form of reports, statements, invoices or virtually any document that originates as host-generated data. These documents must be stored for reference either on-site or off-site and in both cases, users must manually search for the information they need by physically leaving their workstations and walking over to the file cabinet or down the hall to the file room to sift through thousands of pages. It is widely recognized that maintaining

high volumes of paper documents serves to slow down business processes by disseminating the knowledge needed to make fast, informed decisions. OnBase COLD/ERM can take a retrieval process that used to take minutes, hours or even days down to seconds. OnBase COLD/ERM automatically identifies, compresses and indexes reports and statements that are output from computer systems as printed COM or text files. OnBase COLD/ERM results in fast and accurate decision-making by providing immediate access to critical information.

In addition to business inefficiency, the conservation of critical paper documents also results in unnecessary storage costs and forces companies to run the risk of information being misplaced or even destroyed.