

VENDOR

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

25701

Request for

RFQ NUMBER 638000017 1

ADDRESS CORRESPONDENCE TO ATTENTION OF JOHN JOHNSTON 304-558-2402

*709041141 304-525-7250 SUPERIOR OFFICE SERVICE INC 108 WEST EIGHT AVENUE

HUNTINGTON WV

DIVISION OF HIGHWAYS CHIEF OF INFORMATION SYSTEMS BUILDING 5 1900 KANAWHA BOULEVARD, EAST CHARLESTON, WV 25305-0430 304-558-0408

ADDRESS CHANGES TO BE NOTED ABOVE

DATE PRINTED TERMS OF SALE SHIP VIA FOB. FREIGHT TERMS 10/23/2007 11/13/2007 OPENING TIME :30PM BID OPENING DATE: LINE QUANTITY UOP ITEM NUMBER UNIT PRICE AMOUNT 0001 MN 920-45 1 SOFTWARE MAINTENACE AND SOFTWARE LICENSES CONTRACT TO PROVIDE SUBSCRIPTION SOFTWARE AND SOFTWARE LICENSES FOR WVDOT'S EMC MAINTENANCE APPLICATION AND WEB XTENDER SYSTEM ALL IN ACCORDANCE WITH THE ATTACHED BID SPECIFICATIONS. A PRICE ESCALATION OF UP TO 5% WITH JUSTIFICATION MAY BE CONSIDERED AT EACH RENEWAL. EXHIBIT 3 LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE. UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT. RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE TELEPHONE TITLE FEIN



Request for Quotation

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PAGE 2

JOHN JOHNSTON
304-558-2402

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*709041141 304-525-7250 SUPERIOR OFFICE SERVICE INC 108 WEST EIGHT AVENUE

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CHIEF OF INFORMATION SYSTEMS
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1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0430 304-558-0408

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Request for Quotation

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FREIGHT TERMS

JOHN JOHNSTON
304-558-2402

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8FQ NUMBER 638000017

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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

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PAGE 5

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CHARLESTON, WV
25305-0430
304-558-0408

DATE PRINTED F.O.8. TERMS OF SALE. SHIP VIA FREIGHT TERMS 10/23/2007 11/13/2007 BID OPENING TIME 01:30PM BID OPENING DATE: QUANTITY LINE UOP ITEM NUMBER UNIT PRICE AMOUNT 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 BALLANCE ON THE CONTRACT OR PURCHASE ORDER. BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS HAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL. UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY. BIDDER: Superior Office Service, Inc. DATE: November 13,2007
SIGNED: Nevin Lllestum SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE TELEPHONE DATE

ADDRESS CHANGES TO BE NOTED ABOVE



Request for [

RFQ NUMBER 638000017 6

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1 Description of Needs

The West Virginia Department of Transportation (WVDOT) is soliciting bids for software maintenance for its EMC Application and Web Xtender System. In addition, WVDOT would like to purchase ten (10) additional Application Xtender licenses with software maintenance. The vendor shall submit pricing for the additional license/maintenance purchase. In addition, the vendor shall submit unit pricing, including maintenance, which may be considered for future license purchases throughout the contract period.

The Application Xtender system is installed at the central office located in Charleston, WV; however, access is provided to ten (10) District Office located through out the State. Vendor is expected to supply onsite maintenance in the Charleston area only. Remote assistance shall be supplied to the District Offices.

The vendor shall include necessary software maintenance/support subscription on the WVDOT EMC software licenses as described in section 1.3 of this RFQ. This is an all inclusive software maintenance contract.

The WVDOT EMC Application Xtender solution is heavily used throughout the organization and is critical to the operations of the agency. Therefore, the vendor shall have two full time, EMC/Legato authorized technicians on staff, working out of the office responding to this RFQ. The vendor shall provide four hour call back and next day, onsite assistance for software issues.

1.1 Award

Award shall be based on the lowest bid meeting specs for the software maintenance RFQ. Award shall be to a single vendor. Vendor shall identify all subcontractors.

This shall be a one year maintenance/license contract with the option of two consecutive one year renewals with written agreement of both parties.

Quote shall be all-inclusive. No separate reimbursement will be made to the vendor for travel or other expenses.

1.2 Confidentiality of Data

WVDOT may grant Vendor and its employees specific access to WVDOT's physical facilities, its computer network, systems/applications and equipment and its information in various oral, written or electronic forms. All information disclosed or provided by WVDOT will be considered to be Confidential Information regardless of whether it was provided before or after the date of this agreement or how it was provided. Confidential Information will not include information that:

- a. is generally known about WVDOT and West Virginia State Government;
- b. is now or subsequently becomes generally available to the public through no wrongful act of Vendor;
- c. Vendor rightfully had in its possession prior to the disclosure to Vendor by WVDOT;
- d. is independently created by Vendor without direct or indirect use of the Confidential Information; or
- e. Vendor rightfully obtains from a third party who has the right to transfer or disclose it.

Vendor may only disclose WVDOT's Confidential Information to its employees and agents that have a need to know in relation to work they are performing under this Purchase Order.

Vendor will access WVDOT's and State of West Virginia's governmental facilities, computer network, systems/applications, equipment and information only after requesting and being granted permission. Vendor must request permission from WVDOT's Project Administrator. Upon receiving access permission, Vendor will be instructed as to the limitations of the approved access and Vendor will not exceed those limitations.

Vendor will only use the information and physical or network accesses approved by WVDOT to perform the required services.

Vendor will limit access to WVDOT' Confidential Information, computer network, systems/applications and equipment to only those of its employees or agents that are directly involved in performing the contracted work. Vendor will inform those employees and agents of their responsibility to not disclose the information and to protect the permitted accesses from unauthorized use and will take all other necessary steps to ensure that the terms of this agreement are not violated by such personnel.

Vendor will keep track of Confidential Information, computer network, systems/applications and equipment to which it has been granted access. WVDOT may at any time request the return of any or all Confidential Information or may revoke access permissions. Upon completion and acceptance of all work or upon completion or termination of Contract, Vendor must relinquish all Confidential Information and access to computer networks, systems/applications and equipment of WVDOT.

If Vendor loses or makes unauthorized disclosure of WVDOT' Confidential Information, Vendor will immediately notify WVDOT's Project Administrator and will take all reasonable steps necessary to retrieve the lost or improperly disclosed information. Likewise, if Vendor discovers that their access to WVDOT's computer network, systems/applications and equipment has been used by any unauthorized individual or entity, Vendor will immediately notify WVDOT's Project Administrator and will take all reasonable steps necessary to terminate the unauthorized access.

1.3 Legato Application Xtender Software Support Requirements

1.3.1 Specifications for software to be covered under this maintenance contract are outlined in the following table. NOTE: Application Xtender is using Microsoft SQL 2003 database, the vendor will not be expected to support this Microsoft product.

Software	Version
Application Xtender (25 user license)	5.30.068
WebXtender (15 user license)	5.30.068
ScanXtender (1 user license)	5.30.068
Disk Xtender Level A	5.60.025
Media Stor	5.60.025

- 1.3.2 The vendor shall obtain EMC authorized support for WVDOT existing software licenses, this support will provide the vendor with access to recommended upgrades, patches and service releases.
- 1.3.3 The vendor shall provide WVDOT with unlimited hours of software support annually to answer questions or provide troubleshooting on the system via telephone or onsite service.
- 1.3.4 The vendor shall provide WVDOT with a local or toll free telephone number for software support. This number shall be available between the hours of 8:30 a.m. to 4:00 p.m., Monday through Friday (excluding Holidays).
- 1.3.5 The vendor shall provide onsite support between the hours of 8:30 a.m. to 4:00 p.m., Monday through Friday (excluding Holidays)
- 1.3.6 The vendor shall provide four hour call back and next business day onsite response for both software and hardware issues.
- 1.3.7 The vendor will be required to install server updates/upgrades for the EMC software. Installation of such updates/upgrades shall be mutually agreed upon by the WVDOT project manager.
- 1.3.8 In the case of unexpected system failure or corruption. Vendor will be expected to restore system from tape and/or optical backups.
- 1.3.9 Vendor will work with WVDOT technical staff to resolve possible EMC system and DOT system conflicts should they arise.
- 1.3.10 Vendor will actively assist in resolving hardware conflicts with other vendors should they arise.
- 1.3.11 Vendor will provide technical assistance in the creation of new EMC Application Xtender applications.
- 1.3.12 Vendor will provide technical assistance to WVDOT staff for the installation of new scan workstations and scanners.

2 Vendor Experience / References

- 2.1.1 Vendor shall have a minimum of two years experience with EMC Application Xtender and must be registered with EMC as an authorized reseller.
- 2.1.2 Vendor shall have two full time, EMC/Legato authorized technicians on staff. Each staff member must have a minimum of 2 years experience working with Application Xtender.
- 2.1.3 The vendor shall have at least one member on staff that has experience creating Application Xtender customizations using the Application Xtender Scripting Tool.
- 2.1.4 The vendor shall have at least one member on staff that has Visual Basic .NET programming experience.

2.1.5 The vendor shall supply references that document all experience requirements. The vendor shall describe in detail the services performed and shall outline any system programming or customizations. References shall be used to verify the experience requirements.

Information provided shall include name(s) and contact information of person(s) who worked on this project and can be currently contacted. References shall include:

Reference #1:	_
Name of Company:	Thomas Memorial Hospital
Description of Service provided:	Thomas Memorial Hospital use AXIM to Integrate AX with patient occurred system.
Date of Service Provided:	November 2004
Contact Name/Title:	Shannon Gander, Director of Medical Records Dept.
Contact Number:	304-766-3748
Reference #2:	
Name of Company:	Huddleston Bolen
Description of Service provided:	existen integration with AX and an Access database (for client litegation) using OCX
Date of Service Provided:	April 2001
Contact Name/Title:	Ann Nolan
Contact Number:	304-691-8403

Vendor shall specify the name(s) of the EMC support personnel that they have currently employed, their number of years of experience with EMC and training they have received on EMC Application Xtender.

Support Personnel	Years of experience with EMC	Training on EMC (include dates/name of course/location of course)
Nevin Westurn	11 years	AX, WX, DX2000, ERMX
Jim Chilolers	5 years	AX, wx
Barry Ballard	4 years	AX, WX

3 Cost Summary

The vendor shall provide an annual unit cost for coverage of each item under this contract. Quote shall be all-inclusive. No separate reimbursement will be made to the vendor for travel or other expenses.

Software Maintenance An	
Application Xtender (25 user license)	# 5,380.80
WebXtender (15 user license)	# 3.228.42
Disk Xtender Level A	# 240.58
Media Stor	\$ 169.78
Turne Contuse	8 -0 bb

Software	Software Cost	Software Maintenance
Application Xtender 10 user license expansion	\$ 8,556.00	# 2,160,00
Single Application Xtender License	before \$ \$55,60 600	まるたら
Purchase*	ofter 64585 \$14,491.90	# 1,134,50
Single Web Xtender License Price*	Same	save

^{*}If additional licenses are purchased during the contract period, the vendor will be required to prorate the software maintenance so that it expires at the same time the contract expires. The goal is to keep software maintenance for all licenses on the same renewal schedule.

TOTAL	ANNUAL	COST:
	7 TT 47 4 CY 2 TD	CODI.

\$19,806.50

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

Buyer:

33

RFQ. No.

638000017

Bid Opening Date:

11/13/2007

Bid Opening Time:

1:30 PM

Vendor Preference Certificate:

Superior Office Service would like 2.5% preference for the following reason:

Superior Office Service, Inc is an individual resident vendor and has resided continuously in West Virginia for 46 years.

Bidder:	Superior Office Service, Inc.		
Date:	November 13, 2007		
Signed:	Nevan Westurn		
Title:	Imaging Specialist / Systems Engineer		
Fax Number:	304-525-7051		
Contact Person:	Nevin Westurn		

Legato Application Xtender Software Support Requirements

Superior Office Service, Inc meets all of the Software Support Requirements.

Vendor Experience / References

Superior Office Service, Inc. meets all of the Vendor Experience Requirements.

Integration and Customization Reference #1:

Name of Company:	Thomas Memorial Hospital, South Charleston, WV			
Description of Service	Use AXIM to integrate AX with Patient Account System.			
Provided:				
Date of Service Provided:	November 2004			
Contact Name/Title:	Shannon Gandee, Director of Medical Records Department			
Contact Number:	304-766-3748			
Name of Company:	Huddleston Bolen			
Description of Service	Custom integration with AX and an MS Access client litigation			
Provided:	database using OCX.			
Date of Service Provided:	April 2001			
Contact Name/Title:	Ann Nolan			
Contact Number:	304-691-8403			

Vendor Support Personnel

Support Personnel	Years of experience with	Training on EMC		
	ApplicationXtender			
Nevin Westurn	11 years	AX, WX, ERMX, DX2000		
Jim Childers	5 years	AX, WX		
Barry Ballard	4 years			

Cost Summary

Software Maintenance

Software Maintenance	Annual Cost
ApplicationXtender (25 license)	\$ 5,380.80
WebXtender (15 license)	\$ 3,228.48
DiskXtender 2000 Data Manager	\$ 240.58
DiskXtender 2000 Media Stor Level A	169.78
Image Capture	70.66

New Licenses

Software	Software Cost	Software Maintenance \$ 2,160.00	
ApplicationXtender (10 lic)	\$ 8,556.00		
ApplicationXtender (1 lic)	(before 6/30/2008) \$ 855.60	\$ 216.00	
WebXtender (1 lic)	(before 6/30/2008) \$ 855.60	\$ 216.00	
ApplicationXtender (5 lic)	(after 6/30/2008) \$ 4,491.90	\$ 1,134.00	
WebXtender (5 lic)	(after 6/30/2008) \$ 4,491.90	\$ 1,134.00	

Total Annual Cost:	\$ 19,806.30
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Superior Office Service, Inc 108 W. 8th Avenue Huntington, WV 25701 304-525-7250 800-826-9758 www.superiorwv.com

RFQ No.	638000017

STATE OF WEST VIRGINIA Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed 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:	Superior	Office	Service,	Inc.		
Authorized Signature	: Nevin	& Wes	Hum	Date: _	11/13/2007	
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Purchasing Affidavit (Revised 06/15/07)