



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  
**EDD301670**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**SHELLY MURRAY  
 304-558-8801**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

PROPERTY

*TODD YOUNG*  
 IKON Office Solutions, Inc.  
 3006 Mount Vernon Road  
 Suite 1010  
 Hurricane, WV 25526

SHIP TO

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED <b>08/19/2008</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **09/25/2008** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	205-62	<p>THE WV PURCHASING DIVISION, FOR THE AGENCY, THE WV DEPARTMENT OF EDUCATION, IS SOLICITING BIDS FOR A CONTRACT TO PROVIDE AN INTEGRATED FINANCIAL SOFTWARE PACKAGE TO TRACK AND AUTOMATE VARIOUS COMPONENTS OF THE DEPARTMENT'S FISCAL OFFICE.</p> <p>ATTACHMENTS: SPECIFICATIONS PURCHASING AFFIDAVIT</p> <p>INQUIRES: WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 09/10/2008. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER, OR EMAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, EMAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRES TO:</p> <p>SHELLY MURRAY            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25311            FAX: 304-558-4115            EMAIL: SHELLY.L.MURRAY@WV.GOV</p>		
						<p>RECEIVED            08 OCT -1 PM 1:25            PURCHASING DIVISION            STATE OF WV</p> <p>ON COST SHEET</p>
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						

SIGNATURE <i>Todd M. U...</i>	TELEPHONE <b>304-395-6953</b>	DATE <b>10-1-08</b>
TITLE <b>MAE</b>	FERN <b>23-0334400</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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

**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 may be deemed null and void, and 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.
15. **West Virginia Alcohol & Drug-Free Workplace Act:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

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**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:  
Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130,  
Charleston, WV 25305-0130



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
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PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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 304-558-8801**

RFQ COPY  
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DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED <b>08/19/2008</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: <b>09/25/2008</b>		BID OPENING TIME <b>01:30PM</b>		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>EXHIBIT 3</b></p> <p><b>LIFE OF CONTRACT:</b> THIS CONTRACT BECOMES EFFECTIVE UPON AWARD 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.</p> <p><b>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.</b></p> <p><b>RENEWAL:</b> 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 BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Gold M. L.</i>	TELEPHONE <b>304-395-0953</b>	DATE <b>10-1-08</b>
TITLE <b>MAE</b>	FEBN <b>23-0334400</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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



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PAGE  
**3**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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 304-558-8801**

RFQ COPY  
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VENDOR

SUPPLIER

DEPARTMENT OF EDUCATION

BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/19/2008				

BID OPENING DATE: **09/25/2008** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>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 CERTIFICATION; OR</p> <p>(X) 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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Gold M. Ly</i>	TELEPHONE 304-395-0953	DATE 10-1-08
TITLE MAE	FERN 23-0334400	ADDRESS CHANGES TO BE NOTED ABOVE

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### Request for Quotation

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VENDOR

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BID OPENING DATE: 09/25/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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>(X) 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 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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Maed M. L</i>	TELEPHONE 304-395-0953	DATE 10-1-08
TITLE MAE	FEN 23-0334400	ADDRESS CHANGES TO BE NOTED ABOVE

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**Request for  
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PAGE  
**5**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**SHELLY MURRAY  
 304-558-8801**

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SHIP TO

**DEPARTMENT OF EDUCATION  
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 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX &amp; 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> <p>BIDDER: <u>Ikon Office Solutions</u></p> <p>DATE: <u>September 30, 2008</u></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Shelly Murray</i>	TELEPHONE <b>304-395-0953</b>	DATE <b>10-1-08</b>	
TITLE <b>MAE</b>	FAX <b>23-0334400</b>	ADDRESS CHANGES TO BE NOTED ABOVE	

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**Request for  
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PAGE  
**6**

ADDRESS-CORRESPONDENCE TO ATTENTION OF  
**SHELLY MURRAY  
 304-558-8801**

PROPERTY

RFQ COPY  
 TYPE NAME/ADDRESS HERE

PROPERTY

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/19/2008				

BID OPENING DATE: **09/25/2008** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UICP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SIGNED: <i>James H. DeLong</i></p> <p>TITLE: <i>AREA VICE PRESIDENT</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> <p>BUYER: SHELLY MURRAY / FILE 31</p> <p>RFQ. NO.: EDD301670</p> <p>BID OPENING DATE: 09/25/2008</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>MaE</i>	TELEPHONE <b>304-395-0953</b>	DATE <b>10-1-08</b>	
TITLE <b>MAE</b>	FEIN <b>23-0334400</b>	ADDRESS CHANGES TO BE NOTED ABOVE	

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# Request for Quotation

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**EDD301670**

PAGE  
**7**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**SHELLY MURRAY**  
**304-558-8801**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

30023008

30023008

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
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DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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BID OPENING DATE: 09/25/2008		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
				304-757-7840		
CONTACT PERSON (PLEASE PRINT CLEARLY):						
				TODD YOUNG		
***** THIS IS THE END OF RFQ EDD301670 *****						TOTAL: COST SHEET

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Todd M. Young* TELEPHONE: 304-395-0953 DATE: 10-1-08

TITLE: MAE FEIN: 23-0334406 ADDRESS CHANGES TO BE NOTED ABOVE

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



## GENERAL PROJECT OVERVIEW

The WV Department of Education (WVDE) desires to purchase a procure-to-pay system (P2P) which will automate our purchasing, receiving and invoicing processes. Each of these processes is to be integrated into a single seamless internet-based computer application. The system will allow ordering/requisitioning by office staff throughout the WVDE, approval by various authorities of the WVDE in accordance with existing policy and procedures, generation of appropriate documentation (in either hardcopy or electronic form), perform three way (purchase order, receiving report, and invoice) matching, and allow for the assignment of funding and/or allocations which designate payment information. One of the goals of this project is to reduce or eliminate the necessity of paper to be processed, instead replacing the paper flow with an electronic flow process. If needed in a paper format, reports or documents would have the option of being printed, on an exception basis.

## AGENCY ENVIRONMENT

The WVDE is the state agency responsible for overseeing the primary and secondary public education efforts in the State of West Virginia. The Agency consists of approximately 600 employees, with approximately half located at the headquarters (1900 Kanawha Boulevard East, Charleston) and half located at up to fifty correctional institutions located at various sites throughout the state. Within the Agency there are basically, three tiers of approval in the Purchasing process (see the Purchasing Approval Summary section below) with the following number of individuals responsible for approvals (listed in order from lowest to highest level of authority): middle management (25 individuals), upper management (7 individuals), and executive (2 individuals). Furthermore, in addition to the office approval, each transaction must also be approved by a member of the financial staff (4 individuals).

The WVDE currently operates a Local Area Network (LAN) of approximately 250 desktop PC workstations, printers, one IBM iSeries Server, and several Web/Application servers. Internet access from within the LAN is provided via the State's Wide Area Network backbone. The WVDE maintains its own router between the WVDE LAN and the state backbone.

PC workstations are connected to the LAN via Ethernet connections. Printers are connected either to individual workstations or in some cases to the network via direct Ethernet connections. Several copiers are also connected to the LAN and shared as network print devices and scanning servers.

Unless specifically noted otherwise, it is assumed that the WVDE will install and configure software with no additional costs for doing so. If it is the intent of the bidder to perform installation and configuration, it must be noted in the bid response, along with any applicable costs.

#### PURCHASING APPROVAL SUMMARY

Requisitions may be initiated by any department staff. Approvals are required as follows:

up to \$2,500: must be approved by middle management (or higher) and financial staff

more than \$2,500 up to \$5,000: must be approved by upper management (or higher) and financial staff

more than \$5,000: must be approved by executive and financial staff

#### BID REQUIREMENTS

Purchasing policy generally requires competitive bidding for requisitions in excess of \$2,500. Requisitions in excess of \$10,000 are delivered to the financial office for advertisement as part of a sealed bid solicitation by the WVDE. Requisitions in excess of \$25,000 are delivered to the West Virginia Purchasing Division (Purchasing) for their advertisement as part of a sealed bid solicitation. There are some limited exceptions to the bidding requirements of the WVDE.

#### RECEIVING

Commodity items (as opposed to services) are required, by State law, to be verified through the completion of a receiving report which provides for a three-way match to the purchase order and the invoice. Non-commodity items are not currently required to be verified through a receiving report. Future plans may include the completion of receiving reports for services. Receiving reports may only be completed by individuals who have been granted prior approval by the WVDE Office of Internal Operations. Currently this list of receivers is comprised of slightly more than 200 individuals.

## INVOICING

Invoices are received by the financial office where they are three-way matched with a purchase order and a receiving report. Invoices less than \$2,500 are preferred to be paid through a State issued purchasing card (currently using the VISA platform). Exceptions below this limit and all invoices greater than \$2,500 are paid via State warrant through the WV State Auditor's Office (WVSAO). Currently the financial office utilizes a scanning system on the "back end" to retain copies of the originals which are sent to the WVSAO for completion. It is the intent of the WVDE to begin "front end" scanning to eliminate the need for paper document processing. The culmination of this project will result in the beginning of electronic submission of invoices to the WVSAO (see WVSAO guidance in two documents which set the requirements for electronic invoicing reproduced in Appendix A).

## REQUEST FOR QUOTATIONS SPECIFICATIONS

Note that specifications preceded by "will", "shall", or "must" designate mandatory requirements. Bidders' solutions will be disqualified if these specifications are not met. Language preceded with "should" or "may" is not required, but rather recommended or preferred. These items will not be evaluated in the review of each vendor's bid.

Software application MUST:

### GENERAL REQUIREMENTS

Be an integrated, internet-based solution able to interface indirectly with the State's existing legacy system as well as all other components required of this RFQ (such as receiving and invoicing). Access to various data (such as vendor information, financial account codes, etc.) is generally one day in arrears due to the manner in which the data is made available to the WVDE

Be able to be installed and/or hosted from a local server managed by the WVDE. Bidders should provide (with their bid) a list of minimum specifications for equipment required to operate their software

Allow for installation on an employee desktop utilizing a standard web browser

Allow for user-defined "business rules" to be established which conform to the policies and procedures outlined previously in the Agency Environment section. If a bidder's solution is not in conformity with these procedures the vendor will be required to modify their program to be in conformity with these sections, at NO additional charge to the WVDE

Provide a Sarbanes-Oxley compliant audit trail which may not be altered unless the original information is maintained intact. Changes may be made to the original record in an append fashion only. The audit trail must be maintained for the entire process from requisition to payment and include user identification, time and date stamps for each step of the documents through the system (i.e. creation, approval by each level of authority, receipt of goods, invoice payment, etc.)

Allow for the assignment of financial account codes which consist of a minimum of 23 numeric digits. Furthermore, software must allow for multiple account codes to be entered for any given requisition/purchase order or for allocations of costs using predefined, multiple account codes

Provide online reference or training materials as well as online help for all critical features of the software solution proposed

Allow for inquiries to be viewed by any user detailing the status (both current and historic), location, and date stamp time information for any item within the system

Allow for approvals to be granted over the WVDE's existing network utilizing an internet browser-based system, as well as allowing approval through the WVDE's email system and any email enabled remote device (such as PDAs, iPhones, Blackberry handhelds, etc.)

Allow for the attachment/reference of external information to various forms/data elements in each, at a minimum, of the following formats (.pdf, .xls, .xlsx, .doc, .docx, .jpg, .bmp)

Require attachment of comments/reasons, editable by the WVDE, for rejected documents

Allow for WVDE to set and easily modify business rules governing the entire system (i.e. routing of items through the workflow process, bidding limits, user accounts, role designations, etc.)

Allow electronic signatures (such as approvals) to be attached to the items in the process

Allow for WVDE reporting of data elements using both Crystal Reports and any predefined reports included with the software

### PURCHASE ORDER SYSTEM REQUIREMENTS

Allow for user-defined "business rules" to be established which conform to the policies and procedures outlined previously in the Purchasing Approval Summary and Bid Requirements sections. If a bidder's solution is not in conformity with these procedures the vendor will be required to modify their program to be in conformity with these sections, at NO additional charge to the WVDE

Allow for the ability to create and customize, at a minimum, the following types of documents: purchase orders, contracts/agreements, blanket release orders, and receiving reports

Allow for ordering of items using a hierarchy which would include (at a minimum): consideration of internal resources, pre-existing state-wide contracts, and/or pre-existing agency-wide contracts. This includes the processing of release orders and blanket purchase orders (up to pre-determined limits)

Automatically route documents through the system after successful approvals are granted

Allow for requisitions to be entered in the following manners (at a minimum): new order, duplicate of previous order/repeat order and modification of an existing order

Maintain a hold file for requisitions not yet completed and sent for approval

Contain the ability to perform edit checks of input against tables of allowable data

Seamlessly create a purchase order from an approved requisition. System should also be able to generate a purchase order from a free form or an external online catalog

Allow for the designation and appending of revisions and change orders to the original order

Allow for the automatic generation of purchase order numbering but also allow the manual assignment of same in an exception situation with proper authorized approval

### RECEIVING SYSTEM REQUIREMENTS

Allow for user-defined "business rules" to be established which conform to the policies and procedures outlined previously in the Receiving sections. If a bidder's solution is not in conformity with these procedures the vendor will be

required to modify their program to be in conformity with these sections, at NO additional charge to the WVDE

Seamlessly integrate with other software components (i.e. requisitioning, invoicing, etc.) to prevent re-keying of data previously captured during prior processes

Allow for receiving of both full and partial shipments maintaining the status of all items on an order

Allow for inquiries of both open orders and previously received orders

Allow for queries of each data element (i.e. vendor, requisitioner, item number, purchase order number, dates, item cost, etc.)

#### INVOICE SYSTEM REQUIREMENTS

Allow for user-defined "business rules" to be established which conform to the policies and procedures outlined previously in the Invoicing section. If a bidder's solution is not in conformity with these procedures the vendor will be required to modify their program to be in conformity with these sections, at NO additional charge to the WVDE

Allow for the electronic submission of payment documents (generally invoices and receiving reports) in accordance with the attached standards set forth by the WVSAC—see appendix A

Seamlessly integrate with other software components (i.e. requisitioning, receiving, etc.) to prevent re-keying of data previously captured during prior processes

Export or designation of matched invoices and receiving reports to an accounts payable status to facilitate payment

Allow for partial payment of items shipped, preventing payment for items backordered or not verified as received

Perform edit checks designed to prevent duplicate payment processing

At the option of the WVDE, must allow for automated approval (i.e. without needing human intervention) to export to accounts payable status

#### COST FORMAT

Vendors are encouraged to use the attached cost bid sheet to assist in the submission of their quote. The form has been developed to ensure that all costs are

included with each bidder's response. Additionally, it is intended to facilitate comparable cost information between bidders. However, as long as bidders submit costs in a similar format, bids will not be disqualified.

Any costs omitted from the bidder's response will be assumed to be included in the costs submitted and will generally not be subject to future change orders requesting cost increases.

#### VENDOR EXPERIENCE

Vendors must have completed at least three successful installs of projects having at least similar size and scope to this RFQ within the last five years. Similar size and scope shall be defined as a project in which the software install was at an entity having at least \$5,000,000 in annual expenditures and a total number of users of the software in excess of 250.

#### OPTION PRICING

Vendors are encouraged to provide option pricing for other software components in addition to those required above. Although these costs will not be used in the evaluation of the RFQ award, the WVDE reserves the right to exercise options during the life of the contract. Examples of option pricing might include: features allowing for integration with third party vendors such as suppliers, offsite data management, or other software applications, costs for invoicing processing when purchase orders have not been generated within the software package, costs for modules pertaining to credit card or purchasing card transaction processing, collection of data for seamless integration with fixed asset maintenance, maintaining of supplies or re-order point determination, costs of statistical management tools and/or metrics, and/or collection of budgetary data (including variance analysis, budget to actual comparisons, etc.)

## COST BID SHEET

## Software

Procurement/Purchasing \$ 18,789.33  
 Receiving \$ 18,789.33  
 Payables \$ 18,789.33

Implementation (if hourly rates are preferred by the vendor, there must be a maximum fixed quantity with a not to exceed amount noted by the vendor)

Procurement \$ 16,979.67  
 Receiving \$ 16,979.67  
 Payables \$ 16,979.67

Education and training, if applicable \$ INCLUDED ABOVE

Technical Support (fee is to be quoted as an annual amount, fixed for a total of three years)

\$ 18,367.00 / year

Maintenance Fees, if applicable \$ INCLUDED IN SUPPORT

Licensing fees (vendors must quote the total cost of licenses necessary to provide coverage for the Agency personnel as described in the Agency Environment section above. Licenses may be individual, concurrent, or some hybrid method, but must reflect the total costs of coverage for the total potential users as described)

\$ 30,350.00

TOTAL RFQ PRICE

\$ 137,657



RFQ No. EDD301670STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: 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.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

*West Virginia Code* §21-1D-5 provides that: Any solicitation for a public improvement construction contract shall require each vendor that submits a bid for the work to submit at the same time an affidavit that the vendor has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code. A public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the West Virginia Code may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**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](http://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 is in compliance with the requirements as stated.

Vendor's Name: IKON Office SolutionsAuthorized Signature: James R. Dayberg Date: 9/30/08



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  
 EDD301670

PAGE  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 SHELLY MURRAY  
 304-558-8801

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
09/16/2008						
BID OPENING DATE: 09/25/2008		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS QUESTIONS RAISED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 9/10/2008 AND TO REPLACE THE VENDOR PREFERENCE CERTIFICATE FROM THE ORIGINAL REQUEST FOR QUOTATION WITH THE ATTACHED VENDOR PREFERENCE CERTIFICATE.						
ATTACHMENTS: QUESTIONS AND ANSWERS APPENDIX A VENDOR PREFERENCE CERTIFICATE						
THE BID OPENING DATE REMAINS: 9/25/2008						
0001	1	LS		205-62	SEE COST SHEET	
INTEGRATED FINANCIAL SOFTWARE PACKAGE						
EXHIBIT 10						
REQUISITION NO.: EDD301670						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. S:						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>[Signature]</i>			TELEPHONE 304-395-0953		DATE 10-1-08	
TITLE MAE		FEIN 23-0334400			ADDRESS CHANGES TO BE NOTED ABOVE	

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

**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 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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 may be deemed null and void, and 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 Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

---

**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 case 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



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:  
 EDD301670

PAGE:  
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
 SHELLY MURRAY  
 804-558-8801

RFQ COPY  
 TYPE NAME/ADDRESS HERE

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
09/16/2008				
BID OPENING DATE: 09/25/2008		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	QTY KG	ITEM NUMBER	UNIT PRICE	AMOUNT
	NO. 1 .....					
	NO. 2 .....					
	NO. 3 .....					
	NO. 4 .....					
	NO. 5 .....					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;"> <i>Jamark Daugherty</i>            .....            SIGNATURE  <i>Ikon Office Solutions</i>            .....            COMPANY  <i>September 30, 2008</i>            .....            DATE         </p> <p>REV. 11/96</p> <p>----- END OF ADDENDUM NO. 1 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FERN	ADDRESS CHANGES TO BE NOTED ABOVE

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

**EDD301670**  
**Addendum No. 1**

1. Currently the Purchase Order and the Requisition are the same document. Is the goal for the new system to have these be separate documents or should the requisition continue to become the PO once the appropriate approvals have been received?

It is intended that the current manner of requisitioning and purchase order generation be separated in the new system into two distinct functions: requisitioning as opposed to purchase order creation. Each step would then become an identifiable and quantifiable/trackable metric. Furthermore, it is intended that the system move away from being paper centered. Paper documents should still be available for print, but the system is intended to be electronic, centered on the internet platform.

2. Because the Department of Education does not process the payments directly what format is required for the data to facilitate payment?

The West Virginia State Auditor's Office documentation (Appendix A), included with this addendum, describe the standards for electronic invoice submission which would complete the payment process by the State of West Virginia. This information is the same as was listed in the RFQ as Appendix A, but was inadvertently omitted.

3. Is there any change in data to facilitate payment of partial shipments?

It is not uncommon for partial shipments and therefore multiple invoices to occur. The system must have the flexibility to adequately record, tally, and process multiple shipments/payments. This could mean multiple payment records against a single purchase order, different account information against shipments occurring after a particular time period, or multiple change orders against a purchase order. As this would depend on the structure of the data as maintained by each vendor's solution, there could be a need for changes in data; however, we cannot fully anticipate these changes.

4. Concerning RFQ#EDD301670, in the 'General Project Overview', it references an Appendix A two times. But there is no Appendix A attached to this RFQ. Where can I attain Appendix A?

See response to question #2.

5. The General Requirements under 'Software application MUST', states that the 'solution be able to interface indirectly with the State's existing legacy system'. Our system is capable of interfacing (we are currently performing this with other State agencies), but is a separate module and implementation that is not

defined in this document. Do we need to include this module that performs the interface, or is this just making sure our software has this capability for future use?

It is intended that this module be included in the vendor's bid. If such a module doesn't exist, vendors are expected to determine and quote a fixed, not to exceed cost anticipated to assure their system will interface with the State's system. It is intended that after award and installation, the system be immediately operational.

6. The document states 'software must allow for multiple account codes to be entered for any given requisition/purchase order . . .' Our software allows multiple account codes per requisition/purchase order, but only one account code per req/po line item. Is there a need for more than one general ledger account per line item on a req/po? If so, please explain.  
It is intended that the account coding be flexible, to allow such capabilities such as specific coding per item or allowing allocation formulas to be generically applied to payment documents. Example: a hotel billing could be split 60%/40% between two different funding sources.

7. User licensing:

- a. Will all 600 employees need access to the requisition system? If not how many?

At this time, there is no number which can be determined with certainty as the ORIGINATORS of requisitions. The 600 represents the total number of Department employees and has been provided with the intent of documenting the maximum potential users. Generally, only the support staff act as originators—but that could be subject to change in the future—and that number is estimated to be about 200 employees. As far as total users needing ACCESS to the requisition system (for instance for inquiries) that number would approach the total number of employees.

- b. How many users will be creating and customizing vendor purchase orders (not requisitions), contracts, and blanket release orders?

The system will be expected to take data from the requisitions (after approval by the management outlined in the RFQ) and formatting that data to create a purchase order. Because of the centralized nature of the organization, the number of users anticipated to create and/or edit would be the four financial staff approvers as well as the staff in the financial office which is approximately 20 individuals.

- c. How many users are needed to perform the receiving three-way match process?

Currently the organization has about 250 internal authorized receivers, some of which may be inactive.

8. Would proposals for externally hosted solutions be accepted?

Proposals for externally-hosted solutions will not be disqualified from consideration. However, none of the data can be stored outside the State's network. Only application functions may be externally hosted, and under no circumstances can data be 'mined' or otherwise recorded as a result of the operation of the vendor's solution.

9. In the RFQ for the Integrated Financial Software Package under the "Agency Environment" there are four (4) individuals in the finance staff that must approve each transaction. Is this to ensure sufficient [funds] are in place and/or will integration into the General Ledger for encumbrance accounting be required. If financial approvals by the staff members supplant the need for encumbrance integration it will greatly reduce implementation costs.

The quantity of four staff in the fiscal office represents those with the capability or authority to approve documents. Generally, only one individual approves specific types of documents and this approval is to assure conformity with purchasing regulations, not to maintain fund balances. Currently the legacy system for the organization maintains strict fund accounting. It is intended that the vendor's system will interface with the legacy system to maintain the same level of control over fund balances.

10. What is the annual estimated expenditures for WV Dept. of Ed?

In the fiscal year ended June 30, 2008, the estimated annual expenditures for the WVDE were \$412,000,000.00. Excluded from that amount were about \$1,290,000,000.00, representing payments to local county boards of education as state aid funding for public education.

11. How many requisitions purchase orders are processed annually?

In excess of 12,000 commitment documents were processed during the fiscal year ended June 30, 2008. This number would not include invoices processed in a non-purchase order situation.

12. How many invoices are processed annually?

In the fiscal year ended June 30, 2008, the estimated number of invoices, excluding purchasing card transactions was in excess of 41,000. This number excludes the following: about 21,000 payments to local county boards of education as state aid funding for public education; 4,500 internal documents representing payments to other State of WV entities; and 2,800 payroll and payroll-related transactions. It is estimated that the volume of purchasing card transactions, which we would like to be included in the system being proposed is approximately 3,000-5,000 annually.

13. What is the total number of suppliers currently maintained?

The number of suppliers is not currently known. A blind guess would estimate this number to be approximately 60% of the 41,000 invoices total invoices processed which would yield an estimate of 25,000.

14. Can you provide the following:

- a. Total number of users.

See question #7a.

- b. Number of purchasing users involved with creating and managing Purchase Orders.

The purchasing area of the organization is currently comprised of two associate staff and one financial office approver/procurement officer. Also see the response to questions #7 and #9. The total staff of the financial office is about 20. Depending on the type of invoice (i.e. travel reimbursements), cross training requirements, or coverage during absences, other staff from the financial office, may be involved with creating or managing purchase orders.

- c. Number of AP Users involved with Invoice Matching.

The AP section of the financial office is staffed by one AP accountant, two data entry accountants and any one of the four financial office approvers. Documents referred to as 'invoices' in the State's legacy system are also processed for travel reimbursements (1), payroll documents (2), grants (2) and food claim forms (1). The number in parentheses denotes the number of associate staff within the financial office with responsibility for creating or editing these documents. The same four approvers cover all the transactions of the organization.

Users involved with invoice matching are not confined to the financial office and are designated throughout the organization. See question #7c for the quantity of these users.

- d. Number of supplier catalog interfaces (both "punching out" to a vendor site as well as importing items from a Supplier)

None are currently being utilized, however, a significant number of transactions are processed against pre-negotiated contracts known as state-wide or agency-wide contracts. An estimated 5-10% of the transactions are probably processed against as few as 3-5 vendors who have online catalog capability.



15. Our software can be licensed either as a one-time fee, allowing you perpetual use, or on a yearly lease basis, whereby you will need to pay each year in order to use the system. How should we price this out on the RFQ?

It is preferred that the system be licensed for perpetual use. However, unless the vendor has prohibitions against disclosing the two amounts, the vendor may list both prices, as long as the pricing detail is clearly and properly communicated with each option separate and distinct from the other. Keep in mind that the lowest price will be evaluated for award.

16. Our product is licensed based on the number of named users/suppliers. Could you give me user counts:
- a. The number of users involved in the Requisitioning, Approval, Purchasing, and Receiving Process for this initiative.

Related to the number of users involved in requisitioning, see question #7a.

The number of users anticipated to be involved in the approval process before reaching the financial office is described in the RFQ under the section titled Agency Environment.

The number of users involved in the financial office approval is described in the response to question #14b and 14c. All purchase orders currently require three levels of involvement. First, the initiator must be determined, second approval from the office must be granted, and third approval in the financial office is required as the final step before conversion from a requisition to a purchase order. The number of users involved in the receiving three way match is described in the response to questions #7c and #14c.

- b. The number of AP users involved in entering or reconciling invoices.

See response to question #14c.

- c. The number of suppliers that you would allow to submit electronic invoices.

At this time, the organization does not anticipate rolling this capability out, thus we have asked that the pricing be included as an option which may be activated during some other time during the life of the contract. If it was initiated now, we would expect quantities to be similar to those discussed in the response to question #14d. However, at this time, no statistical information has been captured to support the estimates provided in the response to question #14d.



## State of West Virginia

Glen B. Gainer III  
State Auditor

Office of the State Auditor  
1900 Kanawha Boulevard, East  
State Capitol Complex, Building 1, Room W-100  
Charleston, West Virginia 25305

Telephone: (304) 558-2251  
FAX: (304) 558-5200  
www.wvsao.gov

### **WV State Auditor's Office Electronic Invoice Imaging Standards and Requirement Policy**

#### **Effective Immediately**

Denoted below are the technical standards and required transfer protocol for electronic invoice presentation to the West Virginia State Auditor's Office. These standards are intended to define the only "acceptable" image format and means of transfer by which the State Auditor's Office will accept, process, and store the electronic images.

These standards should in no way be interpreted to overrule, supersede, or in any way change requirements mandated by West Virginia State Code, legislative rules, administrative policy and procedures, and /or Federal guidelines. Electronic documents presented in this format, will however, have the same legal and binding effect as paper copies sent to the Auditor's Office as part of the payment process. Documents sent in the prescribed format will be maintained by the State Auditor's Office on an "unalterable" (write once read many) WORM disk for a period consistent with the current paper invoice retention policy.

#### **Technical Standards and Transfer Protocol:**

**Digital Signature:** All imaged documents will be sent with a digital signature using Pretty Good Privacy (PGP) digital signatures. The agency will exchange public keys with the WV State Auditor's Office and will sign their imaged documents before transmission. The digital signature will enable the WV State Auditor's Office to verify the authenticity of the imaged document and will also provide non-repudiation.

**Resolution:** Minimum 200 Dots per Inch (dpi) with a maximum dpi not to exceed 300

**File Format:** Compressed Adobe Portable Document Format (PDF)

**Transfer Protocol:** Web Services or File Transfer Protocol (FTP)

**Color:** Black and white only

**WV State Auditor's Office  
Electronic Invoice Imaging Standards  
and Requirement Policy  
Page 2**

**File name:** 10 character corresponding FIMS document number (leading "I" alpha character plus 9 character numeric value with leading zeros)  
Example - I007893457.

**Annotations:** Annotations to the image such as sticky notes, bookmarks, rubber stamps, highlighters, etc., may affect the compatibility of files. Some vendor annotation programs change the file format. Permanent and long-term documents should not be annotated in order to maintain their legal integrity.

There are other technologies that may be used in conjunction with document management/imaging systems, bar codes, OCR, document versioning, etc. Each of these should be reviewed to address how this technology fits within the system design, ease of use, provides for accuracy and meets basic records management guidelines including document integrity. Always practice "due diligence" when considering the use of these or any other technologies.

Specific questions and/or technical assistance inquiries should be directed to Paul White at 304.558.2261, extension 2141, ([paul.white@wvsao.gov](mailto:paul.white@wvsao.gov)).



P 3/410

# State of West Virginia

Glen E. Gainer III  
State Auditor

Office of the State Auditor  
1900 Kanawha Boulevard, East  
State Capitol Complex, Building 1, Room W-100  
Charleston, West Virginia 25305

Telephone: (304) 558-2251  
FAX: (304) 558-5200  
www.wvsao.gov

April 16, 2007

Mr. Philip Uy  
Department of Education  
Bldg. 6, Room 204 - Capitol Complex  
Charleston, West Virginia 25305

Dear Mr. Uy:

As an integral part of my paperless audit vision, the West Virginia State Auditor's Office has completed the process of piloting electronic requisitions with four different state agencies with great success. The exciting news is that all four piloting agencies have realized significant cost savings. We have reduced the pushing of paper, improved the payment workflow, and enhanced document retention and retrieval capabilities across the board.

As part of these efforts, I pushed for and celebrate the passing of Senate Bill 405 during the 2007 regular Legislative Session. This bill effectively amended Chapter 12, Article three, section five (12-3-5) of the Code of West Virginia, which defines when a requisition to the Auditor is sufficient authority for issuing a warrant. More specifically, subsections (b) (1) and (b) (2) were both amended to require that electronic requisitions be **"in an unaltered format approved by the Auditor."**

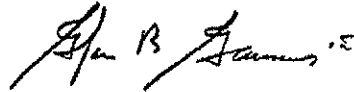
Therefore, I have prepared and approved the **Electronic Invoice Imaging Standards and Requirement Policy**, a copy of which is included with this correspondence that sets forth the technical standards and required transfer protocol for all agencies wishing to participate in electronic requisitions.

I am very excited about additional state agencies participating and utilizing electronic submission of payment requisitions to my office. In order

Page 2  
April 16, 2007

to ensure a coordinated and successful roll-out of additional agencies, I ask that any interested agencies contact Lisa Comer, 304.558.2251, extension 2163 ([lisa.comer@wvsao.gov](mailto:lisa.comer@wvsao.gov)), with participation questions and/or Paul White 304.558.2251, extension 2141 ([paul.white@wvsao.gov](mailto:paul.white@wvsao.gov)), with technical questions relating to the standards. A copy of the Electronic Invoice Imaging Standards and Requirement Policy, along with a listing of the current participating agencies and their contact numbers, are available on the Auditor's web site at [www.wvsao.gov](http://www.wvsao.gov) under the Auditing tab.

Sincerely,



Glen B. Galner III  
State Auditor

GBGIII;TC:cc

c: Todd Childers  
Kevin Goode  
Robin Brumfield  
Ross Guyer

Attachment

Rev. 09/08

State of West Virginia  
**VENDOR PREFERENCE CERTIFICATE**

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

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

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

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

Under penalty of law for false swearing (*West Virginia Code, §51-5-3*), 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: IKON Office Solutions Signed: Jamarcus Dapler  
 Date: September 30, 2008 Title: AREA VICE PRESIDENT

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



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  
 EDD301670

PAGE  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 SHELLY MURRAY  
 304-558-8801

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF EDUCATION  
 BUILDING 6  
 1900 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09-17-2008				

BID OPENING DATE: 10/01/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 2 -----						
THIS ADDENDUM IS ISSUED TO MODIFY THE RESPONSE TO QUESTION #15 OF ADDENDUM NO. 1.						
ATTACHMENT: REVISED QUESTION AND ANSWER						
THE BID OPENING DATE IS CHANGE:						
FROM: 09/25/2008						
TO : 10/01/2008						
----- END OF ADDENDUM NO. 2 -----						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Shelly Murray</i>	TELEPHONE 304-395-0953	DATE 10-1-08
TITLE MAE	FEIN 23-0334400	ADDRESS CHANGES TO BE NOTED ABOVE

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

**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 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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 may be deemed null and void, and 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 Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

---

**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 case 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



**EDD301670**  
**Addendum No. 2**

15. Our software can be licensed either as a one-time fee, allowing you perpetual use, or on a yearly lease basis, whereby you will need to pay each year in order to use the system. How should we price this out on the RFQ?

It is preferred required that the system be licensed for perpetual use. However, unless the vendor has prohibitions against disclosing the two amounts, the vendor may list both prices, as long as the pricing detail is clearly and properly communicated with each option separate and distinct from the other. Keep in mind that the lowest price will be evaluated for award.



**RFQ Response  
For  
West Virginia  
Department of  
Education  
10/1/08**



**Submitted by IKON Office Solutions, Inc.**

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**Reservation of Rights**—In response to your invitation, we are pleased to submit this proposal for your consideration. We recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the right to do the same. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and service levels and contemplates that both parties reserve the right to review and negotiate appropriate and mutually acceptable terms and conditions in the exercise of good faith. As is customary for transactions of this type, our proposal is based upon the information provided by you and the assumptions set forth in our response, and any changes to such information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

**Proprietary and Confidential Statement**—The enclosed materials are proprietary to IKON Office Solutions, Inc. ("IKON"), and IKON reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to IKON and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of IKON. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of IKON as a potential business partner. These materials do not represent an offer or a binding agreement.

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## Introduction

Based on our evaluation of the RFQ issued by West Virginia Department of Education, and requirements listed therein, this proposal details recommendations by IKON Office Solutions for new technology products to solve the challenge of document management for West Virginia Department of Education.

The proposed solution was designed to maximize the efficiency and effectiveness of your document workflow, improving your business processes. The system was specifically selected to impact your goals of:

- Management of accounting documents received from multiple sources
- The ability to track documents through the purchasing process from requisition to rendered payment.
- Allow for more secure and reliable access to documents by multiple users at the same time.

### West Virginia Department of Education Current Situation

IKON's evaluation of your current situation:

- Documents are currently managed by a paper intensive process.
- Existing system lacks the ability to provide end to end tracking of documents in process.
- Current system does not provide digital workflow automation.
- Documents are not easily available.

During IKON's analysis of West Virginia Department of Education Inc. current operations and based on the specific information made available by you, we identified the following requirements:

- Implement a Document Management Solution
  - Provide end to end digital workflow.
  - Advanced searching and tracking capabilities.
  - Multiple levels of security to control access.
  - Multiple methods of input and capture in addition to scanning.
  - Ability to provide service level integration with existing ERP system

The solution will meet the current requirements, yet be capable of expanding for future needs.

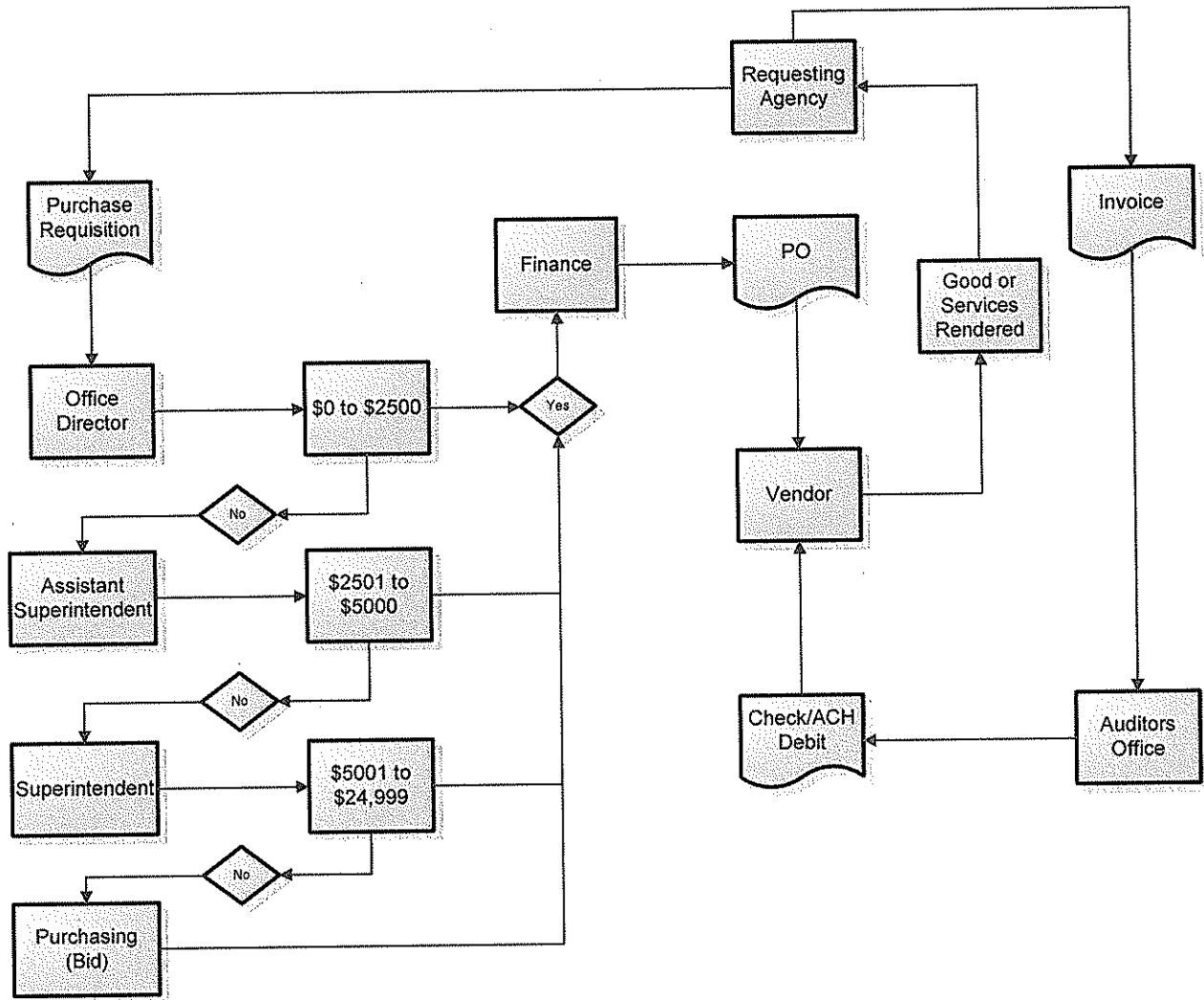
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## **Solution Overview**

IKON's solution will provide end to end document management of the West Virginia Department of Education Purchasing Process. To obtain this functionality IKON will implement the Fortis Document Management Solution from Westbrook Technologies. During our preliminary analysis of the current workflow, IKON identified several opportunities to provide workflow improvement and automation.

## **Current Process**

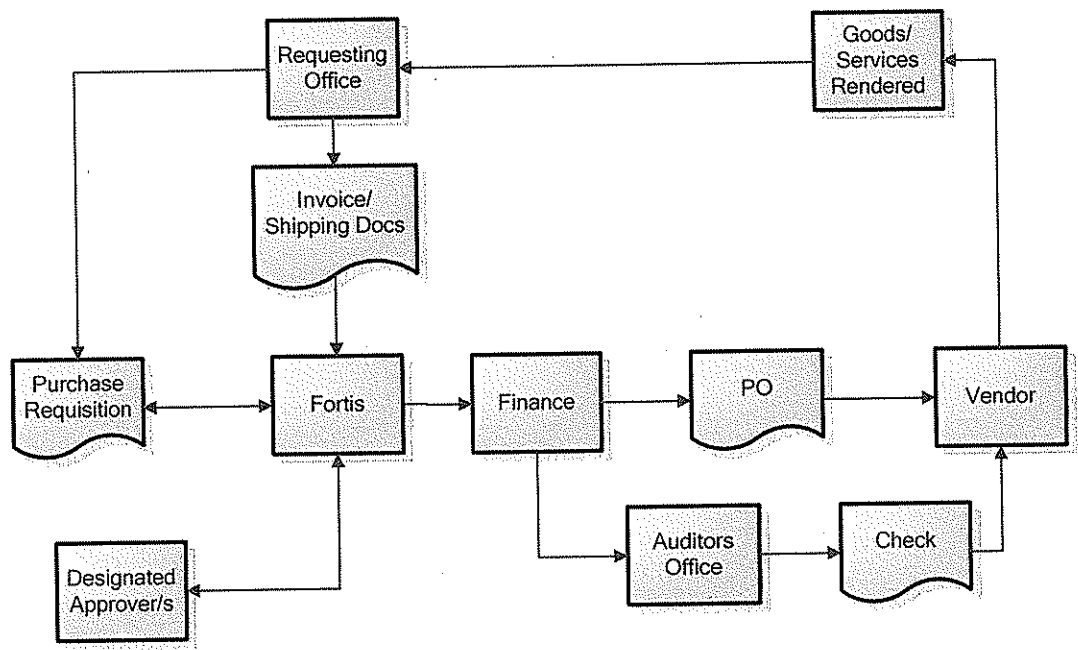
The following is a diagram depicting the basic workflow for the purchasing process at the West Virginia Department of Education. This process begins with an Excel based Purchase Requisition that is filled out by the requestor then sent to the Office Director and based on the dollar amount then routed manually to additional authorizers. Once the appropriate approval is attained the requisition is forwarded to the Finance Department where the appropriate information is entered into FIMS and the correct information is handwritten on the requisition which becomes the Purchase Order. Finance then sends the authorized Purchase Order to the Vendor who will in turn send an invoice to Finance. When the goods or services are rendered the Requesting Office will submit the appropriate shipping documents to Finance. At this time Finance will forward a paper or electronic copy of the request to the Auditors Office who will print the check for payment and submit it to the vendor.



### Proposed Process

IKON's proposed process mirrors the current process but provides improvements to maximize efficiency, routing and tracking. The process starts in a similar fashion however, instead of an Excel worksheet we will implement a dedicated web document that will provide better security, version control, and routing. Once the requestor has filled out the online form then they will hit a submit button that will automatically route the document electronically to the appropriate authorizer/s for approval. Once the right approvals have been obtained the document will then electronically be routed to Finance where they will be able to enter data through a simple keystroke command instead of retyping the information then populate the form with the appropriate information. After Finance processes the requisition then a Purchase Order will be generated which can be emailed as a PDF or faxed to the vendor to reduce mailing cost. Additionally the Requesting office will also submit a Receiving document via the same web platform as the requisition this will speed up the acknowledgement of goods or services rendered. Once Finance receives the invoice from the vendor

it will be scanned in with a filename that represents the Purchase Order Number and matched to the purchase order automatically within the Fortis System. After the invoice is scanned in the request can be made to the Auditors Office for payment at which time if available an image of the check can be entered into the system and matched with the invoice and purchase order.



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**Fortis** is powerful document management software designed specifically for organizations that require the power and scalability of our flagship offering Fortis, at a competitive, entrant-price position. Combining the rich feature set of Fortis with the ability to access documents over the Internet, Fortis provides superior Web-enabled document management.

### **Comprehensive Document Management**

With Fortis, you can electronically capture, store, and organize documents and information for immediate and reliable access to critical information right when it's needed. Fortis promotes efficient knowledge sharing by allowing easy retrieval, editing, annotating, and distribution of documents. Quickly obtain the decision-making information needed and provide superior service to clients, customers, and partners.

### **Easy Capture and Retrieval**

Capture and index documents from any source, such as scanned, faxed, and electronic files. Fortis supports a wide range of electronic content, including Word documents, Excel spreadsheets, CAD drawings, HTML and many others. Once documents are stored in Fortis, immediately retrieve them with variable or predefined search statements and avoid time-consuming paper searches. Fortis also comes standard with Bar Code Recognition, Optical Character Recognition, Image Enhancement and the Content Search options so that you can efficiently capture and retrieve your business information. And with the Fortis Office option as part of the Fortis package, you can send files and e-mail messages from within your existing Microsoft Office 2000, XP and 2003 Word, Excel and Outlook products directly to Fortis.

### **Secure and Reliable Access**

With Fortis, you can select to access documents via the desktop or through a browser interface. Accessing your business content via the Web has never been easier as Fortis comes standard with a Fortis PowerWeb for IIS license so that you can integrate with the Microsoft Internet Information Server (IIS). PowerWeb for IIS provides complete PowerWeb functionality for the IIS server while taking advantage of such IIS server capabilities as Secure Socket Layer (SSL) and Active Server Pages (ASP). Want your users to log in to Fortis through a familiar interface? Using standard Web development tools, you can design the log in page or any other page to match the look and feel of your organization's Web presence. With access to documents through a standard browser interface, users require only minimal training, and documents are easy to find and view.

### **Powerful Capabilities**

Fortis has the power to effectively manage and organize all types of documents across many industries. Fortis effectively solves any document or information challenge. Some organizations that have streamlined their business processes include: government agencies, banks, accounting and law firms, nonprofit and



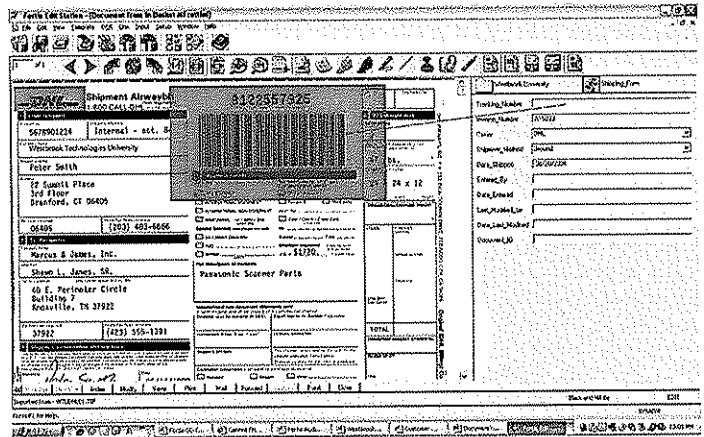
community organizations, educational institutions, financial consultants, insurance agencies, pharmaceutical companies, medical organizations, and law enforcement agencies. That's just a few of the many to successfully take control of their document management.

### Features Included with Fortis Optical Character Recognition (OCR)

Optical Character Recognition allows for the automation of data entry by reading pre-assigned zones on images and populating index fields with the contents of the zones. A full page OCR can also be performed, transforming an image into text and allowing for content searches.

### Barcode Recognition (BCR)

Barcode Recognition allows for the automation of data entry by reading barcodes on images and populating index fields with the contents of the barcode. Fortis supports a wide range of barcode types and can distinguish between barcodes and other printed text on a page. Barcodes can also be used as intelligent document separators when scanning and even launch capture scripts for highly automated dynamic indexing.



### Image Enhancements

Image enhancements are used to "clean up" poorly scanned documents or documents of poor quality such as carbon copies and those originating from dot matrix printers. Enhancements can also help to increase the accuracy of full page OCR results. Some of the enhancements include deskew, despeckle, horizontal and vertical line removal, page registration, dot shading removal and intelligent cropping.

### Full Text Searching

Content or full text searching allows a user to search the body of a text based document for words or phrases. Fortis will show the user the number of times it found the search term within each document and also highlight the instances when the document is viewed. Advanced search capabilities are also supported which include wildcard, Boolean, fuzzy, phonic, stemming and proximity searches.

### Audit Trail

Fortis Audit Trail tracks a variety of user activities on documents in the database. Fortis performs audit logging on a function-by-function basis and the Database Administrator can select exactly which functions will be tracked in the Audit Log. Queries can be run to retrieve data from the audit log.

## Auto Log Off

Auto Log Off provides the ability to automatically log idle clients off after a preset period. Perfect for ensuring Fortis remains secure and isn't accessible by inappropriate users, Auto Log Off also efficiently manages your license pool to free up licenses not in use.

## Fortis Office

Create documents in Microsoft Word, Excel, PowerPoint and Outlook applications and send them directly to a Fortis database with our Office option. Fortis Office works with Microsoft Office 2000, 2003 and XP. Fortis Office increases productivity by:

- Eliminating the steps required to import Word, Excel, PowerPoint or e-mail files into a filing system.
- Automating the capture of metadata (document properties) from documents.
- Facilitating a quick learning curve with an easy-to-use capture process.

All that is needed is a click of the mouse on the send to Fortis toolbar button. Documents are instantly stored and ready for immediate access. Create, collaborate and make documents accessible like never before with the Office option for Fortis.

You can search documents using:

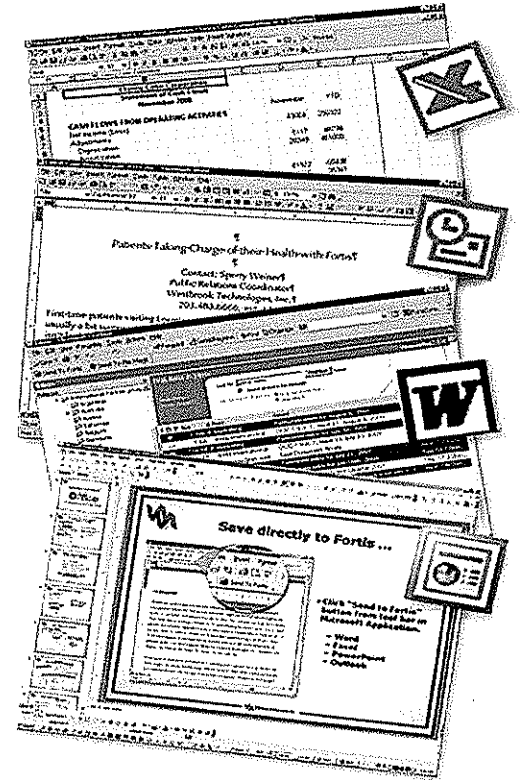
- Properties Metadata
  - Content of e-mail, Word, Excel and PowerPoint
- Fortis will highlight where in the document your criteria appears...even in e-mail attachments.

## LDAP

The Fortis LDAP Support option allows organizations to authenticate Fortis users against an LDAP directory server. An LDAP directory server allows organizations to store information for system authentication, such as usernames and passwords, so that a single list of authorized users can be used across multiple applications. Users accessing Fortis with LDAP enabled are not prompted to enter a username or password.

## QuickFind

QuickFind is a document retrieval utility that lets users easily search for documents right from their desktops. Users launch and run pre-defined Queries from desktop shortcuts. Results display along with their associated index data in a "lite" viewer. Users never need to launch the core application as the Query runs behind the scenes. With QuickFind, users have easy access to documents



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and require only minimal instruction on how to search for documents. QuickFind is ideal for call centers or customer service providers, reducing support times and training costs.

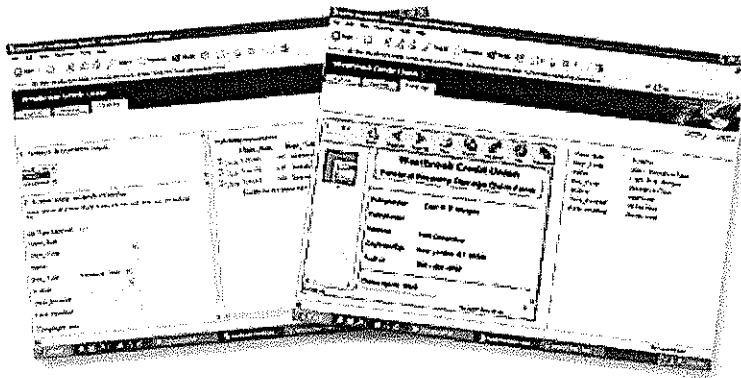
### **Web Capabilities**

Fortis PowerWeb extends the reach of Fortis document management software to a Web browser interface so that users can easily access the documents stored in Fortis databases - anytime, anywhere they have an internet connection. PowerWeb provides secure and immediate access to documents over the Internet or an intranet while eliminating the need for data conversion, publishing and relocation.

PowerWeb makes document management easier to use and more universally available. Users can search, import, edit, annotate and delete documents right inside their browsers. Collaborative computing has never been so easy. Search, find, view and use. It's that simple.

The flexibility of PowerWeb makes it easy to design and customize its behavior, interaction and appearance to suit any e-business need. With PowerWeb as the document component of an e-business strategy, an organization can be transformed into a fast, efficient office of the 21st century.

PowerWeb runs on the Microsoft Internet Information Server (IIS), providing complete PowerWeb functionality while taking advantage of such IIS Server capabilities as SSL (Secure Socket Layers) and ASP (Active Server Pages). Making information readily available through its thin client view, PowerWeb is key in today's world of e-business.



### **Indexing with Fortis Document Types**

A document type defines the index fields to be used in describing the document, and the properties associated with them. A document is assigned a "type" and can be stored in any folder. Document types allow for differentiation of documents within the same folder.

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Fortis uses a combination of document types and the folder hierarchy to organize document records for retrieval. The Database Administrator has full control over the creation and modification of document types and folders.

### Fields

Fields are the basis on which documents are defined and stored in the database. You can define as many fields as is required to accurately describe documents within a document type. Choosing a fewer number of fields increases the speed of indexing and limits propensity of error, but can hinder the ability to find documents. It is important to identify the proper number of fields to ensure that specific documents can be retrieved easily without having to browse through many "similar" documents. Fields can be marked as unique and required, and can have pick lists and formats tied to them for quality control of the data entered.

### Field Pick Lists

A pick list makes data entry easier and more accurate by providing the user with a list of items from which to select when entering information into a field. Pick lists enable the administrator to standardize data entry for a field so that data is more uniform. They also help with queries, removing any ambiguity that might be present when searching for data. Each value within a pick list can have up to five aliases assigned to it, allowing for alternate interpretations of the data.

Accounts Payable	Purchase_Order
Purchase_Order_Number	215440
Invoice_Number	6721
Vendor_Name	Automatic Data Processing
Vendor_Contact_Name	Cyril Smith
Purchase_Order_Date	01/15/2001
Purchase_Order_Amount	\$358.31
Order_Status	Paid
Comments	Recieved in Full

### Field Formats

A field format forces data entry and display to conform to a certain convention. For example, a date format might only allow the entry of digits, pre-fill slashes on data entry, and display the date as day/month/year. Formats help to reduce errors on data entry, decrease ambiguity, and also reduce database overhead, as characters contained in formats are not stored for each database record.

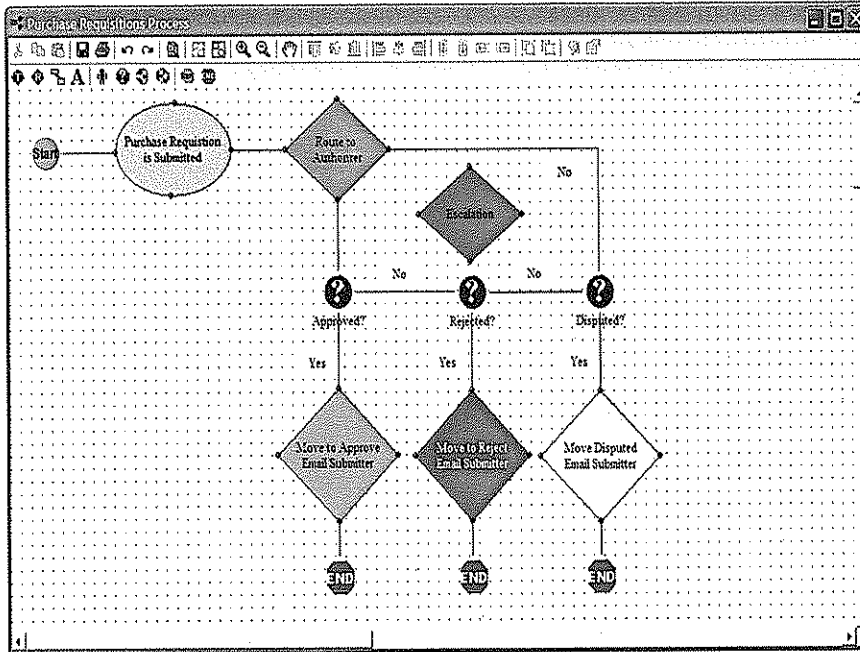
### Scripts

Fortis lets you save frequently-used capture and index settings as scripts to be used by any users looking to perform common tasks. Scripts increase the products ease of use, save preparation time and reduce user intervention. Scripts can be scheduled to run automatically at specific time intervals to further automate the process.

### Workflow Capabilities

Fortis Inflo automates the procedures used to process documents in a Fortis database. Using a rule-based approach, Inflo streamlines the tasks associated with business processes, allowing quick, accurate, and efficient workflow capabilities to document management systems.

Using the built-in process design tool, Fortis administrators can graphically illustrate business processes and specify the rules or criteria to be used to process documents. The rules are mapped to actions that are executed automatically when a criteria is met within the system, allowing otherwise manual tasks to take place without any user intervention. For those tasks that require user intervention, icons can be placed on the process map to identify the user(s) involved.



Inflo monitors documents from their point of entry into your database through various stages, until the business process is complete. For example, you can automatically route documents to the proper folders, set the value of index fields at various stages of the process, and send e-mail notifications based upon folder or field criteria.

With Inflo, route and manage purchase orders, expense reports, claims, surveys, and applications, to name a few. Easily adjust or modify processes as the workflow evolves. With an easy-to-use interface and an intuitive design, Inflo quickly increases productivity. Typical return on investment is realized in a matter of months.

### Maximizing Investments through Communication

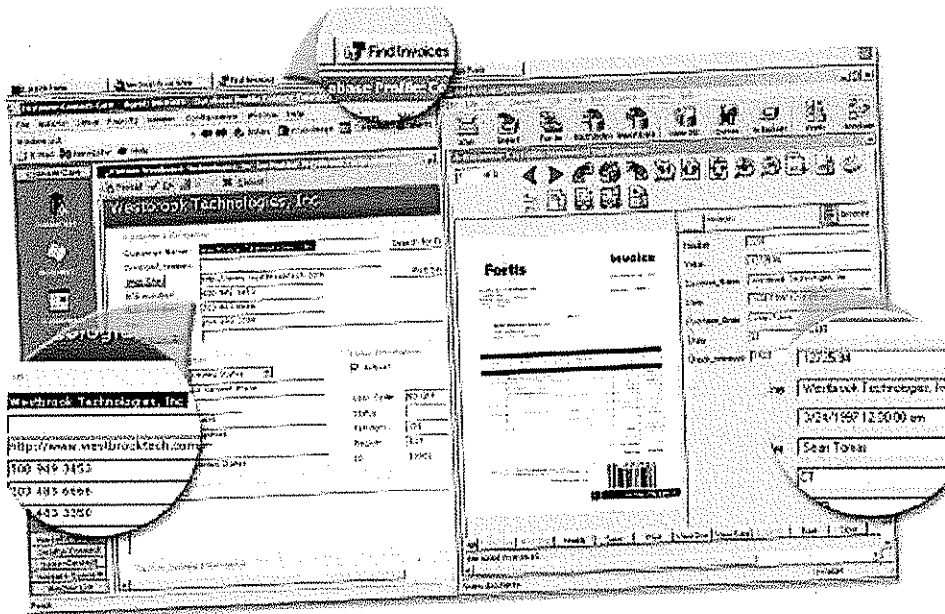
Many organizations face the challenge of how to access the right information when it's needed. Fortis EnableIt is designed to alleviate this challenge by making business critical documents and information easily accessible. EnableIt delivers seamless imageenabling capabilities so that organizations can integrate their core business applications with Fortis document management software without the need for custom or costly integration projects. EnableIt's powerful

integration capabilities are achieved without the need for time-consuming API programming.

With EnableIt, users can instantly retrieve documents and information in the Fortis repository right from their core business applications. Users simply identify data in the core business application, press a "hot key" or click a button and Fortis displays the associated documents. Requiring no other user interaction, the Fortis documents are available for review. Designed to meet your organization's processing needs, the EnableIt software is available in two configurations:

**EnableIt** offers traditional image enabling capabilities from host applications, Windows-based applications or browser-based applications.

**Enterprise EnableIt** offers traditional image-enabling capabilities from host applications, Windows-based applications or browser-based applications PLUS the ability to pass data from the core business application to Fortis and vice versa, scan and index documents into Fortis, import documents, update Fortis documents with data from within the core business application and many other integration techniques!



### Efficiency gains, significant time savings

EnableIt improves the quality and effectiveness of business activities by increasing productivity and optimizing business processes. Easy to learn and intuitive to use, EnableIt makes information retrieval quick and easy. The convenience of EnableIt can be seen in an example of an accounts receivable process. To confirm receipt of goods, a user working in an accounting application

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can use a purchase order number to access a corresponding invoice, packing slip, shipping form and delivery confirmation documentation in the Fortis system without having to leave the accounting application! With business critical documents being produced on demand, organizations can make productive use of information to eliminate redundancy, deliver high-quality customer service, improve efficiency and enhance business performance.

### **Seamless image-enabling capabilities**

An innovative solution, EnableIt offers exceptional screen-scraping technologies and integrates host applications, including Rumba, Client Access, Attachmate and Reflections products, Windows-based applications, including CRM or ERP programs, Microsoft Office products and web browser-based applications with Fortis. EnableIt allows organizations to leverage information in their line-of-business applications, such as J.D. Edwards, SAP applications, Oracle Financials, Peoplesoft, AP application suites, McKesson and Misys, with the powerful document management capabilities of Fortis.

### **Expanded functionality with Enterprise EnableIt**

Enterprise EnableIt delivers numerous integration options beyond traditional image-enabling capabilities so that your organization can maximize productivity with Fortis. Flexible and robust, Enterprise EnableIt lets users easily exchange data between the core business applications and Fortis, scan and import documents into Fortis, and update index data for Fortis documents. Often, a core business application and Fortis are separately maintained so that users have to perform duplicate data entry. With Enterprise EnableIt, a user can enter data in the core business application, capture this value with EnableIt's screen-scraping technology, locate the corresponding document in Fortis and update the Fortis index fields with the values from the core business application. Enterprise EnableIt also provides support for e-mail, Web (http requests), FTP, Zip compression/decompression, data population, encryption/decryption, VB script, direct SQL statements and many other techniques. Accommodating most business scenarios, Enterprise EnableIt is a powerful solution designed to eliminate repetitive tasks and promote an efficient use of information.

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# Why IKON?

There are many reasons why companies choose to partner with IKON, including our access to best in class technology and the strength of our people and support structure. **Ultimately, however, customers stay with IKON for our commitment to helping their businesses succeed.**

## *We give you technology choices*

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### Facts About IKON...

The world's largest independent distributor of document management products and services, with annual revenues of approximately \$5 billion

Approximately 30,000 employees in 600 locations throughout North America and Europe

A team of 7,000 locally based IKON service professionals providing a high level of service and support

A Professional Services team supporting connectivity, integrated solutions, advanced applications and customized document workflow

The broadest portfolio of products and services in the industry, from technology, to outsourcing, to document strategies and equipment lease financing

- Solutions based on your unique document needs
- Technology choices from industry leaders, not simply one manufacturer

Every IKON solution starts with an assessment of your needs and objectives, and is complete only when we have delivered the correct combination of process and technology to satisfy your goals.

One of IKON's key strengths is our ability to provide our customers with a blend of technology from multiple vendors. As a distributor, IKON is free to seek out the best possible hardware and software options from the world's leading technology manufacturers to provide you with cutting-edge solutions that best meet your unique needs. IKON has strong relationships with a number of top industry providers such as Canon, Ricoh, HP, and EFI.

## *We deliver world class service and support*

- Over 7,000 service professionals with an average of 7+ years experience
- Each Technician averages 100 hours of training per year
- Defined process for sharing best practices, locally, regionally and internationally
- Dedicated systems analysts to concentrate on your digital document needs
- Specialized territory management and reporting tools

IKON is committed to providing the highest level of service and support. Our highly trained and experienced service technicians support specific customers in assigned territories. This process fosters solid relationships and a true understanding of your operations, applications and peak production periods to ensure maximum responsiveness and uptime. Our technicians will contact you within an hour of your service call to better understand your service problem and to provide an estimated time of arrival on-site. Our service offering also includes a team of systems analysts who provide connectivity and applications support to



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help you maximize your technology investment. In addition, our custom management and reporting tools allow us to continually monitor key service benchmarks and take rapid action to improve our support of your equipment.

### ***We provide a global reach with a local touch***

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“IKON put an impressive amount of effort into listening to our employees, and that made the difference in proposing the right solution. The effort continues to this day, as IKON's copy center manager regularly works with our researchers and executives to better understand their needs and the nuances of our specialized regulatory documents.”

*Troy King,  
Operations Services  
Director, Alcon Labs*

- Support resources of a major international corporation
- Flexible and responsive localized decision making

Our experience has taught us that the people best suited to make decisions about the services and support offered to our customers are those closest to our clients and their needs. Localized decision-making is a fundamental IKON organizational paradigm. Simply put, this process translates into fast, consistent, world-class service for our customers.

IKON provides a locally based management team with the empowerment to make crucial decisions regarding your contract. We have a robust national and regional support structure to provide the IKON team servicing your account with the training, tools and resources to meet your unique needs. The goal is to provide meaningful support resources so that the local management can make informed and rapid decisions on behalf of our valued customers.

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### **Your IKON Team**

We are personally committed to the success of your company. Each IKON team member will make it our priority to hold us accountable for continually recognizing and supporting your objectives.

Mike Hazlewood

Senior Solutions Consultant

Todd Young

Major Account Executive

Scott Mayfield

Systems Analyst Manager

Mike Pelfrey

Systems Analyst

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## **Solution Components Breakdown**

IKON's solution will provide end to end document management of the West Virginia Department of Education Purchasing Process. To obtain this functionality IKON will implement the Fortis Document Management Solution from Westbrook Technologies. This system breakdown below outlines the components included in this proposal in order to meet the desired workflow outlined above.

### **Fortis System Breakdown:**

Fortis Document Management Software (Base Package)  
50 Concurrent User Licenses  
Fortis Info (Workflow Tool for Automated Routing)  
FormIt (Web Forms Tool)  
ApproveIt  
EnableIt  
Installation (Design, Implementation and Testing)  
Training (Administrators and End Users)  
1<sup>st</sup> Year of Software Maintenance

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## System Requirements

### Fortis Shared Client Application Server

**Processor:** Intel Pentium IV 1.5GHz / AMD Athlon 1.3 MHz minimum, faster processors are recommended.

**Operating System:** Windows 2000, Windows 2003 Server, Windows 2003 R2 Server (32 bit version only at this time).

**RAM:** 2 GB minimum

**Minimum Free Disk Space:** 1.5 GB

### Database Server

**Processor:** Intel Pentium IV 2.5 GHz / AMD Athlon 1.8 GHz minimum, faster processors are recommended.

**Operating System:** Windows 2000, Windows 2003 Server, Windows 2003 R2 Server (64 bit or 32 bit versions). Fortis for Oracle can run on any ODBC compliant operating system.

**DBMS:** Microsoft SQL Server 2000/2005; Fortis SE version 2.4 and higher runs Microsoft SQL 2005 express. Oracle 8.0/8i, 9i, 10g

**RAM:** 2 GB minimum

### PowerWeb Server

**Processor:** Intel Pentium IV 2.5 GHz / AMD Athlon 1.8 GHz minimum, faster processors are recommended.

**Operating System:** Windows 2000, Windows 2003 Server, Windows 2003 R2 Server (64 bit or 32 bit versions). Fortis for Oracle can run on any ODBC compliant operating system.

**DBMS:** Microsoft SQL Server 2000/2005; Fortis SE version 2.4 and higher runs Microsoft SQL 2005 express. Oracle 8.0/8i, 9i, 10g

**RAM:** 2 GB minimum

### Inflo Server

**Processor:** Intel Pentium IV 1.5GHz / AMD Athlon 1.3 MHz minimum, faster processors are recommended.

**Operating System:** Windows 2000, Windows 2003 Server, Windows 2003 R2 Server (32 bit version only at this time).

**RAM:** 2 GB minimum

### Edit Station

**Processor:** Intel Pentium IV 1.5 GHz / AMD Athlon 1.3 GHz minimum, faster processors are recommended.

**Operating System:** Windows 2000 Professional; Windows XP Professional 32 bit version; Vista Ultimate or Vista Business 32 bit versions.

**RAM:** 1GB or more recommended. (Windows Vista operating systems may require more RAM than the same Fortis station running an earlier Microsoft operating system).

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## **Backup Options**

For backup options we recommend that the application and database servers are setup with a RAID 5 configuration which will provide for faster disaster recovery. In addition to the RAID system we also recommend backing up to a portable media (Tape, External Hard Disk) that can be stored offsite or to an offsite system (SAN, NAS or Web Portal Service).

## **References**

**Indiana Bureau of Motor Vehicles**  
Indianapolis, IN

**Atlantic American Corporation**  
Atlanta, GA

**America's Car-Mart**  
Bentonville, AR

Contact information will be provided upon request and all reference calls will be scheduled by IKON, however, IKON will not participate in the call. This is done as a courtesy to our existing clients who are willing to share with our potential clients their experience with IKON and our solutions.