



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

March 4, 2010

Cover Letter



Results Engineering
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Columbus, Ohio 43081

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Ms. Shelly Murray
Director of Purchasing and Facilities
Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

Dear Ms. Murray:

Reengineering Consultants, LLC; d.b.a. Results Engineering (RE) is pleased to provide the West Virginia Lottery Commission this response for the REQUEST FOR PROPOSAL (RFP) LOT#454 for Content Management System.

The advantages of working with Results Engineering are simple:

- Business Process Reengineering Specialists
- Certified Content Management Engineers on staff
- 100% Customer Satisfaction
- Utilization of Commercial off the Shelf Products
- Configurable / Not programmable solutions
- Industry Veterans (20+ years industry experience)
- Proven Project Methodology

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PURCHASING DIVISION
STATE OF WV

Our Mission Statement:

By naming the company after the benefit we provide - Results - our client orientation is clear. Results are the measure of our success. Simple, straightforward, measurable results help our clients assess the Return on Investment (ROI) for each project. This is our founding principle.

Results Engineering has been providing similar Document Management Systems defined in this solicitation for over 17 years. RE employs a complete staff of professionals who combine dedication to the ECM market space with certified expertise. Results Engineering maintains partner relationships with the following complimentary technologies: Hyland Software, FormsDoc, NSi, AnyDoc, Scan-Optics, Kofax, Cisco, Microsoft, Oracle, and IBM. Our staff is backed by the full force of Hyland Software which has over 800 people dedicated to the ongoing development and support of the OnBase ECM product.

The proposed solution consists of OnBase from Hyland Software. OnBase is proposed as the foundation infrastructure and toolset to provide document management, workflow, scanning, records retention, and more. In use by government agencies and private sector businesses around the world, the OnBase product has been implemented by more than 8000 customers. Results Engineering is an Authorized Solution Partner for Hyland Software and has substantial resources devoted to implementing ECM applications.

Results Engineering has won the Hyland Diamond Support Award every year this distinction has been offered (2004, 2005, 2006, 2007, 2008, 2009, 2010). The award requires a 95+% customer satisfaction on support renewals and multiple certified engineers in OnBase. Maintaining the Diamond Support level requires that multiple engineers maintain their certifications and attend the Business Partner, OnBase Technical Training and TechQuest training conferences each year. The required education commitment for Diamond Status is anywhere between 3-8 weeks per year per FTE. This shows the commitment to engineering excellence and customer satisfaction that our customers have come to rely on. Over the past several years the company has received numerous awards including the following:

- Top 100 Company in Knowledge Management
- Hyland Diamond Support Winner 2004 – 2010
- Member of the Hyland CTO Roundtable
- Hyland Real Solution Award 2008: Manufacturing – Gallatin Steel
- Hyland Gold Partner 2006, 2010
- Hyland Platinum Partner 2004
- Hyland All-Star 2002 (Top 9 Partners)
- Hyland OnBase #1 Partner Worldwide 2001, 2003
- AIIM Best Enterprise Workflow Solution Finalist
- Hyland Real Solutions Award: Best Enterprise - Lucas County
- Hyland Real Solutions Award: Best Web-Based Solution - Greif
- 2004 Paystream Advisors A/P Solution Review Winner

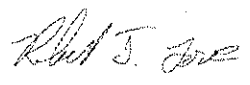

Results Engineering

March 4, 2010

Our differentiator is in our experience, our personnel and our proven methodology. The people highlighted in this offering are the same individuals involved from proof of concept to acceptance. We know of no other organization with as much industry depth and knowledge as the personnel at RE. We are confident that our proposed solution meets all the requirements defined in RFP LOT#454 and look forward to the opportunity to present our story and demonstrate our expertise.

Once again, thank you for your interest in Results Engineering and the OnBase solution. Please do not hesitate to contact me in the event that questions arise throughout the review process. We look forward to a potential relationship with West Virginia Lottery and assure you our utmost attention to detail and accomplishment in this venture.

For clarification questions, please contact either of the following:

Randall J. Love Vice President of Sales e-Mail: Randy.Love@reeng.com Office: (614) 899-2950 Ext 2200 Mobile: (614) 625-4663 Fax No: (614) 899-2249	Greg Boyd President e-Mail: Greg.Boyd@reeng.com Office: (614) 899-2950 Ext 1000 Mobile: (614) 571.6200 Fax No: (614) 899-2249
	
Authorized contact regarding questions.	Authorized contact to bind the organization.