

CASNET
You Manage Your Business.
We Manage Your Documents.

DOCUMENT IMAGING AND CONTENT MANAGEMENT

REQUEST FOR PROPOSAL LOT454

FOR:



WEST VIRGINIA LOTTERY CONTENT MANAGEMENT SYSTEM

Submitted by:


Eric Mann
CASNET
947 W. Waterloo Road
Akron, Ohio 44314
(330) 848-8800
Fax (330) 848-8866

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March 4, 2010

WV PURCHASING
DIVISION

Signed by: 

Dated: March 3, 2010

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

Request for Quotation

RFQ NUMBER
 LOT454

PAGE
 1

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

VENDOR

*206135537 330-848-8800
 CASNET
 947 W WATERLOO ROAD
 AKRON OH 44314

SHIP TO

LOTTERY COMMISSION
 312 MACCORKLE AVENUE, SE
 CHARLESTON, WV
 25314-1143 558-0500

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/08/2010				

BID OPENING DATE: 03/04/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 2 -----						
THIS ADDENDUM IS ISSUED TO REVISE THE RFP SPECIFICATIONS AND TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 01/08/2010.						
ATTACHMENTS: REVISED RFP SPECIFICATIONS WITH ATTACHMENTS AND COMPACT DISK (CD)						
* REVISIONS TO SPECIFICATIONS MADE IN BOLD ITALIC FONT						
QUESTIONS AND RESPONSES						
PRE-BID SIGN IN SHEET						
THE BID OPENING DATE IS EXTENDED:						
FROM: 02/18/2010						
TO : 03/04/2010						
0001	1	LS		898-74		
DOCUMENT IMAGING AND CONTENT MANAGEMENT						
EXHIBIT 10						
REQUISITION NO.: LOT454						
ADDENDUM ACKNOWLEDGEMENT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	330-848-8800	March 3, 2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President / CEO	34-1700062	

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



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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:

- NO. 1 ³
- NO. 2 ³
- NO. 3
- NO. 4
- NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.

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.

[Signature]

 SIGNATURE

High Line Corporation dba CASNET
 COMPANY

March 3, 2010

 DATE

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SIGNATURE <i>[Signature]</i>	TELEPHONE 330-848-8800	DATE March 3, 2010
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NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.						
REV. 09/21/2009						
----- END OF ADDENDUM NO. 2 -----						
***** THIS IS THE END OF RFQ LOT454 ***** TOTAL: _____						

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO EXTEND THE TECHNICAL BID OPENING:						
FROM: 01/28/2010						
TO : 02/18/2010						
ANOTHER ADDENDUM WILL BE ISSUED TO ADDRESS THE QUESTIONS RECEIVED AND TO ISSUE THE PRE-BID SIGN IN SHEET.						
1001	1	LS		898-74		
DOCUMENT IMAGING AND CONTENT MANAGEMENT						
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ADDENDUM NO.'S:						

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SIGNATURE <i>Bradley D. Bowers</i>	TELEPHONE 330-848-8800	DATE January 25, 2010
TITLE President / CEO	FEIN 34-1700062	ADDRESS CHANGES TO BE NOTED ABOVE

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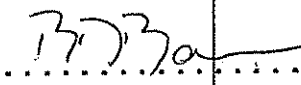
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 SIGNATURE
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 COMPANY
 January 25, 2010
 DATE

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REV. 09/21/2009

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SIGNATURE 	BRADLEY D. BOWERS	TELEPHONE 330-848-8800	DATE January 25, 2010
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Executive Summary

The West Virginia Lottery Commission is looking for a turn-key document management and workflow solution. The solution we are proposing will provide integrated electronic content management (ECM), workflow, electronic forms processing and computer reports management through an COTS-based non-proprietary Windows-based software suite developed by EMC. CASNET has been implementing EMC ApplicationXtender for organizations since 1998, this experience will prove invaluable to WV Lottery Commission.

The solution presented in this response should be selected for three primary factors: **Out-of-box capabilities** – ApplicationXtender provides out-of-the-box capabilities that allow organizations to quickly create an “electronic file cabinet” for information, enabling the capture, organization and delivery of images, documents, reports and other business-critical information.

Total Ownership Workflow – Easy to install, set up and modify workflow. Customers are able to modify, validate and implement workflows with users-friendly Process Builder. AX Workflow is Windows .NET based product.

Integration with Existing Structure – EMC ApplicationXtender is the most compatible content management suite with the EMC storage in place at WV Lottery Commission. Additionally, ApplicationXtender Integration Module assures users can retrieve documents from existing systems with a simple mouse-click.

A public entity uses the RFP process to seek the best solution for the most competitive price. CASNET has been successful responding to public bids and RFPs through demonstrating the solution value. Our solution has many advantages and will provide tremendous efficiency for WV Lottery Commission.

Three differentiators for the CASNET EMC Solution:

Partnership – West Virginia Lottery Commission is looking for a partner that will analyze their business and create a solution that best meets those needs on time and on budget. CASNET meets those requirements and our partnership with EMC assure we have available the world’s best content management software from a leader in information technology.

Functionality – EMC ApplicationXtender is a complete product right out of the box without a laundry list of modules or complex user licenses.

Stability – ApplicationXtender is offered by EMC, a stable Fortune 500 company with storage technology already in place at WV Lottery Commission. Acquisition concerns that are connected with smaller regional software companies are not a concern with ApplicationXtender.

This RFP response represents the culmination of our understanding your challenges around documents and records, the experience we continue to grow, industry knowledge and research into solving your challenges with you. If we agree and this proposal is accurate, our next step is to provide you a proof a concept. This will be in the form of a solution demonstration tailored to your organization and current challenges. After a successful proof of concept, we will be able to enter into a contract that will serve as the baseline for our partnership in making document management a success at WV Lottery Commission.

Section I – General Requirements

General requirements for content management and reports management system features, and references.

Section 3.1.1 Content Management System Software

3.1.1.1 System must be a COTS-based, non-proprietary Windows-based object management software with an open architecture platform.

ApplicationXtender is a world class Commercial Off The Shelf (COTS) enterprise content management application developed by EMC. ApplicationXtender is a Windows-based object management software with an open architecture platform. EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions. Our solution meets this requirement.

3.1.1.2 System must support 200 users, 75 users concurrently. This will be a combination of client workstations and browser clients retrieving via an intranet or the Internet. System must be scalable to increase concurrency if required.

ApplicationXtender has been implemented in environments with single users and thousands of users across international boundaries. However, ApplicationXtender is most often implemented in organizations with between fifty and five hundred concurrent users. ApplicationXtender offers access through both client workstations and browser clients in a single licensing model for flexibility and mixed use environments. CASNET has experience scaling ApplicationXtender as it grows in an organization and ApplicationXtender architecture, design and licensing lend very well to this model of organic growth. Our solution meets this requirement.

3.1.1.3 System should have a single interface for document creation, retrieval, display, print, email, fax, routing, image enhancement, and indexing.

ApplicationXtender offers a single user interface for the following functions: document creation, retrieval, print, email, fax, routing, image enhancement and indexing. ApplicationXtender Web Client provides an interface very familiar to web-savvy users. Most functions are available from buttons on the toolbar and can be limited based on user rights and access. Our solution meets this requirement.

3.1.1.4 System must provide for the electronic storage, retrieval, processing, and routing of information (objects) such as:

3.1.1.4.1 Images (black & white, grayscale, and color)

3.1.1.4.2 Computer output reports data

3.1.1.4.3 ODMA objects such as voice, video, word processing files

3.1.1.4.4 Foreign files must be able to remain in native format.

ApplicationXtender supports electronic storage, retrieval, processing and routing of information for images (black & white, grayscale and color), Computer output reports data, ODMA objects such as voice, video, word processing files and foreign files that are kept in native format. Our solution meets this requirement.

3.1.1.5 System must be Microsoft Windows Server 2003 and higher compliant and certified and compliant with XP and higher desktop operating systems.

Our solution meets this requirement as it is compatible with both Windows Server 2003 and Windows XP Professional. In addition, Windows Server 2008 is supported for all servers except the licensing server (XP Pro SP3 or Windows Server 2003).

3.1.1.6 System should support the following standard image manipulation. Verify support for these features and describe any addition features.

3.1.1.6.1 Zooming In & Out

3.1.1.6.2 Redaction and reaction security

3.1.1.6.3 Cut & Paste

3.1.1.6.4 Printing only specific areas of a document

3.1.1.6.5 Sticky views

3.1.1.6.6 Magnifying areas of a document

3.1.1.6.7 Rotate & Pan

3.1.1.6.8 Inverting of document pages

3.1.1.6.9 Rubber stamp with security

3.1.1.6.10 Document Check-in/Check-out

3.1.1.6.11 Cascade and tiling

3.1.1.6.12 Automatic scaling of images (height, width, Fit-to-Window, or User-defined)

3.1.1.6.13 Display Black & White in Grayscale

3.1.1.6.14 Specify display fonts and print fonts

ApplicationXtender offers all image manipulation as standard features of the application. Additionally, features are in familiar Windows based buttons on toolbar. Additionally, ApplicationXtender provides for inverting document pages and customization of user interface to maximize user experience. Our solution meets this requirement.

3.1.1.7 System should support Microsoft .NET platform.

The .NET 3.5 framework is needed for ApplicationXtender. This is installed during the Microsoft Windows install. Our solution meets this requirement.

- 3.1.1.8 System should offer an API for automation and advanced customization capabilities if desired by the Lottery at a future time. Please confirm availability of an API.
ApplicationXtender API for automation and advanced customization capabilities is available for both Windows client and Web client. Our solution meets this requirement.
- 3.1.1.9 System should be capable of enabling an existing application adding value to any existing application by attaching objects to application screens or fields. System should have the ability to “image enable” host applications through internal scripting, ActiveX, VB scripting or a SOAP/SML interface.
ApplicationXtender Integration Module (AXIM) allows you to integrate any business application with ApplicationXtender without programming. ApplicationXtender Integration Module’s revolutionary image-enabling technology helps organizations maximize investments in existing line-of-business applications. Our solution meets this requirement.
- 3.1.1.10 System must support central configuration for all applications and/or modules and provide for remote administration by the system administrator. A strength and differentiator for ApplicationXtender is Application Generator, the central configuration for applications. System Administrators are able to learn to configure applications, establish new users, index values and processes very quickly. CASNET has trained many System Administrators that did not have previous IT experience. System configuration is managed through ApplicationXtender Administration and provides for remote administration by the System Administrator. Our solution meets this requirement.
- 3.1.1.11 System must support monitoring of processes and applications with automatic notification of problem or issues via email and the application. The ApplicationXtender Administration utility allows the ability to monitor and detect issues within the ApplicationXtender system. Emails can be configured to be automatically sent if certain conditions are met within the ApplicationXtender system. Our solution meets this requirement.
- 3.1.1.12 ***This subsection has been deleted.***
- 3.1.1.13 Objects must be capable of being stored, retrieved, mailed, routed, exported, printed, and faxed over any Windows-based supported network. ApplicationXtender is capable of managing objects in Windows-based supported network. Most instances of ApplicationXtender implemented by CASNET have been in Windows-based supported networks. CASNET and EMC are both Microsoft Gold Partners. Our solution meets this requirement.

- 3.1.1.14 System must support OLE-DB and ODBC-compliant database connections to support databases such as Microsoft SQL, Oracle and IBM DB2. Microsoft SQL Server will be the database used for this system at this time.
Our solution supports the above listed databases. Our solution meets this requirement.
- 3.1.1.15 Content management solution must integrate into the instance of Microsoft SQL Server currently in use at the Lottery.
Our solution supports the current Microsoft SQL server currently installed (Microsoft SQL 2005). Our solution meets this requirement.
- 3.1.1.16 System must be ODMA compliant in order to support the creation of documents and indexes direct from ODMA applications such as MS Word, PowerPoint, Excel, Word Perfect, etc.
Our solution is compliant with ODMA standard applications. Our solution meets this requirement.
- 3.1.1.17 System must support record retention options for support of organizations records retention policies and standards.
ApplicationXtender's Software Retention Manager allows for the governance of document retention based on the current and future document retention polices at the Lottery Commission.
- 3.1.1.18 System should have the ability to configure retention policies using a structure that is compatible with the EMC Centera document retention interface.
ApplicationXtender Retention Management with EMC Centera supports the regulated records and litigation support capabilities of EMC Centera. With ApplicationXtender Retention Management with EMC Centera documents are inaccessible outside ApplicationXtender, cannot be externally altered and are only removed from media when they reach their respective expiration dates. Our solution meets this requirement.
- 3.1.1.19 System must be able to write data to multiple storage devices at the same time, during capture for data protection and disaster recovery.
Captiva InputAccel advanced capture solution provides for data to be written to multiple storage devices at the same time for data protection and disaster recovery. Our solution meets this requirement.
- 3.1.1.20 System must be able to store images and index data to EMC Symmetrix DMX which is replicated to the Lottery hot-site in White Hall, WV.
EMC ApplicationXtender has ability to store images and index data to EMC Symmetrix DWX. Replication to a hot-site is excellent disaster recovery

practice and has been implemented by many CASNET customers. Our solution meets this requirement.

3.1.1.21 System must be able to archive to EMC Centera which is replicated to ***a hot-site in West Virginia.***

Our solution can migrate data from primary storage to EMC Centera natively in EMC ApplicationXtender using Secure Paths and Application Generator feature. Our solution meets this requirement.

3.1.1.22 The document imaging solution must integrate into the existing Lottery network infrastructure. The vendor supplied solution must utilize the existing EMC SAN solution and replication technologies supplying a document imaging configuration that meets or exceeds the current Lottery business continuance standard for disaster recovery using Symmetrix Remote Data Facility ***Asynchronous*** (SRDFA). All images and data will be replicated to a ***hot site in West Virginia.***

Symmetrix RDF is simply the utility/toolset that manages replication of data from one EMC device to another. Our solution meets this requirement.

3.1.1.23 **This subsection has been deleted because it is a duplicate of subsection 3.1.1.9.**

3.1.1.24 Bidder must identify and provide the specifications for the servers required for optimal performance of the proposed solution.

Our solution meets this requirement in the following ways:

- **AX License Server**
 - Supported Operating Systems
 - Windows XP Professional (SP3) x86, Windows Server 2003 (SP2), Windows Server 2003 R2 (SP2)
 - Recommended Hardware
 - The ApplicationXtender License Server's minimum hardware requirements match the recommended hardware requirements for the above Microsoft operating systems.

- **AX Web Access Server, AX Database Server, ERMX Server, AX Retention Manager Server**
 - Supported Operating Systems
 - Windows Server 2003 (SP2), Windows Server 2003 R2 (SP2), Windows Server 2008 x86
 - Recommended Hardware
 - CPU Pentium 4 HT, 3 Ghz or higher Dual or Quad-Core.
 - ApplicationXtender supports multiple processors, this will enhance performance.
 - RAM 2 GB

- **AX Client**
 - Supported Operating Systems
 - Windows XP Professional
 - Recommended Hardware
 - CPU Pentium 4 HT, 3 Ghz or higher Dual or Quad-Core.
 - ApplicationXtender supports multiple processors, this will enhance performance.
 - RAM 2 GB

- **AX Storage Server – N/A, using EMC hardware**

- **ApplicationXtender Reports Management**
 - Supported Operating Systems
 - Windows XP Professional
 - Recommended Hardware
 - CPU Pentium 4 HT, 3 Ghz or higher Dual or Quad-Core.
 - ApplicationXtender supports multiple processors, this will enhance performance.
 - RAM 2 GB

- **InputAccel**
 - Supported Operating Systems
 - Windows Server 2003 SP2
 - Recommended Hardware
 - CPU Pentium 4 HT or greater, 2.6 Ghz or higher Quad-Core.
 - InputAccel supports multiple processors, this will enhance performance.
 - RAM 4 GB

- **InputAccel Clients**
 - Supported Operating Systems
 - Windows XP Professional, Windows Server 2003, Windows Vista
 - Recommended Hardware
 - CPU Pentium 4, 2 Ghz or higher Dual or Quad-Core.
 - InputAccel supports multiple processors, this will enhance performance.
 - RAM 3 GB

- **E-Forms Server**
 - Supported Operating Systems
 - Windows XP Professional SP 3, Windows Server 2003 R2 SP2 (32-bit), Windows Server 2008 (32-bit), Windows 7 Professional (32-bit)
 - Recommended Hardware
 - CPU Pentium 4 HT, 3 Ghz or higher Dual or Quad-Core.
 - RAM 2 GB

- **E-Forms Client**

- Supported Operating Systems
 - Windows XP Professional SP 3, Windows Server 2003 R2 SP2 (32-bit), Windows Server 2008 (32-bit), Windows Vista, Windows 7 Professional (32-bit)
 - Formatta can be used as a standalone product using the Formatta Filler program (small client install) or by using the iFiller applications with one of the following internet browsers. Internet Explorer 6.0 SP1, 7, and 8 or Mozilla Firefox 2.x and 3.x
- Recommended Hardware
 - CPU Pentium 4 2 Ghz
 - RAM 1 GB

3.1.1.25 System security will be managed by the system administrator(s) at the WV Lottery. At a minimum, access to applications/record sets, access to documents, and tasks performed in the system must be controlled by user name and password.

ApplicationXtender has ability to assign user rights and privileges based on user name and password. These user rights and privileges include access to applications, documents, index values, and tasks performed such as email, print, and annotation. Our solution meets this requirement.

3.1.1.26 System must be able to store a document, retrieve, display, print, email, fax, route, and index from a PC client or Web based browser, without any loss in functionality.

ApplicationXtender has offers both a PC client and Web based browser client under a single license plan. Both PC client and Web client provide capability to store a document, retrieve, display, print, email, fax, route, and index without any loss in functionality. Most CASNET ApplicationXtender customers have both PC clients and Web clients deployed throughout their organization based on unique user environments or business needs. Our solution meets this requirement.

3.1.1.27 System must have a windows look and feel and be compliant with windows protocols such as print, fax, export and e-mail.

ApplicationXtender is a welcome experience to users familiar with Microsoft Windows applications. ApplicationXtender is compliant with Windows protocols such as print, fax, export, and email for both the PC client and Web client. Our solution meets this requirement.

3.1.1.28 System should support thumbnail viewing of images.

ApplicationXtender offers thumbnail viewing of images. Our solution meets this requirement.

- 3.1.1.29 System must support annotation and markup-up of documents (i.e. highlighting, sticky notes, text messages, redlining, etc.).
ApplicationXtender had an annotation tool. Our solution meets this requirement.
- 3.1.1.30 System must support redacting of sensitive or confidential areas of documents.
ApplicationXtender supports redacting of sensitive or confidential areas of documents with the ability to either place an image overlay to cover sensitive or confidential information or the ability to create a whole new redacted image. Our solution meets this requirement.
- 3.1.1.31 System must support revision control of documents and pages.
Using ODMA allows ApplicationXtender to perform revision control on ApplicationXtender documents created or accessed through ODMA. When you store a document in ApplicationXtender using ODMA, you can check that document into ApplicationXtender. "Checking in and checking out" documents allows ApplicationXtender to track the revisions of a document in the ApplicationXtender system. Our solution meets this requirement.
- 3.1.1.32 System must support replacement of documents and pages.
ApplicationXtender supports replacement of documents and pages based on user rights and privileges administered by System Administrator. This feature of ApplicationXtender is available through user interface in both PC client and Web client. Our solution meets this requirement.
- 3.1.1.33 System must support viewing PDF files without launching the Adobe viewer, but retain all PDF viewing capabilities.
ApplicationXtender meets this requirement with the KeyView Viewer which is standard functionality. The KeyView Viewer allows you to view the content of some foreign files in ApplicationXtender Document Manager. The major benefit of having the KeyView Viewer is that a third-party viewer, such as Adobe Reader or Acrobat, is no longer needed to display the content of the files. Our solution meets this requirements.
- 3.1.1.34 System should support viewing of documents in native format (CAD, JPEG, PDF, etc.)
ApplicationXtender supports viewing of documents in native format including but not limited to CAD, JPEG, PDF, a full list is available upon request. Our solution meets this requirement.

- 3.1.1.35 System must provide the ability to manage multiple file types in a single document, i.e. append a JPG file to a TIF file.
ApplicationXtender supports the ability to manage multiple file types in a single document such as appending JPG to a TIFF file. ApplicationXtender supports any foreign file type or native file type in a single document. Our solution meets this requirement.
- 3.1.1.36 System must support the ability to search and sort on any combination of index fields.
ApplicationXtender provides industry leading combination search capability. By combining multiple search expressions, a user can find a wide range of ApplicationXtender documents with a single query. Our solution meets this requirement.
- 3.1.1.37 System must support wild card, Boolean, ranges, greater than, less than, equal to, greater than or equal to, and less than or equal to search expressions.
ApplicationXtender supports wild card, Boolean, ranges, greater than, less than, equal to, greater than or equal to and less than or equal to search expressions. ApplicationXtender offers this functionality in standard user interface. Our solution meets this requirement.
- 3.1.1.38 System must be able to display multiple images from one result set.
ApplicationXtender supports multiple images displayed from a single result set. Our solution meets this requirement.
- 3.1.1.39 System should be able to manipulate search result sets including sorting, printing, export, email, and realign/saving of column positions.
ApplicationXtender supports the ability to manipulate search result sets including sorting, printing, export, email, and realign/savings of column positions. This manipulation is a differentiator for ApplicationXtender and is provided in the standard user interface. Our solution meets this requirement.
- 3.1.1.40 System should have the ability to save a query for future use. Saved queries should be able to be made public.
ApplicationXtender is one of few enterprise content management systems that provide the ability to save a query for both future use and use by other users including public users. Our solution meets this requirement.

- 3.1.1.41 System must provide the ability to search across multiple applications for a common index value, and must be able to display image content from these applications.
ApplicationXtender meets this requirement with Cross Application Query, a standard feature of the system. With the Cross Application Query feature, you can create and run queries that search multiple ApplicationXtender applications for selected index values.
- 3.1.1.42 System must allow for unlimited number of imaging applications with the ability to secure any and all applications from user access.
ApplicationXtender provides for unlimited number of imaging applications with the ability to secure any and all applications from user access. ApplicationXtender provides three levels of security at user group, user and application. Our solution meets this requirement.
- 3.1.1.43 System must allow for building of document applications without programming or database development.
ApplicationXtender system administrators create applications through the ApplicationXtender Application Generator module. This tool provides for building of document applications without programming or database development. CASNET provides comprehensive training on Application Generator for System Administrators. Our solution meets this requirement.
- 3.1.1.44 System should provide the ability to specify index fields as required, read only, leading zeros, part of a unique key, etc.
ApplicationXtender provides the ability to specify index fields as required, read only, leading zeros, part of a unique key are standard features built into the product. System Administrators are able to select and specify index field attributes with ease using Application Generator. Our solution meets this requirement.
- 3.1.1.45 System should provide validation masks to index fields to ensure proper input (AA-NNN-NNN-AAAA). The attributes of the index fields should be user definable, including but not limited to field name, length, and field data type. ApplicationXtender provides validation masks to index fields as a standard feature. The validation masks are configured by the System Administrator in Application Generator module. This feature ensures proper input and provides a better user experience and faster manual data entry for index values. Index fields can be definable by field name, length, field data type and several other options. Our solution meets this requirement.

3.1.1.46 This section was intentionally left blank.

3.1.1.47 **Computer Generated Reports** – There are a variety of daily, weekly, and month reports generated from the systems operated lottery contractors, and printed on Lottery printers for distribution. **SEE ATTACHMENT 6.** The proposed system must be capable of automatically storing these reports in electronic format and automatically indexing the report for retrieval. At present these reports are either ASCII or PDF.

3.1.1.47.1 The reports are generated on systems owned by contracts of the WV Lottery and there is the possibility that the contractor could change upon renewal of the contract. For this reason the report management software must have the ability to process advanced print streams. ***The remainder of the prior sentence has been deleted.*** At present the system must be able to process ASCII and PDF print streams.

ApplicationXtender Reports Management module meets this requirement. ASCII print streams are supported natively, available module supports PDF.

3.1.1.47.2 ***This subsection has been deleted.***

3.1.1.47.3 The system must automatically detect that a report has been generated and is ready to be processed.

ApplicationXtender Reports Management provides the ability to detect print streams and reports generated that are ready to be processed. Our solution meets this requirement.

3.1.1.47.4 The system must automatically extract data from the report, which will be used to index and retrieve the report.

ApplicationXtender Reports Management provides a powerful data extraction tool for intelligent parsing and indexing of reports. These index values and data can be used for retrieval. Our solution meets this requirement.

3.1.1.47.5 System should offer compression of report prior to storage.

The ApplicationXtender Reports Management Report Processor compresses standard ASCII report files during the extraction process, which allows for flexibility in how the reports are stored. In addition, the compression used on the report file is configurable. Our solution meets this requirement.

3.1.1.47.6 System should offer a data mining tool to extract data from multiple reports and create custom reports as required.

ApplicationXtender Reports Management Business Intelligence Gateway module is a data mining tool to extract data from multiple reports and create customer reports as required. Our solution meets this requirement.

3.1.2 Document Capture and Electronic Forms Capture

In addition to the routine daily work, there are approximately 2 million pages in backlog to be scanned. Bidder must propose a capture solution that is efficient and effective. There will be two high volume workstations that will be installed in Licensing and LVL Security initially. Once backlog is complete, one of the capture stations will be moved to the main Lottery building where it will be used to convert backlog in the other departments.

System must facilitate the creation, publishing, processing and secure management of electronic forms (e-forms). Systems must not require programming of web pages or writing of custom scripts for processing of secure e-forms. Electronic forms system server will be installed in the Lottery DMZ. Please see **ATTACHMENT 3** for sample forms to be managed by this solution and **ATTACHMENT 4 for the volume of documents to be scanned, backlog and estimated electronic forms submissions.**

Manufacturers and operators must be able to securely log in to the e-form server, using a **digital** signature that will identify them and pre-complete their demographic information on the form automatically. **The term "key job" has been deleted.** Our solution meets this requirement via Formatta Electronic Forms Manager and InputAccel modules.

- Describe the application creation process. Describe all options within this process.
An ApplicationXtender application is created using the Application Generator utility. In its simplest form, you provide a name for the application, identify the location where to store images and select the type of data to use for index purposes (search and retrieve). Users are created and permissions are assigned for each application.

- **The second bullet point has been deleted.**

- Describe the retention management capabilities of the proposed solution.
Using the Software Retention Manager module, you create retention policies based upon some date parameters (an absolute date, or a timeframe based upon a date-based index field). You then assign the retention policy to the application, and run reports to identify when documents have expired and are ready for disposition. Documents can not be deleted until the retention period expires or the Retention Administrator removes the document from retention.
- Describe the security capabilities and functionality in the proposed system.
ApplicationXtender provides user id/password authentication to access the content archive. You assign application access, functional access (read, modify, print), and document level access if desired. You can pass-thru Active Directory credentials to leverage User Group setup in your domain. E-forms use user id/password authentication to connect to the e-forms server, and data can be encrypted at the form level. Electronic signature is applied at the server level to confirm data has not been modified.
- Describe the annotation and mark-up features in the proposed solution.
ApplicationXtender supports annotations such as highlighting, transparent shapes, notes, and rubber stamps. Information on image files can also be redacted. Annotation security can prevent unauthorized users from modifying annotations.
- List all possible print streams that can be managed by the proposed system.
ApplicationXtender Reports Management can process ASCII and EBCDIC print streams out of the box. Additional modules enable the processing of PDF, PCL, AFP, Metacode, and EBCDIC(K) print streams.
- Describe any additional standard image manipulation features.
Additionally, ApplicationXtender provides for inverting document pages and customization of user interface to maximize user experience. Our solution meets this requirement.

Section II – Capture and Electronic Forms

- 3.1.2.1 System must offer support for batch scanning, allowing a user to scan an entire batch of pages to be indexed at a later time.
InputAccel allows for scanning in batch mode, whereby entire batches are scanned as required and placed into queues to be indexed at a later time. Our solution meets this requirement.
- 3.1.2.2 Batch scanning must provide support for OCR and Bar Code Recognition. It must be possible to index scanned batches at any scanning workstation.
InputAccel provides support for OCR and Bar Code recognition. Batches can be indexed at any scanning workstation. Our solution meets this requirement.
- 3.1.2.3 System must offer image enhancement utilities for both bi-tonal and color images.
Virtual ReScan (VRS) technology offers image enhancement utilities for both bi-tonal and color images. Our solution meets this requirement.
- 3.1.2.4 System must have the ability to capture documents from any of the scanning-enabled digital copiers and store them to the imaging system. At present all digital copiers are Konica Minolta. This could change in the future.
ApplicationXtender has the ability to capture documents from any of the scanning-enabled digital copiers by “sweeping” the directories in which these documents are stored on the network via Batch Import and placing them into a batch which can be indexed on demand. Our solution meets this requirement.
- 3.1.2.5 Capture solution should offer image enhancement. Bi-tonal image enhancement should allow the user to de-skew, align margins, remove lines and specks, and convert inverse text to black on white. Color enhancement should allow the user to change intensity, contrast, and sharpness of color images.
Image enhancement will be preformed at scan time with the Virtual ReScan (VRS) software. These enhancements can be adjusted by the user. Further enhancement can be preformed by InputAccel as well.

3.1.2.6 Capture solution should offer image enhancement. Bi-tonal image enhancement should allow the user to de-skew, align margins, remove lines and specks, and convert inverse text to black on white. Color enhancement should allow the user to change intensity, contrast, and sharpness of color images.

Image enhancement will be preformed at scan time with the Virtual ReScan (VRS) software. These enhancements can be adjusted by the user. Further enhancement can be preformed by InputAccel as well.

3.1.2.7 Successful vendor will provide scanning hardware. A minimum of 2 production level scanner, 4 departmental scanners and 4 low-volume desktop scanners will be installed. Vendor must provide the workstation specifications for all scanners.

- Supported Operating Systems
 - Windows XP Professional, Windows Server 2003, Windows Vista
- Recommended Hardware
 - CPU Pentium 4, 2 Ghz or higher Dual or Quad-Core.
 - InputAccel supports multiple processors, this will enhance performance.
 - RAM 3 GB

3.1.2.7.1 Production Scanner – Bowe Bell & Howell 9125 Ngenuity or equal

- Two (2) Production, BBH Ngenuity 9125 with VRS Pro
 - 3.1.2.7.1.1 Rated speed of 125 ppm or 250 ipm
 - 3.1.2.7.1.2 Ability to scan color, bi-tonal and grayscale
 - 3.1.2.7.1.3 700 sheet automatic document feeder
 - 3.1.2.7.1.4 600 DPI optical resolution
 - 3.1.2.7.1.5 Unlimited daily duty cycle
 - 3.1.2.7.1.6 VRS Professional
 - 3.1.2.7.1.7 USB 2.0 interface and cable

3.1.2.7.2 Departmental Scanner – Bowe Bell & Howell Truper 3600 Plus or equal

- Four (4) departmental, BBH Truper 3600 with VRS Pro
 - 3.1.2.7.2.1 Rated speed of 67 ppm or 106 ipm
 - 3.1.2.7.2.2 Ability to scan color and bi-tonal
 - 3.1.2.7.2.3 200 sheet automatic document feeder
 - 3.1.2.7.2.4 600 DPI optical resolution
 - 3.1.2.7.2.5 10,000 page daily duty cycle
 - 3.1.2.7.2.6 VRS Professional
 - 3.1.2.7.2.7 USB 2.0 interface and cable

3.1.2.7.3 Low-Volume Desktop Scanner – Canon DR2510C or equal

- Four (4) low volume, Canon DR2510C scanners

3.1.2.8 Capture solution should support document input devices (scanners, digital cameras, multi-function printers/copiers) that are TWAIN, ISIS, or KOF compliant from the Desktop or Web client.

InputAccel and ApplicationXtender support various ways of importing documents into the ApplicationXtender system. Our solution meets this requirement.

3.1.2.9 System should allow scanning directly into the imaging/content management system from desktop scanners and from the digital copiers. The Lottery has various models of the Konica Minolta BizHub which may change in the future.

ApplicationXtender offers direct scanning into its content repository. This is core functionality. Our solution meets this requirement.

3.1.2.10 System should be able to capture local at a remote location and move on-line at a later time if network bandwidth is not available.

By using ApplicationXtender's Move Online utility, our solution meets this requirement.

3.1.2.11 System should allow for the import of images into a batch queue for indexing or direct import of images and associated indexes into the application.

ApplicationXtender's Index image Import or Batch Utility in the Document manager allow for the batching of directly imported documents. Index values are also brought in automatically and saved with the documents. Our solution meets this requirement.

3.1.2.12 Capture solution must provide database lookup functionality so that a primary key field can be entered manually, by barcode, or OCR and other related fields will be completed automatically using information in a SQL Server 2005 database provided by the Lottery.

InputAccel has the ability to perform database lookups as well as perform OCR and read barcodes. Our solution meets this requirement.

3.1.2.13 All communication between an electronic form and a server must be encrypted.

Formatta encrypts all forms sent between users and the e-Forms Manager Software (server). Our solution meets this requirement.

- 3.1.2.14 Data that is entered on the e-form will automatically update the respective Microsoft SQL database.
Data that is entered into an e-Form in Formatta will be routed to appropriate databases for updating. This process is automatic. Our solution meets this requirement.
- 3.1.2.15 System must provide database look-up capability to allow form field completion upon the entry of unique identifiers.
Database lookups can be used to automatically fill in selected fields based on unique identifiers entered into the form. Our solution meets this requirement.
- 3.1.2.16 Proposed e-form solution should include an easy-to-use form design tool that can be used to create a form from scratch or import a scanned paper form or PDF form. Form design tool **must** support the following design functions:
- 3.1.2.16.1 Graphics
 - 3.1.2.16.2 Digital Certification
 - 3.1.2.16.3 Minimum 128-bit native encryption and support 256-bit encryption
 - 3.1.2.16.4 Local field-level pop-up style help
 - 3.1.2.16.5 Attachment handling
 - 3.1.2.16.6 Built-in local logic, calculations, validation, conditions
 - 3.1.2.16.7 Wizard driven help files that travel with the form
- Our solution meets all of these requirements.
- 3.1.2.17 Electronic forms should be available to an unlimited number of users, preferably with no per-user charge.
Our solution provides for an unlimited number of users to access and process forms. There is no per user charge. Our solution meets this requirement.
- 3.1.2.18 Users should be able to view, print, and save their electronic forms locally.
ApplicationXtender allows viewing, printing and saving e-Forms locally. Our solution meets this requirement.
- 3.1.2.19 Upon submission of an electronic form, it should be automatically indexed and stored to the content management repository and initiate a business process workflow.
Our solution will provide this functionality as part of its core functionality. Our solution meets this requirement.

3.1.2.20 Vendor should provide a secure network configuration for proposed e-forms solutions to include diagrams and necessary ports and protocols to communicate securely with the WV Lottery LAN.

Requirement met. E-Forms Manager contains a Tomcat Servlet engine which it uses to serve forms to users, handle requests from forms to perform operations such as submission and signing, and to serve up the administration console. By default, the E-Forms Manager application server accepts HTTP requests on port 8080. This is configurable in the Electronic Forms Manager Administration console. Our solution meeting this requirement.

- Describe all features of the proposed capture solution.
InputAccel is a server-based Capture solution that supports the collection of images from multiple sources, automated separation and enhancement, indexing and release to backend systems. Remote capture is supported through the use of a thin client browser-based utility to capture and index documents.
- Describe the image enhancement capability of the proposed capture system.
InputAccel supports image enhancement functions during processing. There are twenty-three (23) image processing filters available that can enhance images and/or reduce file size. There is built in barcode recognition software that can recognize eleven (11) different types of barcodes, including two (2)-D barcodes. It also supports blank page detection and patch codes for separation.
- ***Describe the method of signing electronic forms and the digital certificate solution.***
Formatta supports electronically signing e-forms using a server-based certificate with user authentication via user id and password. Alternate forms of electronic signing, if required, would involve the use of PDF forms, Adobe Acrobat and a Topaz electronic signature pad, or a Digital Certificate on the workstation.

Section III – Workflow Solution

3.1.3 Integrated Workflow

It is the intent of the Lottery to use workflow to facilitate the Licensing process and other applicable processes. **SEE ATTACHMENT 5**. Documents will be scanned on arrival in Licensing and all tasks required to complete the licensing process must be identified in the workflow, designated as completed, preferably with a date and time stamp, and identify who completed each task.

Electronically, licensing documents will be routed through a defined workflow for approvals. Many of the processes in Limited Video Lottery Security will be managed with workflow. An operator will complete and submit an e-form to be routed to the appropriate personnel based on form type. ***The last sentence has been deleted.***

Workflows are needed for Licensing Process, Limited Video Lottery Security Process approvals, Procurement Process pre-approval and approval.

- 3.1.3.1 System must have an integrated workflow that has the ability to provide rules-based and ad-hoc document routing.
ApplicationXtender Workflow Manager provides rules-based and ad-hoc document routing. Our solution meets this requirement.
- 3.1.3.2 System must support 75 workflow participants.
ApplicationXtender supports seventy-five (75) workflow participants and is scalable to several thousand users. Our solution meets this requirement.
- 3.1.3.3 System must include an application development tool that an administrator can use to design and develop business process maps, database definitions, business rules, and business process roles.
ApplicationXtender Workflow Manager includes application development tool used to design and develop business process maps, database definitions, business rules, and business process roles. Our solution meets this requirement.
- 3.1.3.4 System must have the ability to create, modify, and maintain electronic workflow templates.
ApplicationXtender Workflow Manager supports the ability to create, modify and maintain electronic workflow templates. Our solution meets this requirement.

3.1.3.5 System must have the ability to add, delete, or modify an object or document in a workflow task based on the users' security rights.

ApplicationXtender Workflow Manager supports the ability to add, delete or modify an object or document in a workflow, based on the user security rights as defined within the workflow. Our solution meets this requirement.

3.1.3.6 It must be possible to place a job on hold and indicate the reason and duration of the hold. Other users must be able to see the cause and status of the hold.

ApplicationXtender Workflow Manager supports the ability to place a job on hold and indicate the reason and duration of the hold. Other workflow users have visibility to the status of the hold. Our solution meets this requirement.

3.1.3.7 ***This subsection has been deleted.***

- Describe the steps required to create a rule-based workflow and an ad-hoc workflow.

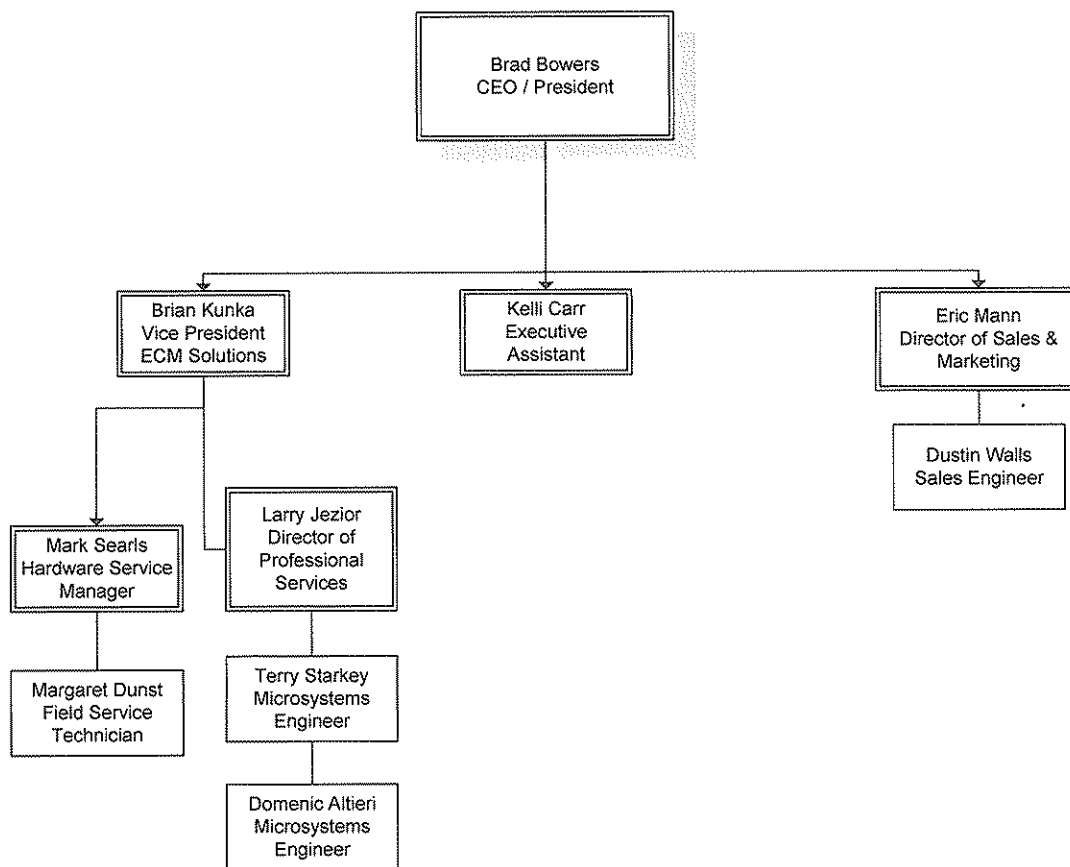
Rules based workflows are created using a Visio-based program with templates to easily map out the current manual workflow process, and convert it to an electronic process based upon the rules defined.

Ad-hoc workflows are created within the workflow environment but do not use the Visio interface. Due to their unpredictable nature the approach is slightly different.

Section IV – Vendor Qualifications

3.1.4 Vendor Qualifications

3.1.4.1 The bidder shall provide an organization chart showing names of the bidder's proposed primary site general manager and key managerial staff. The chart should also show the names of all management, supervisory, and key technical personnel who are expected to be active in ongoing support of the system. Additional support staff need not be named but can be listed by title and quantified. The Agency has the right to refuse the services of any on-site employee of the successful bidder based on the employee's technical competence or criminal background. All management, supervisory, and key technical personnel who will be active in the implementation and ongoing support of the system shall be subject to initial and periodic background checks using the Agency's electronic fingerprint capture system. An individual shall be removed from supporting the contract as an outcome of adverse results from the background checks. In the case of a criminal background refusal, the basis for refusal shall be a conviction of any felony or any crime related to theft, gambling, or involving moral turpitude.



- 3.1.4.2 Software support must be provided Monday through Friday from 8:00 AM until 5:00 PM excluding holidays with a 4 hour response. Hardware maintenance on scanners must be provided Monday through Friday from 8:00 AM to 5:00 PM excluding holidays with a maximum 24 hour response. Support must be provided for a period of 36 months form date of final acceptance by the WV Lottery.

CASNET Sample Support Agreement

This Software Support Master Service Agreement (the "Agreement") is made by and between CASNET ("CASNET") and the customer ("Customer") identified above and is effective on the date stated on Schedule A. This Agreement describes the terms and conditions upon which CASNET shall provide services to Customer in connection with certain software identified on the attached quotation or schedule (the "Attachment") which is part of this Agreement and is incorporated herein by reference. If mutually agreed by the parties, CASNET may from time to time perform additional services for Customer, which shall be evidenced in one or more additional Attachments appended hereto.

1. General Terms – CASNET agrees to provide Software Support and/or Software Products (collectively, the "System" or, with respect to each unit thereof , a "System") described in the attached Software Support Master Service Agreement Schedule "A", (and for the System described in any additional Schedules "A" which may subsequently be attached by mutual agreement between Customer and CASNET) for twelve months commencing the effective date shown on, and at the fees indicated on the attached Schedule "A". The effective date of this Agreement with respect to particular software (as shown on the respective Schedule "A") is herein referred to as the "Effective Date".

2. Add-On Software and Products – If during the term of this Agreement Customer desires to modify the System either by purchase or license of additional Systems or by the addition of accessories to existing Systems, then such Systems may be included in this Agreement by mutual consent of the parties in writing and upon payment of such additional charges as may be specified in such writings.

If, upon the consent of both parties in writing, additional Systems are added to an existing System or an additional System is purchased or licensed and a valid Software Support Master Service Agreement is already in effect, the additional System will be added on a prorated basis so that all covered Systems will be due for renewal on the same date. The CASNET Software Support Master Service Agreement Price List then in effect will be used to prorate fees for the added Software or Software Services.

3. Payment/Taxes – The System fees specified on Schedule "A" are payable in full from Customer within thirty (30) days receipt of CASNET's invoice. Customer shall pay any and all federal, state or local taxes (including without limitations, privilege, sales, use or excise taxes, but excluding taxes based on CASNET's income), unless an

exemption is established to CASNET's satisfaction. CASNET shall not be required to provide service for any Software Products unless all monies due hereunder have been paid by Customer. CASNET may also assess finance charges and/or immediately terminate this Agreement if Customer fails to pay CASNET's invoice within the required time period. All Software Support renewals exceeding 90 days past due will automatically be cancelled. The Software Support reinstatement fee is 10% of the past due maintenance fees, in addition to the amount of the fees past due.

4. Software Support – Software Support shall be provided by CASNET for Systems listed on the Software Support Master Service Agreement at the fees stated on Schedule "A". The following services are included:

A. Help Desk Support – Access and support through the Help Desk that allows Customer to report System problems and seek assistance in use of the licensed software. Help Desk Support is available between the hours of 8.00 AM and 5.00 PM EST Monday through Friday, except holidays.

B. Premium Support – Premium Support includes **Help Desk Support** plus the following enhancements:

- **On-Site Support Minus Expenses** - In the event that the Software Support issues can not be resolved through the normal Help Desk procedures or through Remote Support, CASNET will dispatch a technician to come perform the work at the location of the system. The decision to go on-site is first made by CASNET and then approved by the Customer. CASNET does not take responsibility for other applications running on the server or workstations and will not come on-site to repair these applications. Professional Services for major or minor upgrades are not included.
- **Two Hour Response Time to All New Helpdesk Calls** - CASNET will respond to all new support requests within a two hour period. In many cases the problem will take more than two hours to repair but the issue will be logged.
- **Remote Support** - CASNET will establish a direct connection with the Customer's System via an Web conference application to resolve problems remotely.

C. Software Support – CASNET shall maintain Customer's licensed software so that it operates within current published specifications including all updated or revised versions during the term of this Agreement. CASNET shall be responsible for using all reasonable diligence in correcting verifiable and reproducible errors when reported to CASNET in accordance with CASNET's standard reporting procedures. CASNET shall not be responsible for correcting errors in any version of the licensed software other than the most recent release of the licensed software, provided that CASNET shall continue to support prior releases superseded by recent releases for a reasonable period sufficient to allow Customer to implement the newest release.

D. New Releases and Documentation Updates. CASNET may, from time to time, issue new releases and documentation updates of the licensed Software to Customer, generally containing error corrections and enhancements. CASNET shall provide Customer with one copy of each new release, without additional charge provided all applicable fees associated with this Agreement have been paid according to the terms herein. CASNET shall provide reasonable assistance to help Customer install and operate each new release, provided that such assistance, if required to be at Customer's facility, shall be subject to CASNET's prevailing rates, plus travel and other direct costs.

6. Limitation on Service – CASNET's service provided under this Agreement is contingent upon proper use and application of the Software in accordance with the specifications set forth in CASNET's product literature and (1) does not cover Software if modified, repaired or adjusted by anyone other than CASNET or its authorized representatives; (2) does not apply if adjustment, repair or replacement of the Software is required wholly or partially because of accident, neglect, abuse or operating conditions exceeding specifications (such as voltage overloads); (3) does not cover malfunctions caused by error in installing, operating or training the Software if such installation, operation or training is provided by anyone other than CASNET or its

authorized representatives; (4) does not cover malfunctions caused by defects in or incompatibility with Customer's central processing unit, associated equipment, software, terminals, telephone equipment or network; (5) does not cover preventative maintenance normally provided by Customer; (6) does not include the provision of any supplies or accessories; and (7) does not apply if Customer rejects any standard corrections, modifications or upgrades to the Software supplied or made available by CASNET.

7. Additional Services - Services rendered by CASNET not covered by this Agreement, such as services required to be performed at Customer's premises, may be provided by CASNET at its prevailing rates and under its standard policies for such services, plus reimbursement of travel expenses and other direct costs.

8. Renewal - This Software Support Agreement shall renew automatically on each anniversary of each Effective Date, unless either party give written notice of termination to the other party, to be received at least 30 days in advance of the Renewal Date. CASNET reserves the right to adjust the Software Support fee at each renewal of an Effective Date.

9. Force Majeure - CASNET shall not be liable for any delay in performance or failure to provide service which is due to strikes, fires, acts of God, or other causes beyond its control.

10. Limitation of Liability - IN THE EVENT OF ANY LOSS OR DAMAGE TO CUSTOMER, WHETHER IN CONTRACT, IN TORT OR OTHERWISE, CASNET SHALL HAVE NO LIABILITY BEYOND REPAIR OR REPLACEMENT OF DEFECTIVE SYSTEM AND PARTS, OR, AT CASNET'S OPTION, A PRO RATA REFUND OF THE PREPAID SOFTWARE SUPPORT MASTER AGREEMENT FEES PAID BY CUSTOMER HEREUNDER. IN NO EVENT WILL CASNET BE LIABLE FOR DAMAGES IN EXCESS OF ALL FEES PAID BY CUSTOMER UNDER THIS AGREEMENT. IN NO EVENT SHALL CASNET BE LIABLE FOR LOSS OF PROFITS, LOSS OF USE, INTERRUPTIONS OF BUSINESS, OR FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

11. Warranty Disclaimer - CASNET DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING, WITHOUT LIMITATION, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR INFRINGEMENT).

12. Assignment - Neither this Agreement nor any rights and obligations under it may be assigned by either party without the other party's prior written consent; provided, however, that nothing contained herein shall prohibit CASNET from assigning any and all proceeds due CASNET hereunder, or from assigning any or all of its Software Support duties hereunder to any third party.

13. Miscellaneous - This Agreement shall be governed by and interpreted in accordance with the laws of the State of Ohio applicable to contracts to be executed and performed entirely within such State. No modification of this Agreement shall be binding unless it is in writing and is signed by an authorized representative of the party against whom enforcement of the modification is sought. In the event that any of the terms of this Agreement is declared to be invalid or void by any court or tribunal of competent jurisdiction, such term or terms shall be null and void and shall be deemed severed from this Agreement and all the remaining terms of this Agreement shall remain in full force and effect. This Agreement is the complete and exclusive statement of CASNET's obligations and responsibilities to Customer and supersedes any other proposal, representation, or other communication by or on behalf of CASNET relating to the subject matter hereof.

14. See Attached Addendums

¶

Hardware

Services Included - Services provided by CASNET include only those services required to restore the Equipment to satisfactory operating condition, including, but not limited to, the repair or replacement of parts and components determined to be defective.

Services Excluded - The services described herein do not include any of the following: i) the replacement of any "consumable" parts or components; ii) on-site services which are unnecessary because the equipment is functioning properly; iii) service of equipment which has been subject to alteration, modification, relocation, misuse, negligence, accident, or operation contrary to printed instructions, manufacturer's specifications or duty cycles; iv) services performed at the request of Customer at times or locations other than those specified by Customer; v) software support, system administration, engineering, or programming services of any kind; vi) electrical services external to the Equipment. In the event CASNET provides services of a type described in this section, Customer agrees to pay for such services at CASNET's then current rates for parts, labor and expenses, in addition to any maintenance fees under this Agreement.

- 3.1.4.3 Vendor must provide a minimum of three (3) and maximum of five (5) references. References should include the name, title, organization, telephone number, email address and brief description of the system installed.

Hamilton County Job and Family Services

The largest human services agency in the state of Ohio with over 1200 caseworkers was presented with the challenge of a growing need for public assistance while reducing budget and staff. It was determined that automating the flow of documents through the agency would be a key factor in meeting this challenge. CASNET was selected to implement document management that was integrated with the agency case management system. CASNET implemented a document management system that consists of workflow, kiosk document scanning, integration modules, virtual print driver, e-forms, integration with MS Office applications and digital signatures. The solution delivered allows the agency to scan and route documents from a variety of points of service to the appropriate case worker. Additionally, the workflow provides timers, supervisor notification, auto-indexing based on rules written into the workflow. Hamilton County Job & Family Services was completed in February 2009 with 300 concurrent user licenses activated.

Hamilton County Job & Family Services
Cheryl Cipollone – OnBase Administrator
222 E. Central Parkway
Cincinnati, OH 45202
513-946-1540 | cipolc@jfs.hamilton-co.org

Lucas County

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Lucas County

Kevin Callaghan – Records Manager

700 Adams St

Toledo, OH 43604

419-213-4892 | kcallaghan@co.lucas.oh.us

Myers Industries

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Myers Industries

Pat Bell – Director of Corporate IT

1293 S. Main St

Akron, OH 44301

330-253-5592 | pbell@myersind.com

Eaton Corporation

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Eaton Corporation
Randy Bowles – AR Analyst
34899 Curtis Blvd
Eastlake, OH 44095
440-954-5752
randallbowles@eaton.com

Ohio Lottery Commission

We have experience on staff building the document imaging database for the Ohio Lottery Commission. This database contains the images and associated index values for lottery tickets redeemed in Ohio.

Maureen Hall
Ohio Lottery Commission
615 West Superior Avenue
Cleveland, OH 44113
800-686-4208

- 3.1.4.4 Vendor must provide a detailed implementation plan to include a timeline for installation, testing, training, and application development. See attached timeline.
- 3.1.4.5 Bidder must provide a detailed description of ongoing hardware maintenance and software support. Successful vendor must provide maintenance and support for all software and hardware installed for a period of 3 years or 36 months which commences upon final acceptance by the Lottery. See Section 3.1.4.2
- 3.1.4.6 Vendor must have completed three projects of this scope and size.
- Describe at least three implementations of the proposed system with a brief synopsis of system components and the year of completion. Projects should be comparable in scale to the system proposed.

Hamilton County Job and Family Services

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ID	Name	Duration	Start	Finish	Prede	Week	Week	Week	Week	Week	Week	Week	
						28, '10	Apr 4, '10	Apr 11, '10	Apr 18, '10	Apr 25, '10	May 2, '10	May 9, '10	May 16, '10
						TMTWTFSS	MTWTFSS	MTWTFSS	MTWTFSS	MTWTFSS	MTWTFSS	MTWTFSS	MTWTFSS
1	Lottery Commission Content Management System	115 days	Thu 4/1/10	Wed 9/8/10									
2	Analysis:	33 days	Thu 4/1/10	Mon 5/17/10									
3	Workflow	5 days	Thu 4/1/10	Wed 4/7/10									
4	ApplicationXtender Application requirements	5 days	Thu 4/8/10	Wed 4/14/10 3									
5	ApplicationXtender Report Manager requirements	5 days	Thu 4/15/10	Wed 4/21/10 4									
6	e-Forms (13) review	5 days	Thu 4/22/10	Wed 4/28/10 5									
7	Retention requirements	5 days	Thu 4/29/10	Wed 5/5/10 6									
8	Capture requirements	5 days	Thu 5/6/10	Wed 5/12/10 7									
9	Summarize analysis activities	2 days	Thu 5/13/10	Fri 5/14/10 8									
10	Present analysis data. Agree to move forward	1 day	Mon 5/17/10	Mon 5/17/10 9									
11	Design:	15.5 days	Tue 5/18/10	Tue 6/8/10 2									
12	Workflows (-8)	8.5 days	Tue 5/18/10	Fri 5/28/10									
13	ApplicationXtender applications (-5 - 10)	3 days	Mon 5/24/10	Thu 5/27/10 12FS-4 days									
14	ApplicationXtender Report Manager reports (-5 - 10)	3 days	Thu 5/27/10	Tue 6/1/10 13									
15	e-Forms (~13 forms)	2 days	Tue 5/18/10	Wed 5/19/10 2									
16	Retention Policies (-5 - 10)	2 days	Tue 6/1/10	Thu 6/3/10 14									
17	Batch Classes/Processes (-5 - 10)	10 days	Tue 5/18/10	Mon 5/31/10 2									
18	Summarize design activities	2 days	Thu 6/3/10	Mon 6/7/10 12,13,14,15,16									
19	Present design data. Agree to move forward	1 day	Mon 6/7/10	Tue 6/8/10 18									
20	Build Environment	13 days	Tue 6/15/10	Fri 7/2/10 19FS+5 days									
21	ApplicationXtender Workflow Server	2 days	Tue 6/15/10	Thu 6/17/10									
22	ApplicationXtender License Server	1 day	Thu 6/17/10	Fri 6/18/10 21									
23	ApplicationXtender Web Access.Net	1 day	Fri 6/18/10	Mon 6/21/10 22									
24	ApplicationXtender Render Server	1 day	Mon 6/21/10	Tue 6/22/10 23									
25	ApplicationXtender Reports Manager	0 days	Tue 6/22/10	Tue 6/22/10 24									
26	ApplicationXtender SW Retention Manager (Centera)	0 days	Tue 6/22/10	Tue 6/22/10 25									
27	ApplicationXtender Client (-5)	1 day	Tue 6/22/10	Wed 6/23/10 26									
28	InputAccel Server	1 day	Wed 6/23/10	Thu 6/24/10 27									
29	InputAccel Clients (8, 1 each scanner)	1 day	Thu 6/24/10	Fri 6/25/10 28									
30	Scan stations / VRS (8)	2 days	Fri 6/25/10	Tue 6/29/10 29									
31	Build Test System	3 days	Tue 6/29/10	Fri 7/2/10 30									
32	Development:	15.5 days	Fri 7/2/10	Fri 7/23/10 31									
33	Workflows	8.5 days	Fri 7/2/10	Wed 7/14/10									
34	ApplicationXtender applications	3 days	Thu 7/15/10	Mon 7/19/10 33									
35	ApplicationXtender Report Manager reports	3 days	Tue 7/20/10	Thu 7/22/10 34									
36	e-Forms	6 days	Fri 7/2/10	Mon 7/12/10 20									
37	Retention Policies	1 day	Fri 7/23/10	Fri 7/23/10 35									
38	Batch Classes/Processes	9 days	Fri 7/2/10	Thu 7/15/10 20									
39	Testing:	12 days	Mon 7/26/10	Tue 8/10/10 32									
40	Workflows	3 days	Mon 7/26/10	Wed 7/28/10									
41	ApplicationXtender applications	2 days	Thu 7/29/10	Fri 7/30/10 40									
42	ApplicationXtender Report Manager reports	2 days	Mon 8/2/10	Tue 8/3/10 41									
43	e-Forms	4 days	Wed 8/4/10	Mon 8/9/10 42									

Project: WV Lottery Final
Date: Wed 3/3/10

Task Split

Progress Milestone

Summary Project Summary

External Tasks External Milestone

Deadline

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ID	Name	Duration	Start	Finish	Prede.	28. '10	Apr. 4, '10	Apr. 11, '10	Apr. 18, '10	Apr. 25, '10	May 2, '10	May 9, '10	May 16, '10
						T W T T F	S M T W T F	S M T W T F	S M T W T F	S M T W T F	S M T W T F	S M T W T F	S M T W T F
44	Retention Policies	3 days	Mon 8/27/10	Wed 8/4/10 41									
45	Batch Classes/Processes	4 days	Mon 8/27/10	Thu 8/5/10 41									
46	Formal Test Review. Agree to move forward	1 day	Tue 8/10/10	Tue 8/10/10 40,41,42,43,44									
47	Deployment:	4 days	Wed 8/11/10	Mon 8/16/10 39									
48	Port test system to production	4 days	Wed 8/11/10	Mon 8/16/10									
49	Training Documentation:	3 days	Tue 8/17/10	Thu 8/19/10 47									
50	Workflows	1 day	Tue 8/17/10	Tue 8/17/10									
51	ApplicationXtender applications (search & retrieve)	1 day	Tue 8/17/10	Tue 8/17/10									
52	ApplicationXtender Report Manager reports	1 day	Tue 8/17/10	Tue 8/17/10									
53	e-Forms (filling and submitting)	2 days	Tue 8/17/10	Wed 8/18/10									
54	Retention Policies (if manual policies)	1 day	Tue 8/17/10	Tue 8/17/10									
55	Batch Classes/Processes	3 days	Tue 8/17/10	Thu 8/19/10									
56	Admin Training:	4 days	Thu 8/19/10	Wed 8/25/10 49									
57	Workflows	1 day	Fri 8/20/10	Fri 8/20/10									
58	ApplicationXtender applications	1 day	Mon 8/23/10	Mon 8/23/10 57									
59	ApplicationXtender Report Manager reports	0 days	Thu 8/19/10	Thu 8/19/10									
60	e-Forms	0 days	Thu 8/19/10	Thu 8/19/10									
61	Retention Policies	0 days	Thu 8/19/10	Thu 8/19/10									
62	Batch Classes/Processes	1 day	Tue 8/24/10	Tue 8/24/10 58									
63	System Monitoring (all aspects)	0 days	Thu 8/19/10	Thu 8/19/10									
64	System Development/Modification	0 days	Thu 8/19/10	Thu 8/19/10									
65	Business Continuity / Disaster Recovery	0 days	Thu 8/19/10	Thu 8/19/10									
66	Documentation	1 day	Wed 8/25/10	Wed 8/25/10 62									
67	End User:	10 days	Thu 8/26/10	Wed 9/8/10 55									
68	Workflows	2 days	Thu 8/28/10	Fri 8/27/10									
69	ApplicationXtender applications (search & retrieve)	2 days	Mon 8/30/10	Tue 8/31/10 68									
70	ApplicationXtender Report Manager reports	1 day	Wed 9/1/10	Wed 9/1/10 69									
71	e-Forms (filling and submitting)	2 days	Thu 9/2/10	Fri 9/3/10 70									
72	Retention Policies (if manual policies)	1 day	Mon 9/6/10	Mon 9/6/10 71									
73	Batch Classes/Processes	2 days	Tue 9/7/10	Wed 9/8/10 72									

Project: WV Lottery Final
Date: Wed 8/3/10

Task Split

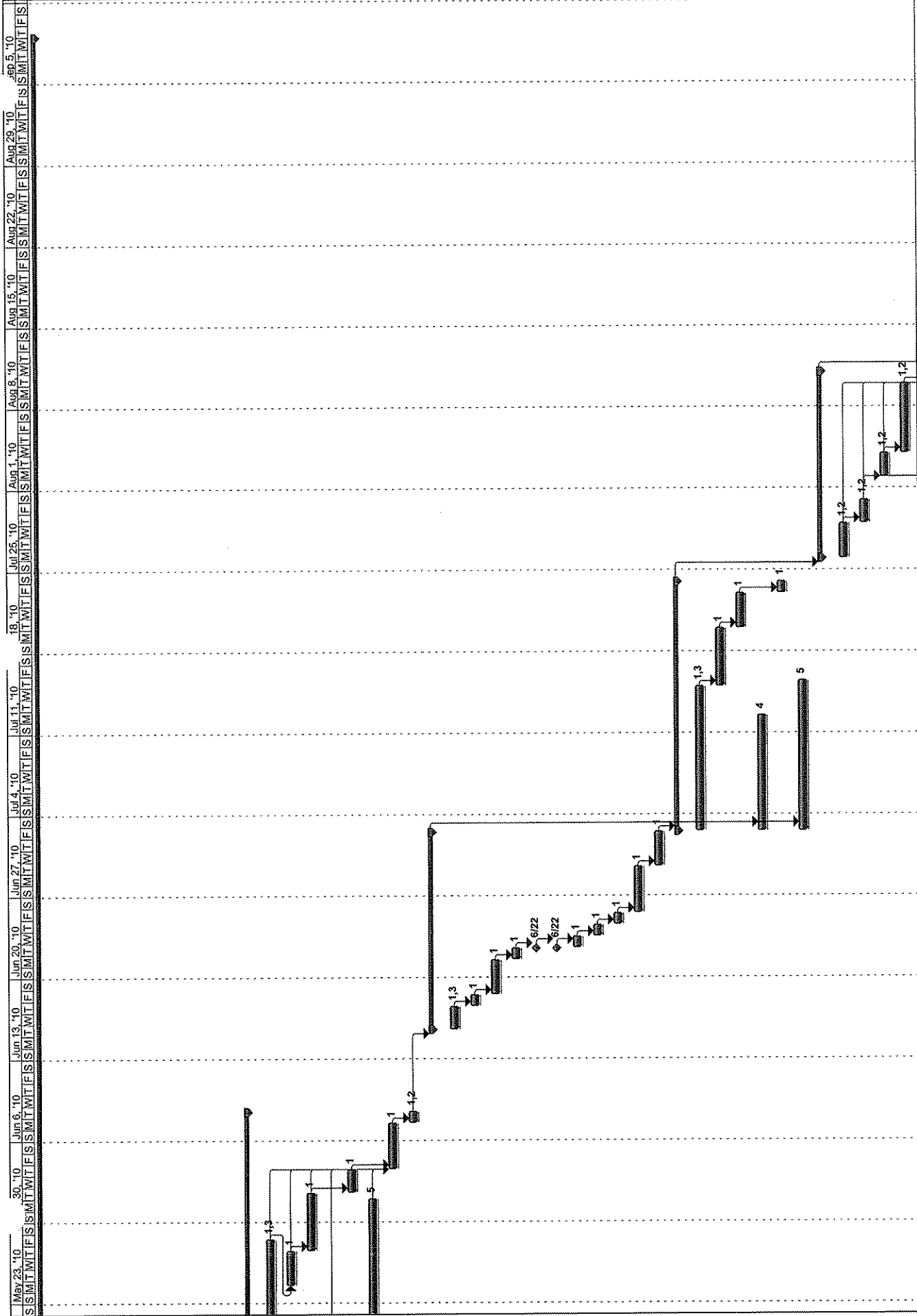
Progress Milestone

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Project: WV Lottery Final
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Task Split

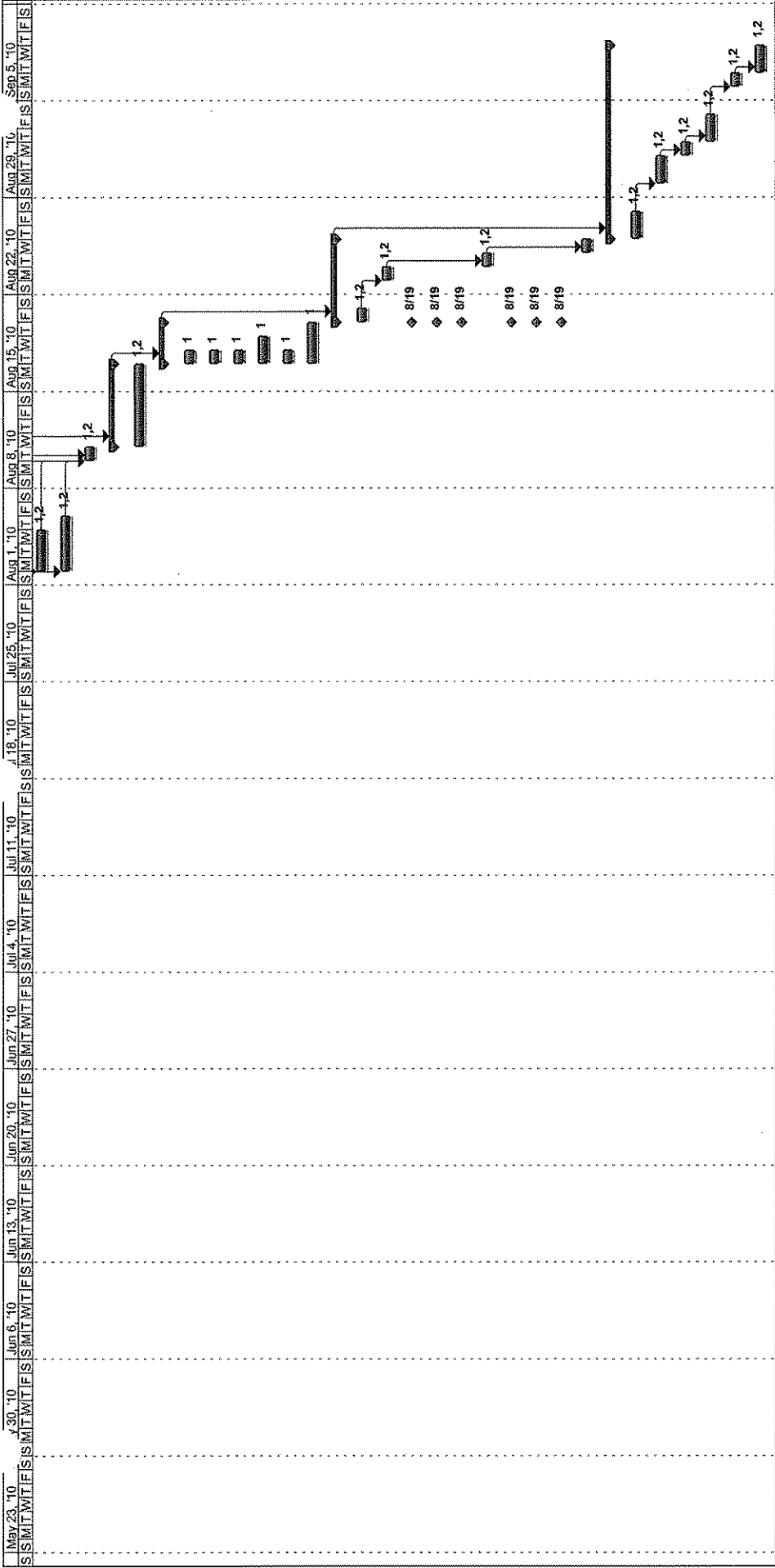
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- Bidder should list reference responses to include the name, title, organization, telephone number, email address and brief description of the system installed.

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pbell@myersind.com

Eaton Corporation
Randy Bowles – AR Analyst
34899 Curtis Blvd
Eastlake, OH 44095
440-954-5752
randallbowles@eaton.com

- Describe Implementation Plan to include a timeline for installation, testing, training, and application development.
A proposed project plan is attached to this bid response. This plan is subject to change based upon initial discovery meetings and/or project . . .
- Describe ongoing hardware maintenance and software support. Vendor should describe the methods used to provide system support (i.e. on-site, telephone, remote via the Internet).
See Section 3.1.4.2

- Describe a training plan for system administrators to include application/project development, workflow management, e-forms creation and management and security management.

Assuming we install a test system, we use this system for Training purposes. Administrator training is 1-to-1 or similar. This would cover Installation, Configuration and general Administration. We could restore a Production database into a Test database name and change the pointers to images. New instances of the software, installed on a physically separate machine, would be pointed to the Test database. Test PC's would be setup to point to the Test database and any new Applications, Batch Processes, Report Streams, Workflows, e-forms or the like would be created on and tested using the Test system. Administrators and End Users would be trained pointing to the Test database. End User training will use Train-the-Trainer approach, whereby CASNET would conduct the training session and the Trainers would assist in a teaching-assistant capacity. There would likely be classes of 10 in a lab setting.

Provide documentation from the following:

- 1) ApplicationXtender Concepts & Planning, pg 61, System Admin Best Practices
- 2) WX Admin Guide, pg 151
- 3) InputAccel Installation Guide
- 4) Formatta Electronic Forms Manager Installation Guide, pg 63, Maintaining Electronic Forms Manager

3.2 **Scope of Work**

3.2.1 The vendor will install and test all software to the satisfaction of the West Virginia Lottery. Testing criteria will be determined by the Lottery during implementation and will include but not be limited to:

3.2.1.1 Capture

Capture

The Capture component of the proposed solution will use the InputAccel product from EMC. InputAccel is a web-based, global input management system that converts business critical information from paper or electronic sources into digital content and delivers it to back-end systems.

The solution as proposed will include the installation and configuration of an InputAccel server, with 8 client PC installations that can either scan files using digital scanners, or import electronic files that have been captured from multi-functional devices, via email attachments or the like. Documents are collected in batches, enhanced as desired, then indexed and released to the Image archive. The InputAccel server requires a SQL Server database that can be on the same physical server, or on another instance of SQL Server.

3.2.1.2 Store and retrieve

Store and Retrieve

The Store and Retrieve component of the proposed solution will use the ApplicationXtender (AX) suite of products from EMC. ApplicationXtender organizes documents into applications. Documents consist of one or more pages. Documents have index fields, which act as a label for the document and are used to search and retrieve content. The Capture system will be used to collect content before it is released to the ApplicationXtender Image archive. Reports will be processed by the ApplicationXtender Reports Management module then stored into the ApplicationXtender Image archive.

The solution as proposed will include the installation and configuration of the server components of the ApplicationXtender system; License Server, Reports Management, Web Server, Render Server and Retention Manager. It will include the creation of ApplicationXtender applications to support the workflows and reports as will be defined based on the assessment phase of the project. ApplicationXtender requires a SQL Server database to store index values and pointers to the ApplicationXtender images.

3.2.1.3 E-form creation and submit to workflow

The E-Form component of the proposed solution will use the E-Forms Manager product from Formatta. E-Forms Manager is a web-based e-forms solution that allows an organization to quickly capture, verify and integrates data used in enterprise processes with business critical systems.

The solution as proposed will include the installation and configuration of the E-Forms Manager Server, the creation of 13 e-forms as described in the RFP Appendix, and the backend processes required to release submitted e-forms to the ApplicationXtender Image Archive. The client component (Filler) is a simple download and install analogous to Adobe Acrobat Reader. The server comes with its own embedded database, or can optionally use a SQL Server database that can be on the same physical server, or on another instance of SQL Server.

3.2.1.4 Workflow routing

The Workflow Routing component of the proposed solution will use the ApplicationXtender suite of products from EMC. As documents enter the ApplicationXtender Image Archive, they will trigger the appropriate workflow process based on the type of document they are.

The solution as proposed will include the installation and configuration of the Workflow Server. It will also include the development of the workflow processes as will be defined based on the assessment phase of the project.

3.2.1.5 Business continuance/failover

Business Continuity for the proposed system can be accomplished in several different scenarios depending upon the amount of downtime deemed acceptable by the West Virginia Lottery.

Minimally, all databases and imagestores should be backed up on a regular basis. Separate hardware devices should be available to re-install software as necessary, or the various software modules can be installed in advance on separate hardware. In the event of disaster, new license files can be procured from the software manufacturers and modifications can be made to the configurations to bring the alternate environment online.

The following software components would need to be considered for having hardware available or in a high-availability configuration:

- ApplicationXtender License Server
- ApplicationXtender Reports Management
- ApplicationXtender Web Access
- ApplicationXtender Render Server
- ApplicationXtender Retention Manager
- InputAccel Server
- InputAccel Clients
- Formatta Electronic Forms Manager

The following provides basic business continuity to this project; more detail will be provided at the conclusion of this project:

- Backing up ApplicationXtender databases. Within SQL you can mirror your ApplicationXtender database(s) to another SQL Server and automatically failover in the event that the primary SQL Server goes down.
- Backing up ApplicationXtender imagestores. Primary storage will be on a SAN. Documents will be archived, based on specified parameters, to Centera. Centera will be replicated off-site. The primary storage path should be backed up. In the event of Centera failure, the replicated data can be restored.
- Backing up ApplicationXtender Reports Management directories (.cfg, samples, etc..). ApplicationXtender Reports Management can be restored to a different computer by installing the software onto the new computer, restoring registry entries and mimicking all data paths from the original ApplicationXtender Reports Management computer.
- Backing up InputAccel database. See above, the database can be mirrored, then the InputAccel Server can failover to the mirror database.

- How to backup InputAccel Processes? They are on the InputAccel server. The InputAccel Server folder should be backed up, and can be restored to another server in the event of a failure.
- Backing up the Formatta Electronic Forms Manager database. It will reside in SQL and be backed up as any other database, and/or mirrored.
- Backing up the Formatta Master forms. Electronic Forms Manager would be installed onto a new server and point to the new database
- Backing up the Workflow database(s). They will reside in SQL. See above.

Explain what would be needed for failover? We can have a procedure for this (not too detailed) and review it, if necessary, at a later date.

3.2.1.6 This subsection has been deleted.

3.2.2 The Lottery will arrange for EMC to work with the successful vendor to integrate the proposed system with the EMC Symmetrix DMX and EMC Centera for image and data storage, archiving and business continuance. CASNET will work with EMC and the Lottery to integrate the proposed system.

3.2.3 Vendor will create and test multiple workflows for Licensing, *and* Limited Video Lottery Security. ***The word "Procurement" has been deleted from this subsection.***

Workflows to include

- Licensing
- Limited Video Lottery Security

3.2.4 Vendor will configure the e-form server and create and test 13 e-forms as provided in **ATTACHMENT 3**. CASNET will configure the e-form server and create and test thirteen (13) e-forms as provided in Attachment 3.

3.2.5 Vendor will configure all servers to the specification of the proposed software for optimal performance and security best practices. Lottery will provide the servers with the operating system installed. CASNET will configure as required above.

3.2.6 Vendor will configure two production capture workstation PCs that will be provided by the Lottery, and install and test production scanners. CASNET will configure at least two (2) Production Capture PC's, with Scan. CASNET will configure eight (8) scan stations as part of this project.

3.2.7 Section 2 of the RFP functions to give each Bidder an idea of where the majority of documents flow through the Lottery as of the time of this

publication and is for informational purposes only because the processes may change prior to the award of the contract. **SEE ATTACHMENT 5.** The successful vendor must review the workflows performed by the Agency after the award of the contract and analyze the workflows prior to actual implementation to verify the workflows being utilized and recommend more efficient processes where inefficiencies exist.

Section 2 process description is subject to change. Revisiting these processes will be part of the overall project as an Analysis / Discovery phase. We expect to review once bid is awarded.

3.2.8 Vendor will train all end users. Various levels of training will be required from retrieve only users to system administrators. Bidder must provide a training plan for system administrators to include application/project development, workflow management, e-forms creation and management and security management. Separate training will need to be provided to scanning personnel, workflow participants and retrieve-only users. **All training should be available to the end users in the State of West Virginia.**

Training – Supply the Plan and materials

- Train the Administrators
- Train Power Users who will train end users

CASNET will provide various levels of training as required by the Lottery. Training will be customized to the type of user such as administrators, scanning personnel, workflow participants and retrieve-only users. All training and documentation will be available to the end users in the State of West Virginia.

Section V – Presentation/Demonstration

- 3.2.9 *All qualified bidders who submit proposals will be invited to the Lottery's headquarters or an external location approved by the Lottery, for an oral presentation and demonstration worth a maximum of ten (10) points. The oral presentation and demonstration shall include senior Bidder principals, individuals who will serve the Lottery's account and, if applicable, representation of any subcontracts that are proposed. The oral presentation and demonstration must be a presentation of and demonstrate the technical proposal requirements as set forth in Section 3, as well as any additional functionality proposed in response to Section 4. The Lottery will not be responsible for providing equipment necessary to present or demonstrate a product. A written invitation for the presentation and demonstration shall include information concerning time limits and other logistics. The Lottery reserves the right to make an audio and/or video recording of all presentations and demonstrations.*