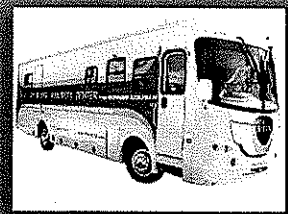
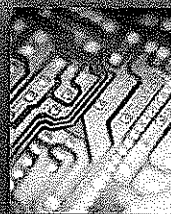
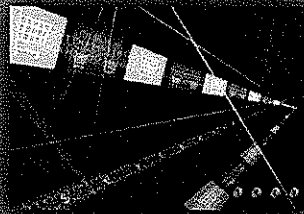


Celebrating
25 years

Document Imaging & Content Management

Construction
Education
High Tech
Health Care
Transportation
Non-Profit



RFP LOT454
Document Imaging and Content Management
Technical Proposal

State of West Virginia
Department of Administration
Purchasing Division
March 4, 2010

The information contained in this Technical Proposal is valid for six (6) months from the date stated above.

The information included in this Proposal shall not be used in whole or in part for any purpose other than to evaluate SIS, LLC as a technology partner for State of West Virginia.

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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

RFO NUMBER
LOT454

PAGE
1

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

VENDOR TO

*716153340 01 304-768-1645
 SOFTWARE INFORMATION SYSTEMS
 200 ASSOCIATION DR #210
 CHARLESTON WV 25311-1268

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						
001	1	LS		898-74		
DOCUMENT IMAGING AND CONTENT MANAGEMENT						
EXHIBIT 10						
REQUISITION NO.: LOT454						
ADDENDUM ACKNOWLEDGEMENT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Charles D. Arnett</i>	TELEPHONE 304 768-1645	DATE 3-4-2010
TITLE Client Representative	FEIN 61-1371685	

ADDRESS CHANGES TO BE NOTED ABOVE



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

RFQ NUMBER
LOT454

PAGE
2

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 SOFTWARE INFORMATION SYSTEMS
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 CHARLESTON WV 25311-1268

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
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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 *[Signature]*
 - NO. 2 *[Signature]*
 - NO. 3
 - NO. 4
 - NO. 5

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[Signature]

 SIGNATURE
Software Information Systems LLC
 COMPANY

 3/4/2010
 DATE

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State of West Virginia

RFP LOT454 Document Imaging and Content Management Technical Proposal

Proposal Due Date: 03/04/2010, 1:30 P.M

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REQUEST FOR QUOTATION

West Virginia Lottery RFP# LOT454

Executive Summary and Proposal Overview

Software Information Systems, LLC (SIS) is pleased to offer for your consideration our response to RFP LOT454 for a Document Imaging and Content Management System with Integrated Workflow. SIS, a Premier IBM Business Partner, acting as Prime Contractor and The Dayhuff Group, also a Premier IBM Business Partner, are responding to this Request for Proposal with IBM's FileNet Content Management Suite of Products and other complementary technologies and implementation services. We feel confident that our proposal meets and exceeds the mandatory requirements set forth in the RFP and we look forward to participating in the evaluation process.

IBM is the world technology leader in providing enterprises with the ability to manage their information assets to optimize their decision making process. The IBM Document Imaging and Content Management suite of products will provide the West Virginia Lottery Commission the means to streamline its workflow processes and provide the critical information to help the West Virginia Lottery Commission compete in an ever changing Gaming environment, especially with the emerging competition from neighboring states. IBM is well known for providing the continuing support for its products that will permit the West Virginia Lottery to receive the added value well into the future. SIS, The Dayhuff Group and IBM are committed to the success of this very important project for the West Virginia Lottery Commission.

SIS, started in 1982, is a Premier IBM Business Partner headquartered in Lexington, KY with regional offices in Charleston WV, Louisville, KY, London, KY, Cincinnati, OH, Indianapolis, IN, Alexandria, VA, Grand Rapids, MI and Los Angeles, CA. SIS is a current State of West Virginia SIP08 contract holder administered through the Governor's Office of Technology. SIS has developed many cordial relationships with State Agencies as a technology provider.

The Dayhuff Group is a long time Premier IBM Business Partner headquartered on Columbus, OH. As leaders in Enterprise Content Management, they specialize in delivering fast, focused, high quality solutions with solid returns on investment using Content Manager, FileNet and other supporting technologies. Their strategic partnerships provide best of breed hardware and software solution including, IBM, Bowe Bell & Howell, Napersoft, Kodak, Kofax and Microsoft. Their enterprise content management and business intelligence practice help enterprises to reduce the complexity of organizing and distributing information and lead to competitive advantages, overall better decisions and an improved bottom line. The Dayhuff Group is solely focused on business information solutions that result in improvement of your business processes and achievement of your business goals, offering packaged solutions and custom development. The Dayhuff Group serves clients throughout the continental United States and Hawaii. They have extensive industry experience in Insurance, State Government, Retail, Public Utilities, Manufacturing, Higher Education and Banking/Finance.

Part 3 Procurement Specifications And Deliverables

3.1 General Requirements

The successful bidder will be responsible for providing a turn-key solution that includes an integrated electronic content management, workflow, electronic forms processing, and computer reports management solution. ***The Lottery will not be utilizing a digital signature application, with the exception of e-forms, upon the initial implementation of a document/content management system.***

Section I - General Requirements

Section I - General requirements for content management and reports management system features, implementation plan, and references. Section 3.1.1 Solution overview description

Application Creation Process and Options

A user can select a form template from a list of available forms. The selected form will be translated from its native format into a combination of HTML and JavaScript via the Lotus Webform Server providing a zero-footprint application to the end user. The form may then be viewed, filled out, saved, printed, signed, and submitted.

Webform Server uses a collection of server components to intercept requests for XFDL forms, translate those forms into HTML and JavaScript™, and return the translated forms to the user. Webform Server can then receive completed HTML forms, translate them back into the original XFDL, and pass the completed XFDL forms to a processing application. Furthermore, you can configure Webform Server to use Asynchronous JavaScript and XML (Ajax) to allow dynamic, real-time form or item modifications.

Once the form is submitted, the application form will automatically start on a FileNet workflow process where automated decisions can be made based on the metadata gathered from the form itself, and users can interact with the form, reviewing and approving it, adding additional content, and routing the form to another application based on user decisions.

Digital Signature Solution

Digital signatures are among the most secure electronic signatures. When you use digital signatures, each user is given a digital certificate. This certificate is actually a small file on a disk or on another device, such as a smart card. Each certificate also contains a unique code, and the certificate imprints this code on each signature you create with it. This means that all of your signatures can be traced back to your certificate, and the certificate itself can be traced back to you. In this way, digital signatures identify you through a clear chain of ownership.

Lotus® Forms supports signatures based on the RSA standard. This is a public standard that is broadly supported by both Public Key Infrastructure (PKI) and browser vendors. Lotus Forms products rely on the security libraries in the Microsoft® Internet Explorer and Netscape browsers to provide support for RSA signatures.

Proposed Solution Retention Management Capabilities

The proposed IBM FileNet Solution including P8 and Records Manager helps you manage compliance with regulations by providing:

- Security to protect your critical information
- Auditing features to detail who accessed the information
- “Zero-Click” method of enforcing records management policies

With Zero-Click’s unique capabilities, workflows that we develop in FileNet for WV Lottery can define records management policies that automatically identify, classify, and declare information as records-based on unique requirements. Policy-based retention is enforced by the system and not left to guesswork. Zero-Click’s capabilities include:

- Eliminates errors, misclassification, incorrect or premature document destruction
- Ensures consistent policy enforcement
- Frees up valuable resources to focus on their work rather than learning and administering records management policies

Automating the capture, management, classification, and declaration of business content, in addition to activating that content with business processes, provides the WV Lottery with the greatest efficiency, scalability, consistency, and value. It also enables sharing and leveraging content within the organization and with partners and customers.

Security Capabilities and Functionality

FileNet Content Manager’s flexible security inheritance model allows an object’s security to be derived from meaningful relationships rather than only folder containment. The security inheritance model provides several key advantages, including:

It can be customized, with P8 Content Engine metadata and exist as natural extension of an application’s object model

Security can be changed in application specific ways without requiring the update of each individual object’s access control list

An object’s security may be dynamically inherited from other related objects

In addition, Security Folders now allow custom objects to inherit security from a folder it is not filed in. Previous versions only allowed inheritance from folders that contained the object. This new Security Folder feature is similar to the existing Security Parent feature.

Security is provided for all components included in this proposal. For example:

For FileNet Capture Professional, security is provided on multiple levels that protect documents and batches from unauthorized tampering is provided.

FileNet Content Manager and Infosphere Enterprise Records provides you with security to protect critical information, auditing features to detail who has viewed the information, and a “Zero-Click” method of enforcing your records management policies. Information can be automatically

classified and declared as a record based on your specific business requirements. Once declared, relevant retention policies are enforced by the system not business users.

Content Manager OnDemand provides Logical views for customizing the look of a document to meet individual needs, allowing WV Lottery users to delete, replicate, and rearrange columns to enhance viewer productivity and provide additional security filtering. Built-in security features allow administrators to control access to the system and its archived documents.

For Lotus Forms, electronic signatures essentially lock the data on a form so that it is obvious when tampering occurs. Tampering with the signed data causes the signature to break, which lets you know that you should not trust the document.

Annotation and Mark-up Features

FileNet includes a built-in image viewer. Users use Image Viewer to view image documents stored in Workplace or Workplace XT. You can view, zoom, magnify, scroll, pan, rotate, print, and add annotations to image documents.

The OnDemand archive allows authorized users to make text annotations to any record in the archive. This annotation is stored in the database row associated with the record, so that if the record is retrieved, the annotation is viewable as well. The annotation may be deemed private or public thus enabling viewing of the note to either a select group or to anyone with access to that document.

Managed Print Streams

OnDemand authorized users have electronic access to print streams such as computer-generated documents, bills, invoices, and statements, helping improve employee productivity and enabling quick response to customer or partner inquiries. OnDemand is designed to provide document indexing of print streams which automatically extracts index information from reports and documents and then builds a relational database. Once captured, OnDemand provides users with selective retrieval of reports and report segments. With a user interface that supports "fill-in-the-blanks" queries, WV Lottery users can generate a document list from which they can choose reports to view, annotate, print or fax.

Additional Standard Image Manipulation Features

In addition to the standard annotations described above, iRedact Server (included in this configuration) supports the redaction of documents in FileNet by allowing users to annotate the source document and route it on a workflow that permanently removes the hidden area, while optionally retaining the original as a secured version of the document.

Because of FileNet's powerful Business Process Management engine, additional 3rd party image manipulation features can be added to this configuration. This could include automated, dynamic redaction of documents based on advanced document recognition or other image manipulation features that have yet to be identified.

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.

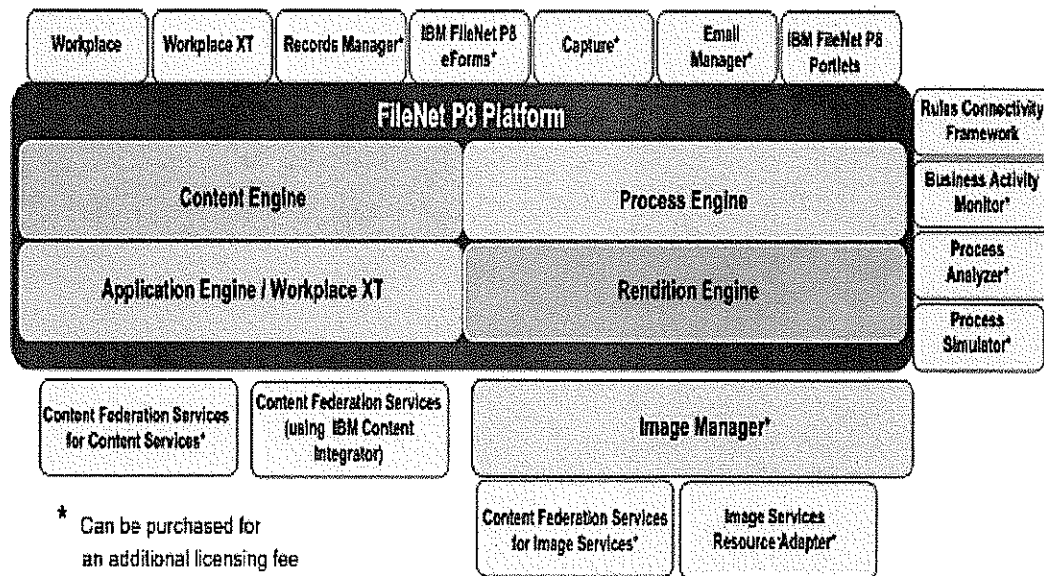
FileNet is a COTS-based, non-proprietary, open architecture solution that runs on Windows as well as other platforms. The IBM FileNet P8 Platform approach combines Enterprise Content Management, Business Process Management and Records Management and Compliance under a flexible architecture that allows you to expand as your business needs change. Components include Enterprise Content Management, Business Process Management, Records Management,

The combination of our content management, business process management and records management for compliance makes IBM's ECM solution worthy of your consideration. Our solution combines these key components in one scalable platform. IBM provides all these capabilities with virtually unlimited scalability and extensive system support.

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.

The IBM® FileNet® P8 Platform leverages the best from FileNet's Enterprise Content Management, Business Process Management, and Compliance offerings to provide unparalleled scalability and flexibility. Years of industry experience combined with true, customer-interactive design and development enabled the design of one of the most extensive, wide-reaching offerings available today.

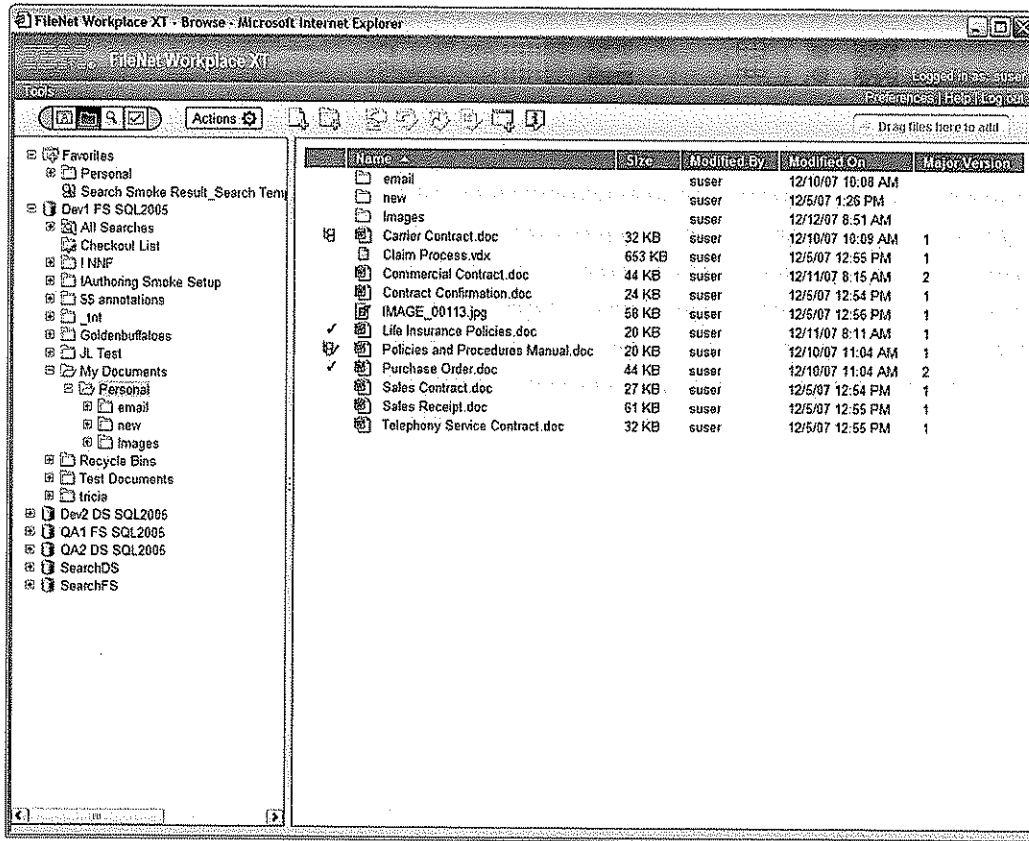
The WV Lottery can leverage the P8 platform approach, select functionality to meet specific business and technology needs, and allow for future expansion and functionality enhancements as needs arise. The following chart shows the functional extensibility offered through this unique platform approach.



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

FileNet Workplace XT provides this single interface. Workplace XT is the next-generation FileNet P8 platform Web application. Building on a familiar browse and search interface,

users can quickly become productive in their content management environment. Workplace XT provides the tools (such as Process Designer and entry templates) by which business application designers can access the document management and business process management features of FileNet P8.



Workplace XT provides:

- Preconfigured folders:
 - A Favorites folder where you can store links to frequently accessed folders and documents.
 - An All Searches folder that lists all predefined searches.
 - A Checkout List folder that displays all documents currently checked out to you.
- Intra-Application Drag and Drop to allow document and folder drag-and-drop from within Workplace XT to file or move documents and folders
- Inter-Application Drag and Drop that allows users to drag one or more documents from the local Windows® Explorer and add them to Workplace XT by dropping them directly in an object store or folder.
- Search Template and Stored Search improvements that are enabled within the Workplace XT framework. These include:

- Improved visual layout of a search template provides quick identification of the search logic.
 - Search templates that are accessible from the tree view and the search view is incorporated into the list-view.
 - Summaries from content-based searches are now displayed as a second row in the list view for both stored searched.
 - File Tracker allows users to track documents on their local workstation after check-out. Additional site preference options for File Tracker are now available for New, Save and Open.
 - Workplace XT is Records Management certified and can be used to visually distinguish documents that are declared as records.
 - Workplace and Workplace XT documentation is combined to improve context-based online help usage.
 - Workplace XT login, browse and search employ Bi-directional Language Support user interface mirroring.
 - eForms Enhancement Support includes a new 'Date Time' feature that extends the current Date format to also support Time. This allows eForms to present a "moment in time" and map the value to both the standard XML date-time data format as well as to the combined date-time P8 data type.
 - The bi-directional mapping of column values provides the ability for two-way mapping between the form table column values and workflow multi-value arrays.
- 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)

IBM FileNet Capture Professional provides a high-performance, highly flexible, and customizable capture solution that integrates with IBM FileNet Content Manager and capture, enhance and promote images through the capture process to improve image verification, OCR, 1D and 2D barcode recognition, and patch code recognition for black & white, grayscale and color images.

3.1.1.4.2 Computer output reports data

With DB2 Content Manager OnDemand, authorized users have on demand, electronic access to computer-generated documents, bills, invoices, and statements, helping improve employee productivity and enabling quick response to customer or partner inquiries.

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

FileNet P8 provides the tools to capture, store, and manage all types of electronic content – information previously locked away in disparate or stove-piped business systems. You can leverage and share office documents, digital images, CAD, email, audio/video, reports, and virtually all other types of content across your enterprise, with partners, and with your constituents.

3.1.1.4.4 Foreign files must be able to remain in native format

FileNet P8 does not modify the file format unless a specifically defined business process chooses to render a document as a different format.

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.

FileNet server components support Windows Server 2003 SP1 and higher, as well as Windows Server 2008 base version and higher. Other operating systems are supported as well.

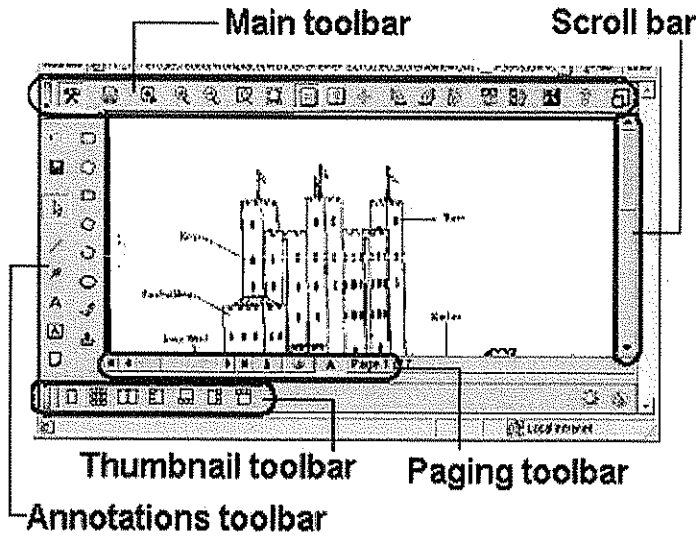
Client operating systems supported include Windows XP SP2 and higher, as well as Windows Vista. There is also planned support for Windows 7. Macintosh OS X 10.5 is also supported for FileNet Workplace.

For additional information, please see
<http://www-01.ibm.com/support/docview.wss?uid=swg27013654&aid=5>.

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

- 3.1.1.6.1 Zooming In & Out
- 3.1.1.6.2 Redaction and redaction 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 Rotates, 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

FileNet includes a built-in image viewer. Users use Image Viewer to view image documents stored in Workplace or Workplace XT. You can view, zoom, magnify, scroll, pan, rotate, print, and add annotations to image documents.



The Annotations Toolbar button on the Image Viewer main toolbar toggles the display of the Annotations toolbar. With the annotations toolbar displayed, you can select an existing annotation, save changes, or draw a new annotation. In addition to the standard annotations, iRedact Server (included in this configuration) supports the redaction of documents by allowing users to annotate the source document and route it on a workflow that permanently removes the hidden area, while optionally retaining the original as a secured version of the document.

3.1.1.7 System should support Microsoft .NET platform.

FileNet includes robust Application Programming Interfaces (APIs) that provide an extensible platform for development and cross-repository queries and allows administrators to configure systems programmatically. Java, Web Service and .NET APIs provide a rich set of programming interfaces to FileNet.

The .NET API provides for development of applications using the Microsoft® .NET platform.

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.

FileNet Application Programming Interfaces (APIs) provide an extensible platform for development and cross-repository queries and allows administrators to configure systems programmatically.

- A Java™ API provides a rich set of Java classes that map to object store objects, such as Document, Folder, or Property Description.
- A Web Service API allows you to author applications in a platform and language independent manner by exposing the object model in a small number of generic methods suitable for deployment in a web environment.
- A .NET API (which is functionally equivalent to the Java API) provides for development of applications using the Microsoft® .NET platform.

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/XML interface.

FileNet can image enable applications. Based on an open J2EE environment and integration with enterprise business applications and content, FileNet P8 uses XML, SOAP, and other standards. The FileNet P8 Platform includes comprehensive application programming interfaces, including SOAP-based Web Services for building solutions using a Service-Oriented Architecture (SOA).

3.1.1.10 System must support central configuration for all applications and/or modules and provide for remote administration by the system administrator.

Enterprise Manager is a centralized configuration and management tool which allows administrators to manage FileNet Content Manager. Enterprise Manager provides a graphical, wizard-based user interface to perform the following tasks:

- Create and manage object stores and file stores
- Create and manage classes and repositories
- Create and manage security policies and default security for object authorization
- Create and manage lifecycle policies
- Create and manage event subscriptions
- Import and export objects and metadata definition as XML
- Search and perform bulk updates on search results
- Configure XML classifications
- Perform document management tasks (for example, checkout/check in)
- Configure trace logging

3.1.1.11 System must support monitoring of processes and applications with automatic notification of problems or issues via email and the application.

IBM FileNet includes a complete set of administration tools to enable The WV Lottery to monitor, validate, and configure changes from a central location, even with a dispersed deployment. You can manage the entire system with these tools. IBM FileNet P8 also integrates with Systems Management tools like IBM Tivoli[®], which allows orchestration and management of system components and resources on an enterprise level. Out-of-the-Box tools include:

FileNet Dashboard provides a central collection system for:

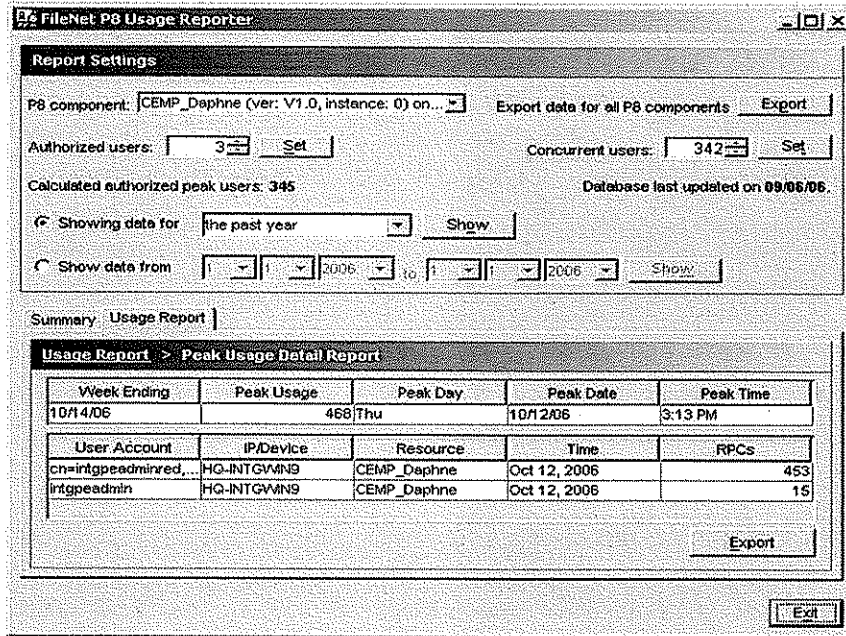
- Application-specific data (such as RPC counts and durations, application-specific events, and metrics)
- Environmental data (such as configuration information and version and patch levels)
- Operating system statistics (such as CPU load, memory utilization, and disk and network I/O)

You can analyze the collected data using Dashboard, out-of-the-box components, or export the data for analysis using industry-standard monitoring and reporting tools. Using Dashboard, you can monitor all your FileNet servers from your desktop. You can also:

- Display environment information from monitored servers, including system specifications, O/S release, and P8 release
- Capture live system and performance monitoring data
- Archive gathered data for reference and comparison
- Display messages from applications and lost connections
- Automatically check urgent messages for early detection and correction
- Export data to other tools or spreadsheets to send to services providers

FileNet Systems Monitor (FSM) automates monitoring of the entire IBM FileNet environment, including software components, application servers, databases, log files, network communication and devices, and a full range of IBM FileNet storage libraries. It also supports new 3rd party offerings (supported by the P8 platform) and add-on offerings (e.g. IBM InfoSphere Content Collector and Records Manager). In addition, FSM includes monitoring capabilities for IBM Content Manager OnDemand. You can also monitor homegrown applications and third party products, such as Adobe, Kofax, and Captaris RightFax. Monitoring includes:

- Real-time notification about crucial and fatal problems before they negatively impact your users
- Ability to take preventative action before outages occur, resulting in increased uptime for meeting Service Level Agreements
- More than 75 manual administrative tasks that are automated to increase administrator productivity
- Ability to allow operators without deep knowledge to handle many tasks, freeing Level 1 and 2 support teams to focus on the system maintenance
- A complete knowledge base for error conditions with descriptive messages
- Out-of-the-box reports to analyze event data for capacity planning and quality management
- **Usage Reporter** provides near real-time and historical usage information that allows WV Lottery to monitor how many users are logged into the system at any given time, as well as the number of distinct users logged in, allowing you to drill down to view the identities the users. You can easily export the data to other reporting tools. The following image shows a sample detail peak usage report.



Sample detail peak usage report

Enterprise Manager a Microsoft Management Console (MMC) based tool allows administrators to manage Content Engine. Enterprise Manager provides a graphical, wizard-based user interface to perform the following tasks:

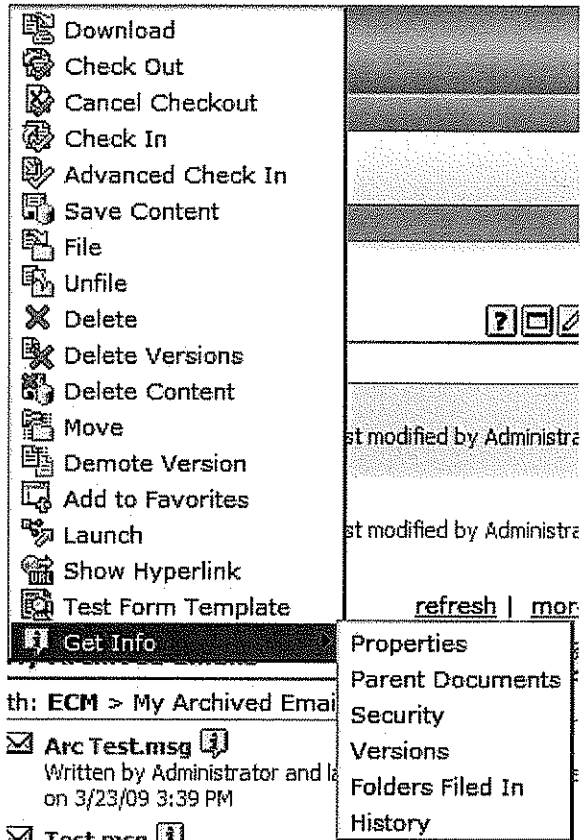
- Create and manage object stores and file stores
- Create and manage classes and repositories
- Create and manage security policies and default security for object authorization
- Create and manage lifecycle policies
- Create and manage event subscriptions
- Import and export objects and metadata definition as XML
- Search and perform bulk updates on search results
- Configure XML classifications
- Perform document management tasks (for example, checkout/check in)
- Configure trace logging

Process Task Manager can be used to manage and configure Process-related services on the Process Engine, Application Engine, Process Simulator, Process Analyzer, and Rules Connectivity Framework servers.

3.1.1.12 *This specification has been deleted. There is no application for digital signature at this time for anything other than electronic forms. Addendum 2.*

3.1.1.13 Objects must be capable of being stored, retrieved, mailed, routed, exported, printed, and faxed over any Windows-based supported network

Documents can be managed in many ways when selected. From the main menu, users can perform all the actions in the following example including routing a document ("Launch" in this example). Once an object is selected, checked out or viewed, the user can perform the additional document specific functions such as printing, exporting, etc.



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.

FileNet P8 products support Microsoft SQL, Oracle and IBM DB2 including the following versions. Most components run on J2EE application servers and use JDBC drivers for these databases.

- SQL Server 2005, SPx
- SQL Server 2008, SPx
- Oracle 10g, 10.2.0.x
- Oracle 11g, 11.1.0.6.x
- DB2 Universal Database v9.1 FPx for Linux, UNIX, and Windows
- DB2 Universal Database v9.5 FPx for Linux, UNIX, Windows

- DB2 Universal Database v9.7 FPx for Linux, UNIX, Windows
- DB2 v9 for z/OS

3.1.1.15 Content management solution must integrate into the instance of Microsoft SQL Server currently in use at the Lottery.

Yes, FileNet supports SQL Server as well as DB2 and Oracle. FileNet can work with an existing SQL Server instance as long as the SQL version matches the system requirements of P8 4.5.1 available at this link:

<http://www-01.ibm.com/support/docview.wss?uid=swg27013654&aid=5>

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.

FileNet supports multiple methods of working with desktop applications such as MS Word, PowerPoint, Excel, etc.

IBM FileNet P8 provides Application Integration tools that help you integrate with various third party and FileNet applications, including:

Microsoft Office and Outlook users can manage documents, email, and attachments from within the FileNet P8 repository directly from Microsoft Office.

Application Integration BCS (Basic Content Services) integrates Microsoft Office 2007 and Microsoft Outlook 2007 with Workplace XT. Application Integration communicates with FileNet P8 using Content Engine .NET API, which is layered upon the Content Engine Web Service. Application Integration BCS leverages Microsoft Office 2007 VSTO technology to integrate with the Office Ribbon and to create custom task panes. Custom task panes use .NET user controls to expose FileNet P8 properties, navigation, and search functionality. The controls are stored in a common .NET library and are shared by Word, Excel, PowerPoint, and Outlook.

Integration with collaboration tools like Lotus Quickr and Microsoft SharePoint allows users to collaborate on work-in-process documents, yet comply with content and compliance initiatives across the enterprise.

In addition to the direct integration, FileNet P8 also supports:

Universal Content Types - Manage all types of digital information, including Microsoft® Office documents, XML, Web pages, photos, images, sounds, process definitions, and templates. Content components and associated metadata descriptors can also be managed. Manage content and associated metadata not simply as static items but as individual business objects.

3.1.1.17 System must support record retention options for support of organizations records retention policies and standards.

FileNet Records Manager is designed to solve today's process-oriented enterprise records management and compliance needs to help you manage risk through effective, enforceable policies for achievable and cost-effective compliance.

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.

Content Engine 4.5.1 can be configured to store content in EMC Centera Basic, Governance, and Compliance Edition Plus storage devices. This capability is qualified with Centera SDK version 3.2.687 and supported with all versions of CentraStar that are compatible with this version of the SDK. (CentraStar version 2.0 SP2 and higher.)

- 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.

Multiple release paths can be configured to support data protection and disaster recovery.

- 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.

Content Engine 4.5.1 can be configured to store content in EMC Centera Basic, Governance, and Compliance Edition Plus storage devices. This capability is qualified with Centera SDK version 3.2.687 and supported with all versions of CentraStar that are compatible with this version of the SDK. (CentraStar version 2.0 SP2 and higher.)

- 3.1.1.21 System must be able to archive to EMC Centera which is replicated to the hot-site in White Hall, WV.

Content Engine 4.5.1 can be configured to store content in EMC Centera Basic, Governance, and Compliance Edition Plus storage devices. This capability is qualified with Centera SDK version 3.2.687 and supported with all versions of CentraStar that are compatible with this version of the SDK. (CentraStar version 2.0 SP2 and higher.)

- 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 (SRDF). All images and data will be replicated to a Lottery site in White Hall, WV.

Content Engine 4.5.1 can be configured to store content in EMC Centera Basic, Governance, and Compliance Edition Plus storage devices. This capability is qualified with Centera SDK version 3.2.687 and supported with all versions of CentraStar that are compatible with this version of the SDK. (CentraStar version 2.0 SP2 and higher.)

- 3.1.1.23 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 capability to "image enable" host applications through internal scripting, ActiveX, VB scripting or a SOAP/XML interface.

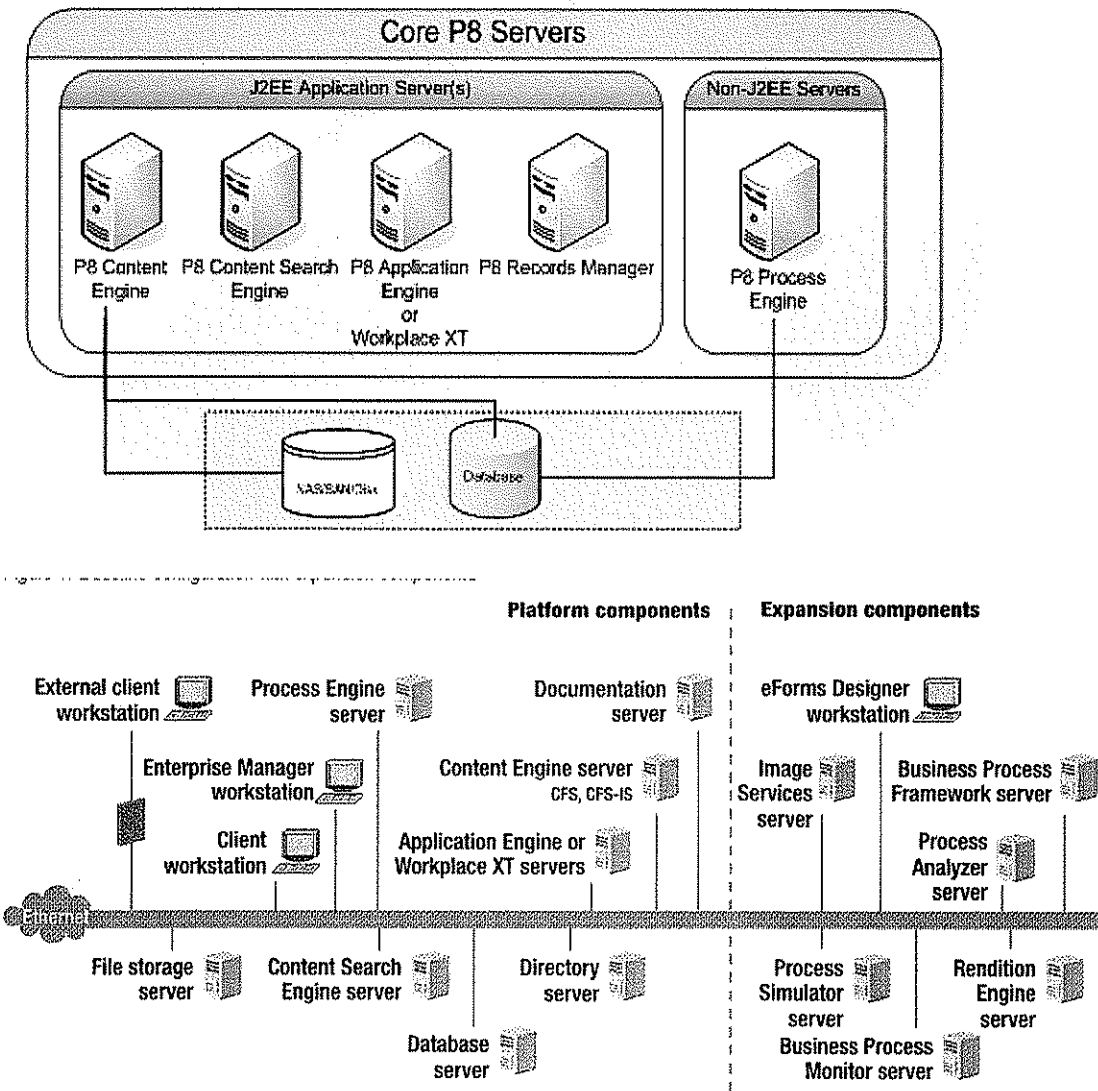
FileNet can image enable applications. Based on an open J2EE environment and integration with enterprise business applications and content, FileNet P8 uses XML, SOAP, and other standards. The FileNet P8 Platform includes comprehensive application programming interfaces, including SOAP-based Web Services for building solutions using a Service-Oriented Architecture (SOA).

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

The following represents general recommendations for the FileNet servers required for the WV Lottery. In addition to these general system recommendations, we will conduct a System Sizing, Solution Assurance Review to validate the preliminary recommendations. This System Sizing should be conducted before the Lottery purchases hardware for this solution.

This first simplified diagram shows the core components of a FileNet system. In an enterprise configuration such as this one, each component is typically run on a separate server.

IBM FileNet P8 Platform Conceptual Diagram



To understand this graphic, keep in mind the following details:

You must set up Content Engine, Application Engine, and the documentation server on application servers.

IBM® FileNet® P8 Platform supports several different operating systems. However, Enterprise Manager runs only on Windows.

The graphic does not show components in a high availability or clustered configuration.

For information about collocating components on a single server, see IBM FileNet P8 Hardware and Software Requirements.

Not all expansion components are shown, for example IBM FileNet P8 Portlets and Image Services Resource Adapter. Not all components will be configured in the initial project implementation scope of work.

The WV Lottery should also review the information in the System Requirements document at this location:

<http://www-01.ibm.com/support/docview.wss?uid=swg27013654&aid=5>

3.1.1.25 System security will be managed by the system administrator(s) at the VW 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.

FileNet provides robust security capabilities to insure proper access to applications, records, documents and tasks. Security is controlled by username and password.

The security model ensures the record can only be deleted or transferred based on the rules defined in the retention schedule. The user security model is expandable to allow unique roles to have varying levels of access to records and records metadata. Security privileges for records and record metadata can be separately established for records management teams and the business user population at large.

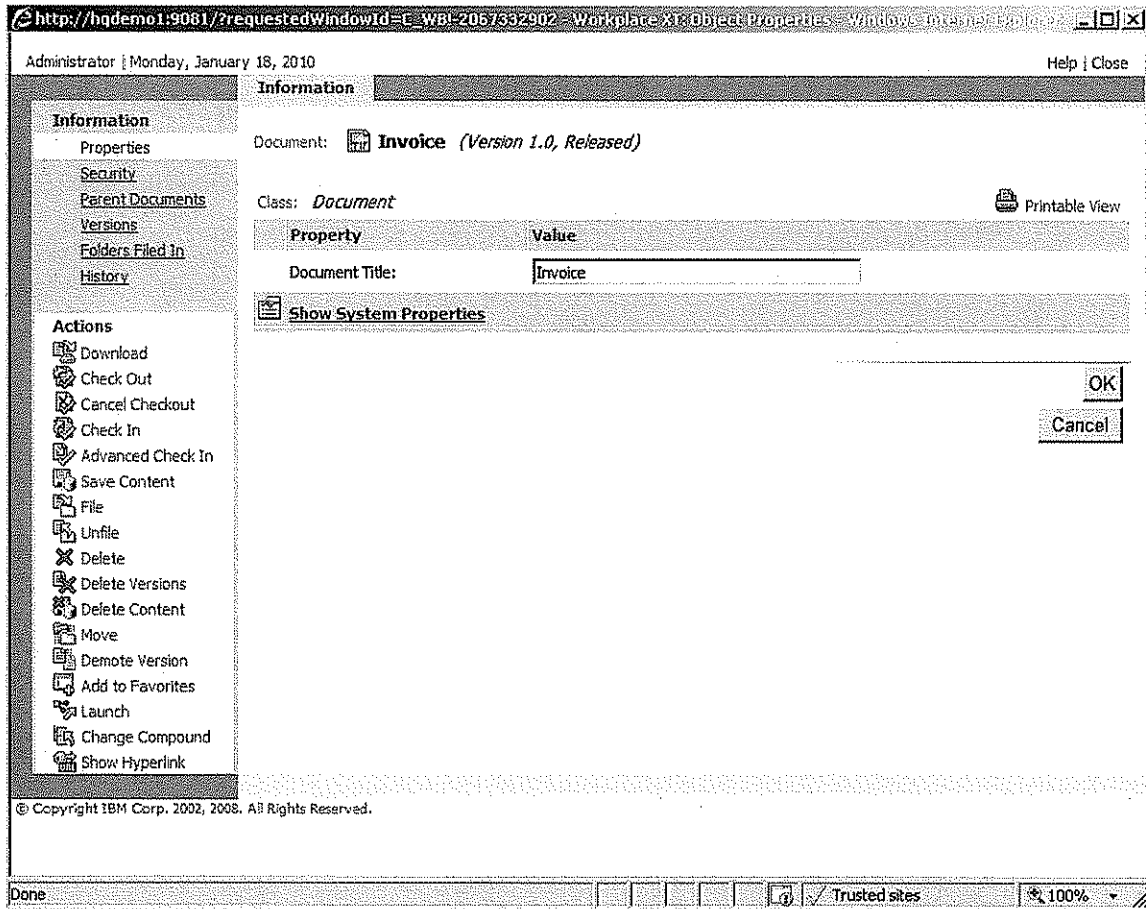
In addition, FileNet Content Manager's flexible security inheritance model allows an object's security to be derived from meaningful relationships rather than only folder containment. The security inheritance model provides several key advantages, including:

- It can be customized, with P8 Content Engine metadata and exist as natural extension of an application's object model
- Security can be changed in application specific ways without requiring the update of each individual object's access control list
- An object's security may be dynamically inherited from other related objects

In addition, Security Folders now allow custom objects to inherit security from a folder it is not filed in. Previous versions only allowed inheritance from folders that contained the object. This new Security Folder feature is similar to the existing Security Parent feature.

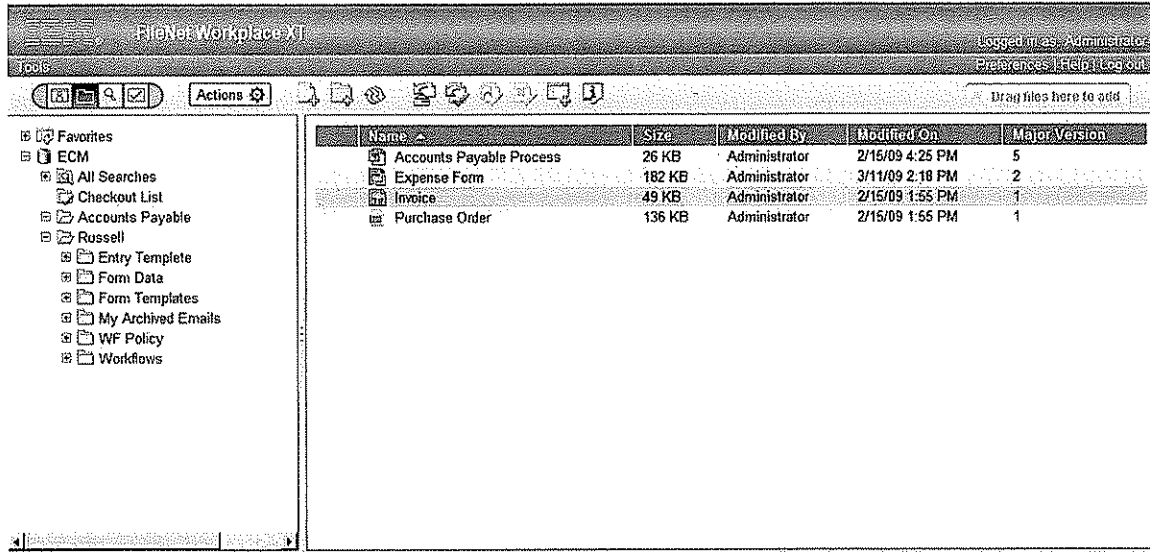
3.1.1.26 System must be able to store a document, retrieve, display, print, email, fax, route, and index from a PC client or Web based browser, without any loss in functionality.

The following All Properties screen shot shows how many of these options, as well as other features can be presented in the WorkplaceXT application which is a browser based application. Print, email, and fax are available when viewing a document (selected by clicking on the document name at the top of the window.



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.

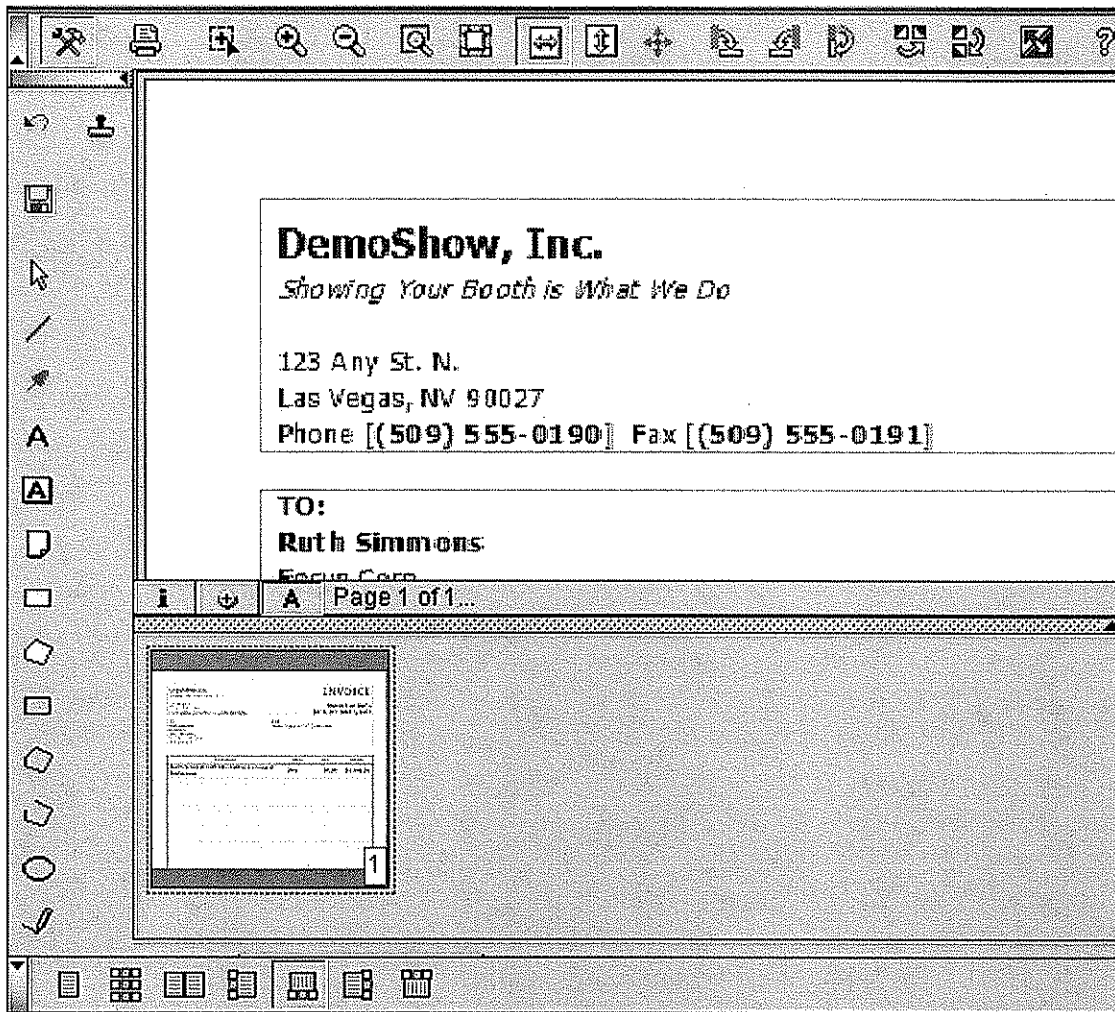
FileNet WorkplaceXT shown in the screenshot below is a Web2.0 browser based application which maintains a windows look and feel as well as support for windows features such as print, print to fax, export and e-mail.



3.1.1.28 System should support thumbnail viewing of images.

Yes, the FileNet viewer supports several ways to display thumbnails as shown at the bottom of the following screen shot.

- The image can be displayed by itself
- The thumbnails can be displayed by themselves
- Multiple pages of the image can be shown
- Thumbnails can be to the left, bottom, right or top of the image



3.1.1.29 System must support annotation and markup-up of documents (i.e. highlighting, sticky notes, text messages, redlining, etc.).

Yes, the above screenshot shows the FileNet viewer image annotation features.

3.1.1.30 System must support redaction of sensitive or confidential areas of documents.

FileNet content can be redacted using iRedact Server, a fast simple tool for irreversibly blanking out selected information from electronic documents. Since the content is no longer in the document, snooping or hacking into the file cannot reveal it. The iRedact Server creates a permanent copy of a document with information you want hidden. The original copy is left unchanged.

To create a redacted copy, the user simply uses the existing markup tools native to Content Manager. Once done with the markup, the document is sent to the Redaction workflow process and automatically stored. Custom workflow can be created to automatically distribute, fax, email or print a redacted version of a document. The redacted document is available for viewing within seconds. It can also be integrated with other document capture software.

- The Redaction Server is a fast simple tool for irreversibly blanking out selected information from electronic documents.
- Since the content is no longer in the document, snooping or hacking into the file cannot reveal it.
- The Redaction Server creates a permanent copy of a document with information you want hidden. The original copy is left unchanged.

3.1.1.31 System must support revision control of documents and pages.

FileNet's Document Management features support revision control. You can perform a broad range of document management tasks, such as adding, retrieving, updating, versioning (creating different versions of a document), and deleting documents. Depending on the role and privileges assigned to you by the system administrator, you can easily:

- Add and delete documents, searches, and templates.
- Update and modify the properties (metadata) and security of the documents and objects stored in the FileNet P8 system.
- Browse and search for folders and documents.
- Create renditions of documents in other formats, and publish documents to multiple storage locations.
- Create templates for entering, searching for, and publishing objects.

3.1.1.32 System must support replacement of documents and pages.

The above versioning features described in 3.1.1.31 support the replacement of documents and pages of editable documents and track the history of changes if needed.

3.1.1.33 System must support viewing PDF files without launching the Adobe viewer, but retain all PDF viewing capabilities.

FileNet can view and edit content with the built in viewer or any application that is provided as the associated application for the selected file type. An alternative viewer can be connected with PDF files to view them without launching the Adobe viewer. The alternative viewer is not included in the current product configuration.

3.1.1.34 System should support viewing of documents in native format (CAD, JPEG, PDF, etc.)

FileNet supports viewing of documents in native format through the use of MIME types. MIME Type is a property of document and annotation objects. A document MIME type can be different from the MIME types of the document's content elements. This is useful if the document has multiple content elements with different MIME types and your application requires a single MIME type for the document object.

Documents and annotations with content have a MIME Type property that is determined automatically from the content types (ContentType property) of the object's content elements.

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.

One document record in FileNet can contain multiple attachments.

3.1.1.36 System must support the ability to search and sort on any combination of index fields.

Yes, index items can be searched and sorted.

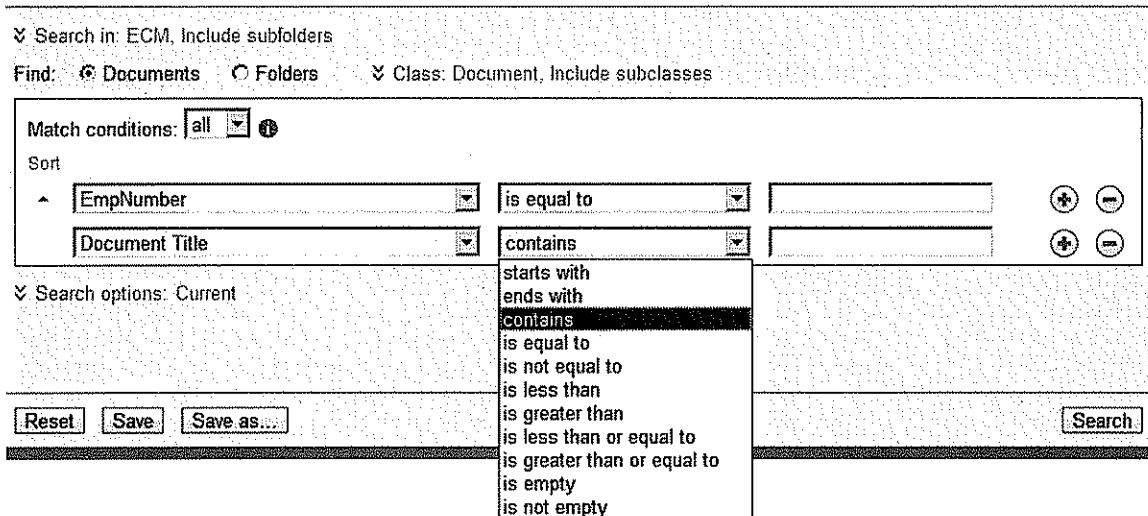
The Search view provides access to search templates and customized searches, known as simple search, that help you locate documents, folders, and custom objects stored in your object stores. In addition to using Search view, you can also navigate to stored searches and search templates in Browse view.

Search results and other pages such as listing of the documents in a folder can be sorted. For example, the Browse page displays a list of objects in a folder in either magazine or detailed view. In detailed view, the list is displayed as rows and columns, with the items sorted in ascending order according to the first column in the list. You can click any column title to change the sort order of the list. The list can be sorted on a single column.

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.

Yes, searches can include these expressions. For example, wild card searches can include an asterisk to stand for zero or more letters, numbers, or underscore (_) characters (for example, searching for *wo*d* finds documents containing *wood, word, World, or would*) or a question mark to stand for one (and only one) letter or number. For example, searching for *?an* finds documents containing *ran* or *can*, but not *span*.

Multiple values can be searched with Boolean and / or statements, greater than, less than, equal to and many other selection criteria as the example below demonstrates:



3.1.1.38 System must be able to display multiple images from one result set.

Yes, multiple image display viewers can display multiple images from one result set.

- 3.1.1.39 System should be able to manipulate search result sets including sorting, printing, export, email, and realign/saving of column positions.

The FileNet WorkplaceXT application permits sorting of any column in a results set. Since WorkplaceXT is a browser application, the browser features can be used to print, export, and email the results set. Column positions are controlled through the order displayed in the search template used and can be reordered in the search settings.

- 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.

The search screen shown in answer 3.1.1.37 shows an example of FileNet’s ability to save a query for future use. Search criteria can be saved using the buttons in the bottom left.

- 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.

Searches can locate content across multiple object classes to locate and display content associated with multiple business process applications.

- 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.

Yes. There is no effective limit to the number of object classes or workflow applications that can be configured in the FileNet system.

- 3.1.1.43 System must allow for building of document applications without programming or database development.

FileNet BPM workflow applications can be configured without programming. Advanced features can be integrated with programming. However, it is possible to create workflow routes with conditional routes and many other features without programming.

- 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.

Yes. The following example entry template demonstrates an index field using the above features including Required and Read Only.

Add Entry Template

Class: Order Class properties

Required	Property	Default Value	Access Level
<input checked="" type="checkbox"/>	Document Title	<input type="text"/>	Read Only
<input type="checkbox"/>	Form Description	<input type="text"/>	Editable Read Only Hide Hide/Editable

- 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.

You can set up fields to reformat data that is entered into them. This helps you to ensure consistency in the data that is submitted for processing. For example, you can set up a date field to convert all dates to numeric format before the form is submitted, regardless of the format in which the user originally entered them. Or you can set up a label to convert all dates to long format before the form is displayed, regardless of how the information appears in a database.

3.1.1.46 This section intentionally left blank.

3.1.1.47 **Computer Generated Reports** - There are a variety of daily, weekly, and monthly 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.

With DB2 Content Manager OnDemand, authorized users have on demand, electronic access to computer-generated documents, bills, invoices, and statements, helping improve employee productivity and enabling quick response to customer or partner inquiries. DB2 Content Manager OnDemand is designed to provide:

- Document indexing through the OnDemand Capture System, which automatically extracts index information from reports and documents and then builds a relational database. These index values segment reports into logical information units, providing WV Lottery users direct access to the information sought without retrieving the entire report file.
- Selective retrieval of reports and report segments. With a user interface that supports "fill-in-the-blanks" queries, WV Lottery's users can generate a document list from which they can choose reports to view, annotate, print or fax. In addition, the server-based text search capability enables users to search for specific text embedded in certain document formats—including AFP, PDF, and line data—stored in DB2 Content Manager OnDemand.
- Document viewing through Microsoft® Windows® 2000, XP, IBM CICS®, as well as optional Web browser interfaces. Built-in security features allow administrators to control access to the system and its archived documents.
- Logical views for customizing the look of a document to meet individual needs, allowing WV Lottery users to delete, replicate, and rearrange columns to enhance viewer productivity and provide additional security filtering.
- Logical folders for creating groupings of archived information by customer, topic, or index, enabling WV Lottery's users to search across a broad range of documents and dynamically organize information based on common attributes.
- Hierarchical document storage management across magnetic, optical, and tape devices via IBM Tivoli® Storage Manager, which also provides WV Lottery facilities for migrating data between storage devices and managing backup or disaster recovery.
- A Report Distribution feature provides WV Lottery an easy way to automatically group and organize reports and portions of related reports, convert the report data into different formats, and send it via e-mail to multiple users or make available for printing.

- A browser-based eClient available with the DB2 Content Manager OnDemand Web Enablement Kit to give WV Lottery an added choice of clients

As part of IBM's unified content management portfolio, DB2 Content Manager OnDemand enables WV Lottery to speed daily operations, streamline regulatory compliance, and collaborate across diverse applications, business processes, and geographic boundaries. Business information is delivered on demand — where and when it is needed.

- 3.1.1.47.1 The reports are generated on systems owned by contractors 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.

ASCII print streams are supported by the base OnDemand applications. The OnDemand PDF Indexer Feature add-on provides the support for PDF print streams. The PDF indexer feature supports definition and capture of PDF data streams on the OnDemand library server.

- 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.

Yes, OnDemand provides commands for automatic loading and unloading reports, maintaining the database and cache storage, and querying and retrieving documents. You can configure many of the administrative commands to run automatically on a regular schedule.

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

Yes, document indexing is done through the OnDemand Capture System, which automatically extracts index information from reports and documents and then builds a relational database. These index values segment reports into logical information units. Users then have direct access to the information sought without retrieving the entire report file.

- 3.1.1.47.5 System should offer compression of report prior to storage.

Yes, All statements, reports and documents are compressed before they are stored and the objects are sent compressed to the client, minimizing the network traffic.

The Content Manager OnDemand solution is implemented using technology that conforms to formal standards as well as de facto open systems standards. This is also true for the compression algorithms used to compress reports and data before storing. Content Manager OnDemand utilizes an industry standard compression based on the published LZW compression algorithm.

The Content Manager OnDemand solution is plug compatible with newer and better compression routines and as they become available, the Content Manager OnDemand product simply "plugs" them in. If the customer has invested in a third-party compression algorithm, that algorithm can be used with the system. Every individual data file load into the system can use a different compression algorithm.

Large reports are blocked into smaller segments for transmission. This functionality is defined as large object support and the number of pages to be retrieved and sent to the end user is configurable. As an additional network consideration, resources are downloaded only once to the workstation. Resources are cached for the session at the workstation enabling enhanced performance.

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

Yes, OnDemand provides automated archive with search and report-mining capabilities.

Section II -Capture and Electronic Forms

Features

- Describe all features of the proposed capture solution.

IBM FileNet Capture Professional is a highly scalable document capture solution designed for enterprise-wide applications. Its modular architecture, user-configurable browser-like interface integrates seamlessly with IBM FileNet ECM Repositories. It provides the features and functions required to capture, manage, and distribute content based on the requirements of individual content repositories, records management policies, and business processes.

Key features include:

Integrated capture, scan and import: FileNet Capture Professional provides a high-performance, highly flexible and customizable capture solution that integrates with FileNet Image Manager Active Edition, FileNet Content Manager, InfoSphere Enterprise Records, FileNet Image Services and FileNet Content Services — all from the same workstation.

Remote office offline capture processing: Capture Professional performs capture-specific functions without taxing your network by processing documents offline and from remote sites anywhere in the world. This ensures the integrity and security of your data, decreases network usage, and eliminates shipping and handling costs.

Flexible, customizable architecture: Capture Professional's modular and highly distributed architecture, customizable Capture Paths, and flexible user interface are designed to fit the centralized or de-centralized needs of your department as well as the enterprise. It reduces software development time and lowers total cost of ownership.

ZeroClick records capture: Capture Professional's ZeroClick records capture capabilities ensure that from the point a record enters your organization it is captured and maintained as evidence, as required for legal obligations, or in the normal transaction of business. This ensures authenticity, reliability, usability and integrity.

Out-of-the-box automated indexing: Capture Professional enables you to realize immediate gains in data integrity by reducing the need for manual input and data entry. Out-of-the-box zonal OCR functionality automatically populates index fields based on pre-defined zones. By automating the indexing process and providing consistently indexed content to your repository, your enterprise users will have immediate access to the most accurate, current information right when it matters the most.

Powerful browser-like user interface: Capture Professional's common Windows Explorer model is an environment familiar to corporate computing users. Learning time is reduced and users become more productive in less time. Windows and toolbars of the native out-of-the-box application can also be customized to accommodate user preferences for enhanced productivity.

Silent installation: Capture Professional's silent install feature enables the automated installation, configuration and deployment of Capture components via script. This reduces the cost of administering centralized and decentralized systems.

IBM FileNet Capture Professional provides numerous technology and business benefits:

- Integrates seamlessly with IBM FileNet Image Manager Active Edition, Image Services, Content Manager, Records Manager and Content Services.
- Automatically imports high volumes of images and electronic documents.
- Supports ad hoc and production scanning, image verification, index verification, document assembly, import and high-speed batch committal.
- Enhances image quality to improve image verification, OCR, 1D and 2D barcode recognition and patch code recognition.
- Includes a robust, flexible user interface that can be customized to meet each user's unique preferences.
- Provides multiple levels of security that protect documents and batches from unauthorized tampering.
- Includes out-of-the-box multi-page zonal OCR capabilities that automate the indexing process.

Image Enhancement Capability

- Describe the image enhancement capability of the proposed capture system.

FileNet Capture Professional enhances image quality to improve image verification, OCR, 1D and 2D barcode recognition and patch code recognition.

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.

FileNet Capture Professional and the scanners described in this RFP will provide the functionality to support this backlog conversion scanning.

System must facilitate the creation, publishing, processing and secure managing 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 fob" has been deleted.**

A PKI infrastructure will be put in place that assigns digital certificates when the user is created in the repository. During the registration process a digital certificate will be generated for the user. This certificate will be downloaded and installed by the registrant during the registration process. Thereafter upon subsequent visits the users will be automatically authenticated and authorized based on the installed certificate.

As the digital certificate identifies a particular user, it will be possible to pre-populate form fields with information provided during registration.

- 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.

FileNet Capture Professional manages the capture path to bring documents from paper to electronic images through batches. Scanner users can scan batches of documents to be continued later through the individual path associated with the document type including indexing and release to FileNet P8 for business processes.

- 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.

FileNet Capture Professional (included in the software configuration quoted in this response includes Auto-indexing capabilities through barcode recognition and Zonal OCR. Add-on capabilities for Advanced Document Recognition such as Advanced Form recognition techniques, ICR, OCR, OMR are provided with FileNet Capture ADR. FileNet Capture ADR is not included, but can be added on to this configuration.

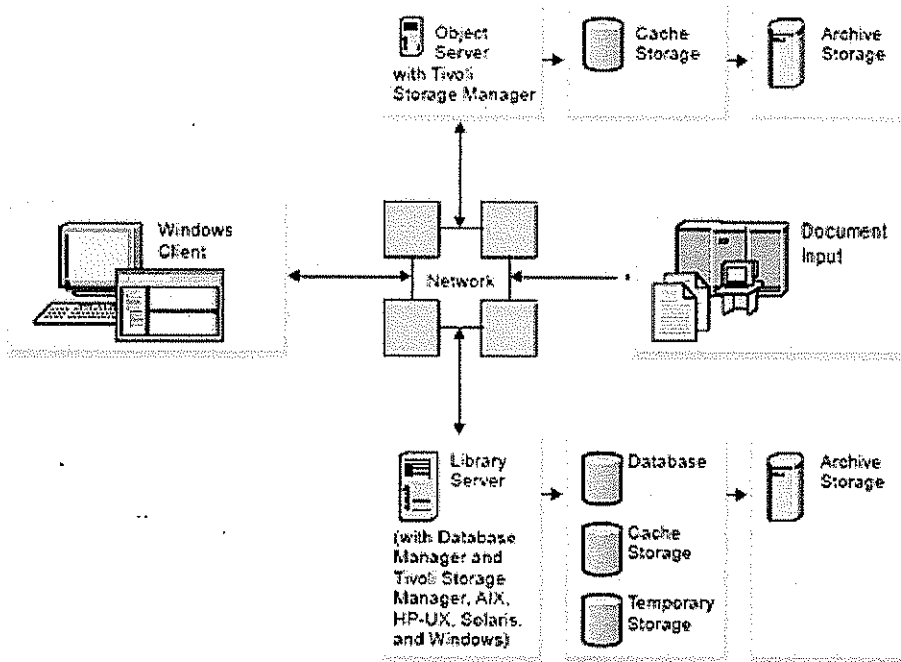
- 3.1.2.3 System must offer image enhancement utilities for both bi-tonal and color images.

Yes, FileNet Capture Professional provides Image enhancement capabilities to improve legibility and page alignment. This reduces the number of rescans required.

- 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.

Built on Capture's object model, Inbound Link streamlines Capture functionality for FileImport and Inbound Fax, from receiving images to committal. The FileImport capability gives the ability to automatically import and index any digital object into Capture from a third party product such as the above Konica Minolta digital copiers. The Inbound Fax capability integrates tightly with IBM FileNet's Fax Server and Connector 4.x (see Optional Orderable items). Inbound Link supports all IBM FileNet repositories including P8 Content Manager.

Content Manager OnDemand operates on separate servers. This diagram shows a conceptual view of the system environment. Typically, two servers are used for an OnDemand configuration.



This table outlines the general system requirements.

Software	Hardware
<ul style="list-style-type: none"> • Microsoft® Windows Server 2003 R2 or Microsoft Windows Server 2003 R2 x64 • DB2 Universal Database™ Enterprise Edition Version [9.1 or later (included with Content Manager OnDemand), or Microsoft SQL Server 2005, or Oracle 10g • Java™ 1.4.1 or later • Tivoli® Storage Manager Version 5.4 Server or later and API (included with Content Manager OnDemand), if you plan to maintain report data on archive storage devices or use Tivoli Storage Manager facilities to 	<ul style="list-style-type: none"> • IBM® System x3550 server • Minimum of 9 GB of DASD spread over at least two disks plus sufficient storage for document storage • TCP/IP • Magnetic storage for the database, report data, and temporary work space. A minimum of 8 GB of space and two separate disks are required, in addition to sufficient disk space for report storage. • A CD-ROM drive for program installation (required) • A 4mm or 8mm tape drive, network attached storage, or optical library for data backup and recovery. A tape drive can be used with a small system configuration. Network attached

Software	Hardware
<p>backup and restore DB2® databases. To support these functions, you must install Tivoli Storage Manager on [at least one object server.</p> <ul style="list-style-type: none"> • Infoprint®, if you plan to use the OnDemand server print or server FAX functions. You must install Infoprint on a system that belongs to the same network as the OnDemand library server. 	<p>storage or a dedicated optical library is recommended for medium and large system configurations</p>

The following link provides detailed hardware and software requirements for OnDemand.
http://www-01.ibm.com/support/docview.wss?rs=129&uid=swg27012104&S_CMP=rnav.

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.

Yes, FileNet Capture Professional provides Image enhancement capabilities to improve legibility and page alignment. This reduces the number of rescans required.

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

FileNet Capture Professional supports Windows 2000, Windows 2003, Windows XP and Windows Vista machines. The scanners listed below will work with FileNet Capture Professional.

Full Hardware and Software Requirements for FileNet Capture Professional are provided in ftp://ftp.software.ibm.com/software/data/cm/filenet/docs/capdoc/CPF_hw_sw_guide.pdf.

3.1.2.6.1 Production Scanner - Bowe Bell & Howell 9125 Ngenuity or equal

- 3.1.2.6.1.1 Rated speed of 125 ppm or 250 ipm
- 3.1.2.6.1.2 Ability to scan color, bi-tonal and grayscale
- 3.1.2.3.1.1 700 sheet automatic document feeder
- 3.1.2.3.1.2 600 DPI optical resolution
- 3.1.2.3.1.3 Unlimited daily duty cycle
- 3.1.2.3.1.4 VRS Professional
- 3.1.2.3.1.5 USB 2.0 interface and cable

FileNet Capture Professional is compatible with this scanner.

3.1.2.6.2 Departmental Scanner - Bowe Bell & Howell Truper 3600 Plus or equal

- 3.1.2.6.2.1 Rated speed of 67 ppm or 106 ipm
- 3.1.2.6.2.2 Ability to scan color and bi-tonal
- 3.1.2.6.2.3 200 sheet automatic document feeder
- 3.1.2.6.2.4 600 DPI optical resolution
- 3.1.2.6.2.5 10,000 page daily duty cycle
- 3.1.2.6.2.6 VRS Professional
- 3.1.2.6.2.7 USB 2.0 interface and cable

FileNet Capture Professional is compatible with this scanner.

3.1.2.6.3 Low-Volume Desktop Scanner - Canon DR2510C or equal

- 3.1.2.6.3.1 Rated speed of 25 ppm or 50 ipm
- 3.1.2.6.3.2 Ability to scan color and bi-tonal
- 3.1.2.6.3.3 50 sheet automatic document feeder
- 3.1.2.6.3.4 600 DPI optical resolution
- 3.1.2.6.3.5 1,500 page daily duty cycle
- 3.1.2.6.3.6 USB 2.0 interface and cable

FileNet Capture Professional is compatible with this scanner.

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

FileNet Capture Professional supports Kofax, ISIS and TWAIN devices. TWAIN is supported through Pixel Translations PixTWAIN drivers. Note, for best performance if there is a Kofax or an ISIS driver for your scanner, you should not use PixTWAIN drivers, but use the Scan component instead.

3.1.2.8 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.

Yes, besides the direct support for the above scanners, FileNet Capture Professional can directly import documents output from digital copiers to shared file folders.

3.1.2.9 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.

FileNet Capture Professional can capture locally or from a remote location. FileNet Remote Capture supports the ability to capture at a remote location and move on-line at a later time. An offline repository is used at the remote location that provides temporary storage for batches. It has a copy of a library's document classes full batch processing can occur.

3.1.2.10 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.

Yes, you can configure the workstations to follow a Capture path workflow matching the specific needs of the type of image and associated indexes required.

For example, Scan -> Assembly -> Recognition -> Indexing -> Commit.

or Scan -> Assembly -> Recognition -> Commit.

- 3.1.2.11 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.

FileNet Capture Professional (included in the software configuration quoted in this response includes Auto-indexing capabilities through barcode recognition and Zonal OCR. Add-on capabilities for Advanced Document Recognition such as Advanced Form recognition techniques, ICR, OCR, OMR are provided with FileNet Capture ADR. FileNet Capture ADR is not included, but can be added on to this configuration.

FileNet Capture ADR provides the ability to do dataset lookups as well as automate the capture of information from barcode and OCR.

ADR is a set of modules that provide additional automatic recognition (classification, separation and extraction) and advanced keying (indexing and validation) functionality to Capture.

Capture scans paper-based documents or imports images from file, creating a series of scanned image files. Capture then routes the files through ADR, a set of modules that separate pages into documents, classify documents and extract information, creating understandable electronic data. Capture then automatically transfers the data to index fields and commits the data and images to the repository.

The ADR modules are seamlessly integrated into the Capture Professional application and include:

Recognition: Automatically classifies and extracts data from each document, searching intelligently for data when necessary. May also automatically separate a stream of pages into documents.

Document Review: Automatically validates and enables a user to review classification results, batch and document structure.

Correction: Allows data recognized with low confidence to be reviewed and edited by a user with minimal effort.

Completion: Provides a flexible interface for validation of recognized data against customized business rules.

Verification: Used for double-keying of critical data fields that cannot be validated by other means.

Scripted Export: Formats the output data stream to suit the target application, with the option of creating multiple streams in parallel.

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

SSL communication is available between browser clients and the backend web servers. SSL is also available between the Lotus Forms Viewer desktop client and the forms server. Server certificate can be obtained through Versign or other PKI providers.

- 3.1.2.13 Data that is entered on the e-form will automatically update the respective Microsoft SQL database.

Lotus Forms Server can save XFDL forms to database columns for later querying.

- 3.1.2.14 System must provide database look-up capability to allow form field completion upon the entry of unique identifiers.

Pre-populating Lotus Forms lets you pre-fill fields in the form by either modifying specific XForms instances within the form, or replacing the entire form with another form.

- 3.1.2.15 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 should support the following design functions:

- 3.1.2.15.1 Graphics
- 3.1.2.15.2 Digital **Certification**
- 3.1.2.15.3 **Minimum** 128-bit native encryption **and support 256-bit encryption**
- 3.1.2.15.4 Local field-level pop-up style help
- 3.1.2.15.5 Attachment handling
- 3.1.2.15.6 Built-in local logic, calculations, validation, conditions
- 3.1.2.15.7 Wizard driven help files that travel with the form

The Designer is a WYSIWYG (what you see is what you get) design tool that allows you to build forms by dragging and dropping items from a palette of choices. New form designers can easily build forms by arranging items on a page.

Advanced form designers can build forms through the drag-and-drop method, or by hand writing code in the Source view of the Advanced Designer perspective. Once you have built your form, you can preview it using either the IBM® Lotus® Forms Viewer or IBM Lotus Forms Server – Webform Server. If you have existing paper forms, you can easily recreate them using the Designer, and the Designer can also convert forms from other formats, such as PDF.

Lotus Forms Designer features include:

- Ability to add graphics and images as part of the forms layout
- Digital signature capabilities
- Signature algorithms include md5 and sha1
- Context-sensitive hover help and error messages are displayed when the user hovers over an item in your form. Each field on the form can have its own error message.
- Attachment buttons let users attach files to a form, save attachments to their computer, display attachments, or remove attachments from a form
- You can use the usual arithmetic operators such as addition, subtraction, multiplication, and division, as well as a few others. You can also use conditional expressions and logical operators to create computes that make decisions
- Webform Server offers a special document accessibility wizard. At any time while viewing a form, the user can switch to document accessibility wizard mode by clicking the Wizard button in the toolbar. When activated, each user input item on the form is displayed on its own page. This allows users to page from item to item, following the tab order provided by the form. Furthermore, this allows users to set high zoom levels without having to constantly scroll to view the full page.

- 3.1.2.16 Electronic forms should be available to an unlimited number of users, preferably with no per-user charge.

WebForm Server supports an unlimited number of users.

- 3.1.2.17 Users should be able to view, print, and save their electronic forms locally.

XFDL Menu Settings allow the form designer to add functionality which allows the forms user to Open, Save, and Print XFDL forms.

- 3.1.2.18 Upon submission of an electronic form, it should be automatically indexed and stored to the content management repository and initiate a business process workflow.

Submitted forms are provided to FileNet content repository where workflow processes, specific to the each form type, are started.

- 3.1.2.19 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.

By default, Webform Server uses the following ports:

- 8085 — The Translator uses this as a communication port in IBM® WebSphere® Application Server.
- 4560 — The Log Server uses this port to communicate with the Translator.
- 50000 — The Access Control Database uses this port to communicate with the Translator.
- Port 80/443 will also be utilized for access the list of available forms and subsequently retrieving a given form

Section III -Workflow Solution

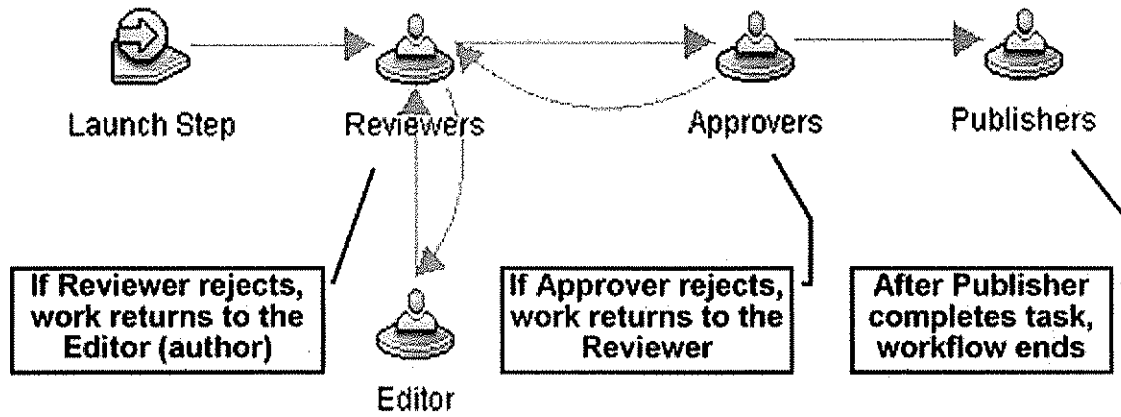
Steps to Create a Rule-based Workflow

Although FileNet P8 includes a very powerful business process management engine, BPM, creating a rule-based or ad-hoc workflow is an easy, straightforward task in FileNet P8.

A wizard driven entry template configuration tool allows you to create a basic fixed approval or sequential approval workflow with just a few steps.

- A fixed approval workflow has four predefined steps: Reviewers, Approvers, Editors and Publishers.
- A sequential approval workflow starts with one default step and allows you to add additional steps as needed.

The following screenshot represents the graphical view of a basic fixed approval workflow.

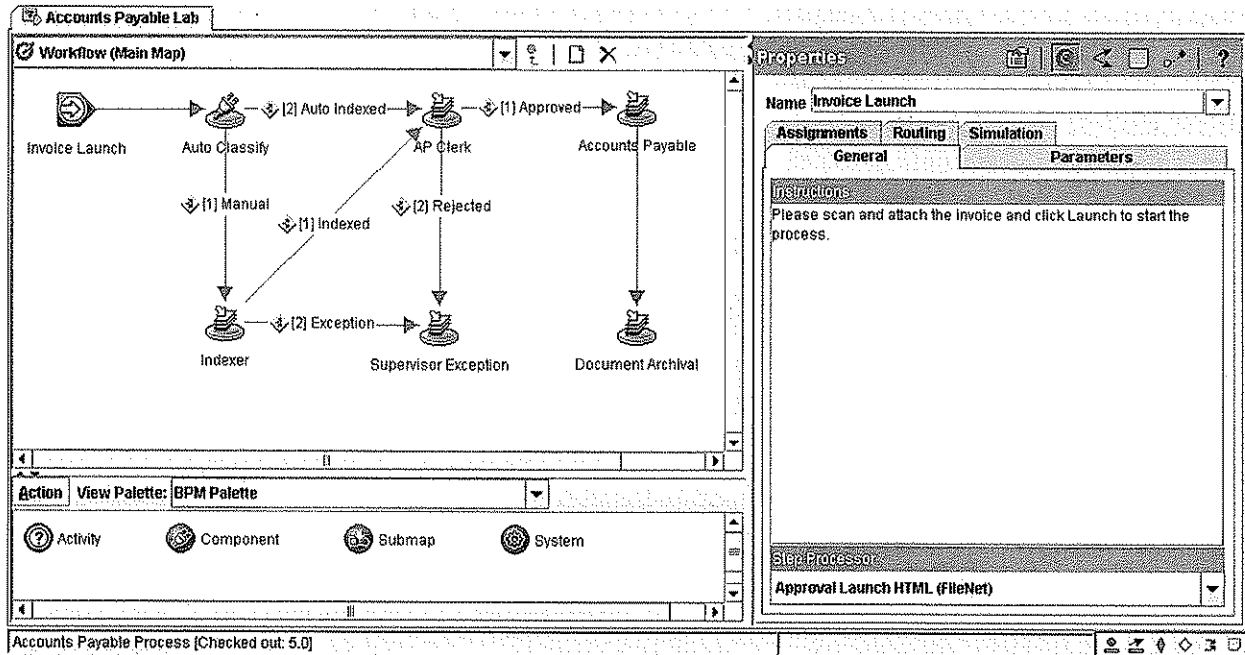


A basic workflow can be created with one of these templates and users working on items in the workflow can be given control to select participants. A simple sequential workflow with access to select users on an ad-hoc basis may be all that's needed for many ad-hoc workflows.

The FileNet Process Designer allows workflow designers to create workflows with more robust routes and features including conditional routes based on rules or user input.

Process Designer users create a workflow definition that specifies the steps, resources and routing logic needed to complete a business process. A workflow definition consists of:

- A graphical map showing the sequences of steps needed to complete the business process. The steps represent each specific task or activity in the business process.
- Specification of each step, including who will process the work for the step, which step processor or form the participant will use, which attachments are required, what data is necessary, what responses the participant can choose, and other options.
- Routing logic that specifies how work will advance from one step to the next, including rules based conditional logic.

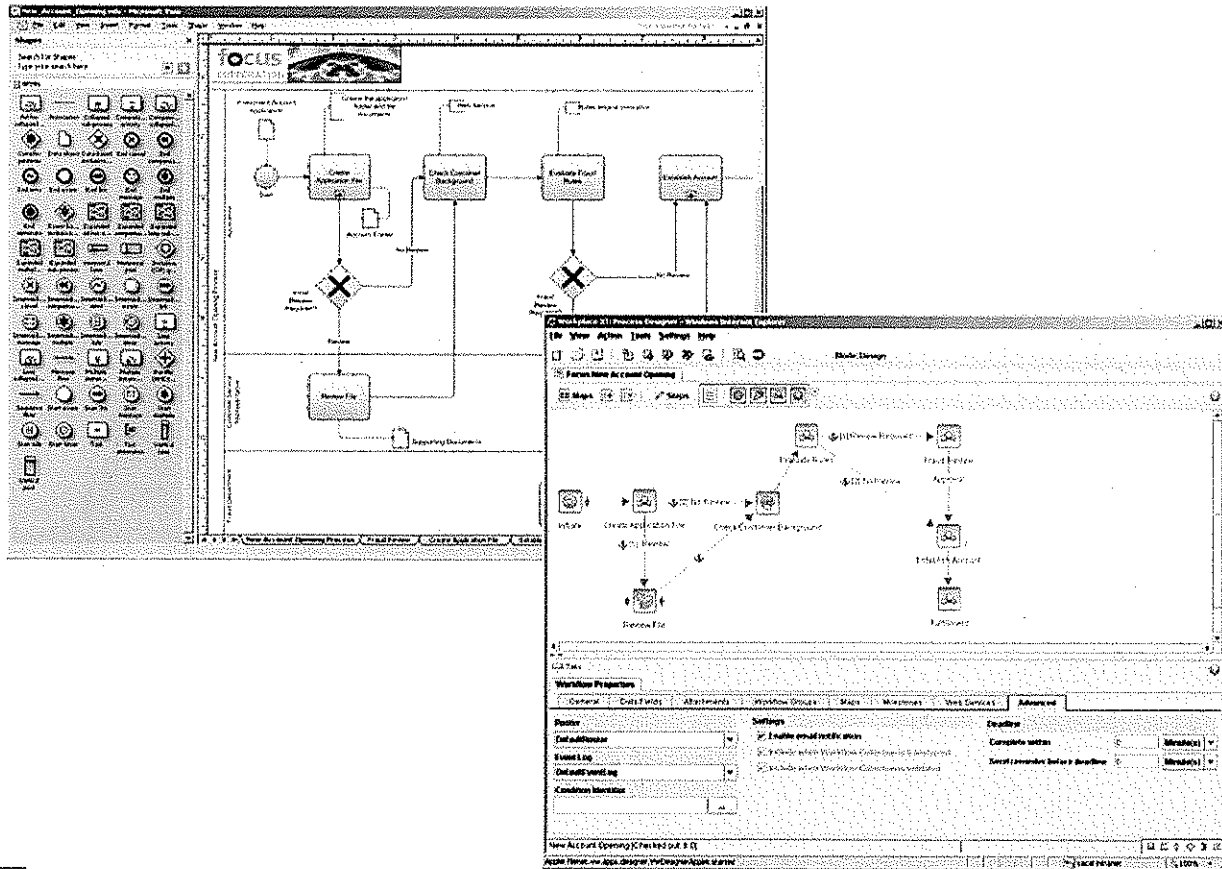


Workflow definitions are versionable documents stored in FileNet, making it easy to modify business processes over time.

Designers can define steps and routes to define the path of work. Conditional expressions are defined for routes. Milestones can be defined to facilitate tracking of the progress of a workflow.

In addition to the graphical workflow development capabilities of the P8 Process Designer, business users can model business processes with familiar tools such as Microsoft Visio and Process Designer can import the models streamlining the design process. BPM includes a connector for Microsoft Visio. This standard-based process modeling tool for business provides business analysts with a Visio-based, easy-use modeling environment to define BPMN-based process models that can be directly mapped to process definitions in BPM. The model created by the business team can be used as direct input to the Process Designer. This speeds the design cycle for a new or upgraded business process.

The following screenshots show a Visio model and the corresponding Process Designer workflow.



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.

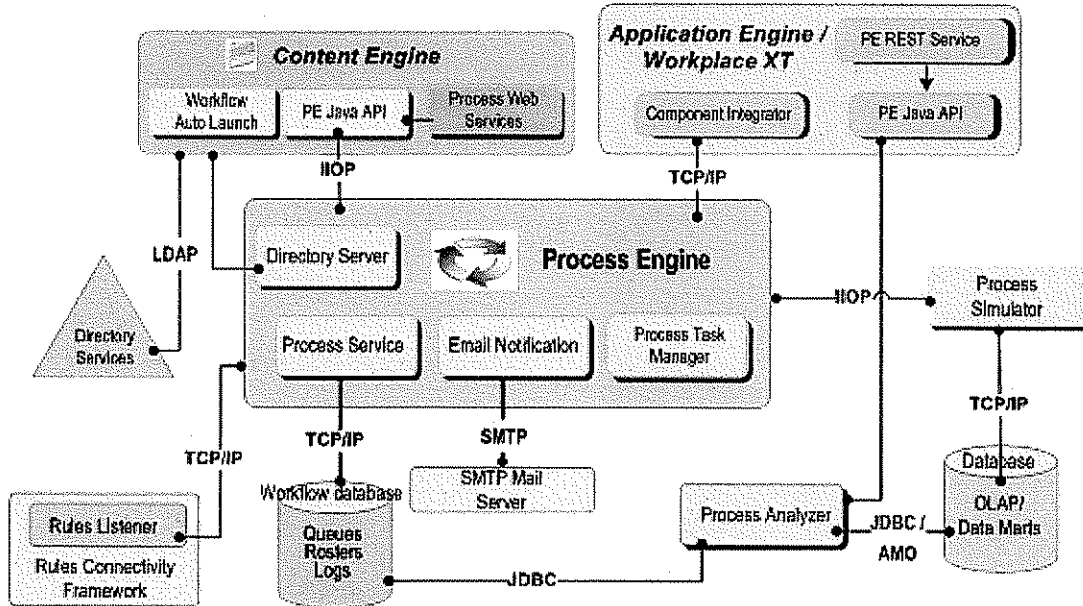
Electronically, licensing documents will be routed through a pre-defined workflow for approvals. Many of the processes in Limited Video Lottery Security will be managed with workflow. An operator will complete and submit an e-form to be routed to the appropriate personnel based on form type. **The last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

The FileNet P8 Process Engine provides software services for managing all aspects of business processes (also called workflows), such as:

- Process execution
- Process routing
- Rules management
- Process simulation and modeling

- Workflow analysis

Process Engine components allow you to create, modify, and manage workflows implemented by applications, enterprise users, or external users (such as partners and customers). The following diagram provides a detailed view of Process Engine architecture.



3.1.3.1 System must have an integrated workflow that has the ability to provide rules-based and ad-hoc document routing.

Business Process Management (BPM) enables you to create, modify, manage, analyze, and simulate business processes performed by applications, enterprise users, and external users such as partners and customers. IBM FileNet P8 BPM allows you to define complex business rules with various routes that can easily be created, modified, monitored, and used to simulate a process. You can store and manage defined processes in the ECM repository for historical and auditing purposes.

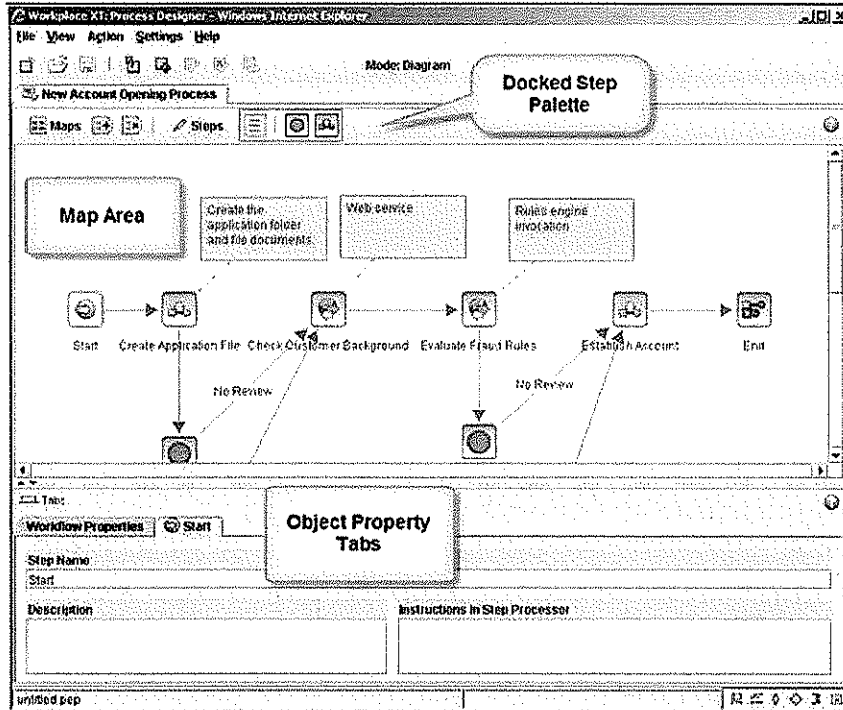
These processes can be robust rules-based processed involving many automated and user interactive conditional steps. These processes can also be simple approval process. In either case, the workflows can be configured to provide ad-hoc options to the users that will allow them to control the next step and users or groups involved in the steps.

3.1.3.2 System must support 75 workflow participants.

From a technical standpoint, there is no limitation that would restrict the number of workflow participants. From a licensing standpoint, this proposal includes 75 FileNet BPM licences..

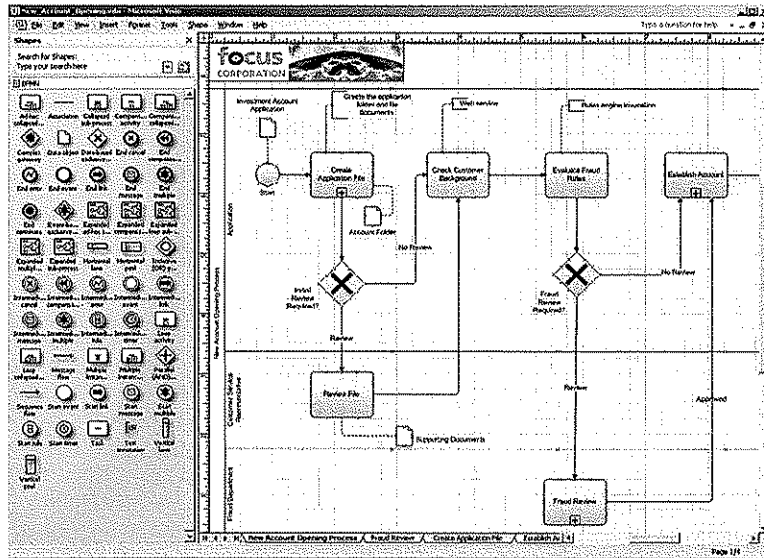
3.1.3.3 System must include an application development tool that an administrator can use to design and develop business process maps, database definitions, business rules, and business process roles.

Process Designer is specifically designed for the business user. It's easy to use and ensures that there are no gaps between business and IT. For example, Process Designer contains process design palettes that promote reuse of process sub-maps and process components, which can be shared as a corporate asset for multiple development teams.



IBM FileNet also:

- Provides a BPMN modeler that is integrated with Microsoft Visio



- Supports XPD for those customers who wish to model using third party tools

3.1.3.4 System must have the ability to create, modify, and maintain electronic workflow templates.

Yes, workflow templates which could include process maps, process elements, process simulations, forms, and forms data are stored in IBM FileNet's powerful Content Manager.

Content Manager allows for the versioning, indexing and searching of all stored objects. All process objects are secure and are fully auditable for historical and compliance reviews.

- 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.

Yes, the ability to manage content including add, delete and modify is based on user's security rights as well as the workflow step.

- 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.

FileNet BPM workflow is flexible enough to support holds and waits. When a workflow task is put on hold a standard duration can be assigned, the duration can be based on user input, or the wait can be based on the addition of additional items to the workflow process (for example, waiting for another workflow task to complete or additional item to be added).

- 3.1.3.7 *This subsection has been deleted.*

Section IV —Vendor Qualifications

Implementations

- 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.

Please see "Appendix G: Dayhuff Group" on page 63 for example implementations.

References

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

Please see "Appendix A: SIS Background Information" on page 53 and "Appendix B: SIS Recent Projects and References" on page 54 for SIS corporate background and references.

Please see "Appendix G: Dayhuff Group" on page 63 for implementation references.

Implementation Plan

- Describe to include a timeline for installation, testing, training, and application development.

Please see "Appendix I: Implementation Plan" on page 68 for implementation plan and timeline.

Hardware Maintenance and Software Support

- 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).

Hardware maintenance is described in "Appendix H: Scanner Hardware Support" on page 66.

System Administrator Training Plan

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

Please see section 3.2.8, below for a description of the training plan.

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.

SIS Project Team	COO	Kirsten Craft
	Director Professional Services	Chris Stevenson
	Project Manager	Jennifer Johnson
	Lotus Software Engineer	Patrick Angle
Dayhuff Group Project Team:	Team Lead	Rodney Dayhuff
	FileNet System Architect	Andrej Gutik
	Consultant	Dwight Bowman
	Consultant	Chris Marks

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 from date of final acceptance by the WV Lottery.

Support will be provided in the form of IBM software and hardware support systems. Support can be obtained by dialing 1-800-IBM-SERV on a 24 x 7 x 365 basis.

Who do I contact for software support? You can request Software support by calling 1-800-IBM-SERV (800-426-7378). Your call will be routed to a Service Support Representative who will be happy to provide assistance.

- 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.

SIS references are shown in "Appendix B: SIS Recent Projects and References" on page 54.

Please see "Appendix G: Dayhuff Group" on page 63 for implementation references.

- 3.1.4.4 Vendor must provide a detailed implementation plan to include a timeline for installation, testing, training, and application development.

Please see "Appendix I: Implementation Plan" on page 68 for implementation plan and timeline.

- 3.1.4.5 Bidder must provide a detailed description of ongoing. 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.

FileNet software support is described under 3.1.4.2, above.

36 month hardware maintenance and support is described in "Appendix H: Scanner Hardware Support" on page 66.

- 3.1.4.6 Vendor must have completed three projects of this scope and size.

Please see "Appendix G: Dayhuff Group" on page 63 for sample implementations.

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

Image Capture Implementation

- Install FileNet Capture on 2 workstations
- Configure FileNet Capture to capture up to 55 item types matching the following workflow implementation tasks

3.2.1.2 Store and retrieve

Installation

- Install FileNet Content Manager Content Engine, Application Engine (Workplace XT user interface) and Content Search Engine on one new server in a test environment
- Install WebSphere Application Servers for above components and configure existing SQL database server for use with system
- Install Content Manager OnDemand and WEBi client on two new servers in a test environment
- Install and configure FileNet Dashboard
- Configure FileNet BCS application integration
- Install FileNet Records Manager
- Install FileNet Storage Connector for EMC Centera
- Install iRedact on Process Engine server

3.2.1.3 E-form creation and submit to workflow

Install Lotus Forms

Configure Lotus Forms Connector for FileNet P8 on Content Engine

3.2.1.4 Workflow routing

Install FileNet BPM Process Engine on one new server in a test environment

3.2.1.5 Business continuance/failover

We will consult with The Lottery to architect the correct high availability configuration for this implementation. Based on the outcome of this consultation, additional HA / DR servers can be configured for the FileNet software without the need for additional FileNet licensing. Additional HA / DR licenses for components outside the core FileNet products are not included in this configuration.

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.

Time is included in the above Scope of Work to work with EMC on this integration.

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.***

Workflow Implementation

Configure the following FileNet BPM workflow processes. Each workflow will include configuration of a number of document types and workflow steps. Each workflow will allow users to request additional content and wait until this content is received to

continue. Wait times will be configured into these steps to insure the work does not get stuck in a wait step.

Table Games Occupation License Application Workflow - Financial Review. This workflow will provide the workflow for up to 4 document types. This workflow will have up to 50 steps including 20 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process.

Traditional Retailer License Application Workflow. This workflow will provide the workflow for up to 7 document types. This workflow will have up to 90 steps including 15 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

Limited Video Lottery License Application Workflow. This workflow will provide the application approval for application folders with up to 14 document types. This workflow will have up to 75 steps including up to 20 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

Racetrack License Application Workflow. This workflow will provide the application approval for application folders with up to 7 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

Manufacturers License Application Workflow. This workflow will provide the application approval for application folders with up to 11 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

Limited Video Lottery Service Technicians License Application Workflow. This workflow will provide the application approval for application folders with up to 9 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

LIMITED VIDEO LOTTERY MACHINE MAINTENANCE REQUEST WORKFLOW. This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 15 steps including up to 1 decision point.

LIMITED VIDEO LOTTERY SITE SURVEY WORKFLOW. This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 25 steps including up to 5 decision points.

LIMITED VIDEO LOTTERY MACHINE INSTALLATION WORKFLOW. This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 25 steps including up to 5 decision points.

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

SIS will design, build, test, and deploy eForms based on existing paper-based counterparts:

- Level 2 Occupational License
- Occupational Permit Renewal
- LVL Intrastate Transportation Form - submitted by Operator
- LVL Installation Procedure Form
- LVL Shipment Notification
- LVL AEGIS Video Lottery Machine Maintenance Form
- Racetrack & LVL Security Logic Seal Record - AEGIS System
- LVL Compliance Inspection Form
- Request to Enable/Disable form
- LVL Compliance Inspection Form
- Request to Enable/Disable form
- LVL Retailer Preliminary Site Survey Checklist
- Racetrack machine Registration and Transportation
- Racetrack VLT Installation Checklist.

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.

This implementation will be configured to provide optimal performance and security for the servers and operating systems provided by the WV Lottery.

3.2.6 Vendor will configure two production capture workstation PCs that will be provided by the Lottery, and install and test production scanners.

The above tasks include implementation of FileNet Capture Professional, and configuration of item types for the above two production scanners. 4 medium volume scanners and scan software licenses as well as 4 low volume scanners and scan software licenses are also provided. Based on this request, this scope of work does not include any implementation services for these scanners.

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.

Our scope of work includes detailed analysis of the workflows as well as the forms and report applications to be configured as part of this project.

Analysis

Kick off meeting: Identify project executive committee responsible for implementation.

In Kickoff meeting, facilitate discussion of scope of project

Interviews: Conduct up to 10 interview sessions up to 2 hours in length with IT staff and business analyst to document types, indexes, and up to 9 workflows

Conduct up to 3 additional analysis interview sessions to identify specific requirements of the reports to be managed with OnDemand.

Develop Functional Specifications for eforms and one workflow based on above documented input.

Spec Review sessions: Perform 2 Functional Spec Review sessions, up to 2 hours to review and come to agreement on functional specifications..

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.**

Testing and training are key final steps to delivering a successful system. Before user training, we will test the system to confirm the workflows are operating as designed and the system is performing properly.

- Document workflow processes for training
- Develop test scripts for each workflow and reports
- Execute the test scripts for validation of configured system

Once testing has confirmed the system is operationally ready for use, we will train the users on the various components. Training will be segmented into 4 courses, so administrators gain the detailed understanding of the system and are able to manage it on an ongoing basis and users are able to perform their specific job functions whether they are scanning operators, workflow users or simply retrieval users.

- All user training courses will be videotaped and this video record of the course will be provided to WV Lottery for additional training as needed.
- Provide Administrator training sessions, up to 5 days for System Administrators on management of system, new application development, workflow management and Lotus Forms creation and management
- Provide 1/2 day training course for retrieval users, up to 10 training sessions. Document retrieval user training and provide video record of training.
- Provide 1 day training course for workflow users, up to 10 training sessions, Document retrieval user training and provide video record of training.
- Provide 1 day training course for capture users, 2 training sessions. Document retrieval user training and provide video record of training.

3.2.9 All qualified vendors 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 subcontractors that are proposed. 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.

SIS understands this requirement.

3.3 Special Terms and Conditions:

3.3.1 Performance Bonds: The successful vendor shall furnish a performance bond for 100% of the amount of the contract. Bonds may be provided in the form of a certified check or bond furnished by a solvent surety company authorized to do business in the State of West Virginia.

SIS understands this requirement.

3.3.2 Insurance Requirements: Insurance certificates are required prior to award but are not required at the time of bid.

SIS understands this requirement.

3.3.2.1 Public Liability with limits of \$500,000 for any one person, and \$1,000,000 for any one occurrence of personal injury, as well as \$1,000,000 for any one occurrence of property damage.

3.3.2.2 Errors and Omissions in the amount of \$1,000,000 for the selected Vendor for any losses the Agency may incur resulting from the intentional or negligent acts of the Vendor. The Errors and Omissions insurance coverage will remain in effect during the entire contract period, any extensions thereof, and for one (1) year after the contract terminates.

3.3.2.3 A Fidelity Bond or insurance in the amount of \$1,000,000 covering any losses incurred by the Agency due to the fraudulent or dishonest acts on the part of the Vendor, or the Vendor's officers, employees, agents or subcontractors.

3.3.3 License Requirements: N/A

3.3.4 Litigation Bond: N/A

Part 4 Proposal Format and Response Requirements

4.1 Vendor's Proposal Format:

Vendor proposal should be formatted in the same numerical order for responses to the deliverables required in Section 3 of the RFP. Title page should state West Virginia Lottery Content Management System and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, and should be dated and signed.

Table of Contents - Clearly identify the material by section and page number.

Section I - General requirements for content management and reports management system features, and references. ***The term "implementation plan" has been deleted.*** Section 3.1.1

- Describe the application creation process. Describe all options within this process.
- ***The second bullet point has been deleted.***
- Describe the retention management capabilities of the proposed solution.
- Describe the security capabilities and functionality in the proposed system.
- Describe the annotation and mark-up features in the proposed solution.
- List all possible print streams that can be managed by the proposed system.
- Describe any additional standard image manipulation features.

Section II -Capture and Electronic Forms Section 3.1.2

- Describe all features of the proposed capture solution.
- Describe the image enhancement capability of the proposed capture system.
- ***Describe the method of signing electronic forms and the digital certificate solution.***

Section III -Workflow Solution Section 3.1.3

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

Section IV —Vendor Qualifications Section 3.1.4

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

- Describe Implementation Plan to include a timeline for installation, testing, training, and application development.
- 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).
- Describe a training plan for system administrators to include application/project development, workflow management, e-forms creation and management and security management.

Section V—Demonstration/Presentation Section 3.2.9

- **Describe all aspects of the proposal and demonstrate all capability aspects in Sections 3.1.1 through 3.1.4 and any additional aspects in response to Part 4 of the RFP.**

Section VI - Cost

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

4.2 Evaluation Process:

4.2.1 Method of Evaluation:

The proposals will be evaluated by a committee of three (3) or more individuals in accordance with the criteria stated. The Vendor who meets all the mandatory specifications and attains the highest point score of all vendors shall be awarded the contract. The selection of the successful vendor will be made by a consensus of the evaluation committee.

4.3 Evaluation Criteria:

The following are the evaluation factors and maximum points possible for technical point scores:

Section	Description	Total Points
4.3.1	Content Management	20
4.3.2	Document Capture and Electronic Forms Capture	20
4.3.3	Integrated Workflow	15
4.3.4	Vendor Qualifications, Implementation & Training	5
4.3.5	Presentation/Demonstration	10
4.3.6	Cost	30
	Total	100

$$\frac{\text{Lowest price of all proposals}}{\text{Price of Proposal being evaluated}} \times 30 = \text{Price Score}$$

4.4 Minimum Acceptable Score:

Vendors must score a minimum of 70% of the total technical points possible. The technical points are listed above in Section 4.3. The minimum qualifying score on the technical portion is 49 points. All vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.

The State will select the successful vendor's proposal based on best value purchasing which is not necessarily the vendor with the lowest price. Cost is considered but is not the sole determining factor for award. The State does reserves the right to accept or reject any or all of the proposals, in whole or in part, without prejudice, if to do so is felt to be in the best interests of the State.

Vendor's failure to provide complete and accurate information may be considered grounds for disqualification. The State reserves the right, if necessary, to ask vendors for additional information to clarify their proposals.

Section V - Cost

If applicable, sign and submit the attached Certificate with the proposal.

SIS is not requesting Resident Vendor Preference.

4.5. LOT454 Cost Proposal Bid Sheet

The Cost Proposal Bid Sheet is provided under separate cover, as specified.

Software and ongoing support costs must be all-inclusive. The Agency cannot be billed for costs (i.e. click charges) in addition to those set forth above. ***The Lottery is agreeable to consider progressive payments based upon successful implementation and final acceptance of the individual items set forth above.***

Section IV- Documents

Include the following documents:

- No Debt Affidavit
- Vendor's Preference Form (if company is an in-state vendor)

SIS is not requesting Vendor's Preference.

No Debt Affidavit

RFQ No. ITECH10

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-1 Oa 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:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, 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.

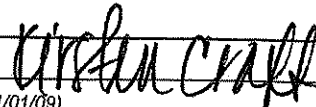
CONFIDENTIALITY:

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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admn/purchase/privacy/noticeConfidentiality.pdf>.

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

Vendor's Name: SIS, LLC

Authorized Signature: _____



Date: March 4, 2010

Purchasing Affidavit (Revised 01/01/09)

Appendix A: SIS Background Information

SIS is an award-winning Technology Solution Provider that has been helping clients leverage technology for more than 25 years. Privately owned, we attribute a large part of our success to a healthy, balanced approach to serving customers, employees, and shareholders. We are proudly located in the Midwest, with offices in:

- Lexington, KY (Corporate Headquarters)
- London, KY
- Louisville, KY
- Cincinnati, OH (home to the SIS IBM Business Partner Innovation Center)
- Charleston, WV
- Alexandria, VA
- Lexington, KY

Our 800-plus customers stretch from Boston to Los Angeles.

SIS has been an IBM Premier Business Partner since 1997 and a Microsoft Gold Certified Partner since 2006. We are an IBM Value Advantage Plus (VAP) Partner, a repeat winner of the IBM Leadership Award, and one of North America's 25 Business Value Assessment Partners for IBM. We also maintain solution partnerships with companies like VMware and Cisco Systems.

These partnerships, along with our broad expertise, allow us to offer a comprehensive menu of services to our clients, including total infrastructure consulting, system sizing, performance analysis, security audits, maintenance, and support.

SIS is an Equal Opportunity Employer that complies with EEOC guidelines and regulations.

SIS has never filed for bankruptcy or been in loan default. There are no pending liens, claims, or lawsuits against the firm.

Appendix B: SIS Recent Projects and References

This section outlines some recent SIS projects in support of customer requirements. Projects are complete in that they are all in production. Many projects include ongoing support and enhancements. LFCHD has permission to contact the references.

Fayette County Clerk's Office

SIS and Fayette County Clerk's Office have worked together for many years, partnering on the web-enablement of the county's Voter Registration and Land Records applications. SIS continues to update those sites as FCCO's needs change. SIS has also provided other technical, development, and consulting services to FCCO. Ongoing client relationships like this one are SIS' strength.

Contact:

Sondra Grissom
Fayette County Clerk's Office
162 East Main Street
Lexington, KY 40507
Phone: 859.253.3344
Email: sgrissom@fayettcountyclerk.com

Hartland Payments Systems, Inc.

Hartland Payments Systems, Inc., the nation's sixth largest credit/debit card and payroll processor, partnered with SIS to create a state-of-the-art communication platform for the distribution of crucial information such as Notifications, Issues, and Bulletins to employees across the country, in a format personalized for their specific job needs.

"SIS has proven to be an excellent partner for Hartland Payment Systems. They are thorough with their reviews of our project requests and forthright with their recommendations and proposals. On some occasions, they have saved us significant dollars by showing us a better way. We will continue to partner with SIS going forward."

Contact:

Vince Thacker
Project Manager / Sr. Business Analyst
Hartland Payment Systems, Inc.
One Heartland Way
Jeffersonville, IN 47130
Phone: 812.280.8222 x1919
Email: Vincent.Thacker@e-hps.com

Unified Trust

Unified Trust, a nationally chartered trust company, engaged SIS to provide the necessary technology to help them deploy an innovative approach to managing customer assets, leveraging a wide assortment of data points and complex logic to deliver a sophisticated, yet simplified, customer experience.

"Our new model for asset management is a game changer for our industry, transforming the way our customers think about investing. The technology developed by SIS is a cornerstone

of the success of this new model. Their grasp of our complex requirements, flexibility to meet our changing needs, and disciplined execution make them a crucial partner for us."

Contact:

Michele Hardesty
Chief Operating Officer
Unified Trust Company, N.A.
2353 Alexandria Drive
Lexington, KY
Phone: 859.296.4407
Email: michele.hardesty@unifiedtrust.com

University of Kentucky

UK eStore Student Services - Web application enabling students to pay fees online.

Contact:

E. R. "Chip" Carter II
Student Affairs Director
Food Services Administration
101 Student Center Building
Lexington, KY 40506-0030
Phone: 859.257.6159
Email: ccart1@email.uky.edu

UK Milk Transport Security System - Application for tracking milk data from a hand-held device and/or security data from a truck monitoring system from the dairy farm to the milk processing plant. Also provides for administration functionality and enables milk marketing agencies to query the milk and security data.

Contact:

Fred Payne
Food and Bioprocess Engineering
Biosystems and Agricultural Engineering
128 Charles E. Barnhart Building (Office: 220)
Lexington, KY 40546-0276
Phone: 859.257.3000 x220
Email: fpayne@uky.edu

UK Athletics Association - Rewrite the old VB Study Hall and Tutoring (STATS) as follows:

- Database migration from SQL 2000 to SQL 2005
- Development of STATS study hall, tutoring and administrative web applications in .Net 2.0.
- Development of the .Net 2.0 Complab Windows application and modifications to address immediate needs

Contact:

David Boyd
Information Technology Manager I
UKAA - Administrative Support
University of Kentucky Athletics Association
Joe Craft Center, Room A219
Lexington, KY 40506-0604
Email: dboyd@email.uky.edu

UK Honors System - Web application enabling registration into the UK Honors program. Also, provides administration functionality, such as tracking of the acceptance process and for sending letters to the applicant informing them of their status.

Contact:

Margaret Marquis
Academic Coordinator
University of Kentucky Honors Program
1153 Patterson Office Tower
Lexington, KY 40506
Phone: 859.257.3111
Email: Memarg0@email.uky.edu

Murray State

Project: MyKIIS Study Abroad Application System

SIS took on a PHP web application that students, faculty, and administrators use to manage study abroad programs, applications and faculty at Murray State. Originally, the application was developed in-house by students. Maintenance became an issue after those students graduated, so Murray State sought SIS' help in providing continuous support.

Initially, SIS migrated the site and database to new servers to alleviate security concerns with previous developers' access to those servers. SIS retooled the application to be more stable and provide the level of functionality it was originally intended to have. SIS continues to add enhancements and has since migrated servers yet again and added SSL support when customer service issues arose with the previous hosting company.

Technologies: PHP, JavaScript, MySQL, Webmin

SIS Role: PHP Development and web application maintenance

Contact:

Joanne Farley
Study Abroad SPC, KIIS
Office Location: 312 FH
Phone: 270.809.4338
Email: joanne.farley@murraystate.edu

Appendix C: Portfolio of Web Sites Designed

This section provides a list of web sites that SIS designed and implemented. Many other sites have been created, but they are for internal use by our clients' companies and, therefore, are not available for public reference.

Kentucky Science & Technology Corporation

<http://www.advancekentucky.com>

Fleming County Chamber of Commerce

<http://www.flemingkychamber.com>

Dean Machinery

<http://www.deancat.com>

Appendix D: SIS Technical Staff Certifications

The Open Group Architecture Framework

TOGAF, The Open Group Architecture Framework, is an industry standard architecture framework that may be used freely by any organization wishing to develop an information systems architecture for use within that organization.

TOGAF has been developed and continuously evolved since the mid-1990s by representatives of some of the world's leading IT customer and vendor organizations, working in The Open Group's Architecture Forum. Details of the Forum and its plans for evolving TOGAF in the current year are given on the Architecture Forum web site. See <http://www.opengroup.org/togaf/> for details.

SIS is privileged to have one of only 300 developers worldwide with The Open Group Architecture Framework (TOGAF) Certification.

IBM Certifications

IBM Certified Specialist - Systems Storage Sales for DS5000 v1
 IBM Certified Specialist - IBM Storage Sales Version 9
 IBM Certified Specialist - IBM Storage Sales Version 8
 IBM Certified Specialist - IBM Storage Sales Version 8
 IBM Certified Specialist - IBM Storage Sales Version 8
 IBM Certified Specialist - IBM Storage Sales Version 8
 IBM Certified Specialist - Storage Sales for N series Version 1
 IBM Certified Application Developer -- DB2 Universal Database V8.1 Family
 IBM Certified Database Administrator -- DB2 9 DBA for Linux UNIX and Windows
 IBM Certified Database Administrator -- DB2 9 DBA for Linux UNIX and Windows
 IBM Information Management Information Server Technical Sales Professional (v1)
 IBM Information Management Information Server Technical Sales Professional (v1)
 IBM Information Management Optim Technical Sales Professional
 IBM Information Management Optim Technical Sales Professional
 IBM Information Management Optim Technical Sales Professional
 Information Management Solution Sales Professional v3
 Information Management Solution Sales Professional v3
 IBM Certified Infrastructure Systems Architect
 The Open Group Architecture Framework (TOGAF) Certification
 IBM Certified Advanced System Administrator - Lotus Notes and Domino 7
 IBM Certified Advanced System Administrator - Lotus Notes and Domino 7
 IBM Certified Application Developer - IBM Workplace Forms 2.6
 IBM Certified Application Developer - IBM Workplace Web Content Management 6
 IBM Certified Application Developer - Lotus Notes and Domino 7
 IBM Certified Solution Developer-IBM WebSphere Portal V6.0
 IBM Certified Solution Developer-IBM WebSphere Portal V6.0
 IBM Certified System Administrator - IBM WebSphere Portal V6.1
 IBM Certified System Administrator - Lotus Connections 2.0
 IBM Certified System Administrator - Lotus Notes and Domino 7
 IBM Certified System Administrator - Lotus Notes and Domino 7
 IBM Certified System Administrator - Lotus QuickR 8.1 for IBM WebSphere Portal
 IBM Certified System Administrator -- WebSphere Portal V6.0
 IBM WebSphere Portal Solution Sales Professional
 Lotus Solution Sales Professional v2
 Lotus Solution Sales Professional v2

IBM Certified Application Developer -- Rational Application Developer for WebSphere Software V6.0

IBM Certified Specialist - Rational AppScan Standard Edition

IBM Rational Foundational (IT) Solution Sales Professional v1

IBM Rational Foundational (IT) Solution Sales Professional v1

Rational AppScan Technical Sales Professional (v1)

IBM Certified Specialist - Power Systems Sales for IBM i Operating System

IBM Certified Specialist - Power Systems Sales for IBM i Operating System

IBM Certified Specialist - Power Systems Sales for IBM i Operating System

IBM Certified Specialist - Power Systems Sales for IBM i Operating System

IBM Certified Specialist - Power Systems Technical Support for i

IBM Certified Specialist - Power Systems Technical Support for i

IBM Certified System Administrator - System i v5.07.11

IBM Certified Advanced Technical Expert - Power Systems with AIX

IBM Certified Specialist - Power Systems Sales for AIX and Linux

IBM Certified Specialist - Power Systems Sales for AIX and Linux

IBM Certified Specialist - Power Systems Sales for AIX and Linux

IBM Certified Specialist - Power Systems Sales for AIX and Linux

IBM Certified Specialist - Power Systems Technical Support for AIX and Linux

IBM Certified Specialist - Power Systems Technical Support for AIX and Linux

IBM Certified Specialist - Power Systems Technical Support for AIX and Linux

IBM Certified Specialist - System p Administration

IBM Certified Specialist - System p Administration

IBM Certified Systems Expert - Enterprise Technical Support for AIX and Linux

IBM Certified Systems Expert - Virtualization Technical Support for AIX and Linux

IBM eServer Certified Systems Expert - pSeries HACMP for AIX 5L

IBM Certified Specialist - High-End Disk for Open Systems Version 1

IBM Certified Specialist - High-End Disk for Open Systems Version 1

IBM Certified Specialist - High-End Tape Solutions Version 5

IBM Certified Specialist - Open Systems Storage Solutions Version 6

IBM Certified Specialist - Open Systems Storage Solutions Version 6

IBM Certified Specialist - Storage Networking Solutions Version 3

IBM Certified Specialist - Storage Networking Solutions Version 3

IBM Certified Specialist - Systems Storage Implementation for Entry/Midrange DS Series v1

IBM Certified Specialist - XIV Storage System Technical Solutions Version 1

IBM Certified Specialist - XIV Storage System Technical Solutions Version 1

IBM Certified Specialist - XIV Storage System Technical Solutions Version 1

IBM Certified Systems Expert - DS4000 Technical Version 1

IBM Certified Systems Expert -- IBM BladeCenter V4

IBM Certified Systems Expert - System x Sales Expert V1

IBM Certified Deployment Professional -- Tivoli Storage Manager V5.3

IBM Certified Deployment Professional - Tivoli Storage Manager V5.5

Tivoli Storage Manager Technical Sales Professional (v1)

Tivoli Storage Solution Sales Professional V2

Tivoli Storage Solution Sales Professional V2

Tivoli Storage Solution Sales Professional V2

IBM Certified System Administrator -- WebSphere Application Server Network Deployment V6.0

IBM Certified System Administrator - WebSphere Application Server, Network Deployment V6.1

IBM Certified System Administrator - WebSphere Application Server, Network Deployment V6.1

WebSphere Solution Sales Professional v2

WebSphere Solution Sales Professional v3

Microsoft Certification

SIS is certified by Microsoft for SharePoint Planning and Deployment Services (SPDS.) SIS is one of only 297 total US Microsoft partners certified for SPDS.

In addition, SIS is a Microsoft Gold Certified Partner. SIS is one of 4,000 US-based partners (out of a total of 140,000 partners) with Gold level certification.

SIS Staff Microsoft Certifications

Microsoft Certified Professional + Internet
Microsoft Certified Professional Systems Engineer
MS SQL Server 7.0 Admin
MS SQL Server 7.0 Design
Designing Security for a Microsoft Windows Server 2003 Network
Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition
Installing, Configuring, and Administering Microsoft Windows XP Professional
Managing and Maintaining a Microsoft Windows Server 2003 Environment
Microsoft Certified Professional
Microsoft Certified Systems Administrator
Microsoft Certified Systems Engineer
Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
Network +
SQL Server Database Administrator
Microsoft Certified Application Developer: Microsoft.NET
Microsoft Certified Solution Developer
Microsoft Certified Solution Developer: Microsoft.NET
Microsoft Certified Solution Developer: Microsoft Visual Studio
Microsoft Certified Professional
Microsoft Certified Professional Developer: Web Developer
Microsoft Certified IT Professional: Database Administrator
Microsoft Certified Technology Specialist: Windows Communication Foundation Applications, .NET Framework 3.5
Microsoft Certified Technology Specialist: Web Applications, .NET Framework 2.0
Microsoft Certified Technology Specialist: Windows Applications, .NET Framework 2.0
Microsoft Certified Technology Specialist: SQL Server 2005

Appendix E: SIS Technical Partnerships

SIS has working partnerships with the following firms. These firms extend the technical support that SIS can offer clients. For detailed information on our partners please visit the SIS website at http://thinksis.com/about_partners.php and click on the partner's logo.



Appendix F: Why IBM?

IBM's acquisition of FileNet brought together two leaders in the Enterprise Content Management arena. Leveraging combined experience of more than 17,000 customers <http://www.ibm.com/press/us/en/pressrelease/21556.wss>, the best from FileNet in Content, Business Process Management, and Compliance, and IBM's financial strength and executive level presence provides a huge benefit to companies looking to implement or grow their ECM capabilities.

The IBM FileNet partnership allows you to mitigate risk from a technology and business perspective, decrease manpower needed to manage multiple vendors, and lower your total cost of ownership. Combining IBM and FileNet industry expertise enables us to provide a customer-driven, business-proven solution that maximizes your return on investment while providing a complete end-to-end solution, designed to meet your total needs.

IBM® FileNet® provides a unified content, process, and compliance environment that offers maximum operational flexibility, accelerates application deployment, and lowers total cost of ownership. Based on customer demands, the IBM FileNet P8 platform provides interoperability to the widest selection of databases, applications, operating systems, portals, security, servers, storage, systems management tools, and Web server environments. This means you can leverage your existing resources, skills, and experience. IBM FileNet P8 can be deployed as a Service Oriented Architecture (SOA) shared services platform to help you reduce operation costs and simplify your global IT infrastructure.

The IBM FileNet P8 platform eliminates multi-vendor issues, while meeting all your Enterprise Content Management (ECM) requirements. You gain operational efficiency across your organization by delivering a common interface for building and deploying content and process applications to your users. Users benefit by being able to use a common interface no matter what tasks or assignments they attempt.

IBM FileNet P8 is the foundation for IBM FileNet's family of products. With this foundation, core and optional products as well as non-IBM FileNet repositories can seamlessly interoperate so that their powerful capabilities can be fully utilized.

Appendix G: Dayhuff Group

The Dayhuff Group has been a premier IBM business partner for over 11 years. We have been working with state Utility Commissions for over 8 years with our iCase product. We are a privately held company. Last year The Dayhuff Group was awarded the Solutions Excellence Award for our work at the Ohio Attorney General's Office.

Reference 1: Public Utility Commission of Ohio

Address: 180 E. Broad St.
Columbus, Ohio 43215

Project Name: iCase Advantage

Date of Project: Month/Year: 4/2006 – 1/2007

Contact: Jim Logsdon

Phone Number: 614/466.6475

Email: jim.logsdon@puc.state.oh.us

Description of related services provided:

The Public Utility Commission of Ohio selected The Dayhuff Group to help them update their case management system. The PUCO regulates and tracks the utility industry including gas, electrical, transportation, telephone, etc. They arbitrate all complaints and approve all rate and coverage changes. This leaves them with a great deal of information to maintain and distribute. The existing technology infrastructure was an old Unix based database without normalized structure. Some of the business information was held in this database, the rest of the information was held in their image system. The information in the system was redundant and often inaccurate. The PUCO needed a way to capture and distribute their information in a centralized easy to manage facility. The Dayhuff Group was awarded the contract to help the PUCO do this. The Dayhuff Group used their five-step project methodology to ensure the success of the project. The first step was to identify their needs: Convert over a million document images and data from their existing database into a normalized structure create an easy to use interface for their users. Allow remote personnel to access and input their information. Give the users the ability to search the information in the database. The second step was to review and redefine their processes. The Dayhuff Group's team of business process design experts worked with the PUCO to document their existing processes and then reshape the processes to be more efficient. This was done with total user involvement and commitment to the new processes. In the third step, The Dayhuff Group identified all of the necessary tools that would be needed to implement the new processes and assessed the technology infrastructure. The fourth step defined in detail the architecture of the new system. And the fifth step outlined how the system would be implemented and the impact to the business. The Dayhuff Group implemented several technologies to improve the department workflow. These included: Implemented the IBM FileNet P8 image server Implemented OCR to capture information from the document and populate the database Developed a conversion application to automate the conversion of the old data and track the conversion process to ensure quality Implemented web access to allow remote people access to input and review information SQL server database to house the case management data Crystal Reports was implemented to give the users the ability to access report on demand.

Reference 2: Ohio Attorney General's Office

Address: 30 E Broad
Columbus, Ohio 43215

Project Name: AG Enterprise Content Management Solution

Date of Project: Month/Year: 4/2006 – 4/2008

Contact: Mary Queen Cool

Phone Number: (614) 581-5162

Email:

Description of related services provided:

The Ohio Attorney General's Office needed a robust and flexible document, image, and records management system to support interfaces with its various departmental branches with a composite need to manage 25 million plus documents. The implementation included integration with its mail system as well as conversion of more than 1.2 million documents and images.

The Dayhuff Group solution built on IBM's robust Content Management platform was their content management system vendor of choice. The Dayhuff Group leveraged their experience in implementing multi-departmental solutions to create a comprehensive plan to build a development, test, and production environment as well as their collaborate with the clients to create successful implementation plans.

Reference 3: Hawaii Public Service Commission

Address: 465 South King Street Room 103
Honolulu, HI 96813

Project Name: Docketing and document management project

Date of Project: Month/Year: 4/2006 -3/2009

Contact: Brooke K. Kane

Phone Number: (808) 586-2020

Email: Brooke.K.Kane@Hawaii.gov

Description of related services provided:

The Dayhuff Group worked with the PUC to define their business processes in the Docketing and CA sections. We installed iCase as the case management and docketing solution for the agency. We converted the existing disparate databases into iCase and married up the information. The Dayhuff Group worked with an outside vendor to convert all of the legacy paper files into electronic files and index into the new iCase system. We trained the users and technical staff on the new solution.

As part of this project we worked with the Consumer Advocacy department to implement a case management system linked to iCase. They had their own workflows and views of the information in the system. We converted over 2 million documents and redacted SSN from all un secure documents. We built a public web portal that gave access to all of Hawaii.

Corporate Background

Headquarters: The Dayhuff Group, LLC
740 Lakeview Plaza
Worthington, Ohio 43085
614-854-9999

Date Established: January 1998

Ownership: LLC (Limited Liability Corporation)

Firm Leadership: Tami Dayhuff, CEO
Corey Dayhuff, President

Number of Employees: 26

Project Team:	Team Lead	Rodney Dayhuff
	FileNet System Architect	Andrej Gutik
	Consultant	Dwight Bowman
	Consultant	Chris Marks

Appendix H: Scanner Hardware Support

The scanners provided for the WV Lottery will be supported for 36 months. Bowe Bell and Howell Scanners are supported by Kodak. The Canon scanners will be supported by Canon. Following are the details for each scanner.

Bowe Bell & Howell 9125 Ngenuity and Bowe Bell & Howell Truper 3600 Plus

On-site coverage includes:

- Repair parts
- Phone support
- Periodic Maintenance call each year
- Part of Care Kits, Maintenance Agreements, and Warranty Enhancements

Customers can maximize service budgets, protect hardware, and know that a skilled service technician from Kodak will be at their facilities fast. When they make a call to Kodak Service & Support, we'll get back to them within the hour to assess the situation and let them know when our tech is scheduled to arrive. Our service pros can fix problems often on the first visit. Plus, now they can phone us at the first sign of trouble instead of waiting and worrying.

When end users work with Kodak for on-site service, they're covered, including:

- ALL travel, labor, and parts for repair-included!
- ALL service calls-unlimited!
- Preferential response time-plus automated escalation process
- Help Desk expertise-providing over the phone resolution for many issues, including hardware/software issue resolution
- Total Service Call-including full inspection and cleaning of equipment to spot and troubleshoot emerging issues before they cause downtime

Bowe Bell & Howell 9125 Ngenuity

First year Warranty Service for Kodak Ngenuity 9125, Next Day(5x9x24) including 1 Preventative Maintenance visit, provided through Kodak

Years 2 and 3 Post Warranty Service for Kodak Ngenuity 9125, Next Day(5x9x24) including 1 Preventative Maintenance visit per year through Kodak

Bowe Bell & Howell Truper 3600 Plus

First year Warranty Service for Next Day on Kodak 3600 Truper Series, Next Day (5x9x24) including 1 Preventative Maintenance visit, through Kodak

Years 2 and 3 Post Warranty Service for Kodak 3600 Truper Series, Next Day(5x9x24) including 1 Preventative Maintenance visit, through Kodak

Canon DR2510C

Canon branded Products and Supplies are designed to provide our customers with a rewarding ownership experience. These products are supported nationwide through a network of factory trained Canon authorized service providers.

Our authorized service providers attend Canon training classes on the latest products, service methods and tools and have the latest information about the Canon products they service, including technical documentation, service website, and technical support hotline.

3 Years CarePak (Exchange Program Service)

Appendix I: Implementation Plan

Task Description

Analysis

- Kick off meeting.
Identify project executive committee responsible for implementation.
In Kickoff meeting, facilitate discussion of scope of project
- Conduct up to 10 interview sessions up to 2 hours in length with IT staff and business analyst to document types, indexes, and up to 9 workflows
- Conduct up to 3 additional analysis interview sessions to identify specific requirements of the reports to be managed with OnDemand.
- Develop Functional Specifications for eforms and one workflow based on above documented input.
- Perform 2 Functional Spec Review sessions, up to 2 hours to review and come to agreement on functional specifications.

Installation

- Install FileNet Content Manager Content Engine, Application Engine (Workplace XT user interface) and Content Search Engine on one new server in a test environment
- Install WebSphere Application Servers for above components and configure existing SQL database server for use with system
- Install FileNet BPM Process Engine on one new server in a test environment
- Install Content Manager OnDemand and WEBi client on two new servers in a test environment
- Install and configure FileNet Dashboard
- Configure FileNet BCS application integration
- Install FileNet Records Manager
- Install FileNet Storage Connector for EMC Centera
- Install iRedact on Process Engine server

Lotus Forms Implementation

- Forms
 - Level 2 Occupational License
 - Occupational Permit Renewal

- LVL Intrastate Transportation Form - submitted by Operator
 - LVL Installation Procedure Form
 - LVL Shipment Notification
 - LVL AEGIS Video Lottery Machine Maintenance Form
 - Racetrack & LVL Security Logic Seal Record - AEGIS System
 - LVL Compliance Inspection
 - Request to Enable/Disable
 - LVL Retailer Preliminary Site Survey Checklist
 - Racetrack machine Registration and Transportation
 - Racetrack LVT Installation Checklist
-
- Form Acceptance Cycle
 - Hardware setup - provided by WV Lottery
 - Software Installation
 - Software configuration
 - PKI Certificate
 - Lotus Forms / FileNet Integration

Image Capture Implementation

- Install FileNet Capture on 2 workstations
- Configure FileNet Capture to capture up to 55 item types matching the following workflow implementation tasks

Workflow Implementation

- Configure the following FileNet BPM workflow processes. Each workflow will include configuration of a number of document types and workflow steps. Each workflow will allow users to request additional content and wait until this content is received to continue. Wait times will be configured into these steps to insure the work does not get stuck in a wait step.
- Table Games Occupation License Application Workflow - Financial Review. This workflow will provide the workflow for up to 4 document types. This workflow will have up to 50 steps including 20 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process.
- Traditional Retailer License Application Workflow. This workflow will provide the workflow for up to 7 document types. This workflow will have up to 90 steps including 15 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.
- Limited Video Lottery License Application Workflow. This workflow will provide the application approval for application folders with up to 14 document types. This workflow will have up to 75 steps including up to 20 decision points. The workflow

will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.

- **Racetrack License Application Workflow.** This workflow will provide the application approval for application folders with up to 7 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.
- **Manufacturers License Application Workflow.** This workflow will provide the application approval for application folders with up to 11 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.
- **Limited Video Lottery Service Technicians License Application Workflow.** This workflow will provide the application approval for application folders with up to 9 document types. This workflow will have up to 40 steps including up to 10 decision points. The workflow will include multiple notification point including the ability to produce 10 outgoing letters and a report at the end of the process. This workflow will also facilitate the printing of the source documents to return to applicants if needed.
- **LIMITED VIDEO LOTTERY MACHINE MAINTENANCE REQUEST WORKFLOW.** This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 15 steps including up to 1 decision point.
- **LIMITED VIDEO LOTTERY SITE SURVEY WORKFLOW.** This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 25 steps including up to 5 decision points.
- **LIMITED VIDEO LOTTERY MACHINE INSTALLATION WORKFLOW.** This workflow will provide the application approval for application folders with up to 1 document type. This workflow will have up to 25 steps including up to 5 decision points.
- **Configure Lotus Forms Connector for FileNet P8 on Content Engine**
- **Configure up to 55 report definitions to capture the reports identified in Appendix 6 of the RFP.**
- **Configure Records Manager to support records retention for items processed by FileNet Content Manager**
- **Configure one object storage area to store content to standard network attached storage**
- **Configure one object storage area to store content to Centera managed storage**
- **Configure iRedact to support redaction of documents based on user annotations of documents in a workflow**

Testing, Training and Deployment

- Document workflow processes for training
- Develop test scripts for each workflow and reports
- Execute the test scripts for validation of configured system
- Provide Administrator training sessions, up to 5 days for System Administrators on management of system, new application development, workflow management and Lotus Forms creation and management
- Provide 1/2 day training course for retrieval users, up to 10 training sessions. Document retrieval user training and provide video record of training.
- Provide 1 day training course for workflow users, up to 10 training sessions, Document retrieval user training and provide video record of training.
- Provide 1 day training course for capture users, 2 training sessions. Document retrieval user training and provide video record of training.

Assumptions

- Additional Interview sessions or review sessions will require a PCR (Project Change Request.)
- The interview sessions will be up to 2 hours in length and include one review session with each person interviewed.
- Although a number of methods are available to connect FileNet to existing applications. Analysis will need to be conducted to determine the best method of integration. Based on this analysis, a project change request can be processed to add application integration to this project. No application enablement will be included in the initial implementation quoted here.
- FileNet Systems Monitor will not be installed as part of this initial configuration
- FileNet Usage Reporter will not be installed as part of this initial configuration
- An existing implementation of SQL Server will be provided by the Lottery and used for this configuration
- Integration with Lotus Quickr or Microsoft SharePoint will not be provided in this configuration
- Automated redaction using iRedact based on advanced document recognition is not included in this configuration
- Other workflow processes than those listed above are not included in this configuration
- Letters output from above workflows will be based on boiler plate templates developed by WV Lottery. Workflow processes will launch MS Word to modify these templates based on the workflow actions. The workflow user will use standard MS

Word tools to edit the letters and print them. FileNet BCS can be used to store the modified letters into FileNet.

- The Traditional Retailer License Application Workflow includes a step where an external database generates a license number. This number will not be automatically pulled in to the workflow data. Integration to this external dashboard can be included in the analysis phase of this project. Once the method to integrate with this data is analyzed, the integration to automatically get the license number can be delivered based on a project change request.
- No remote capture or advanced document recognition software will be provided in this initial configuration
- Optional OnDemand modules such as "IBM CONTENT MANAGER ONDEMAND AFP2WEB TRANSFORM ", and "ONDEMAND ENHANCED RETENTION MANAGER" are not included in this configuration. If current or future report formats require or would benefit from any of these modules, they can be added to the configuration.
- Only basic Records Manager set up will be included in this scope of work. No file plan development or implementation is included

Timeline

The timeline shown below illustrates project duration. Actual dates will be determined based on the project start date to be defined by the Lottery Commission.

