# State of West Virginia – State Tax Division

## Document Management Imaging System

RFQ # - TAX12008

Contact:
Gary R. VanBuhler
Sr. Account Executive
Government Practice
(888) 315-3901 x230

RECEIVED
2012 JUN 27 AM 8:18
WV PURCHASING
DIVISION

ImageSoft, Inc.
25900 W. 11 Mile Rd., Suite 100
Southfield, MI 48034
www.imagesoftinc.com

ImageSoft

ImageSoft

June 26, 2012

Ms. Connie Hill
Department of Administration
Purchasing Division
2019 Washington St, East
Charleston, WV 25311

Re: RFP # TAX12008 Document Management Imaging System

Dear: Ms. Connie Hill

It is with great pleasure that ImageSoft, Inc. provides this response to the State of West Virginia State Tax Division's Request for Quote for a Document Management Imaging System (DMIS). ImageSoft is confident that through the submission of this response, the State of West Virginia State Tax Division will realize the ability of ImageSoft to deliver and support a Document Management Solution that will meet the immediate needs, as well as the future needs of the State Tax Division.

Over the past 15 years, ImageSoft has become expert in delivering world-class leading DMIS solutions for government agencies throughout the United States. We are experts in delivering enterprise-wide solutions related to business process management, enterprise content management, electronic workflow, advanced capture, electronic signature, line-of-business application integration and records management throughout the organizations we partner with.

ImageSoft is proposing the OnBase Enterprise Document Management Imaging solution developed by Hyland Software to meet the needs of this RFQ. ImageSoft is consistently recognized as one of the leading worldwide integrators of OnBase and a top integrator in the Government sector, assuring your organization that ImageSoft has the experience required for this deployment. Our commitment to excellence and dedicated Government solution experience will ensure the success of the State of West Virginia State Tax Division's OnBase implementation.

On behalf of everyone here at ImageSoft, we thank the State of West Virginia for the opportunity to respond to this DMIS System RFQ.

Best Regards,

Scott D. Bade
President
ImageSoft, Inc.

www.imagesoftinc.com sales@imagesoftinc.com
25900 W. 11 Mile Road, Suite 100 • Southfield, MI 48034 • phone: (248) 948-8100 • fax: (248) 948-8146

ImageSoft

## Table of Contents


1. Executive Overview ..... 7
2. Company Overview ..... 9
3. Project Details ..... 16
   - 3.1 Software ..... 16
   - 3.2 Hardware ..... 40
   - 3.3 Professional Services ..... 44
   - 3.4 Implementation Plan ..... 45
4. Training ..... 46
5. Support ..... 46
6. Requirements Matrix ..... 49
7. Investment Summary ..... 52
   - 7.1 WV State Tax Division Pricing Matrix ..... 52
   - 7.2 ImageSoft Pricing Breakdown ..... 52
8. Partial list of ImageSoft Government Clients ..... 55
9. Attachments ..... 59

# 1. Executive Overview

The mission of the Government Practice within ImageSoft Inc. is to improve constituent services and quality of life, through the implementation of practical solutions that streamline government processes, reduce costs, eliminates paper and improves working conditions for employees. ImageSoft has been providing these services and solutions for over 15 years with the OnBase Enterprise Content Management (ECM) solution along with ImageSoft developed solutions specific to our government clients. Every year for the past 5 years, ImageSoft customers and prospects gather for the ImageSoft Government Summit to interact with each other and discuss best practices, new products and new ways to solve old problems. From these meetings, ImageSoft has developed remarkable solutions on top of the OnBase ECM platform to help solve many of these problems. Below is a quote from Michigan CIO, David Behen in regards to ImageSoft's innovative new eCertification solution, TRUEcertify ™.

*"This is the type of innovation we are so excited about seeing here in Michigan".*

As one of Hyland's top Solution Providers in the world, ImageSoft has thoroughly read the RFQ and is recommending the OnBase DMIS COTS solution to not only meet the immediate needs of the WV State Tax Division, but to provide tremendous return on investment with future needs utilizing additional OnBase modules as well as solutions available from only ImageSoft Inc.

ImageSoft is a firm believer in the "crawl, walk, run" philosophy, following the process outlined in the book by John Kotter titled Leading Change which outlines the best practices for implementing change within an organization. Typically it is advantageous to start in one department where the State Tax Division technical personnel and end users can learn the system before rolling it out to the rest of the organization. Thus, the phased approach outlined in the RFQ is an excellent way to learn and slowly migrate this change into an organization. Through ImageSoft Best Practices, and based on the brief overviews in the RFQ, ImageSoft would recommend starting simple with Phase 2, the scanning and retrieval of POs, then Phase 3, the scanning and full text retrieval of the legal documents. Phase 1 is actually the most complex with workflow, document library services and email notifications which would benefit from the knowledge obtained in the previous two phases. Phases could be overlapped to reduce the time of deployment.

OnBase is implemented in a modular approach, so organizations can purchase only what functionality they need when they need it. ImageSoft has made their best effort to provide all the OnBase modules required for this implementation based on the information in the RFQ description and requirements. Below is a list of the modules to be provided.

- Concurrent User Licenses
- Concurrent Workflow Licenses
- Electronic Document Management Services
  - Check-in/out, Revision Management capabilities
- Full Text Indexing Capability
- Advanced Scanning and OCR Capability
- Line-of-business Application Integration

All these modules are explained in more detail in a later section.

The solution will encompass the following services from ImageSoft:

- Business Analysis and Process Discovery
- Written Functional Specification (Solution Blueprint)
- OnBase DMIS Modules
- System Implementation
- System Testing
- End User Training
- Technical Training
- Project Management
- Post Implementation Support

Beyond the initial implementation, the WV State Tax Division needs to make sure they are selecting a DMIS system and Integrator that not only fits the current needs, but can grow and expand to meet future needs. OnBase and ImageSoft are that solution. Simply checking that a criterion can be met and how easy the feature is to deploy and use can dramatically change the user acceptance and cost of future deployments.

Designed to drive high-volume, high value transactional processes, OnBase is an enterprise-class enterprise content management (ECM) solution that helps organizations meet corporate goals and impose enterprise-wide controls and disaster recovery. More than 10,000 organizations worldwide have chosen OnBase because its price/performance ratio is easy to cost justify, its configurability and rapid deployment result in lower professional service costs than many competing solutions and its ease of use minimizes training and business disruption. OnBase is also rated as one of the top DMIS solutions by Gartner.

The fully integrated OnBase Product Suite is categorized according to modules in order to ensure that users understand the functionality available and can purchase only the capabilities they need to solve their business problems. OnBase's modular architecture and common code base ensure that organizations can quickly and easily add additional modules as budgets, business needs or mindshare evolve.

Below is a list of modules ImageSoft has developed to enhance the OnBase platform specifically for our Government practice and in use today (not included in the proposal pricing).

- **ImageSoft TRUEsign ™**
  - TRUEsign is an eSignature solution like no other on the market today – a legally accepted eSignature solution that allows organizations to sign documents electronically within the firewalls to eliminate the need to print, sign and re-scan documents to ingest back into the repository. Built to fit seamlessly into the OnBase workflow environment

- **ImageSoft TRUEcertify ™**
  - TRUEcertify allows constituents to request certified documents via the internet and receive these documents via the internet, reducing State Tax Division employee participation in certified document requests. The solution also provides the ability to accept fees for requests.

- **ImageSoft TRUEfile ™**
  - TRUEfile is an efiling solution that allows constituents the ability to collect documents and submit them for filing with an agency. The solution integrates seamlessly with OnBase workflow, so applications, compliance documents, etc., can be submitted electronically, automatically be routed to the appropriate employees for processing and deliver results back to the filer. The solution also allows the collection of fees for filing.

## 2. Company Overview

**ImageSoft, Inc.**

ImageSoft was founded in 1996 by three entrepreneurs, who were driven by a sincere belief that they could "build a better team" to create and deliver innovative solutions that would allow organizations to operate more efficiently and effectively.

Headquartered in Southfield, Michigan, with offices in Raleigh, NC and Portland, OR, ImageSoft services customers throughout the United States, Canada and Mexico. We have achieved the highest levels of recognition for sales, technical skill and partnering from Hyland Software.

ImageSoft, named the **#1 integrator** of the OnBase System two of the last four years, is uniquely qualified to provide a system-based solution, project management, installation, implementation, training, and on-going support to the WV State Tax Division.

ImageSoft is a best-of-breed provider. As of such, we can provide best-of-breed technologies to the WV State Tax Division in order to provide maximum return on investments. This is one key differentiator of working with a solution provider as opposed to a direct software provider. This will allow the State to have access and evaluate the best solutions to address your business goals and objectives.

The majority of ImageSoft's 54 employees are involved in the consulting, implementation, development, training, and support side of the business. ImageSoft has a group of Project Managers, Business Consultants and Engineers that are dedicated to each practice. This team has designed, managed, implemented and supported government implementations from small cities to entire states. Because OnBase is at the center of our ECM strategy, those technical staff members are all intimately familiar with all of the OnBase modules we typically utilize in our implementations. Of our technical staff, all have (or are in the process of getting) OnBase certifications in one or more of the Installer Certification (which requires a Microsoft MCP certification), API Certification, Support Certification, Administrator Certification, and Workflow Architect Certification.

ImageSoft envisions every customer being a reference account and takes pride in delivering solutions that surpass the expectations of our customer. But let our customers tell the story. ImageSoft was recently awarded the "Best Fit Integrator – Center for Digital Government" Award, nominated by one of our government customers. Below is the story with several other customer quotes.

**ImageSoft Wins Client-Nominated "Best Fit Integrator Award"**
**From The Center for Digital Government**

*SOUTHFIELD, Mich., (August 4, 2010 )* – ImageSoft, Inc., which provides technology solutions to automate, streamline and improve workplace processes, announced today that it was the recipient of The Best Fit Integrator award from the Center for Digital Government. ImageSoft was one of 12 companies nationally to earn the award and was acknowledged at an awards dinner August 1 in Rockport, Maine.

This innovative contest allows government IT entities from throughout the country to recognize exceptional private sector partners that have worked with them on recent technology projects. ImageSoft was nominated by Washtenaw County, Mich., and was recognized for its work in

implementing Enterprise Content Management (ECM) and workflow solutions to improve processes in multiple county departments. The company earned the award in the "Modernization in Public Safety and Emergency Management" category.

ImageSoft has worked with Washtenaw County since 2006 implementing a number of solutions to streamline and improve county processes including:

- *An electronic arraignment workflow solution that streamlines document preparation, creation and execution of criminal court documents in two county locations*
- *An innovative end-to-end digital eContract solution for the City of Ann Arbor that shares Washtenaw County's infrastructure and resources. The solution improves productivity and transparency and prevents documents from getting lost or signed improperly*
- *An eWarrant solution for the sheriff and prosecutor that dramatically reduces time to process a warrant request, eliminates drive time, improves transparency and enables prosecutors to try cases from a laptop*
- *An electronic document management and workflow solution for Child Support Enforcement and Court Services in which judges electronically sign orders that are then eFiled with Court Services, reducing processing time for orders from five days to one day*
- *Converting the county's legacy ECM system to a modern, industry-leading solution and saving taxpayers $400K*
- *Utilizing ECM to streamline capture and management of vital records resulting in enhanced efficiency and improved constituent services*

**"From the very beginning, ImageSoft was a fully-vested partner with Washtenaw County in creating innovative new systems that will result in long-term service improvements and cost savings for our citizens," said James McFarlane, Washtenaw County director of IT. "ImageSoft delivered what it promised, stood by its work and has taken responsibility to ensure that all parts of the solution have functioned as described and that projects have successful outcomes. Their technical expertise and commitment to success played a major part in the success of ECM at Washtenaw and in the tremendous strides the county has made in its electronic court initiative."**

**Added Scott Bade, ImageSoft president, "Being nominated for and then winning this prestigious award is certainly an honor, but the real winner is Washtenaw County. They have consistently demonstrated a desire to leverage technology to better serve their constituents and to maximize scarce taxpayer resources."**

**About The Center for Digital Government**

The Center for Digital Government is a national research and advisory institute on information technology policies and best practices in state and local government. The Best Fit Integrator Award contenders were evaluated across multiple categories based on nominations gathered from state and local government agencies.

**About ImageSoft, Inc.**

Founded in 1996, ImageSoft is based in Southfield, Mich., and operates offices in Raleigh, N.C. and Portland, Ore., serving customers throughout the U.S., Canada and Mexico. Its markets include government, the courts, healthcare, insurance companies, educational institutions, and manufacturers. An award-winning company, ImageSoft has twice been named one of the Fastest-Growing Privately Held Companies by *Inc. Magazine* and is repeatedly selected as one of Michigan's Economic Bright Spots and as one of Metropolitan Detroit's 101 Best and Brightest Companies to Work For. Additionally, in 2008 the Edward Lowe Foundation cited ImageSoft as a Michigan 50 Companies to Watch.

###

- "The hard numbers of savings do not begin to accurately indicate the benefits of the ImageSoft system such as paper savings, space conservation, or other efficiencies within the office. The system has allowed us to upgrade almost every process in the Friend of the Court (FOC), creating efficiencies throughout the office. Other departments have experienced similar savings. For instance, the Prosecutor's Office was able to catch up a four-month backlog in the filing of cases and has enjoyed the benefit of being able to reprioritize the use of its employees.

  Any hard numbers of savings resulting from the system will not tell the whole story. For instance, we lost one employee at the FOC which saved $104, 464.00 including benefits. But that does not begin to accurately indicate the benefits of the system. We have no hard numbers for paper savings, space conservation or other efficiencies within the office. I can tell you that we have been able to create an incentive team of two individuals that was made possible by the efficiencies of the system and the savings is approximately $114,000.00. The system has allowed us to upgrade almost every process in the FOC, creating efficiencies throughout the office. We are now able participate in our specialty court, Parents and Children Together, which would not be possible before OnBase. We will

experience additional personnel savings after evaluating our enforcement teams and the streamlined functions.

I am sure that the other departments have experienced similar savings, but I cannot specify. The prosecutor was able to catch up a four-month backlog in the filing of cases and have enjoyed the benefit of being able to reprioritize the use of their employees."
**John Battles,**
**Director, Friend of the Court, Genesee County, MI**

- "The imaging solution ImageSoft provided for our Friend of the Court paid for itself in the first year through improved efficiencies and not having to replace a staff member that left the County"
  **Connie J. Frey**
  **Director of information Technology**
  **Jackson County, Michigan**

- "After seeing another Prosecutor's Office go paperless, it was obvious to us that this technology was the wave of the future. Implementing the paperless system was a huge undertaking, but it has greatly improved processes within our office."
  **- Renee Hernandez**
  **St. Clair County Michigan Prosecutor's Office**

- "I can tell you 100% my people would never want to go back the old way, never, never, never."
  **- Steve Kraai**
  **Director of Records**
  **Ottawa County Sheriff's Office**

- "Having the ability to view a complete audit trail on court documents as well as court files through the file locator system has been pivotal in tracking errors directly to the source and has increased accountability and training opportunities for our staff."
  **- Lori Catalino**
  **Assistant Chief Deputy**
  **Ottawa County Clerk's Office.**

- "Implementing an effective Integrated Document Management solution for St. Clair County was considered a challenge; however, ImageSoft proved to be a worthy partner, showing flexibility, responsiveness and the dedication to go above and beyond expectations. *The ImageSoft solution should be a model for all counties seeking a highly efficient and cost-effective solution."*

**- Brian Briese**
**IT Director**
**St. Clair County Michigan**

- "One big advantage of going paperless is that you don't lose documents anymore! Our conversion process was 100% successful. Every document that was in our old system is in the new one. This immediately gave the users increased confidence in the success and stability of the new system."
  **– Dave Wilson**
  **Application Specialist**
  **Washtenaw County Friend of the Court**

- "ImageSoft makes you feel like you're their only customer."
  **– Ayane Grubbs, Computer Support Specialist, City of Novi Michigan**

- "Knowledgeable, customer driven team. Great people *and* product to work with."
  **– Deanna Sears, Ottawa County Prosecutor's Office**

- "ImageSoft has been extremely professional and prompt on all contact with Genesee County. We have yet to implement a document management solution, but I look forward to working with ImageSoft."
  **– Jack Battles, Friend of the Court Director, Genesee County**

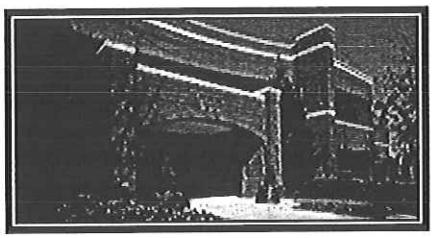
- "Like I've said before – you've given us the closest thing to "instant gratification" that one could expect in an environment like ours. Everyone is a pleasure to deal with and everyone is very knowledgeable."
  **– Dee Dee Malone, Friend of the Court, Calhoun County Michigan**

- "ImageSoft has great customer service. Staff are always helpful and available to help or answer questions."
  **– Kim Wraight, IT GIS Interim IT Manager, Washtenaw County Michigan**

**ImageSoft Offices**

**ImageSoft Headquarters:**
25900 W. 11 Mile Road
Southfield, MI 48034
*Phone*: (248) 948-8100
*Toll-free*: (888) 315-3901
*Fax*: (248) 948-8146

**ImageSoft North Carolina:**
1130 Situs Court, Suite 244
Raleigh, NC 27606
*Phone*: (919) 462-8505
*Toll-free*: (888) 315-3901
*Fax*: (248) 948-8146



**ImageSoft Northwest** (brick and mortar office planned for 2013):
Portland, Oregon
(888) 315-3901

**Email Contact:**
sales@imagesoftinc.com
support@imagesoftinc.com
gvanbuhler@imagesoftinc.com (contact email for this response)

It is also important to know the background of our business partner, Hyland Software.

Hyland Software is a privately held company, founded in 1991. It is the developer of OnBase, a market leading Enterprise Content Management (ECM) solution. They are based in Cleveland, Ohio with over 800 dedicated employees working to provide software solutions that drive more than 8,000 organizations worldwide to operate more effectively and efficiently. They have been outpacing their competition for the past 17 years by enhancing their industry expertise while continuing to provide configurable solutions that are easy to use. They take great pride in their exceptional customer service standards, and as a result have a 98% customer retention rate in addition to 10 consecutive years of profitable growth.

With more than 100 components, OnBase has innumerable applications, while ease of use and scalability makes it applicable to any size agency. OnBase improves constituent service without increasing the budget. In fact, agencies often see a return on investment (ROI) within the first year.

OnBase is recognized as an ECM Leader in the Gardner Magic Quadrant.

# 3. Project Details

## 3.1 Software

### OnBase Modules:

**OnBase Multi-User Server**
This is the "core" of OnBase. It's the foundation of the product and the license to utilize the OnBase solution. It will be implemented for the WV State Tax Division to access the foundation of OnBase.

**OnBase Concurrent User Client Software**
These licenses provide retrieval, viewing, printing and management of documents. Concurrent licenses are a great way to share licensing amongst a group of users. Users whom need occasional access to the OnBase repository can "share" a concurrent user client license. Once the user logs into the system, they consume the license. When they log out, or leave the client inactive for a period of time (5 minutes) the client will automatically log them out and return the concurrent license back to the pool for other users to share. This is a great licensing structure to reduce total costs for user access.

**OnBase Unity Client**
For the WV State Tax Division OnBase deployment, ImageSoft will implement the exciting new OnBase Unity Client. The Unity Client is the next generation OnBase desktop application, offering the familiar look-and-feel of Microsoft® Office® 2007 products. With intuitive ribbon-style toolbars and tabs and easy access to features, users can easily navigate and perform their primary job tasks with little-to-no training. Unity Client also enables individual users to personalize their interface in order to quickly access the forms and functions they use most often. Installation and administration are simplified with deployment options that support ClickOnce technology and both on-premise or hosted environments. This new user interface has dramatically improved user acceptance and rapid deployment, making it quicker to achieve ROI.

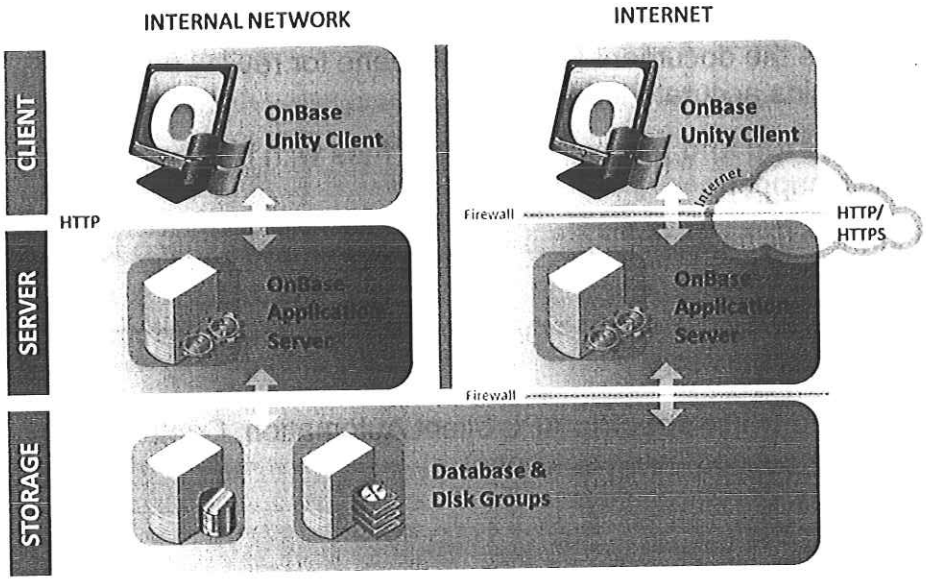
### Key Benefits

- **Simplifies OnBase access, promoting ease-of-use** by presenting OnBase features/functions where users expect to find them.
- **Increases adoption and minimizes training and support costs** by leveraging user-familiarity with Windows® Office products.
- **Improves worker productivity** by providing a personalized, task-centric interface with integrated Workflow functionality.
- **Save IT deployment time, effort and costs** through rapid rollout and upgrades with Microsoft's ClickOnce technology.

- **Works the way organizations require**—from platform to functionality—with Web, hosted, on-premise and offline solutions.
- **Provides an integration platform** to extend automation capabilities and create custom user interface controls.

### Business Application

- **New OnBase customers**—Prospective customers already familiar with Windows-based applications and/or Office 2007/2010 products will instantly be comfortable using the Unity Client, as the interface provides similar ribbon, tab and theme features.
- **On-Premise deployment**—Using ClickOnce technology, the Unity Client deploys quickly and easily to thousands of internal users. The Application Server provides centralization of ODBC transactions and Disk Group access, which can improve performance over a Wide Area Network (WAN).
- **Hosted deployment**—Customers that desire a Windows-based desktop user interface within a SaaS offering will be able to deploy the Unity Client via ClickOnce to meet their requirements. The Unity Client sits on the client machine, while the Application Server, Database and Disk Groups can all be hosted via OBOL and made available over the Internet via HTTPS.

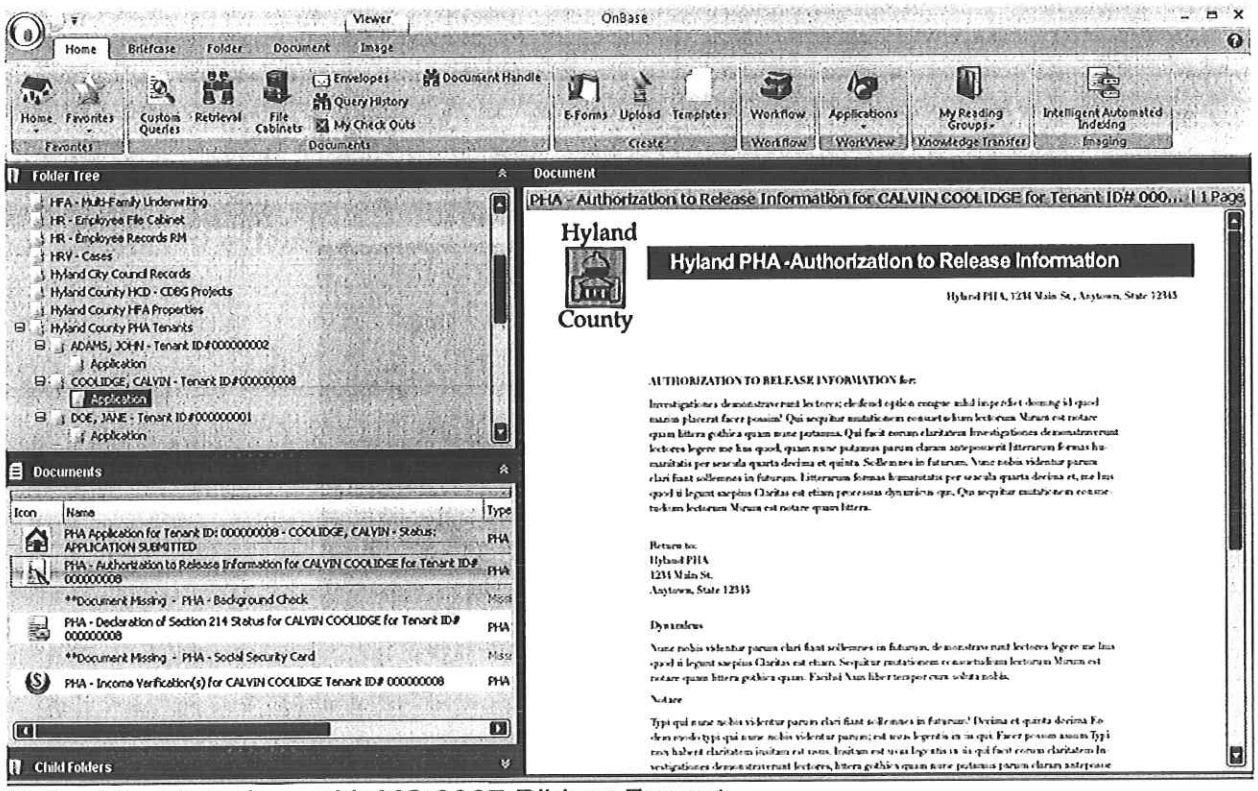



The OnBase Unity Client is a next-generation OnBase client built atop Microsoft's .NET™ 3.5 platform and Windows Presentation Foundation (WPF), using eXtensible Application Markup Language (XAML). In addition to creating an enhanced user experience, these latest technologies enable an efficient, scalable architecture designed to meet any business requirements.

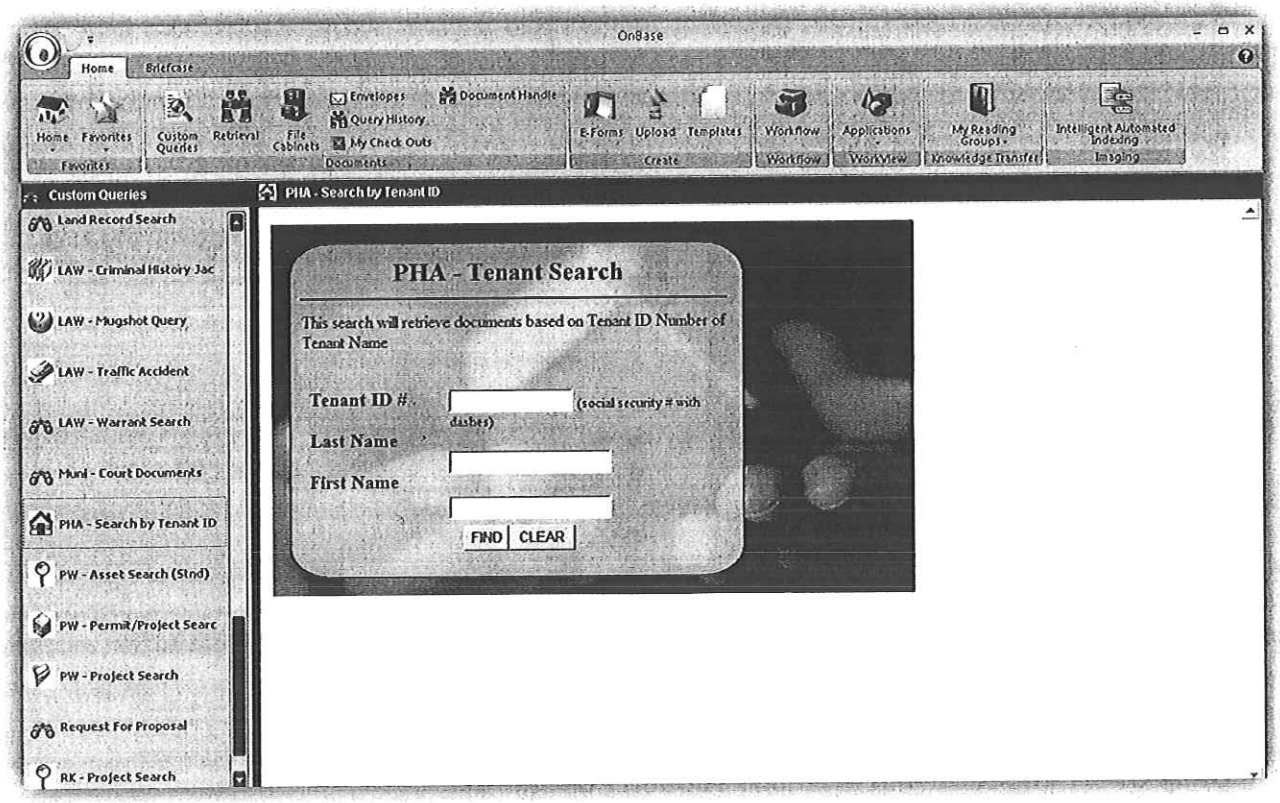
- **Efficient business process logic handling**—the Unity Client connects to the OnBase Database and Disk Groups via the Application Server, which centralizes ODBC transactions/Disk Group access and efficiently handles all business process logic.
- **Ease of administration/installation**—even though the Windows-based desktop application stores interface components on the client machine, ClickOnce enables rapid deployment. Regardless of whether your solution is on-premise or hosted, you can quickly deploy the Unity Client over a WAN across an internal network, or via the Internet using HTTPS over a firewall.

**Key Features**

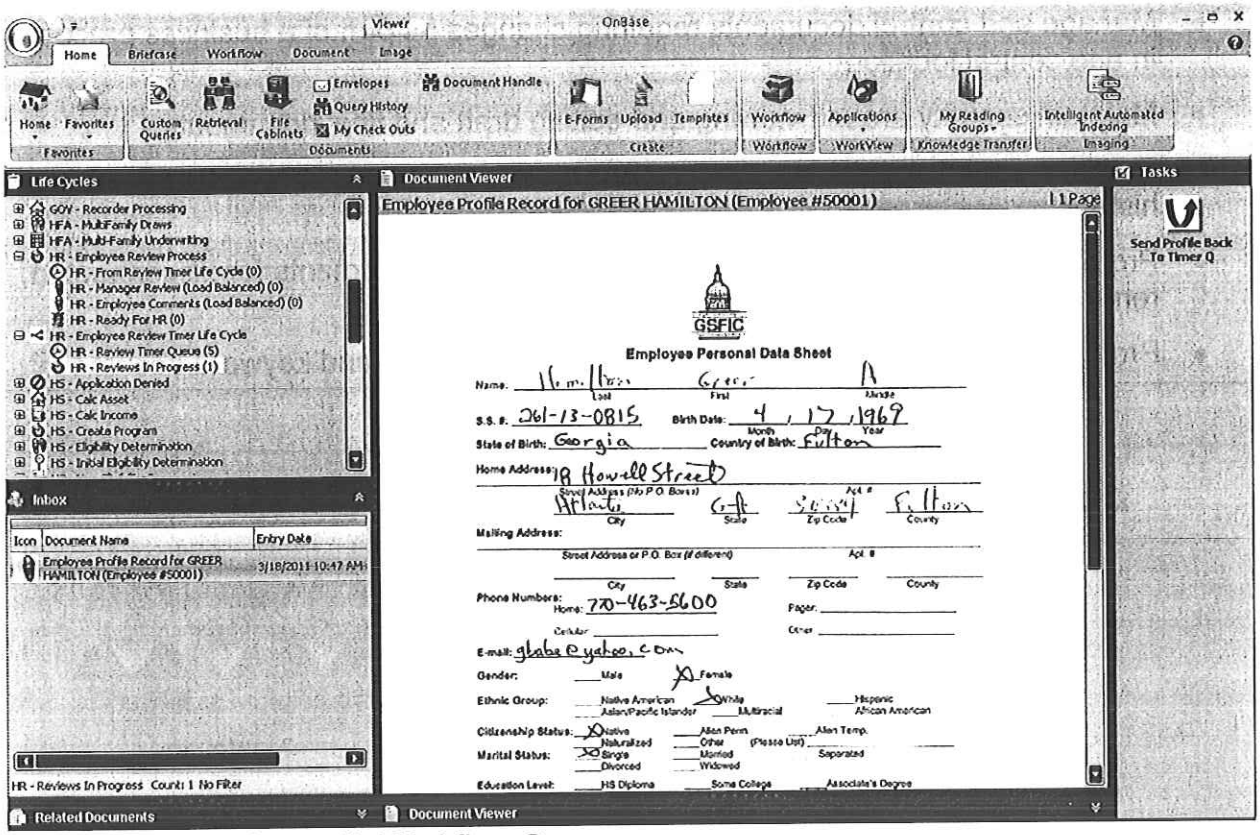
- **Familiar Windows-based, Office-like interface** provides OnBase functionality including Document Retrieval, Custom Queries, Folders and Workflow through ribbon toolbars, tabs, favorites, or home pages—enhanced with rich sorting/grouping capabilities.
- **Integrated Workflow experience** provides tasks buttons and user interaction right from selected or open documents.
- **Document information panel** displays keywords, notes, cross-references, revisions and history alongside open documents.
- **Upload preview** displays the document in a preview pane for review and to research index values (aids accurate indexing).
- **Enables users to play, stop and pause multimedia files** with native OnBase viewer video and audio support.
- **Supports offline applications**, including the Unity Briefcase, Integration for Allscripts Homecare, etc.
- **Internet ready application supports** ClickOnce, WAN deployment, HTTPS through a firewall or hosted via OBOL.
- **Integration tools include Unity-specific** API, Client Automation, Controls / Controls Toolkit (hybrid premise/hosted solutions).




Unity Client Interface with MS 2007 Ribbon Format




Unity Client Interface with a Custom Query (Custom Queries are completely configurable for each organization or department).



Unity Client Interface with Workflow Queues.

## OnBase EDM Services

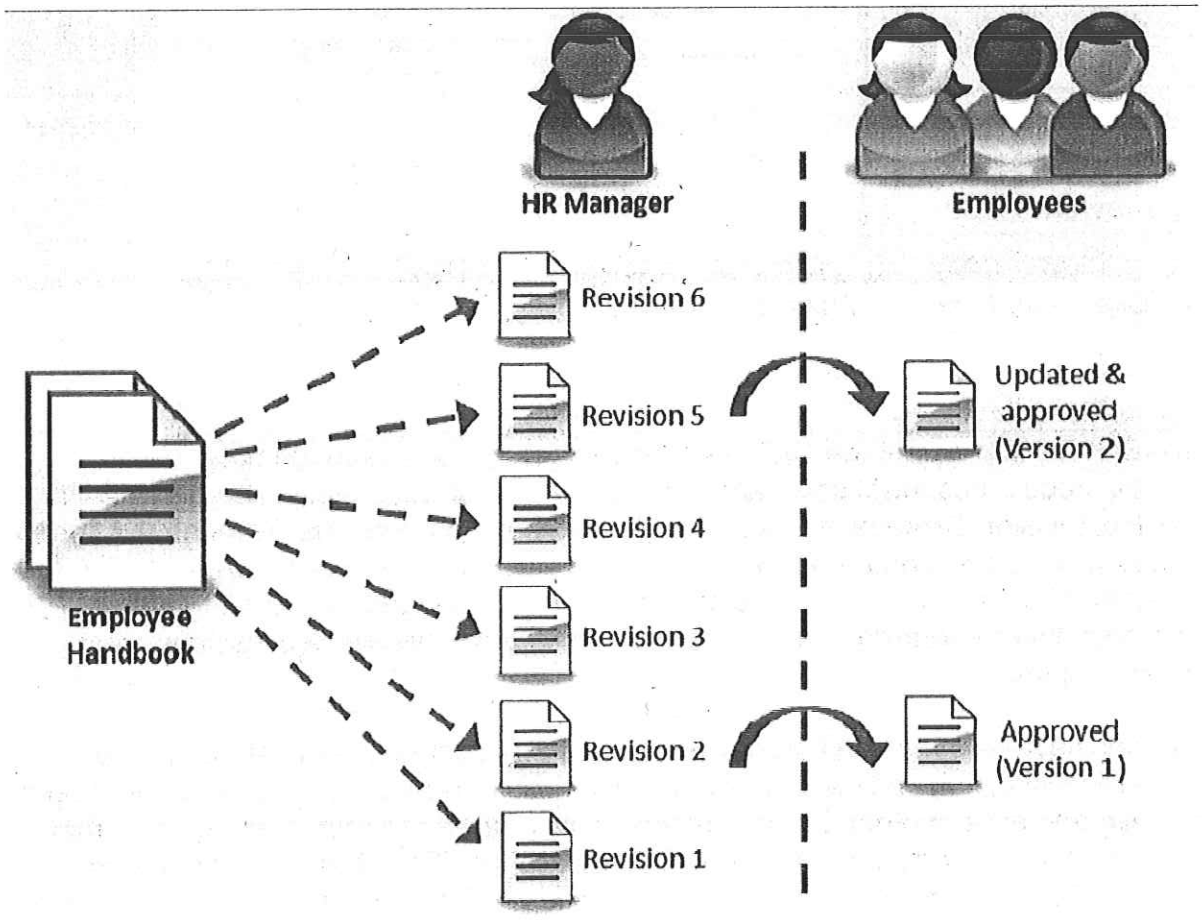
ImageSoft will implement the OnBase Electronic Document Management (EDM) Services module to control and track the modification of documents stored in the WV State Tax Division OnBase system through revisions and versions. Through the library services and version control offered in EDM Services, organizations can centralize the management of critical business documents that are changed by providing offline synchronization for remote users, ensuring that they are always accessing version-accurate copies.

Users can save revisions and stamp versions of any document type stored in the OnBase repository. A seamless integration with Microsoft® Office allows users to open, edit, save and access other OnBase functionality related to Office documents, either directly in OnBase or from the native Office application. The ability to view multiple revisions of a single document and make specific versions available for public access through version control provides a complete audit trail of all changes and allows users to view the specific information they require.

### Key Benefits

- Manage and control documents requiring changes as part of a business process in one central location
- Maintain security around viewing and editing draft and final documents
- Establish audit control over document changes by tracking complete document history
- Provide offline document access to centrally stored documents for disconnected, remote workforces
- Promote data integrity, ensuring document consistency and keyword accuracy

***Draft and Public Access Rights Using Revisions and Versions***



**OnBase Production Document Imaging (Kofax or TWAIN)**

OnBase Document Imaging will be the main scanning interface for the WV State Tax Division. ImageSoft will implement and configure all aspects of the OnBase scanning license. This license provides a scalable solution for centralized or distributed scanning, where documents are scanned or swept into user-defined queues, using a TWAIN, ISIS, or Kofax™ compliant scanner. These Scan Queues are easily configured to meet document-based process requirements and departmental business needs. The documents are scanned, indexed, and archived into OnBase, taking advantage of several methods for automating document classification and indexing.

**Key Benefits**

- Automates document classification and indexing via several available methods
- Secures documents from time of capture, eliminating paper-based single points of failure
- Distributed document indexing provides flexibility and provides maximized resource usage
- Document Imaging is scalable with licenses available at varying price points
- Provides ease of use and simplified administration from within a single Imaging window

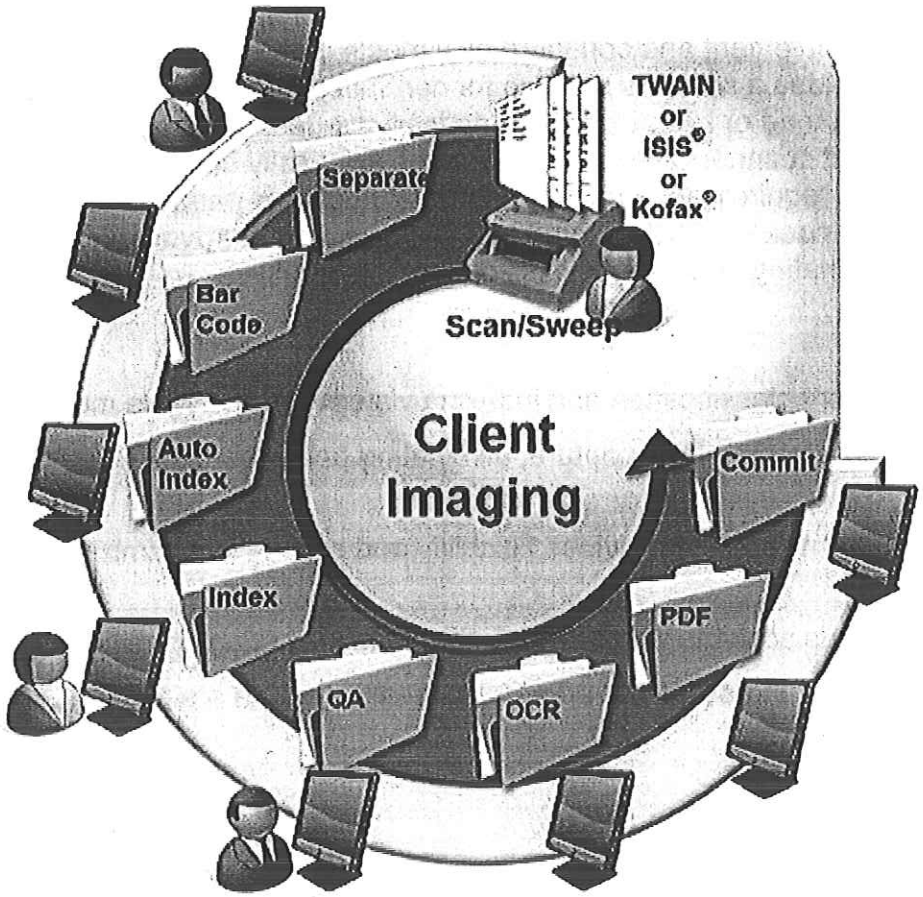



**Figure – OnBase Document Imaging**

OnBase Document Imaging provides complete batch processing, control and management. Workstation hardware and memory requirements are dependent on the scanner selected. An ODBC connection to the OnBase database and write access to OnBase disk groups is required. Desktop Document Imaging with TWAIN scanners is fully supported for scanning in Citrix environments.

### Key Features

- Process driven QA steps ensure appropriate review for image and index quality
- Visual document separation can be performed while viewing batch thumbnails

- Index automation via AutoFill Keyword Sets, Application Enabler, and bar code recognition
- Supports ISIS, TWAIN and Kofax compatible scanners providing choice in hardware selection
- Convert to PDF via OCR (optical character recognition) or through a post-index, image-only type PDF conversion process
- Sweep and index most types of electronic document files
- Supports VB scripting for custom processes when needed

**Batch OCR**

OnBase Batch OCR (Optical Character Recognition) is a highly accurate full-page character recognition package working with the OnBase Document Imaging or Document Import Processor modules. OnBase OCR creates readable text renditions of image documents, to facilitate search and retrieval. Searchable PDF or MS Word formatted renditions can also be created. Batch OCR makes image documents eligible for text searches, locating specific document(s) by their content or searching for specific words or phrases within a document to find required information.

**Key Benefits**

- Provides ability to locate specific information within large image documents
- Enables faster document retrieval through external text search across many documents
- Reduces document indexing requirements, allowing users to search document content directly

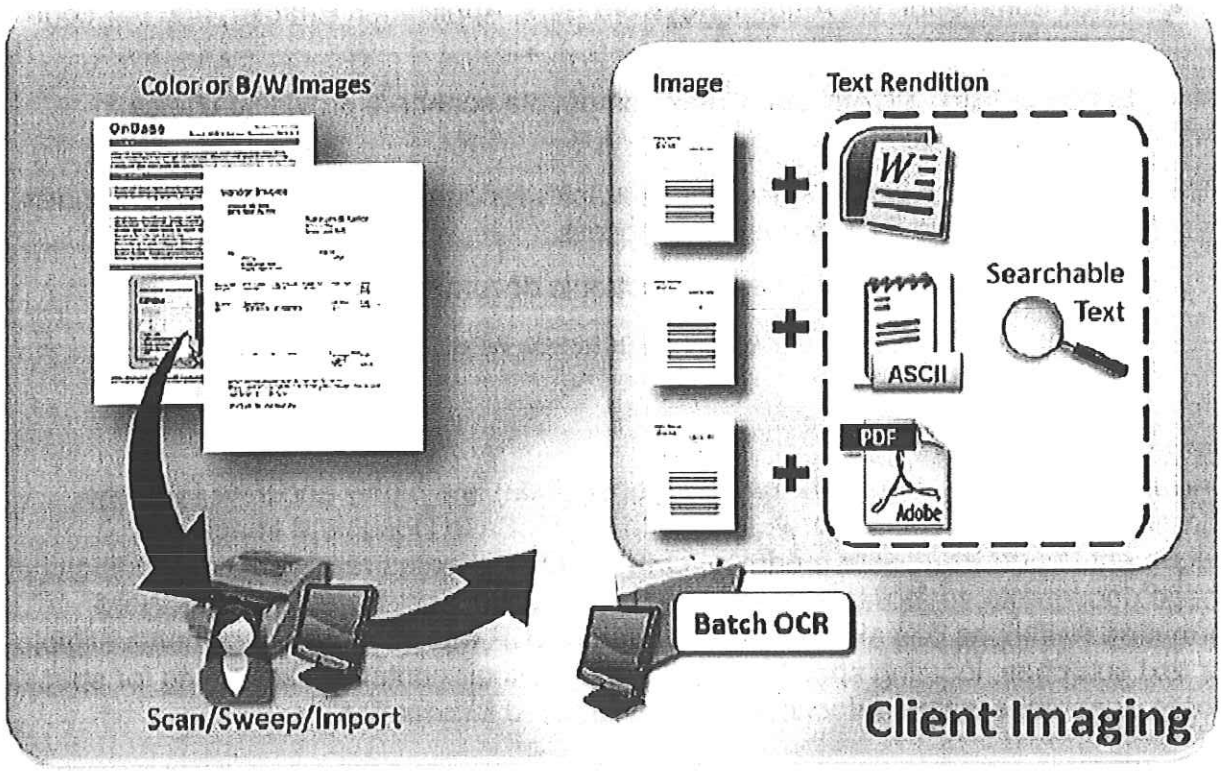



**Figure – Batch OCR**

OnBase utilizes the OmniPage OCR engine SDK to create searchable document text renditions in selectable file formats. OnBase OCR includes an installer that must be run on each workstation that will perform OCR.

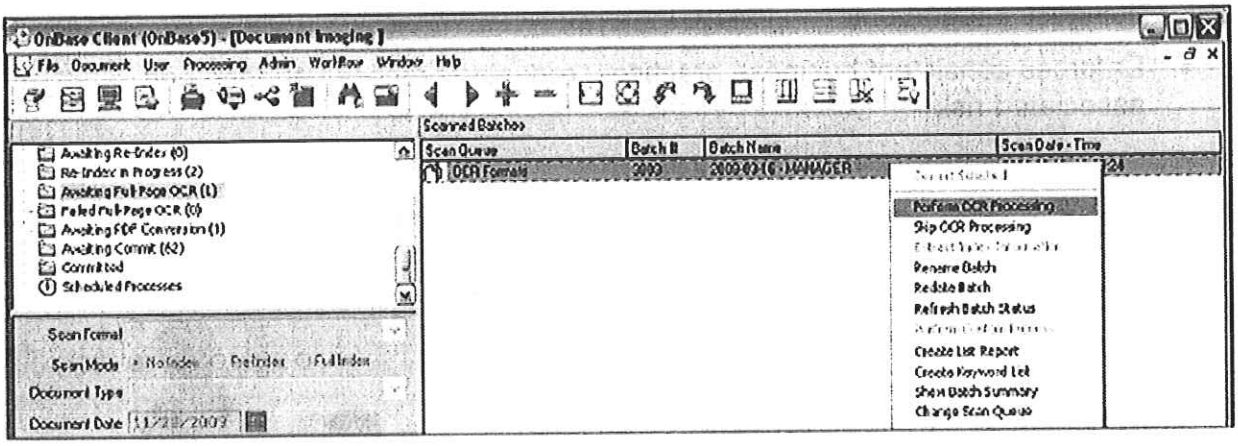
### Key Features

- Selection of output formats for the OCR renditions, including ASCII Text, Word, and searchable PDF
- Supports OCR in 23 languages, including Asian languages, all from a single workstation
- Supports OCR on color and bi-tonal images. JPG, JPG compressed TIFF images, and bi-tonal TIFF images are supported. Image-only type PDF files can also be converted to searchable PDF format
- Documents can be sent for OCR, from the import dialog or from a right-click option

- Ad-Hoc Document OCR is available for specific users that need to occasionally OCR individual documents or re-OCR documents. This can be performed from a document hit list on any supported image format

### Interface

***Batch OCR on a scanned batch***




## Single Sign-On for Microsoft Active Directory Service

Allows OnBase to be configured to use authentication credentials from selected single sign-on service vendors. Single sign-on services centralize authentication and authorization across multiple applications.

## OnBase Workflow

ImageSoft will configure and implement OnBase Workflow to manage the full implementation of the one (1) complex process – Board of Commissioners and six (6) moderately complex process workflows. Details surrounding the workflows to be delivered will be identified during Discovery and outlined in the ImageSoft Functional Specification document to be delivered to the WV State Tax Division.

OnBase Workflow is a transactional content management and electronic document routing system that enables organizations to process work faster and more efficiently. Workflow provides a rich set of point-and-click configurable rules and actions, allowing business processes to be quickly automated with no need for custom programming. Workflow enables organizations to significantly decrease document processing time, increase staff productivity and improve input, storage, and retrieval accuracy through a simple and flexible user interface.

### Key Benefits

- Facilitates business transaction processing by presenting all related documents simultaneously to the user

- Optimizes business processes by providing a framework of rules to efficiently route electronic documents
- Promotes accountability by providing detailed auditable history to monitor security and employee performance
- Offers flexible deployment and access across multiple interfaces and line of business integrations
- Enforces consistent business practices, reducing process variance and associated risk

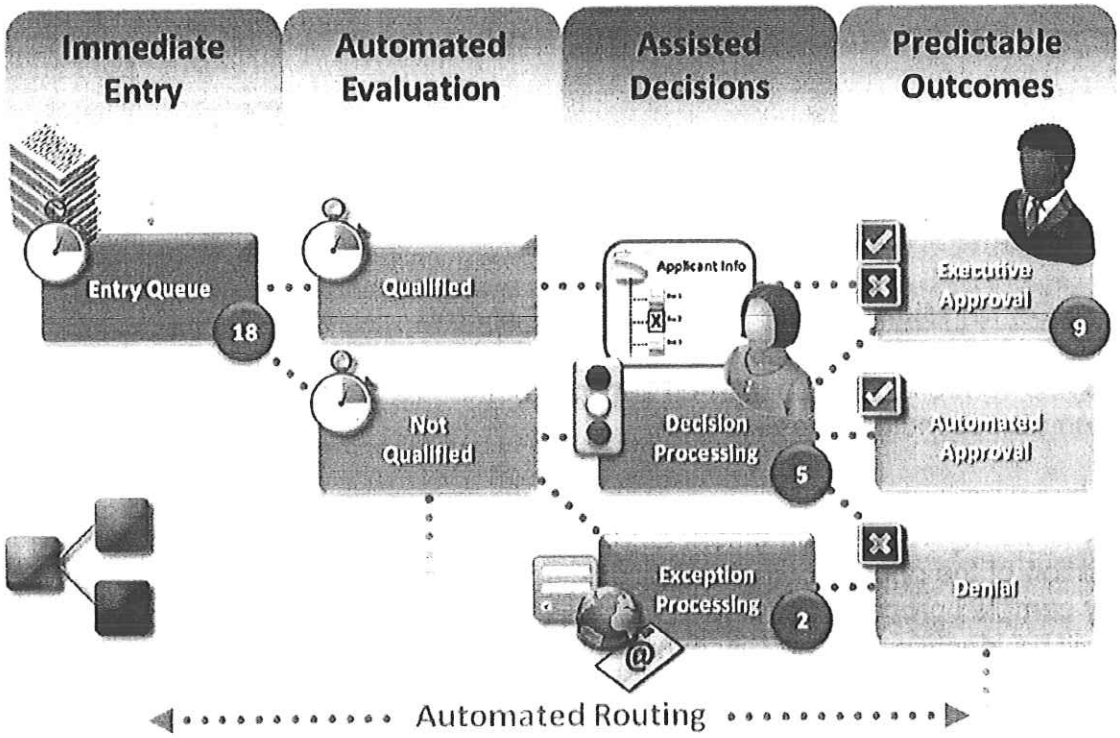


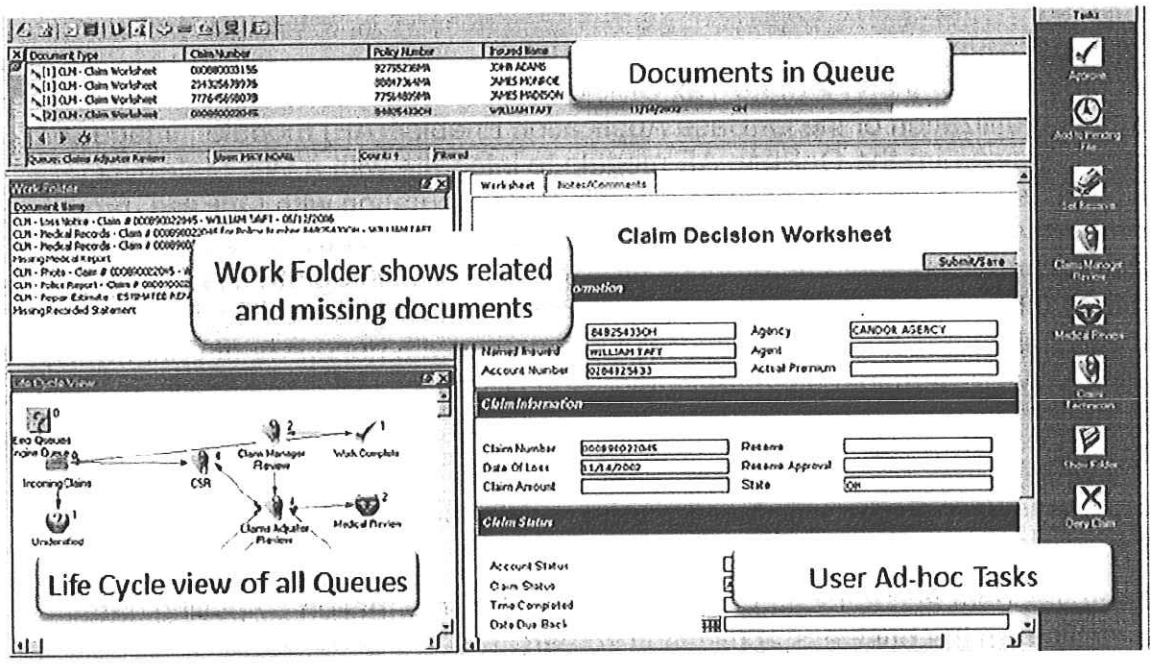

**Figure – OnBase Workflow**

An OnBase Workflow solution is made up of one or more configurable Life Cycles, consisting of Queues that contain Rules and Actions executed through user interaction or performed automatically as System Work. All Document Types and file formats are eligible. Pre-defined document routing, along with related documents and data, ensures processes are consistently followed. Workflow Life Cycles show real time document and process status, while historical data is also available for reporting and display.

**Key Features**

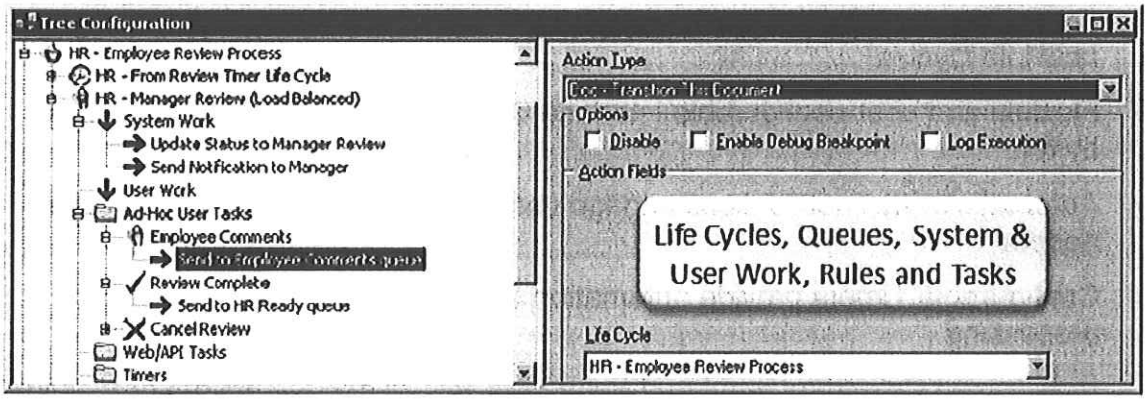
- Over 180 pre-defined Rules and Actions make it easy to learn and configure new Life Cycles
- Flexible and user-configurable interface that can be customized and filtered by role
- Automatic e-mail notifications engage users to participate in Workflow when needed
- Configurable Timers provide automation and unattended document processing
- Role-based Calendars and Load Balancing ensure documents are processed most efficiently by available users

## User Interface




The Workflow user interface is completely configurable, so users can focus their attention on the related documents and actions pertinent to each process. A Workflow solution provides users with multiple interface options including the OnBase Core Client, Desktop Interface, Web Client, and Java Client.

## Workflow Configuration




Workflow offers a wide array of point and click configurable rules and actions that enable rapid development and deployment of Workflow processes. Once defined, rules and tasks can be reused elsewhere within other Life Cycles and Queues.

## OnBase Application Enabler

A major component of the WV State Tax Division implementation will include the integration and utilization of the OnBase Application Enabler (AE) module. ImageSoft will install and configure the OnBase AE module to integrate with a WV State Tax Division business application to provide a single click integration with OnBase, providing complete interaction between the business applications screen data and the related OnBase documents, content and process management. The integration is point-and-click configurable, requiring no custom programming, scripting or modifications. Application Enabler has had proven success integrating with hundreds of Windows®, Web-based, Java™, terminal-based and Microsoft Dynamics GP™ applications.

### Key Benefits

- Increases user productivity by eliminating application switching and automating manual tasks
- Improves data accuracy and reduces rekeying of information by pulling data directly from the business application screen
- Expedites and improves business decision making by delivering single-click, immediate access to supporting documents
- Reduces training costs and accelerates user adoption by allowing users to remain in their familiar business applications
- Eliminates custom integration expense by providing point-and-click integration
- Minimizes integration cycles through ease of configuration and speed of deployment

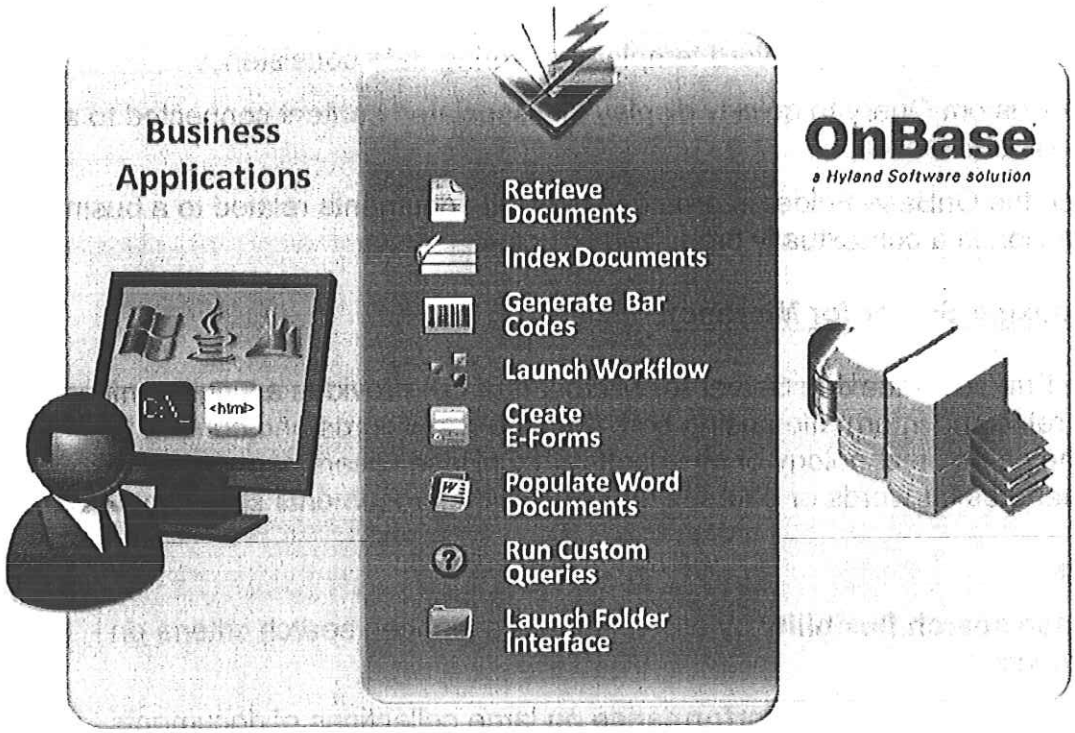



**Figure – Application Enabler**

Application Enabler provides organizations the ability to access OnBase content directly from their business applications. This integration goes beyond retrieval and allows users to index documents, access Workflows, create E-Forms, launch the Folder Interface, etc. Application Enabler can use the AE Viewer Window, OnBase Client, Web Client, Unity Client, and/or OnBase Desktop to display content to end users.

**Key Features**

- Retrieve documents stored in OnBase directly from the business application
- Index documents using information scraped directly from the business application's screen
- Generate bar code sheets to automate the indexing of physical documents when scanned into OnBase
- Launch Workflow directly from the business application, enabling business process automation
- Create E-Forms using screen-scraped information to populate specific fields of the E-Form

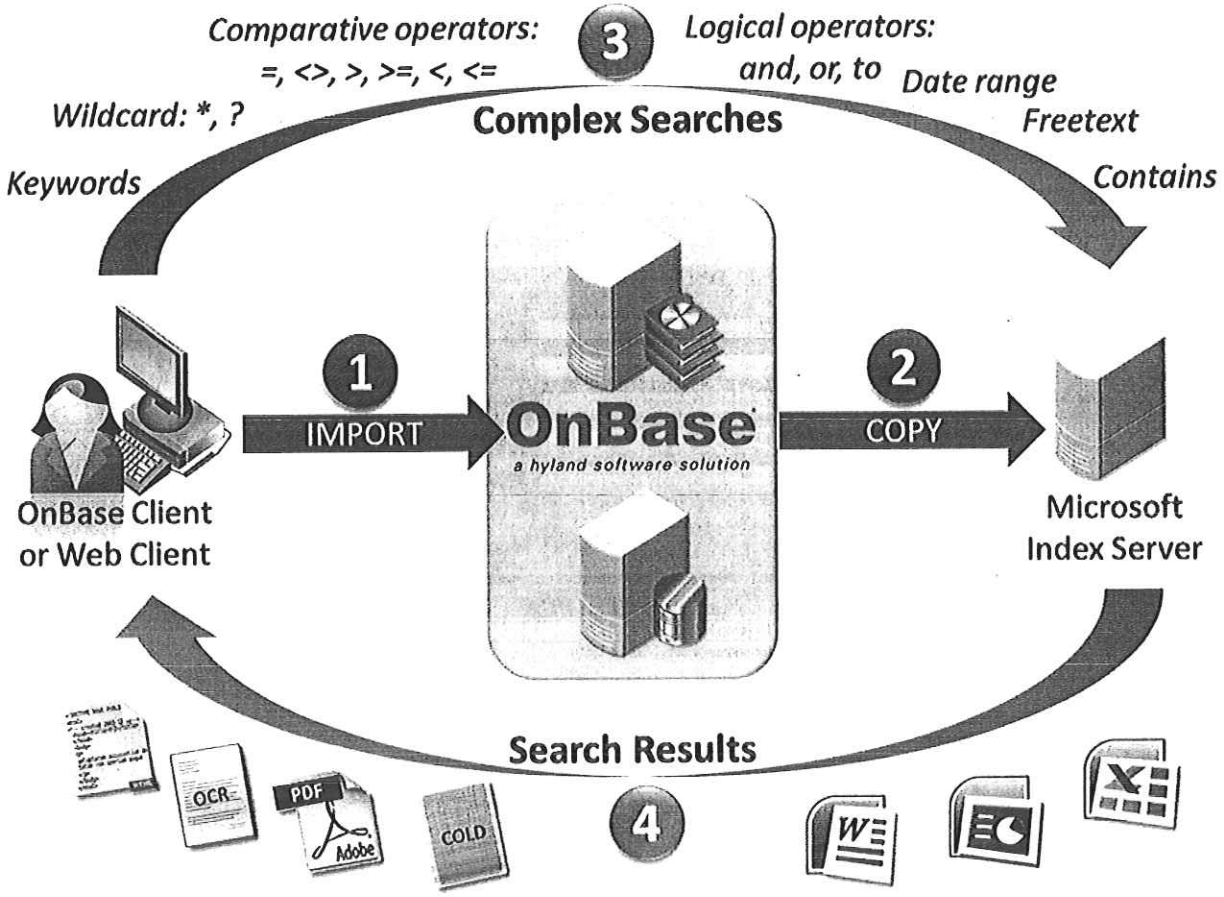
- Populate Microsoft Word documents by applying information pulled from the business application to a Word template, ensuring data consistency
- Run a Custom Query to quickly display all associated content connected to a business transaction
- Launch the OnBase Folder interface to view all documents related to a business transaction in a contextually organized structure

## Full-Text Indexing Server for Microsoft

The OnBase Full-Text Indexing Server for Microsoft (11.0) provides a single, unified interface for retrieving information using both document keywords and content by integrating the search technology of Microsoft with OnBase. Users can perform advanced searches for words or phrases that exist within documents stored in OnBase.

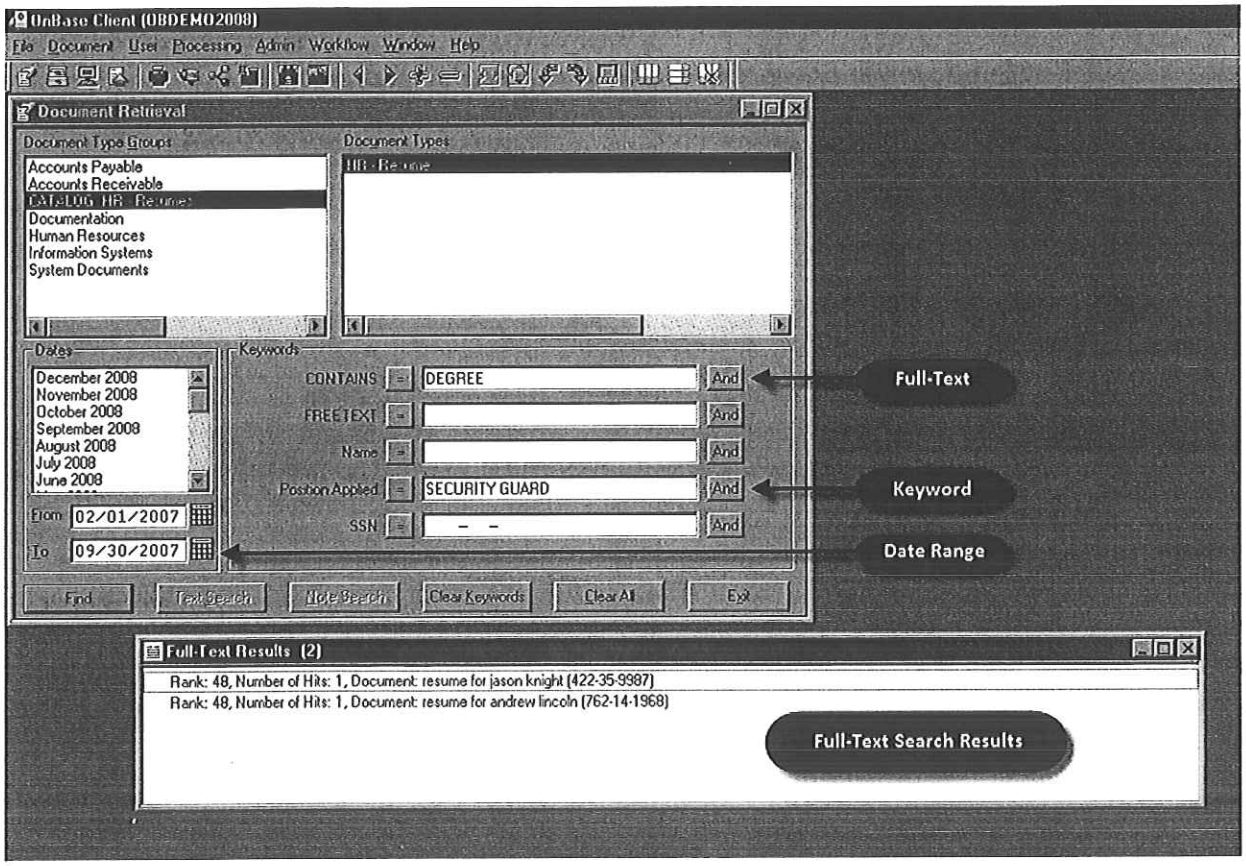
### Key Benefits

- **Increase search flexibility** by allowing more advanced search criteria on documents
- **Improve system search performance** on large collections of documents
- **Reduce user search time** by narrowing results to a manageable set
- **Minimize indexing requirements** by making all text within documents searchable

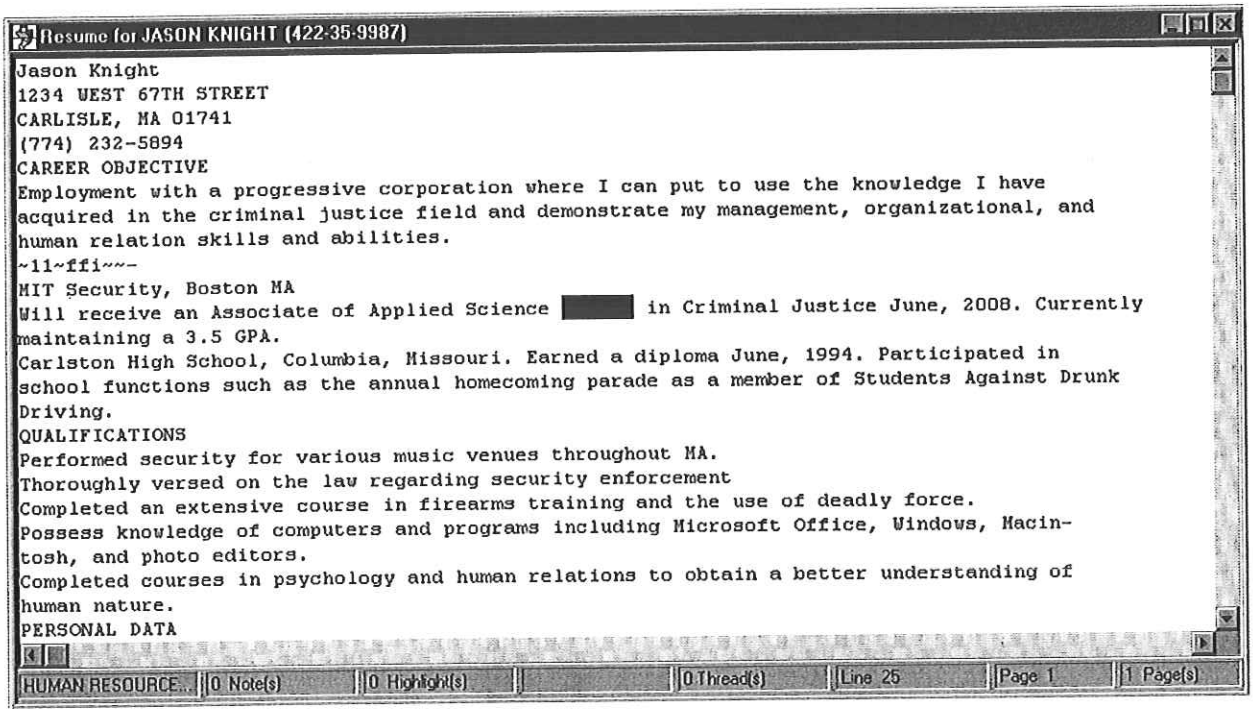



1. A document is processed into OnBase, through any import method. Image documents can be OCR'd to create a text rendition that is eligible for full-text indexing.
2. Documents or text renditions, designated for full-text search, are sent to the Microsoft Index Server, which stores a copy of the document and creates full-text indexes.
3. From the OnBase Client or Web Client, a user can perform a full-text search to locate the indexed documents.
4. Microsoft Index Server will return the search results to the user via the OnBase Client or Web Client. The user can view the document via a hit-highlight display of all searched terms.

Microsoft Full-Text Document Retrieval Panel and Search Results:




Document with Hit-Highlighted Display:




## Key Features

- **Combine date, Keyword and full-text searching** to quickly return precise, accurate results
- **Perform advanced searches** using wildcard (*, ?), comparative (+, <>, >, =>, <, <=) and logical (and, or, near, not, to) operators to quickly and accurately locate specific documents
- **Search results display Number of Hits and Rank** with scores displayed on each document in the results hit-list, comparing the number of hits to the total amount of text in the document
- **Hit-highlight display** highlights the word within the text or string matching the search criteria

## Optional Future Module Solutions:

### ImageSoft TrueSign™

The requirement for physical signature is often an impediment to efficiency improvements. TrueSign™ allows an organization to be completely paperless by providing a tool for signing documents electronically that produces an image with an actual signature. TrueSign™ has several options depending on the environment:

- TrueSign™ allows users to mark document with a "sign here" flag

- Supports signing by proxy
- Allows signatures to be placed in a specific location through a mouse-click
- Supports a wide variety of signature pads to allow the capture of a physical signature directly into a document.

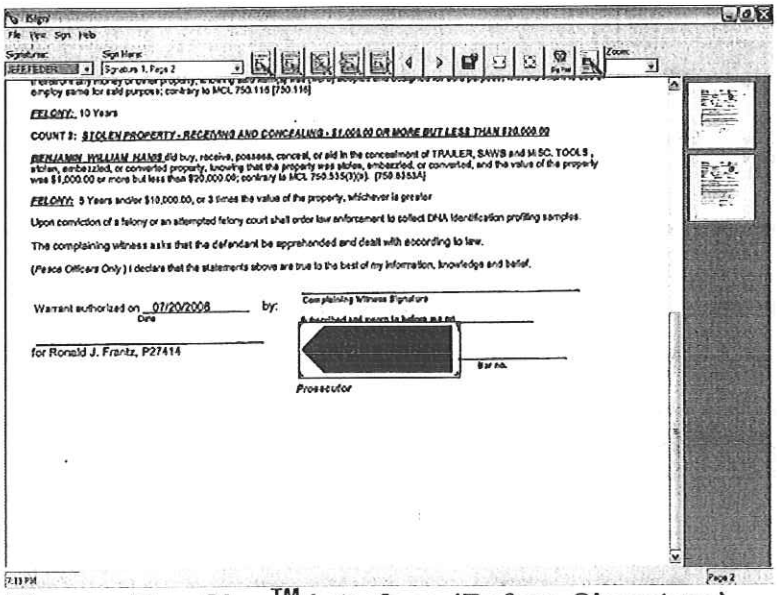



**Figure - TrueSign™ Interface (Before Signature)**

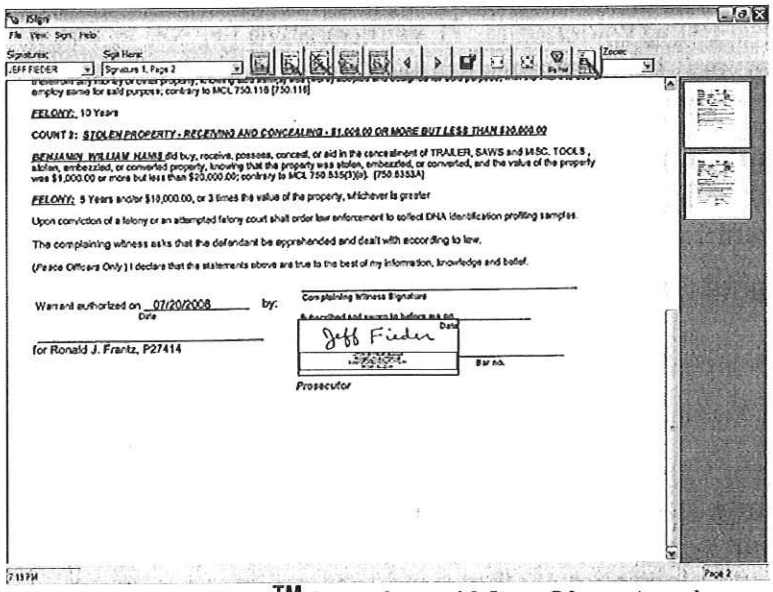



**Figure - TrueSign™ Interface (After Signature)**

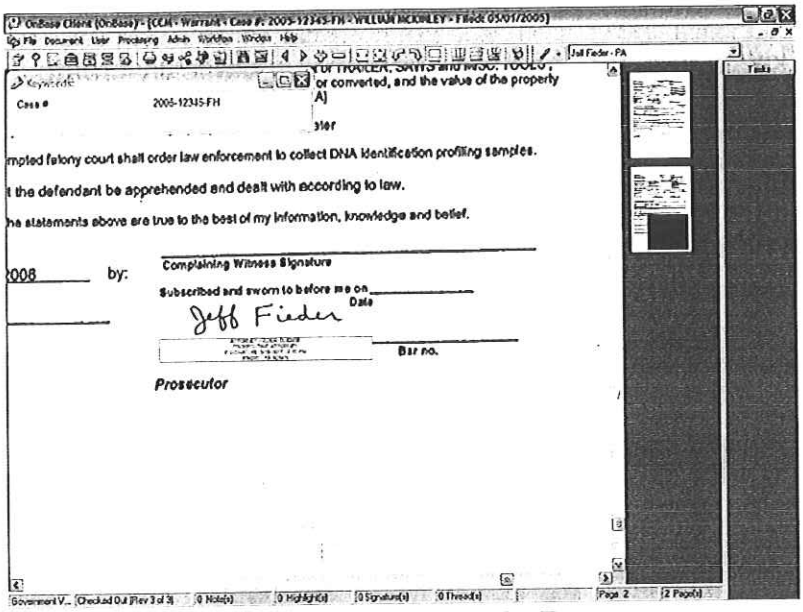



**Figure – E-Signed Document in OnBase**

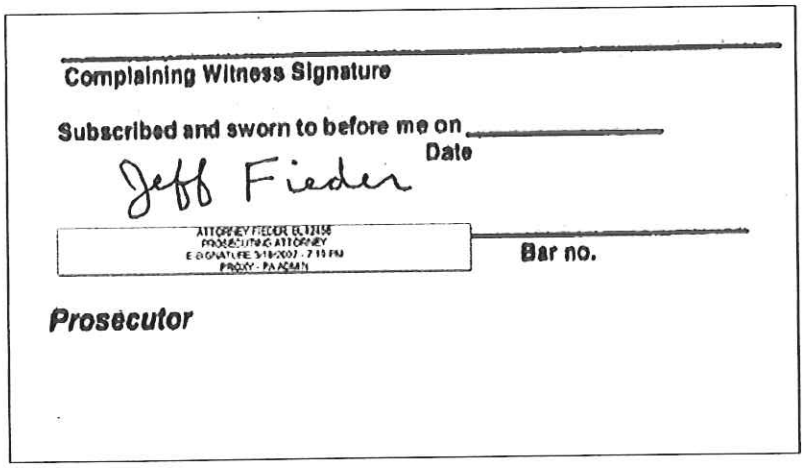



**Figure - E-Signature Detail**

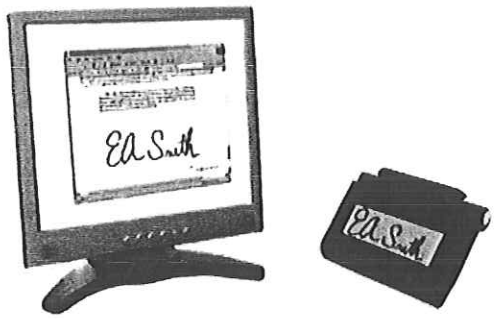
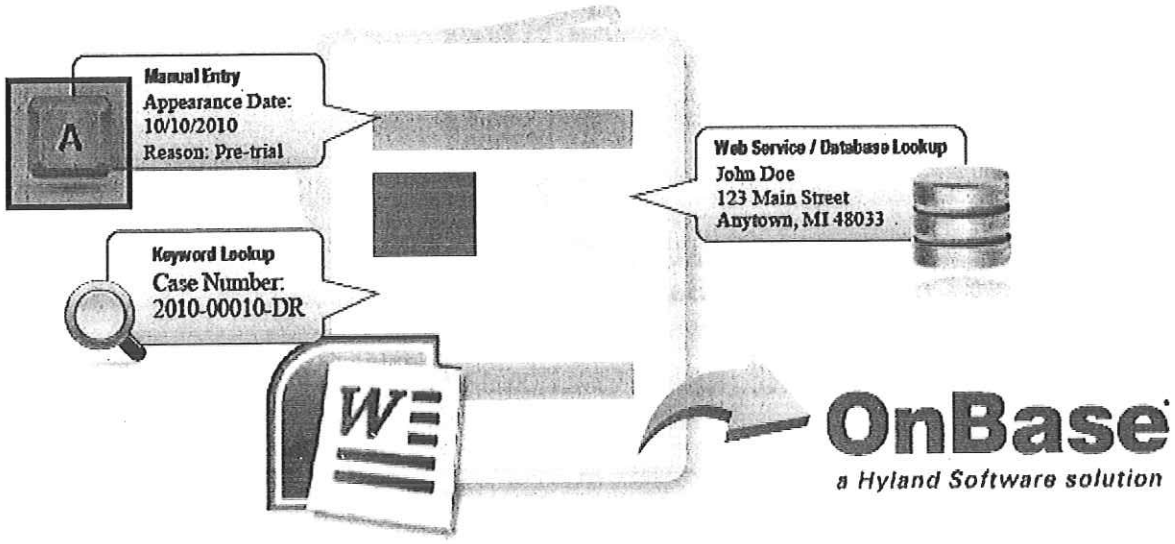



**Figure - Signature Pad used with TrueSign™**

## ImageSoft iDocCreator

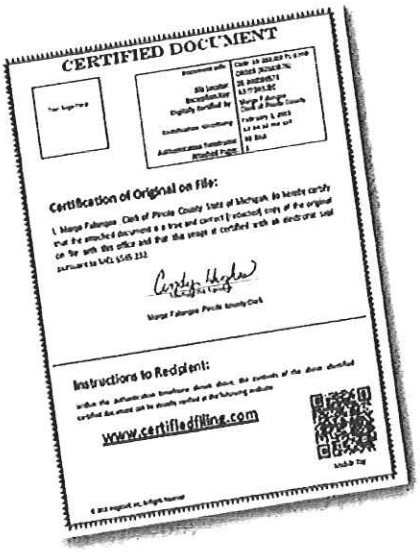
iDocCreator is an OnBase Workflow plug-in that enables users to automatically create Microsoft Word documents within a workflow. With iDocCreator, users can build a standard set of document templates based on specific context requirements to enable end users to automatically generate forms, letters and other documents. Beyond ad hoc tasks, iDocCreator's functionality makes it equally suitable for line-of-business applications by enabling background processes to automatically create documents without user intervention.




## ImageSoft TrueCertify™

TrueCertify provides a way to deliver and authenticate certified documents electronically. The traditional process involves applying a raised seal to a paper copy of the document. The seal alerts the recipient that an independent authority stands behind the document's authenticity. The problem with this scenario is that even a raised seal can be forged and, therefore, the authenticity of the document may be suspect. Also, since a raised seal can only be applied to paper, it cannot be used with electronic copies of documents.

TrueCertify provides an alternative to a raised seal and enables certified documents to be delivered electronically. It's a much more robust mechanism for assuring document authenticity that is virtually impossible to circumvent or forge.




It's a simple process. A clerk uses the TrueCertify software to create a special version of the target document that includes a unique cover page. The cover page identifies the document and provides an encryption key and a link to a Web portal from which the original document can be visually verified. (The portal can be set up on the customer's Web site or at www.certifiedfiling.com.)

To ensure that all the pages are present and in the right order during the visual verification process, each page of the TrueCertify document is marked in the bottom margin with special identifying information.

To prevent the indefinite reuse of a TrueCertify document and to preserve the Clerk's revenue stream, a TrueCertify document can be configured to expire within a specific time frame. Moreover, documents cannot be stolen from the TrueCertify portal because all documents are encrypted, and the portal does not contain a copy of the encryption keys.

A certified document from TrueCertify can be sent instantly via email as a PDF or can be printed and delivered in paper form to a waiting customer.

With the many benefits provided by TrueCertify, rather than "Why use it," the real question here is why not! TrueCertify saves time and money, reduces paper, is good for the environment, enhances constituent service, ensures document authenticity and provides an added source of revenue to the Clerk's office.

By eliminating the need to print and copy paper documents, TrueCertify saves a significant amount of staff time, plus reduces paper consumption and copying costs. Using less paper has the added benefit of being more environmentally friendly.

Because it enables citizens to obtain certified documents via the Web without leaving their home or office, it's a convenience and time saver for them too.

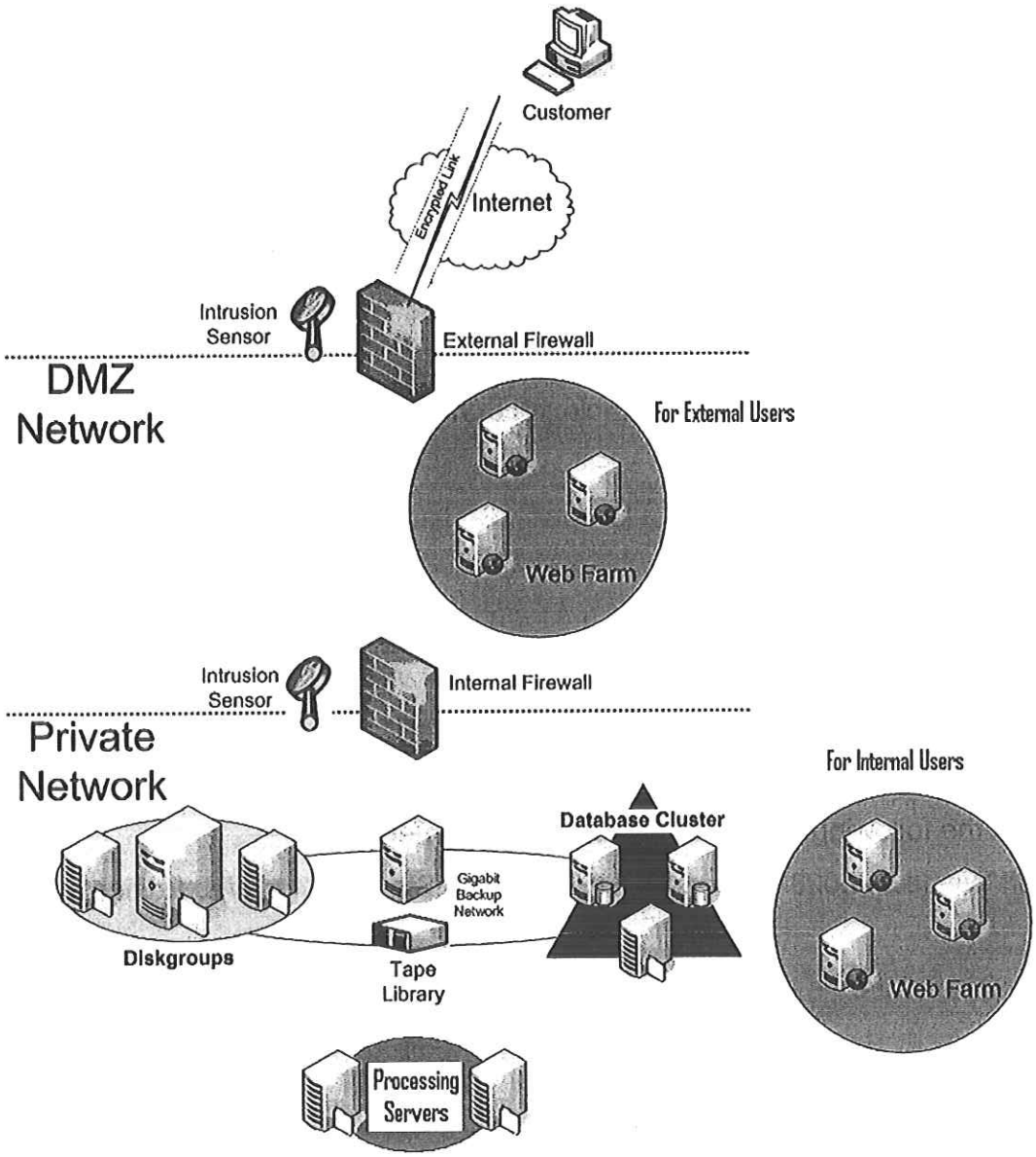
Most important, the added security measures inherent in the system prevent tampering and help ensure document integrity so that those that receive a TrueCertify-generated document will know, without doubt, that it's certified and true.

**ImageSoft iDocAssembly**
Provides a production document assembly system that can work directly with OnBase or as a standalone component.

## 3.2 Hardware

Below are *general* recommendations for server architecture. In order to properly make recommendations for server architecture, it would be necessary for ImageSoft to do a Technical Discovery of your existing architecture to understand what current processes and capabilities are regarding data storage, replication, and backup. Given these unknowns, below is a basic starting point for a server architecture discussion and provides for access to users both within the SNH network and outside of the SNH network (if necessary).

This diagram shows a possible production environment given the above constraints. This should be replicated to a Disaster Recovery site using tools that the WV State Tax Division currently has in place. Technical discussion would need to determine what those delivery methods are.




**Server Type Descriptions:**

**Database Cluster:** To run RDBMS database server software

**Diskgroups:** To store data files. Usually connected to SAN storage

**Processing Servers:** To run OnBase Scheduler Service, Workflow Server processing service, any server side automated tasks to support the OnBase system

**Web Farm:** Collection of Web Servers to serve up Web (thin) client to internal and/or external users

**Server Requirements**

**OnBase Database Server Recommended Operating System/Hardware**

For Database Server, the following operating system is recommended.

- Microsoft Windows 2003 Server, SP2 (Enterprise)
  - Clustered using Microsoft Clustering Services
  - Recommended Database Software
    - SQL Server 2005 or Oracle 10i or higher
- CPU:
  - 2xQuad Core
- Memory:
  - 8 GB
- Disk Space:
  - 500 GB

**OnBase Processing Server Supported Operating Systems (1 or 2)**
For Web Server, the following operating system is recommended.

- Microsoft Windows 2003 Server, SP2 (Enterprise, Standard, or Web Edition)
- CPU:
  - 2xQuad Core
- Memory:
  - 4 GB
- Disk Space:
  - 250 GB

**Web Server Hardware and Browser Minimum Requirements (Web Farm)**
The Web Server requires the following items:

- Microsoft Windows 2003 Server, SP2 (Enterprise, Standard, or Web Edition)
- CPU:
  - 2xQuad Core
- Memory:

- 4 GB
- Disk Space:
  - 250 GB

**Client Requirements**

**Web Client Supported Operating Systems**
For Web Client workstations, the following operating systems are supported.

- Windows 2000 SP4 or later service pack
- Windows XP SP1 or later service pack
- Windows Server 2003 SP1 or later service pack
- Windows Vista

**Web Client Hardware and Browser Minimum Requirements**
The Web Client requires the following items:

- Web Client Component Minimum Requirements:
  - Microsoft Internet Explorer 6.0 (SP1 or later service pack) and 7.0.
- Microsoft MSXML:
  - MSXML 3.0 (SP5 or later service pack) required.
- CPU:
  - Pentium III 500mHz processor (or faster) - recommended.
- Memory:
  - 256 MB (or greater) – recommended
- Disk Space:
  - 250 MB

The OnBase client must be run on a Windows operating system (NT 4, 2000, XP Pro, 2003). The database can be run on any operating system (UNIX, Linux, Windows) provided it is a supported database product and it is capable of using ODBC. The disk groups on the file server can reside on any platform (Linux, Windows) that OnBase can resolve and write to from a Windows machine.

Within these operating systems, the following platforms are supported:

- All OnBase software runs on Windows 2000/2003/XP, hence 100% of the install base runs OnBase on a Windows platform
- Supported Server Platforms for OnBase Database: MVS, OS/400, DOS, Novell, OS/2, Windows 2000/2003/XP
- Supported Unix server platforms for the OnBase Database: AIX, DEC Ultrix, HP Unix, SCO Unix, SGI, and Sun/Solaris

OnBase Web Server provides users with secure, Web-based access to enterprise data, documents, and real-time interactions with business processes from anywhere and at any time. The OnBase Web Server can improve the ways that organizations do business with public customers, extranet partners, and remote employees. Web browsers function as secure Internet or intranet clients that connect to a centrally managed OnBase Web Server.

OnBase Web Client is supported on Microsoft Windows with Internet Explorer. Two (2) versions of the Web Client are available to Windows Internet Explorer users. The first is an ActiveX Viewer that provides a robust feature set, similar to that of a local desktop application. The second is an HTML Only Viewer that provides a base level Web client without the need to deploy ActiveX controls to each client desktop machine.

The OnBase Web Server can be deployed as pure HTML, with automatically-distributed ActiveX Controls, or a Java Web client depending on the functionality needed. Browsers supported will vary based on the deployment method chosen. The HTML and ActiveX versions support Internet Explorer browsers while the Java Web client supports Safari, Firefox, and Internet Explorer.

## 3.3 Professional Services

It is important to lay out the standard implementation methodology that ImageSoft uses to ensure success. This process has evolved from years of implementations and continues to evolve as the industry changes, as ImageSoft continues to grow, and as customer expectations continue to grow.

Our commitment is toward the development of advanced and innovative solutions with excellent control over quality, schedules, costs and risks.

ImageSoft's solution development methodology consists of several major stages:

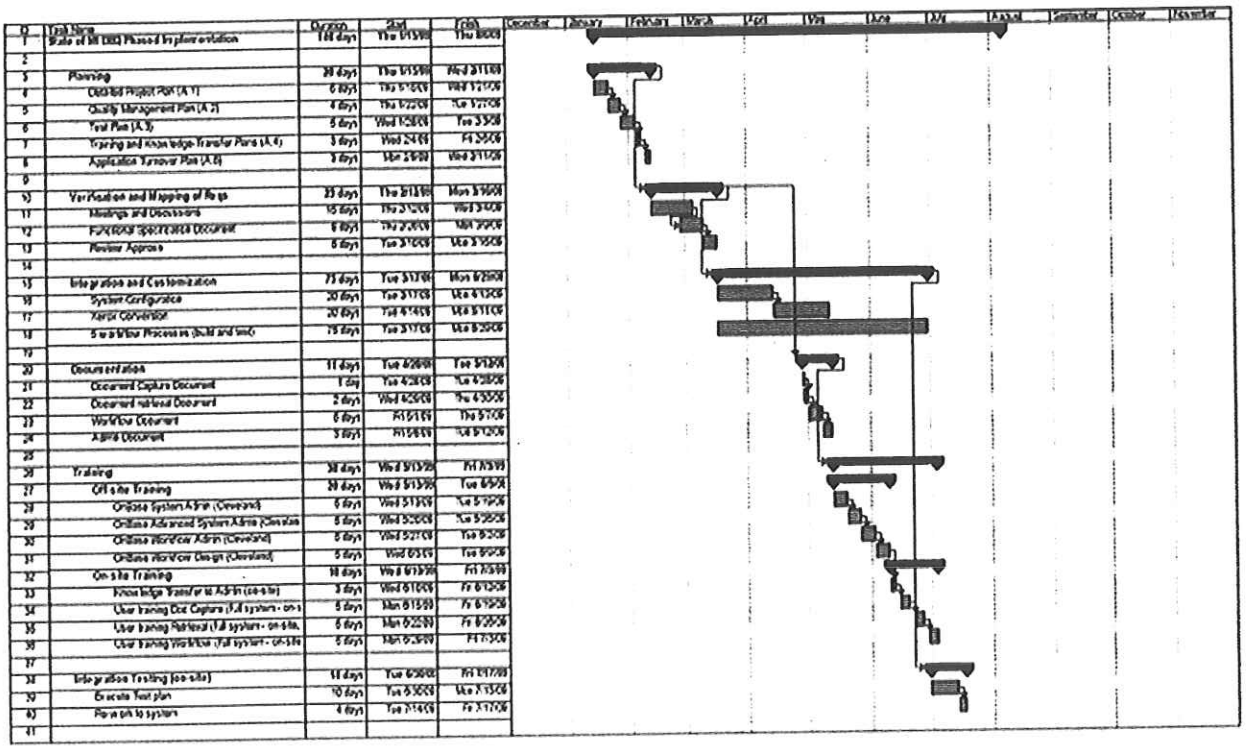
1. **Formulation**: definition of the vision behind the solution, its business opportunity, the client it is meant for, etc. This is a joint effort of detailed analysis between our client and the ImageSoft team.
    a. Hold Analysis & Discovery Meetings

2. **Specification**: analysis of the project in as much detail as necessary to properly plan and quantify it. Project sizing, research and prototyping will be required at this stage.
    a. Create Functional Specification
    b. Perform internal reviews of the Functional Specification
    c. Perform Functional Specification Re-Work (if necessary)
    d. On-site Functional Specification review and Sign-off with Customer
3. **Planning**: exhaustive enumeration of tasks that would lead to the final product. Quantification and assignment of resources, detailed risk assessment.
4. **Development**: low-level design, programming, simulation modeling and analysis, version control, unit testing and code review.
    a. Application Configuration
    b. Document Capture
    c. System Documentation
    d. Workflow Configuration
5. **In-house Testing**: integrity testing, load testing, compatibility testing, etc.
6. **Beta testing**: testing by our clients and/or third parties, whether typical users or professional testers.
    a. User Acceptance Testing
    b. Make changes and rework (if necessary)
7. **Training:**
    a. On-site Admin Training
    b. On-site User Training
    c. Schedule Application Specific Vendor Training (usually off-site)
8. **Deployment**: pilot testing, delivery of solution to end-users and feedback monitoring.
    a. Create Test Environment

This proposal includes pricing for all aspects of the implementation. Because Workflow processes have not been specifically defined at this time, ImageSoft has allotted services to accommodate for one (1) five (5) work queue workflow process.

## 3.4 Implementation Plan

A detailed implementation plan will be developed for the project which will include Software Installation, Hardware Configuration, Testing, Validation, Client Deployment, Training, and Schedule. Resources will be assigned to each task with a scheduled completion date and sign-off process. ImageSoft will work closely with the Customer to determine specific dates and timeframes and will provide a chart (ex. GANTT) outlining a complete schedule for each previously specified project component.



**Sample Implementation Plan**

## 4. Training

Training will be provided as a train-the-trainer method to reduce costs and provide the opportunity for WV State Tax Division personnel to take ownership of the application. ImageSoft will provide:

- End user OnBase Training (Unity Client)
- End user OnBase Workflow Training
  - Specific to Client use
- Site Specific OnBase System admin Training
- One person to attend Hyland OnBase Certified System Admin Training in Westlake OH. (T & E not included in pricing)

## 5. Support

ImageSoft has included their industry leading Customer Care program as outlined below for the first year of the OnBase implementation.

ImageSoft Customer Care provides extended support for an ImageSoft-deployed or ImageSoft-certified solution. The purpose of Customer Care is to "fill-in the gaps" inherent in the standard software and hardware maintenance contracts. Customer Care provides an extra measure of support so that issues are corrected in the shortest possible time and finger-pointing is eliminated. Customer Care provides the following additional services:

- Version Upgrade Assistance. – ImageSoft will assist Customer with upgrades to the solution. This includes planning and remote technical services. Customer is responsible for testing and backup prior to an upgrade.
- Custom Software Support. – ImageSoft will correct issues with and fix bugs in any custom software developed by ImageSoft.
- Configuration Support. – ImageSoft will correct issues with software configuration as provided by ImageSoft. Configuration support includes OnBase Workflow configuration and OnBase Workview configuration that are deployed by ImageSoft.
- Solution Upgrade Assurance. – ImageSoft will ensure that any supported configuration, integration or custom development will continue to work in future versions of software products that are under software maintenance (see Software Maintenance section for a list of software products for which ImageSoft provides maintenance).
- Access to Internal ImageSoft Resources. – When a complex system is deployed and an issue arises, it can be time consuming for a front-line Customer Service Representative (CSR) to find the root cause. Customer Care enhances access to our internal development and configuration staff. ImageSoft will designate at least one individual (in most cases the person that performed the original work) as the Customer's internal technical resource. This person will be engaged by the ImageSoft CSR on any issue where the root cause is not immediately identified by the CSR.
- Advanced Architecture and Planning Support. – Achieving additional ROI by expanding workflow systems is an important part of the systems that ImageSoft deploys. It is important that expansion be undertaken with an overall architecture plan and disaster recovery in mind. Customer Care clients are provided up to 4 hours of telephone assistance from our Architecture staff per year at no additional cost.
- Unlimited Telephone Support. – ImageSoft will assist with isolating and identifying issues related to the solution, regardless of what component they are related to.

**Remote Technical Services**

ImageSoft can handle a high percentage of technical support issues remotely. We use advanced, secure remote connectivity tools that allow us to connect to (with Customer approval) virtually any PC or server at a Customer's site. The Customer need only maintain a high-speed connection to the Internet.

**Issue Resolution**

ImageSoft tracks and categorizes all notifications of an issue that we receive. Notifications must be made by an authorized Customer Representative. An Error Tracking Number (ETN) is assigned, and the issue is assigned a priority:

| Type | Description | Response Time |
|---|---|---|
| Error: Critical | Error has been confirmed and Error Tracking Number has been assigned. The error is either causing a significant portion of the system to be unusable, or is significantly affecting Customer productivity. These calls are addressed before all others. | 4 business hours |
| Error: Non-critical | Error has been confirmed and Error Tracking Number has been assigned. A workaround is available, or the issue is NOT significantly affecting Customer productivity. | 8 business hours |
| Inquiry | System is operating as documented, however Customer has requested a change to the system or Customer has requested general assistance or advice. | 24 business hours |

**DISCLAIMER**

This is not a contract. A legal agreement is available that describes support services in greater detail. Ask your ImageSoft representative for the latest System Maintenance Agreement (SMA) document. ImageSoft reserves the right to change the terms of support at any time.

24x7x365 support is available for an upcharge and not included in the first year free program.

# 6. Requirements Matrix

## Mandatory requirements - must check one box in each item

| # | Requirement | Meet Spec's | Does not meet |
|---|---|---|---|
| | **Scanning / Indexing** | | |
| A1 | Documents must be able to be scanned into the document management system from any standard scanner without specialized hardware | X | |
| A2 | System must allow for multiple TWAIN scan stations with out requiring additional software. Scanning can be performed through a web browser | X | |
| A3 | System must be able to accommodate high volume scanning and indexing | X | |
| A4 | Must be able to input (scan) documents directly from a multi function display control panel into the DMIS system. | X | |
| A5 | The DMIS must have the ability to convert existing static forms in to electronic forms that can be filled out locally as well as e-mailed. The completed electronic form must then have the ability to transfer the data automatically into the DMIS. | X | |
| A6 | After locating documents, user may open, save, e-mail, fax, edit, check out, or delete them based on administrator defined privileges, all from a web browser. | X | |
| A7 | The Ability to retrieve data from existing software packages on screen, and incorporate it directly into the DMIS by end users. | X | |
| A8 | Scanning into the Document Management system must be available from multiple physical locations | X | |
| A9 | System must be able to index on a variety of customizable attributes and search for/retrieve them by these attributes | X | |
| A10 | System must be able to index and search by custom fields, must be able to perform Full Text Searching, Boolean searching, Proximity Searching, Field-Based/Metadata Searching, Date-Range & Wildcard Searching, Folder-Level Browsing | X | |
| A11 | System must allow modifications to the document index/metadata | X | |
| A12 | System must be able to retrieve documents based on partial search criteria | X | |
| A13 | System must be intuitive and easy to use requiring limited to no special training | X | |

## Mandatory requirements - must check one box in each item

| # | Requirement | Meet Spec's | Does not meet |
|---|---|---|---|
| | **Scanning / Indexing** | | |
| A14 | System must not require special indexing or cover sheets for scanned documents | X | |
| A15 | System must allow for two-sided scanning | X | |
| A16 | System must be able to allow deletion of a document and replacement with another | X | |
| A17 | System must allow documents to be referenced by a user entered name | X | |
| A18 | System must provide the capability to annotate and/or add comments to a document | X | |
| A19 | System must support color scanning | X | |
| | **Workflow** | | |
| B1 | System must be include an online workflow for document routing, approval and subsequent storage | X | |
| B2 | System must provide message templates for E-mails | X | |
| B3 | System must have a report function capable of showing the volume of correspondence received to each user group, time between responses, and correspondence that has not been answered | X | |
| | **Forms Management Option** | | |
| C1 | System must have capability to create custom forms | X | |
| C2 | System must be capable of prefiling online PDF-Forms with relevant data from databases | X | |
| C3 | System must be capable of taking data from user input into online, PDF forms | X | |
| C4 | System must be capable of routing completed online, PDF forms through a workflow tool for review and approvals | X | |
| | **Security** | | |
| D1 | System must be SSL Compatible | X | |
| D2 | System must have Document Permissions (View, Edit, Add, Delete, etc.) | X | |
| D3 | System must provide admin rights to set each group's permissions | X | |
| D4 | System must have ability to configure Session Timeouts | X | |
| | **Technical** | | |
| E1 | System must operate in a Windows Server (2003/2008) environment | X | |
| E2 | System must use MS SQL Server as it's database | X | |

## Mandatory requirements - must check one box in each item

| # | Requirement | Meet Spec's | Does not meet |
|---|---|---|---|
| | **Scanning / Indexing** | | |
| E3 | Must be able to convert data in a timely manner. This conversion must be a proven ability. | X | |
| | **Support** | | |
| F1 | Vendor must provide next business day support for troubleshooting and repair | X | |
| F2 | Devices must have the capability to auto-alert vendor with error codes/faults | X | |
| F3 | Vendor must provide 24/7/365 USA support center | X | |
| F4 | Vendor must provide Contextual Help Documentation | X | |
| F5 | Vendor must provide Live-Chat Support | X | |
| F6 | Vendor must provide training for users | X | |
| | **Vendor MEETS all Spec's** | **YES** | **NO** |
| | | | |
| **Date** | **Vendor's Name & Signature** | **Email Address** | **Phone # & Fax #** |
| 6/26/2012 | ImageSoft Inc. | gvanbuhler@imagesoftinc.com | P:888-315-3901 x230 F:248-948-8146 |

# 7. Investment Summary

## 7.1 WV State Tax Division Pricing Matrix

| Cost Sheet for TAX12008 | | | |
|---|---|---|---|
| Pricing Structure | | | |
| **Qty.** | **Description** | **Unit Cost** | **Total Cost** |
| 50 users (20 concurrent) | Cost of licenses for the document management imaging system | $ 100,605.70 | **$ 100,605.70** |
| Lump sum | Cost of Customization of the document management imaging system | $ 45,140.00 | **$ 45,140.00** |
| 10 | Cost of installation and training for end users | $ 76,679.15 | **$ 76,679.15** |
| | **Grand Total** | | $ 222,424.85 |

*Vendor will be awarded by lowest cost that meets all spec's.*

***ADDITIONAL OPTIONAL ITEMS – But not counted in bid amount.***

| Qty. | Description | Unit Cost | Total Cost |
|---|---|---|---|
| 1 year | Cost of one-year maintenance after the first year expires – optional (not to be included in bidding award) | $ 19,116.75 | **$ 19,116.75** |
| 5 each | Cost of additional licenses in bundles of five (5) -optional (not to be included in bidding award) | $ 4,836.00 | **$ 4,836.00** |

## 7.2 ImageSoft Pricing Breakdown

| WV State Tax Division | | | | 6/26/2012 |
|---|---|---|---|---|
| Document Management Imaging System | | | | |
| ***Hardware*** | | | | |
| | **Product** | **Unit Cost** | **# Units** | **Cost** |
| | | | | |
| Scanners | | | | |
| TBD | | | | $0 |
| | | | | |
| Hardware Subtotal | | | | $0 |
| ***Software*** | | | | |

| | Product | Unit Cost | # Units | Cost |
|---|---|---|---|---|
| **OnBase Software (Based on GSA Discount Schedule)** | | | | |
| OnBase Multi-User License | OBIPW1 | $4,030.00 | 1 | $4,030.00 |
| Web Server | WTIPW1 | $8,060.00 | 1 | $8,060.00 |
| Unity Client Server | WTIPW2 | $8,060.00 | 1 | $8,060.00 |
| Integration for Microsoft Outlook | OLIPI1 | $4,030.00 | 1 | $4,030.00 |
| Concurrent Client Software SL (1-100) | CTIPC1 | $967.20 | 20 | $19,344.00 |
| Workflow Concurrent Client SL (Qty 1-20) | WLIPC1 | $1,612.00 | 5 | $8,060.00 |
| Production Document Imaging (TWAIN) | TIIPW1 | $4,030.00 | 1 | $4,030.00 |
| Web Scanning Named User | WSIPN1 | $403.00 | 1 | $403.00 |
| Batch OCR | OCIPw1 | $1,067.95 | 1 | $1,067.95 |
| EDM Services | DMIPI1 | $4,030.00 | 1 | $4,030.00 |
| Full-Text Indexing Server for Microsoft | FXIPI1 | $4,030.00 | 1 | $4,030.00 |
| Full-Text Indexing Concurrent Client for Microsoft | TXIPC1 | $161.20 | 20 | $3,224.00 |
| Application Enabler | AEIPI1 | $12,090.00 | 1 | $12,090.00 |
| Single Sign-on for Microsoft Active Directory | SNIPI1 | $0.00 | 1 | $0.00 |
| Document Import Processor (for MFP devices) | DPIPW1 | $4,030.00 | 1 | $4,030.00 |
| OnBase Annual Maintenance and telephone support | OBMAINT | $16,116.75 | 1 | $16,116.75 |
| | | | | |
| | | | | |
| | | | | |
| **Software Subtotal** | | | | **$100,605.70** |

## *Services*

| | Product | Unit Cost | # Units | Cost |
|---|---|---|---|---|
| | | | | |
| **Business Analysis and Design Phase 1** | | | | **$19,800.00** |
| On-site Discovery meeting(s) - BA Observation time | | | | |
| Network and Infrastructure Review | | | | |
| Functional Specification Document | | | | |
| Perform Internal Review of Functional Specification | | | | |
| Perform WBS on FS and Review Budget (Internal) | | | | |
| Perform SOW & Functional Specification Customer Review | | | | |
| Create System Test Plan | | | | |
| | | | | |
| **Business Analysis and Design Phase 2** | | | | **$4,950.00** |
| On-site Discovery meeting(s) - BA Observation time | | | | |
| Functional Specification Document | | | | |
| Perform Internal Review of Functional Specification | | | | |
| Perform WBS on FS and Review Budget (Internal) | | | | |
| Perform SOW & Functional Specification Customer Review | | | | |
| Create System Test Plan | | | | |
| | | | | |
| **Business Analysis and Design Phase 3** | | | | **$14,190.00** |
| On-site Discovery meeting(s) - BA Observation time | | | | |
| Functional Specification Document | | | | |
| Perform Internal Review of Functional Specification | | | | |
| Perform WBS on FS and Review Budget (Internal) | | | | |
| Perform SOW & Functional Specification Customer Review | | | | |
| Create System Test Plan | | | | |
| | | | | |

| | | | | |
|---|---|---|---|---|
| | | | | |
| | | | | |
| **OnBase Configuration** | | | | **$22,475.00** |
| Server/Environment Set up | | | | |
| OnBase Software Installation | | | | |
| Setup Security | | | | |
| Create Disk Groups/Doc Types and Keywords | | | | |
| Configure Notes and Cross References | | | | |
| Configure Foldering | | | | |
| Configure DIP (Kofax, iMail, etc) | | | | |
| Configure OnBase Modules | | | | |
| Configure System Integration (Webservice, Application Enabler, etc.) | | | | |
| Create eForm(s) | | | | |
| **Project Communication** | | | | |
| Solution Support | | | | |
| Customer Communication | | | | |
| | | | | |
| **Microsoft Full Text** | | | | **$2,480.00** |
| Setup MS Full Text Server | | | | |
| Install MS Software and Workstations | | | | |
| | | | | |
| **Document Capture** | | | | **$2,480.00** |
| Scanner(s) Setup and testing 1-production & 1 Web (client to install remaining) | | | | |
| Create/Test Batch Class(es) | | | | |
| | | | | |
| **Workflow Configuration** | | | | **$6,200.00** |
| *Workflow 1(max 5 work Queues)* | | | | |
| Create/Unit Test (Workflow 1(max 5 work Queues)) | | | | |
| | | | | |
| **System Testing** | | | | **$5,270.00** |
| Prep & perform System Testing (Tech) | | | | |
| Perform System/Integration Testing & Review Customer UAT test plan | | | | |
| Rework - From System Testing Results | | | | |
| | | | | |
| **ImageSoft Customer Care** | | | | |
| ImageSoft Customer Care Package (1 year), includes:<br>- Version upgrade assistance<br>- Custom Software Support<br>- Configuration Support<br>- Solution Upgrade Assurance<br>-Access to Internal ImageSoft Resources<br>-Advanced Architecture and Planning Support<br>-Unlimited Telephone Support<br>(See the Customer Care overview in the SOW for a detailed explanation of each component). first year included | | | | $0.00 |
| | | | | |
| **Project Management** | | | | **$10,850.00** |
| Hold Project Kickoff Meeting (Include Prep Time) | | | | |

| | | | | |
|---|---|---|---|---|
| Project Planning (WBS, Schedule, Open Issues) | | | | |
| PM Meeting Hours (PM Only) | | | | |
| PM Activities (meetings, docs, deliverables, communications) | | | | |
| Project Closedown - Customer Approval/SignOff/Lessons Learned/Transition to support | | | | |
| | | | | |
| **Training** | | | | **$8,179.15** |
| **Client to provide training facilities and hardware** | | | | |
| **Standard** | | | | |
| **Train-the-Trainer (Client to roll-out remainder)** | | | | |
| End User Training (Unity) | | | | |
| End User Workflow client specific Training | | | | |
| OnBase Scan Indexing Training (Thick Client) | | | | |
| Local System Support (Customer Site) | | | | |
| | | | | |
| OnBase System Admin (@ Hyland in Cleveland) | | | | |
| | | | | |
| **User Acceptance Testing (UAT)** | | | | **$7,440.00** |
| Attend/Assist On-Site UAT Testing | | | | |
| Perform UAT Rework | | | | |
| | | | | |
| **Production Rollout (Go-live)** | | | | **$7,905.00** |
| Create Test Environment (Batch classes, Test Capture) | | | | |
| Promote System to Production (Check List, Testing, document items for manual move) | | | | |
| Perform GO LIVE of System | | | | |
| Post Go-Live Support | | | | |
| | | | | |
| **Misc. Expenses** | | | | $9,600.00 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| **Services Subtotal** | | | | **$121,819.15** |
| ***Total*** | | | | |
| | | | | |
| **Grand Total** | | | | **$222,425** |
| *Pricing valid for 30 days* | | | | |

## 8. Partial list of ImageSoft Government Clients

ImageSoft Inc., a Michigan based business, has been in business for more than 16 years (founded in 1996) and has implemented EDMS solutions for more than a 100 clients and more than 30 government agencies. Every customer of ImageSoft is a reference. Here is a partial list of ImageSoft government customers.

- State of Florida (Department of Licensing)
- State of Oregon, Circuit Court System - Statewide
- State of Oregon, Appellate Court
- State of Ohio EPA
- City of Ann Arbor, MI
- St. Clair County, MI
- 72nd District Court (Port Huron, MI)
- 58th District Court (Grand Haven, MI)
- Genesee County, MI
- Calhoun County, MI
- Washtenaw County, MI
- Ottawa County, MI
- Berrien County, MI
- Grand Traverse County, MI
- 36th District Court (Detroit, MI)
- Jackson County, MI
- Charlevoix County, MI
- City of Dearborn, MI
- Ingham County, MI
- City of Lansing, MI
- Northville Township, MI
- City of Northville, MI
- City of Novi, MI
- Monroe County, MI
- Tuscola County, MI
- Montgomery County, OH
- Warren County, OH
- City of Cincinnati, OH
- North Carolina Real Estate Commission
- Ohio Veteran Services, OH
- Cuyahoga County Housing Authority, OH
- City of Richardson, TX

References are available upon request.

Each year, ImageSoft holds its annual Government Summit. At this event, ImageSoft's government customers come together for a day of sharing ideas and learning from the experience of other government entities' solutions with ImageSoft. Past speakers have included customer representatives to talk about their solutions, ImageSoft executive staff, Hyland Software government practice leaders, and AJ Hyland – CEO of Hyland Software.

Please visit our website to view presentations from this year's Government Summit.

http://www.imagesoftinc.com/government-summit-resources-2012.html

## 9. Attachments

- Purchasing Affidavit
- Vendor Preference Certificate
- Agreement Addendum for Software
- West Virginia Attachment 0012
- Request for Quote
- Addendum 1 Acknowledgement Form
- Addendum 2 Acknowledgement Form

RFQ No. TAX12008

STATE OF WEST VIRGINIA
Purchasing Division

# PURCHASING AFFIDAVIT

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

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

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.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: ImageSoft, Inc.

Authorized Signature: _____ Date: 6/21/2012

State of Michigan

County of Oakland, to-wit:

Taken, subscribed, and sworn to before me this 21st day of June, 2012.

My Commission expires September, 2016.

**AFFIX SEAL HERE**

ANDREW SLOT
Notary Public - Michigan
Oakland County
My Commission Expires Sep 1, 2016
Acting in the County of Oakland

**NOTARY PUBLIC** Andrew Slot

Rev. 09/08

State of West Virginia

# VENDOR PREFERENCE CERTIFICATE

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

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

4. **Application is made for 5% resident vendor preference for the reason checked:**

____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

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

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

**Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.**

**Bidder:** ImageSoft, Inc. **Signed:** _____

**Date:** 6/21/2012 **Title:** President

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

TAX12008

0011

WV-96A
Rev. 9/11

# AGREEMENT ADDENDUM FOR SOFTWARE

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.

2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.

3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.

4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.

5. **PAYMENT** - Any references to prepayment are deleted. ***Fees for software licenses, subscriptions, or maintenance are payable annually in advance.*** Payment ***for services*** will be in arrears.

6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.

7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.

8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.

9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.

10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.

11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.

12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.

13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.

14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. ***In such event, Agency will not be entitled to a refund of any software license, subscription or maintenance fees paid.***

15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.

16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.

17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.

18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.

19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.

20. **CONFIDENTIALITY** -Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.

21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

**ACCEPTED BY:**

| **STATE OF WEST VIRGINIA** | **VENDOR** |
|---|---|
| Spending Unit: _____ | Company Name: ImageSoft, Inc. |
| Signed: _____ | Signed: _____ |
| Title: _____ | Title: President |
| Date: _____ | Date: 6/26/2012 |

ATTACHMENT
PO# THX13008

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

6/26/2012
Signature Date

President
Title

ImageSoft, Inc.
Company Name

Signature Date

Title

Agency/Division

**ADDENDUM ACKNOWLEDGEMENT FORM**
**SOLICITATION NO.: TAX12008**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**
(Check the box next to each addendum received)

| | | | |
|---|---|---|---|
| [X] | Addendum No. 1 | [ ] | Addendum No. 6 |
| [ ] | Addendum No. 2 | [ ] | Addendum No. 7 |
| [ ] | Addendum No. 3 | [ ] | Addendum No. 8 |
| [ ] | Addendum No. 4 | [ ] | Addendum No. 9 |
| [ ] | Addendum No. 5 | [ ] | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ImageSoft, Inc.
Company

Authorized Signature

6/26/2012
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

# ADDENDUM ACKNOWLEDGEMENT FORM

**SOLICITATION NO.:** TAX12008

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**
(Check the box next to each addendum received)

| | | | |
|---|---|---|---|
| ☐ | Addendum No. 1 | ☐ | Addendum No. 6 |
| ☒ | Addendum No. 2 | ☐ | Addendum No. 7 |
| ☐ | Addendum No. 3 | ☐ | Addendum No. 8 |
| ☐ | Addendum No. 4 | ☐ | Addendum No. 9 |
| ☐ | Addendum No. 5 | ☐ | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ImageSoft, Inc.
Company

Authorized Signature

6/26/2012
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

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

# Request for Quotation

| RFQ NUMBER | PAGE |
|---|---|
| TAX12008 | 1 |

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE HILL
304-558-2157

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
ImageSoft, Inc.
25900 W. 11 Mile Rd, Suite 100
Southfield, MI 48034

SHIP TO
STATE TAX DIVISION
INFORMATION TECHNOLOGY DIV

1206 QUARRIER STREET
CHARLESTON, WV
25301-1725 304-558-8850

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|---|---|---|---|---|
| 05/30/2012 | | | | |

BID OPENING DATE: 06/27/2012 BID OPENING TIME

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|---|---|---|---|---|---|
| | THE STATE OF WEST VIRGINIA AND ITS AGENCY THE WEST VIRGINIA STATE TAX DIVISION REQUEST A QUOTE FOR A DOCUMENT MANAGEMENT IMAGING SYSTEM A D LICENSES PER THE ATTACHED SPECIFICATIONS. | | | | | |
| | *****BID OPENING: JUNE 27, 2012 1:30 PM | | | | | |
| | LOCATION: PURCHASING DIVISION, BUILDING #15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 | | | | | |
| 0001 | 1 | LS | | TRACK | | $100,605 |
| | DOCUMENT MANAGEMENT IMAGING SYSTEM | | | | | |
| | SEE ATTACHED SPECIFICATIONS | | | | | |
| 0002 | 20 | EA | | 099-00-01-001 | | $19,344 |
| | CONCURRENT LICENSES FOR CORRESPONDENCE MGMT SYSTEM | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE [signature] TELEPHONE 248-948-8100 DATE 06/26/2012

TITLE President FEIN 38-3314929 ADDRESS CHANGES TO BE NOTED ABOVE

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

# GENERAL TERMS & CONDITIONS
# REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the ***West Virginia Code***.

7. Vendor preference will be granted upon written request in accordance with the ***West Virginia Code***.

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the ***Legislative Rules*** of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

14. **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/admin/purchase/privacy/noticeConfidentiality.pdf.

15. **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, and the West Virginia Insurance Commission. 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.

16. **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 material, 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.

## INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

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

# Request for Quotation

| RFQ NUMBER | PAGE |
|---|---|
| TAX12008 | 2 |

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE HILL
304-558-2157

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
ImageSoft, Inc.
25900 W. 11 Mile Rd, Suite 100
Southfield, MI 48034

SHIP TO
STATE TAX DIVISION
INFORMATION TECHNOLOGY DIV

1206 QUARRIER STREET
CHARLESTON, WV
25301-1725 304-558-8850

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|---|---|---|---|---|
| 05/30/2012 | | | | |

BID OPENING DATE: 06/27/2012 BID OPENING TIME

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|---|---|---|---|---|---|

SEE ATTACHED SPECIFICATIONS

INQUIRIES:
WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 06/12/2012. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:

CONNIE HILL
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WV 25311

FAX: (304) 558-4115
E-MAIL: CONNIE.S.HILL@WV.GOV

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)

BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES

| SIGNATURE | TELEPHONE | DATE |
|---|---|---|
| | 248-948-8100 | 06/26/2012 |
| TITLE: President | FEIN: 38-3314929 | ADDRESS CHANGES TO BE NOTED ABOVE |

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

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

# Request for Quotation

| RFQ NUMBER | PAGE |
|---|---|
| TAX12008 | 3 |

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE HILL
304-558-2157

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
ImageSoft, Inc.
25900 W. 11 Mile Rd, Suite 100
Southfield, MI 48034

SHIP TO
STATE TAX DIVISION
INFORMATION TECHNOLOGY DIV

1206 QUARRIER STREET
CHARLESTON, WV
25301-1725 304-558-8850

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|---|---|---|---|---|
| 05/30/2012 | | | | |

BID OPENING DATE: 06/27/2012 BID OPENING TIME

| LINE | QUANTITY | UOP | CAT NO | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|---|---|---|---|---|---|

FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.

THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.

REV. 01/17/2012

THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.

NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
BUILDING 15
2019 WASHINGTON STREET, EAST
CHARLESTON, WV 25305-0130

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| SIGNATURE | TELEPHONE | DATE |
|---|---|---|
| | 248-948-8100 | 06/26/2012 |
| TITLE: President | FEIN: 38-3314929 | ADDRESS CHANGES TO BE NOTED ABOVE |

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

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

# Request for Quotation

| RFQ NUMBER | PAGE |
|---|---|
| TAX12008 | 4 |

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE HILL
304-558-2157

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
ImageSoft, Inc.
25900 W. 11 Mile Rd, Suite 100
Southfield, MI 48034

SHIP TO
STATE TAX DIVISION
INFORMATION TECHNOLOGY DIV

1206 QUARRIER STREET
CHARLESTON, WV
25301-1725 304-558-8850

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|---|---|---|---|---|
| 05/30/2012 | | | | |

BID OPENING DATE: 06/27/2012 BID OPENING TIME

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|---|---|---|---|---|---|

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

BUYER: CONNIE HILL/51

RFQ. NO.: TAX12008

BID OPENING DATE: JUNE 27, 2012

BID OPENING TIME: 1:30 PM

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:

(248) 948-8146

CONTACT PERSON (PLEASE PRINT CLEARLY):

Gary VanBuhler, (888) 315-3901 x230, gvanbuhler@imagesoftinc.com

ANY INDIVIDUAL SIGNING THIS BID IS CERTIFYING THAT: (1) HE OR SHE IS AUTHORIZED BY THE BIDDER TO EXECUTE THE BID OR ANY DOCUMENTS RELATED THERETO ON BEHALF OF THE BIDDER, (2) THAT HE OR SHE IS AUTHORIZED TO BIND THE BIDDER IN A CONTRACTUAL RELATIONSHIP, AND (3) THAT THE BIDDER HAS PROPERLY REGISTERED WITH ANY STATE AGENCIES THAT MAY REQUIRE REGISTRATION.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| SIGNATURE | TELEPHONE | DATE |
|---|---|---|
| | 248-948-8100 | 06/26/2012 |

| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE |
|---|---|---|
| President | 38-3314929 | |

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

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

# Request for Quotation

| RFQ NUMBER | PAGE |
|---|---|
| TAX12008 | 5 |

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE HILL
304-558-2157

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
ImageSoft, Inc.
25900 W. 11 Mile Rd, Suite 100
Southfield, MI 48034

SHIP TO
STATE TAX DIVISION
INFORMATION TECHNOLOGY DIV

1206 QUARRIER STREET
CHARLESTON, WV
25301-1725 304-558-8850

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|---|---|---|---|---|
| 05/30/2012 | | | | |

BID OPENING DATE: 06/27/2012 BID OPENING TIME

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|---|---|---|---|---|---|
| | ***** THIS IS THE END OF RFQ TAX12008 ****** TOTAL: | | | | | $222,425 |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE [signature] TELEPHONE 248-948-8100 DATE 06/26/2012

TITLE President FEIN 38-3314929 ADDRESS CHANGES TO BE NOTED ABOVE

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