



State Tax Division

1206 Quarrier Street
Charleston, WV 25301

Prepared By:



Results Engineering
130 Wetherby Lane
Westerville, OH 43081

REQUEST FOR PROPOSAL

RFP

ORIGINAL

Bid #TAX12008

Document Management Imaging System

June 27, 2012

RECEIVED

2012 JUN 27 AM 9:55

WV PURCHASING
DIVISION

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
 TAX12008

PAGE
 4

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

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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
<p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: CONNIE HILL/51</p> <p>RFQ. NO.: TAX12008</p> <p>BID OPENING DATE: JUNE 27, 2012</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p>----- 614.899.2249 -----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):</p> <p>----- Jody Coleman -----</p> <p>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.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614.899.2950	DATE 6/26/12
TITLE President	FEIN 31-1417738	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

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 5

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VENDOR

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STATE TAX DIVISION
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 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:						\$ 170,010

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614.899.2950	DATE 6/26/12
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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

June 27, 2012

Connie Hill
State of West Virginia
Purchasing Division
2019 Washington Street, East
Building 15
Charleston, WV 25305

Dear Ms. Hill,

Reengineering Consultants, LLC; d.b.a. Results Engineering (RE) is pleased to provide the State of West Virginia with this response for the REQUEST FOR QUOTATION (RFQ) #TAX12008 Document Management Imaging System.

Results Engineering is submitting our qualifications which are founded on an 18 year focus dedicated to Document Management and Workflow. This focus, combined with our extensive public sector experience, has positioned us as a leader in the field. Our staff is certified in the leading document management tools on the market: IBM-FileNet, EMC, Microsoft SharePoint, Hyland OnBase, Kofax, AnyDoc and more. This uniquely qualifies our team to assist in building the desired DMIS system for the Department of Taxation.

Based upon the requirements as discussed in the RFQ, Results Engineering is confident we are the most qualified document imaging provider available to meet your needs today. Results Engineering prides itself in hiring experienced industry experts with careers focused in document imaging and workflow solutions. RE employs 25 full time professionals dedicated to the EDMS market space, combined with certified expertise with the following technologies: IBM/FileNet, NSi, Kofax, Microsoft, AnyDoc, Kodak, Sharp, Fujitsu, amongst many others.

RE has received the following industry recognition over the past several years:

- Hyland OnBase #1 Partner Worldwide 2001 & 2003
- Hyland - AIIM – 2009 Channel Connection Award – Best Implementation
- Hyland Diamond Support Partner 2004 - 2011
- Hyland Real Solutions Award: Manufacturing – Gallatin Steel 2008
- Hyland Gold Partner 2006, 2009, 2010
- Hyland Real Solutions Award: Best Enterprise - Lucas County
- Hyland Real Solutions Award: Best Web-Based – Greif
- Top 100 Company in Knowledge Management - KMWorld
- Columbus Fast 50 Award – Columbus Business First 2003
- AIIM Best Enterprise Workflow Solution Finalist
- 2004 Paystream Advisors A/P Solution Review Winner

It is our understanding, based upon the information provided in the RFQ and related questions/answers, the goal of the State is to implement a document management system that will enhance search and reporting capabilities, as well as track the documents coming into the system. Results Engineering is recommending the Tax Department implement OnBase, from Hyland Software. The OnBase solution is perfectly suited to match the State's desire to deploy an imaging and management system for its paper and electronic documents. Offered as a modular and highly scalable solution, the State can implement the system on an 'as needed' basis, thereby helping to control costs.

RE understands that Tax Department is interested in a phased approach to this implementation, beginning with the overall design and implementation of the system. Should RE be chosen to provide the DMIS solution, we will work

with the Department to develop a deployment timeline that will fit the needs of not only the Department of Taxation, but also the Operations Division and the Legal Division.

In regards to the pricing and the Cost Sheet, the required maintenance for Year One, has been included in the overall cost of licenses. We believe there may be some flexibility within the number of licenses and required modules, but all required components have been included, for 50 users (20 concurrent), including E-Forms and Web Access. A thorough Discovery process is recommended to ensure the needs of all divisions are being met, and the numbers of licenses are correct.

A separate pricing section has been included at the end of the response which details the modules we are proposing, as well as an overall description of the proposed OnBase system. This system is currently in place at WorkForce West Virginia, and maintained by Results Engineering.

As you review the information contained within this document, please feel free to ask questions or contact us to schedule a full presentation. Thank you for your interest. We look forward to possibility of working together on this project.

This proposal remains open and valid for 90 days from the receipt of this proposal.

Two amendments have been received and reviewed, and included with the response package.

Sincerely,



Greg Boyd
President
Results Engineering
130 Wetherby Lane
Westerville, Ohio 43081
(614)-899-2950
(614)-899-2249 (Fax)
greg.boyd@reeng.com

The above individual is authorized to sign on behalf of Results Engineering.

Jody Coleman
Client Development Manager
Results Engineering
130 Wetherby Lane
Westerville, Ohio 43081
(614)-899-2950 x1230
(614)-899-2249 (Fax)
jody.coleman@reeng.com

The above individual is authorized to clarify any points within the response, on behalf of Results Engineering.

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	79,000	94,010
Lump sum	Cost of Customization of the document management imaging system	19,800	29,800
10	Cost of installation and training for end users	46,200	46,200
Grand Total			170,010

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

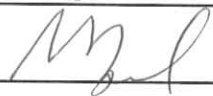
ADDITIONAL OPTIONAL ITEMS – But not counted in bid amount.

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)	15,405	15,405
5 each	Cost of additional licenses in bundles of five (5) -optional (not to be included in bidding award)	N/A	

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	
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	X	
B1	System must 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	X	
C1	System must have capability to create custom forms	X	
C2	System must be capable of prefilling 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	X	
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	X	
E1	System must operate in a Windows Server (2003/2008) environment	X	
E2	System must use MS SQL Server as it's database	X	
E3	Must be able to convert data in a timely manner. This conversion must be a proven ability.	X	
	Support	X	

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 #
4/26/12	Results Engineering 	jody.coleman@reeng.com	(614) 899-2950 (614) 899-2249



State of West Virginia
 Department of Administration
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 CHARLESTON, WV
 25301-1725 304-558-8850

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/07/2012				

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

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 01						
ADDENDUM ISSUED TO PROVIDE ADDITIONAL TERMS AND CONDITIONS TO THE SOLICITATION.						
ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 01						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE (614) 899-2950	DATE 6/26/12
TITLE President	FEIN 31-1417738	ADDRESS CHANGES TO BE NOTED ABOVE

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- 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.

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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).

TAX12008
ADDENDUM NO. 01

ADDITIONAL TERMS AND CONDITIONS

Various Legislative acts passed in the 2012 session require inclusion of certain provisions in all state contracts. Accordingly, this addendum will add the three provisions listed below to the solicitation and resulting contract entered into between the State of West Virginia and the vendor. In the event that the solicitation is not for construction or architectural/engineering work, sections 2 and 3 below will not apply.

1. **BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services may require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

2. **SUBCONTRACTOR LIST SUBMISSION:** In accordance with W. Va. Code § 5-22-1, The apparent low bidder on a contract for the construction, alteration, decoration, painting or improvement of a new or existing building or structure valued at more than \$500,000.00 shall submit a list of all subcontractors who will perform more than \$25,000.00 of work on the project including labor and materials. This provision shall not apply to any other construction projects, such as highway, mine reclamation, water or sewer projects.

a. **Required Information.** The subcontractor list shall contain the following information:

- i. Bidder's name
- ii. Name of each subcontractor
- iii. License numbers as required by W. Va. Code § 21-11-1 et. seq.

- iv. Notation that no subcontractors will be used if the bidder will perform the work
 - b. **Submission.** The completed subcontractor list shall be provided to the Purchasing Division within one business day of the opening of bids for review. Failure to submit the subcontractor list within one business day after the deadline for submitting bids shall result in disqualification of the bid.
 - c. **Substitution of Subcontractor.** Written approval must be obtained from the Purchasing Division before any subcontractor substitution is permitted. Substitutions are not permitted unless:
 - i. The subcontractor listed in the original bid has filed for bankruptcy;
 - ii. The subcontractor in the original bid has been debarred or suspended; or
 - iii. The contractor certifies in writing that the subcontractor listed in the original bill fails, is unable, or refuses to perform his subcontract.
3. **GREEN BUILDINGS MINIMUM ENERGY STANDARDS:** In accordance with § 22-29-4, all new building construction projects of public agencies that have not entered the schematic design phase prior to July 1, 2012, or any building construction project receiving state grant funds and appropriations, including public schools, that have not entered the schematic design phase prior to July 1, 2012, shall be designed and constructed complying with the ICC International Energy Conservation Code, adopted by the State Fire Commission, and the ANSI/ASHRAE/IESNA Standard 90.1-2007: *Provided*, That if any construction project has a commitment of federal funds to pay for a portion of such project, this provision shall only apply to the extent such standards are consistent with the federal standards.

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)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

Results Engineering
Company

M. Z. [Signature]
Authorized Signature

6/26/12
Date

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

SOLICITATION NUMBER: TAX12008
Addendum Number: 02

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation: Questions & Answers; Provide Electronic Format Cost Sheet.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

WV State Tax Division

TAX12008

Questions for RFQ

- 1.) Q. Does only one proposal need to be submitted? If more than one proposal is to be submitted, how many copies are needed?
A. Only one copy is needed.
- 2.) Q. Please elaborate on "web forms" on page 6 under the last bullet under Purpose. Do you currently have web forms to be stored to the system? Can you provide a sample? Is web form development to be included in the Customization cost?
A. We do not currently offer web forms. We may develop our own forms and incorporate those with the system at a later time.
- 3.) Q. Requirement A-17 System must allow documents to be referenced by a user entered name. Are you looking for a "NAME" index field? Are you looking for a free-form description field? Please state explicitly what you mean by referenced.
A. We are looking for free text fields.
- 4.) Q. Requirement E-3 Must be able to convert data in a timely manner. What data needs to be converted?
A. Items such as a fax, scanned piece of paper, purchase order must be converted into a pdf and stored in the system in a timely manner.
- 5.) Q. Requirement F-2 Devices must have the capability to auto-alert vendors with error codes/faults. Which devices? Servers? Workstations?
A. Workstations
- 6.) Q. The impact of the requirement that the system must use Microsoft SQL, as its database may significantly reduce competition under this solicitation. The State of West Virginia normally does not limit vendor competition. However, due to Mandatory Requirements E1 and E2, only vendors offering systems using the referenced database will be able to compete. Will the State accept a solution that offers an industry-standard embedded database such as Oracle, which is comparable to Microsoft SQL, is the proposed vendor offers to support 100% of the database administrator support in their bid? Please note that the State will not have Oracle expertise on staff.
A. Our database administrators are proficient in Microsoft SQL. The requirement of a Microsoft SQL database will not be changed.
- 7.) Q. Will a Word version of the required forms (pages 9-11) be available so that they might be completed digitally?
A. An Excel document is attached.
- 8.) Q. In reference to Phase 2, The Operations Division and data migration (page 6):

Question: Please provide the amount of disk space used, the average document/purchase order size and the number of documents/purchase orders from the Operations Division that will be migrated to the correspondence management system.

A. Total Amount 3 TB, Average Document 200KB, Number to Migrate 1000
- 9.) Q. In reference to Phase 3, The Legal Division and a hosted law library (page 6):

Question: Please provide the amount of disk space used, the average document size and the number of documents that will ultimately reside in the Legal Division's law library.

A. Total Amount 7 TB, Average Document 400KB, Number to Migrate 2000

10.)Q. In reference to the Agreement Addendum for Software (page 11):

Question: Please confirm if vendors are allowed to provide alternate language to the State's Agreement Addendum for Software.

A. If alternate language is requested, then you must attach a "letter" (on your letterhead) explaining where and why each item number needs (or wants) to be changed, along with a contact name and phone number for the person in your company that is "*authorized*" to make these changes. A fully executed WV96A and acknowledgement shall be furnished with your bid.

11.)Q. In reference to the Vendor Preference Certificate (page 13):

Question: Please clarify if the Vendor Preference Certificate is to be submitted with the proposal response.

A. Yes, it should be submitted with your bid.

12.)Q. In reference to the Purchasing Affidavit (page 14):

Question: Please confirm if the State will accept a signed and notarized Purchasing Affidavit form electronically.

A. The State will accept a signed and notarized Purchasing Affidavit electronically as long as the notary seal is legible through an email or fax scanned copy. The Purchasing Affidavit must be furnished in original form if the Vendor faxes a copy.

13.)Q. Please confirm if the State will allow vendors to submit proposal responses electronically.

A. No. The state will not accept electronic copies of the Vendor's proposal. You may fax, mail, or deliver your bid to the Purchasing Division at the address shown on the solicitation.

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)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

Results Engineering
Company

M. Z. [Signature]
Authorized Signature

6/26/12
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

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

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: Results Engineering

Signed: M. Zup

Title: President

Date: 6/26/12

ATTACHMENT
P.O.# TAX12008

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

Agreed

Myl 6/26/12
Signature Date

President
Title

Results Engineering
Company Name

Signature Date

Title

Agency/Division

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 exceeds 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: Results Engineering

Authorized Signature: _____ Date: 6/26/12

State of Ohio

County of Franklin, to-wit:

Taken, subscribed, and sworn to before me this 26th day of June, 2012.

My Commission expires April 17th, 2017.

AFFIX SEAL HERE

NOTARY PUBLIC Timothy K Beem



Hyland Onbase Software Solution

OnBase is an enterprise level Enterprise Content Management System. Hyland Software often refers to its product as an Integrated Document Management System. This nomenclature refers to the fact that the entire product shares the same code base. All modules use the same master database and they share a common user interface. This is very different from some other vendors who offer different processing modules that are separate products – with their own administrative tools, databases, storage components and so on.

OnBase combines all of the major technology modules into one easy to use, point and click configurable product suite that is easy to deploy, easy to maintain, and easy to integrate with existing applications. It is proven in some of the largest county government implementation in the country, including thousands of users, terabytes of images and other stored objects.

The OnBase Web Client is an extremely rich interface that duplicates virtually all of the functionality of the Windows Client. If The State wishes to deploy all clients as Web Clients to take advantage of the support and installation efficiencies achieved by this approach, you will lose no functionality over the Windows Client. This includes workflow applications – there are some vendors who offer poor or incomplete web-based workflow capabilities.

OnBase offers over 100 separately licensed processing modules. This rich feature set far surpasses any other product on the market. Following is a partial list:

- Scanning
- OCR
- Import
- Document Imaging
- Annotations and Redactions
- Full-text Index and Search (Microsoft and Verity)
- Integrated Document Management – Check in, Check Out, Version Control
- Workflow
- Records Management and Physical Records Management
- Enterprise Report Management – with filters for capture print files from virtually any platform – also called COLD
- E-Forms
- Electronic Signature
- Unique Cross Reference Feature
- Application Enabler
- Web Services API
- CD/DVD Publishing
- Sarbanes-Oxley and HIPAA Compliance Framework
- GeoDox ESRI GIS Integration
- SAP Integration
- Peoplesoft Integration
- CAD Services

The Cross Reference feature is unique in the industry. It provides the ability to cross reference related documents so that they can be accessed in a single retrieval. Locations on an image are “hot linked” so that when a user double clicks that region the related document is instantly retrieved. For example clicking on case filing and having related case filings automatically retrieved.

This feature allows the user to quickly and easily look at related documents without doing multiple searches. Each of the retrieved documents can be of a different format – for example, TIFF image, Word document, JPEG Photo, report, etc. – and they all can be viewed simultaneously in separate windows, even with the Web Client.

The proposed set of modules allows the The State to grow over time, not only by adding users, but also in terms of features – by adding modules when they are needed for specific departments.

OnBase also offers infrastructure support – to provide disaster recovery services so that your data is maintained in a secure environment with multiple backup approaches, off-site data storage, and remote hot sites. The BackStop program that provides these facilities is unique in the industry.

Security Features

OnBase security and licensing provide a flexible means of controlling access to documents stored in OnBase. The OnBase security model allows control over which OnBase product functions each user can utilize and access.

Unique levels of security are achieved by creating a custom set of product rights and privileges for each OnBase User Group. An OnBase administrator can rapidly implement a custom security profile for each user or group of users within an enterprise. To further ease installation and administration of OnBase, existing Novell domain user information can be used to create new users with user group memberships mapped from their NT/Novell groups.

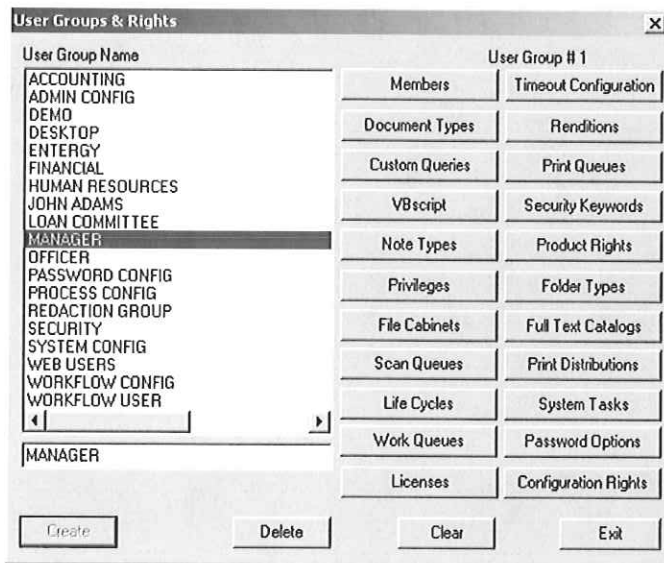
Administrative Security can be hierarchical, distributed or centralized. This provides organizations of all types the opportunity to enable and configure their OnBase Operational Security Model to their specific guidelines. It also allows for the ease of re-alignment during periods of organizational change.

OnBase security is usually administered at the OnBase user group level. After the OnBase administrator has created a user group structure, individual users are made members of one or more user groups. If a user is a member of multiple user groups, the user is granted the cumulative rights of all the member groups. User groups must be deliberately assigned a set of product rights and privileges; the default condition provides no rights or privileges. Members of a user group can only access the specific Document Types to which the group has been assigned rights.

The ability to perform specific OnBase functions can be controlled down to an extremely selective level, including the ability to:

- Run registered OnBase product modules.
- Perform configuration and administrative functions.
- Access printers and folders.
- Utilize the Client Document Retrieval dialog box.
- Configure User and Workstation options.
- Perform Document Functions such as retrieve, modify/delete, print, view, re-index, create/import, e-mail, copy to clipboard, save as, etc.

Security Keywords are used to limit a user or user group's access to specific documents. An individual user or a user group is assigned a set of Security Keywords. Users then only have rights to individual documents or document types that have been assigned one of their Security Keywords. If a user is assigned to multiple user groups, the user's access is based on the cumulative set of Security Keywords. For specialized requirements, Security Keywords are specified down to the individual document and user level.



Users log on to a specific OnBase database using a unique user name and password. Within OnBase, password settings are customized to set user group based policies, such as an invalid logon, password expiration, length, and reuse guidelines. When the user logs on, the client workstation authorizes the user with the selected OnBase database. This provides for ease of administration and centralized physical security of the database server. OnBase encrypts all user passwords that are either stored in the database or transmitted across a network.

Administrators can be granted the product rights to access the Transaction Log, which records user activities on an OnBase database. The transaction log can be customized to record any of 90 different user actions. Custom reports can be created, that filter by date, user, user group, or activity. These reports can be viewed or stored within OnBase as system documents. For performance reasons, transaction logging can be disabled.

The majority of security setup is performed in OnBase Configuration. Only users with rights to perform User Profile configuration are given access to the security assignment dialog box. Within Security, licenses to individual product modules can be assigned to individual user groups. This allows an administrator to reserve a predefined quantity of product licenses for specific user groups.

Access to OnBase Configuration is controlled by the presence of a physical HASP device on configuration and processing workstations and servers.

Integration with Active Directory

OnBase security can integrate with Microsoft security systems.

The administrator must activate the network security option and configure OnBase with an auto-logon startup. When a domain user logs on, OnBase imports existing ADS user security information and creates a new user, in OnBase User Groups, that corresponds to their network security group membership. This important procedure eliminates the time intensive procedure of manually creating OnBase users and assigning user groups. The OnBase user profile is updated whenever the user's ADS group membership changes.

An administrator enables either the Windows ADS network security model. Once an option has been selected, the other network security type will not be available.

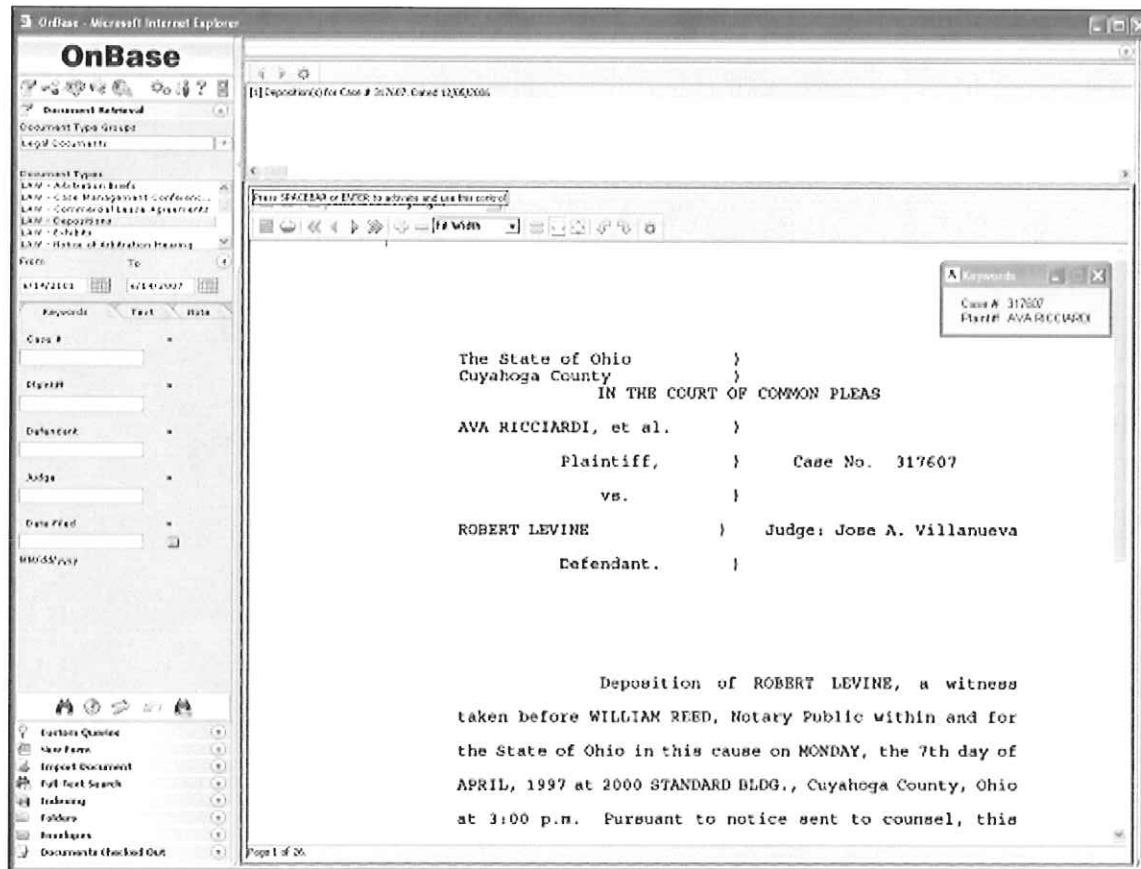
Document Imaging

OnBase Document Imaging enables paper-centric documents to be captured and stored in electronic format. By converting paper documents to images, OnBase reduces physical storage costs, enables documents to be electronically utilized and shared, and results in faster retrieval of information.

Document Imaging is the process of taking source (paper) documents, such as contracts, loan applications, correspondence, etc., and creating electronic images through scanning. Scanning documents is accomplished with any TWAIN or Kofax™ compliant scanner. Documents are scanned (individually or in large batches) into user-

defined queues. The documents are then indexed and archived in OnBase. OnBase's client/server architecture allows users to scan to a queue at one workstation and archive those same documents from multiple workstations. Archived documents are accessible through the OnBase Client.

Shown below is an example of the OnBase Web client interface.



Source documents are scanned into queues as black and white, gray scale or color documents. Prior to scanning, users assign a scan format to a scan queue. Scan formats are user configurable and contain information about scanner settings:

- Paper size, contrast, etc.
- File formats - Group IV, TIFF, JPEG, BMP, PCX and hundreds more.
- Document setup - duplex emulation, rotate on scan, etc.
- Indexing information.

Formats retain specific settings for different types of source documents, making scanning faster and easier. After selecting a scan format, a user scans documents into the scan queue to be verified and identified.

Indexing documents is accomplished in different ways. OnBase supports Kofax barcode recognition, enabling documents to auto-index while being scanned. A variety of barcode types are supported. Interactive scan is a capability of OnBase that allows users to manually index each document after it has been scanned. A group of documents can be indexed into the system through the process of batch indexing.

Scanned documents, that are not indexed, reside in the Awaiting Index queue. From this queue, documents are viewed with the OnBase image viewer and indexed while on screen. Users can skip images, delete images, or create multiple page documents with simple point and click or drag and drop functionality that reduces redundancies. Key word sets are a unique feature that enable users to enter a unique keyword and have the rest of the keywords automatically fill-in. After indexing, documents are ready for further action. They can either be OCR'd or archived, depending on specifications set in the scan queue.

Archived documents are viewed, printed, and faxed through the OnBase Client. While viewing image documents, OnBase can zoom in, zoom out, rotate, invert, sharpen, fit to window, copy to clipboard, save as, change page order, pan through the image, mail image to another user, and append user defined annotations. OnBase allows users to "grab" a page from an image document and copy it into another image document. This unique architecture enables OnBase's powerful cross-reference, which is the ability to double click on an image and automatically retrieve/view all related information whether it is COLD, image, or application documents.

OnBase Document Imaging benefits any business that deals with paper documents that need to be stored for on-line access or permanent archival. Many such companies will have large storage areas for documents, such as file cabinet rooms, storage vaults or off-site warehouses. Most source document images come into a company from external sources or customers. The documents usually need to be stored for research, legal purposes, or customer service needs. OnBase Document Imaging eliminates the need for large storage areas and provides long-term, easily accessible storage of documents.

In order to provide a wide range of scanning functionality beyond the robust functionality offered within the existing OnBase Document Imaging module, OnBase also provides seamless integrations with such capture products as NSi AutoStore, Kofax Ascent Capture, AnyDoc Software, ReadSoft Eyes & Hands, and EMC/Captiva Input Accel. These integrations enable customers to use best-of-breed technologies in order to effectively and accurately capture information within their organizations and develop a solution that best fits their requirements.

Core Features:

- Integrates seamlessly with other OnBase modules.
- Reduces storage and retrieval costs.
- Increases employee productivity by providing fast, easy access to information.
- Kofax™ and TWAIN compliant.
- Scan at one station, archive at multiple stations.
- Bar Code Extraction, enabling automatic indexing.
- Deskew, despeckle, sharpen, blend and invert.
- Rotate on scan and Flip X and Flip Y.
- Accelerated indexing with autofill keyword sets.
- Multiple file format support.
- Duplex emulation.
- Sweep directories.
- Rotate documents and save rotation.
- Double blind indexing.
- Drag scanned documents into existing image documents.
- Zoom in, zoom out, size 1 to 1 and pan window.
- Fit to window and thumbnail images.
- Change page order.
- Copy page to other image documents and to clipboard.
- Save As.
- Staple document to other documents.
- E-mail documents.
- Cross-reference to related documents.
- Scanning reports to determine processing user efficiency.

Records Management

OnBase provides a records management module. The OnBase Records Management (RM) module controls the retention, disposition, and destruction of managed record folders, based on an organization's business rules and

specific event occurrences to fulfill external regulations or compliance laws. New and existing users can implement records management to manage existing documents stored within OnBase. The RM module allows maximum flexibility to accommodate changing retention requirements due to the event-driven architecture.

The Records Management module uses the OnBase foldering functionality to create a Managed Folder. A Managed Folder is assigned a Retention Plan and contains all of the documents associated with a particular record such as scanned documents, Emails, and documents created by third-party applications that are stored in the OnBase repository.

A Retention Plan is a set of rules that govern how an organization will store, retrieve, disseminate, protect, and destroy a record. OnBase Record Management Retention Plans can be configured to allow designated users the ability to initiate actions (e.g. closing a case) or to automatically use events to initiate a records life cycle action.

With the standard OnBase folder interface, users can easily browse records, perform ad hoc searches, place holds, and initiate events against the OnBase repository to respond to various information requests.

Records Management administrators are able to display disposition status, place holds, post events, and approve changes to disposition status through the Records Management administrator view.

Key features and benefits include:

- User Defined Retention Plans
- Point and Click Configuration
- Physical Record Support
- User Defined Disposition schedules
- Ad Hoc Search Capability
- Auto-Foldering import
- Uses a single, common OnBase repository to maximize ROI on IT investment.
- Event-driven flexibility to allow for retention plan modifications.
- Single user interface decreases training requirements.
- Existing OnBase documents can be easily added to managed folders.

OnBase Physical Records Management (PRM) module integrates the management of physical records with electronic documents and content providing a single, centralized solution. Records and content are treated equally enabling users to store, manage and retrieve content regardless of location or type.

Image Enabling Applications

OnBase Application Enabler offers a revolutionary approach to image enabling. This module provides a seamless integration between The State's line of business applications and the OnBase EDMS system, all without programming. OnBase Application Enabler improves employee efficiency by allowing users to retrieve supporting Windows, terminal or browser-based program such as your Personnel system or other line-of-business application. An additional benefit is that multiple departments can share information regardless of their respective core applications, thus maximizing the organization's investment in these separate line-of-business applications.

The integration between other applications and OnBase is done without the time and costs associated with custom programming—traditionally required for interaction between applications. API's (Application Programming Interface) are not required for integration, and configuration is a point-and-click process. OnBase Application Enabler removes the need to learn new API's, to determine compatibility, and to do the programming. Not only is the integration easy to implement, but is virtually transparent to users.

OnBase does provide a very mature and robust Web Services API for use in more complex or custom integration projects. Results Engineering envisions a combination of Application Enabler and the Web Services API for this project.

Application Enabler works by linking data in host form fields, or text in a text screens, to related information in the OnBase database. To retrieve the OnBase document while in the business application, the user simply double clicks on the related application field. The documents found will be listed in a separate window. Double clicking on

any document in the list will display the document in its own viewer. Double clicking on the original document can also retrieve pre-defined cross-referenced documents.

A login dialog box appears asking for a user name and password the first time an OnBase document is requested. OnBase uses this information to restrict or allow access to the data stored within the OnBase system. Upon a successful login, the Session Manager will load and execute any pending requests.

Configuration of OnBase Application Enabler is a point and click process. The user makes selections in menu-driven dialog boxes containing information related to OnBase documents. The user selects document types to retrieve from various screens from the business application. To enable different applications or groups of applications, a choice is made from a list of saved configurations from the Application Enabler's toolbar.

Users open their existing application, ICIS, in the usual manner and navigate to the host screen that shows the specific record(s) of interest. Users double click or hit a function key in the application field screen. The Application Enabler will return the document or a list of documents and display it in a separate window. Cross-referencing can be used to show related documents. Users do not need to get accustomed to another application. To the user, it is added functionality in the existing application enabling them to do their job more effectively.

Core Features

- Seamlessly integrates the OnBase document repository to the line-of-business application without programming.
- Retrieves OnBase documents from most text-based (terminal emulation) applications.
- Creates a small footprint.
- Increase productivity by retrieving supporting documents and images without leaving the current application.

Mouse events can be configured to be any combination of mouse clicks and/or Ctrl, Alt and Shift keystrokes.

Import and Capture

OnBase provides sophisticated mechanisms for the production capture, index, and storage of literally any type of document, whether originating on paper or in electronic format. For paper documents, faxes and forms, customers choose from among several capture methods to optimize speed and accuracy and minimize user intervention.

- OnBase Document Imaging interfaces with Kofax and TWAIN compliant scanners to convert paper documents into a variety of standard image formats, while providing several options for distributed capture and indexing.
- OnBase XML Import Processor is used for import of high-volume batches of images and index data that has been created by a backfile conversion, data conversion from an existing system, or a third party eFiling subsystem such as Eflex.
- OnBase OCR indexed with OnBase Full-Text Indexing can allow access to any image imported into OnBase and converted into a searchable text rendition.
- OnBase also handles the increasing breadth of documents that are entering the organization in electronic format such as emails, PDFs, HTML forms, AVI/MPG/WMV/RA/QT video, audio, PowerPoint presentations, etc., etc. If it can be in digital form, OnBase can capture, manage and provide it to end-users.
- OnBase E-Forms provides a standard means of initiating requests, notifications, and other routine processes by allowing users to complete and submit online HTML forms that become immediately available for retrieval and routing.

Suite Integration

OnBase is the premier offering in a category of software called integrated document management, or IDM. IDM systems manage virtually every kind of document images, host generated reports, application files, HTML forms, emails, video clips, etc. as well as every stage of the document lifecycle: creation/input, storage, retrieval, revision and distribution.

Many other IDM systems take a toolkit approach, providing a set of "building blocks" that include a common front end for interfacing with several separate software packages. OnBase, by contrast, is a single software application

that utilizes a single SQL database, a single configuration utility, and a single customizable user interface for all processing and retrieval. This unparalleled level of integration enables OnBase to provide an exhaustive amount of out-of-the-box functionality to support the most sophisticated document management and workflow solutions.

OnBase is built upon a highly evolved web-enabled, client/server architecture that leverages the openness and scalability of databases like Oracle and Microsoft SQL Server to deliver high performance solutions for the department, division or enterprise. OnBase offers users the flexibility of accessing the system through several types of thin (browser-based) clients, a traditional thick client, Windows Explorer, or from enterprise applications such as ICIS.

OnBase is also completely point-and-click configurable, enabling the rapid deployment of sophisticated solutions without the need for expensive, time-consuming programming. In designing solutions to meet their own unique requirements, customers select from among over 100 separately licensed OnBase modules that provide specialized input, management and output functionality. OnBase customers are thus encouraged to invest in the solution they need today and then incrementally, cost-effectively expand and enhance the system as their needs grow.

OnBase Architecture & Design

The OnBase Enterprise Content Management Solution was developed on the latest Microsoft .Net technologies. As a multi-tiered architecture, OnBase provides for sharing processor intensive work across multiple workstations or servers.

The OnBase architecture provides three primary components: File Server(s), Database Server and Web Server(s), in addition to input, output and management processing components. The OnBase File Server(s) are the home to the actual documents and are accessible via any drive letter, UNC Path or FTP location. The OnBase Database Server stores the index values, pointers to the files, transaction logs, annotations, e-forms, user setting, configuration settings, custom queries, workflow configurations, document history security and process configurations. The OnBase Web Server (OnBase Core Web Services, Active Server Pages running on IIS) provides an n-tier application, leveraging XML to allow platform independent access to the OnBase system. Users can view images or operational reports by leveraging the OnBase Web Server via an Intranet or Internet connection.

As documents are processed into the system, they are assigned to Disk Groups. A disk group is a logical "holder" for a data file that is associated with an actual physical location where data is stored. By using logical assignments, the system can perform specialized data management functions with its disk groups, without physically relocating the files or requiring secondary disk utility software.

The data management functions provided by disk groups include:

- Data Retention - the ability to set data online versus offline storage, as well as permanent removal from the system.
- Fault Tolerance - the duplication of data across media types and locations for recovery purposes.
- Optimized Performance - the accessibility of data and speed of retrieval.

Data Retention

The data brought into and managed by the document management system is open to broad applications and usages within that system. Usage requirements, likewise, will vary according to online availability to users, as well as network factors that impact the way in which data is maintained (type of media, network accessibility, etc).

Online availability of disk groups can be customized by configuring the size of the disk group, as well as the number of redundant copies that require periodic backup (i.e., creation of offline copies of the data). The decision to maintain nearline copies will also affect retention design.

In addition to the retention capabilities at the disk group level, specific documents can be marked for automatic removal or purging from the system using the functionality provided by the Document Retention module.

Fault Tolerance

Disk groups can be set up to manage data files that are located on virtually any hardware storage device. The only restriction is that the Client workstation must be able to access the disk group's location. Any storage location that can be configured as an FTP service, drive letter, or UNC path can be managed by a disk group.

The basic storage unit of a disk group is a disk volume, whose size is predefined by the user. As documents are processed into the document management system, they are physically stored at the location designated by the disk group, and a pointer to that location is stored in the database for those documents. When the volume reaches its maximum size, a new volume is automatically created. A disk group's size can increase by additional volumes, until no disk space remains at the preconfigured location for that Volume. A maximum number of Volumes can be retained online that can be configured for the disk group.

Volumes, in turn, consist of copies. The user also specifies how many copies a volume will contain. Copies are created for the purpose of maintaining data redundancy, in order to guard against data loss. The data management system uses a unique concept of uncommitted/committed data to maintain this redundancy.

When data is processed into a disk group, it is stored in the first copy of the first volume. When the maximum size of the volume (first copy) is reached, a new volume is automatically created, and data is processed and stored in the first copy of the second volume. This first copy must be created as a non-removable online storage copy such that the data can always be referenced by the data storage system, and is referred to as the Mass Storage copy when the disk group is created.

The remaining copies in each volume are reserved for use, and only "filled" when data is committed or copied. The act of committing data is a concept unique to the data management system. It allows the user to select only those files that have been properly processed for long-term storage. Selected data files are moved to the volume's second (redundant) copy when data is committed.

Once a final committed (second) copy of the processed data files is filled, the first uncommitted copy of the volume is typically deleted to release disk space.

Another function typically performed is copy/backup. Making a long-term storage copy of the committed data files is recommended. This can be done manually for each copy in the volume, or the process can be automated by pre-configuring the disk group with a Backup copy, that will automatically be placed in a backup queue.

Optimized Performance

Because disk groups create logical subsets of data, retrieval of data can be restricted to a certain disk group, resulting in faster data access times. Depending on the architecture of the document management system, network bottlenecks and media restrictions can be averted by configuring a device and/or media type that will yield optimal retrieval rates.

Scalability

OnBase scales in several different dimensions, including number of users, volume of documents, and feature/functionality.

OnBase can grow very large in terms of data storage volume and users. The architecture of the system is only limited by the capacity of the servers that run the database and the size of the storage network. You can scale the database by placing it on a more powerful server with multiple CPUs. You can scale the storage capacity by adding magnetic disk storage – a SAN is ideal for this. You can scale the number of Web users by adding IIS servers.

OnBase also scales in terms of features and functionality. There are over 100 available modules. These fully integrated modules can be added at any time to expand the system functionality. All software is shipped on the software CD when you purchase OnBase. When you want to add a module, after purchase you will be issued a license key that will enable that feature on the system you already have installed. You will not need to install additional software. This unique approach is extremely powerful and unique.

Usability

Far from dictating a one-size-fits-all approach, OnBase solutions are capable of providing multiple, customized interfaces that align seamlessly with the ways specific organizations work. Users quickly discover that OnBase acts as a simple, flexible tool for navigation and interaction, delivering content to the desktop without the need for exhaustive training.

In some cases, the most intuitive way of retrieving documents may not be through the native interface of the OnBase application itself. Users of existing system are able to double-click on a field in those applications to retrieve relevant documents from the OnBase database - for example, clicking on an invoice number to retrieve a copy of that invoice. Similarly, Outlook users can access their documents through their e-mail, and portal users are able to access documents through their individualized portal interfaces.

Upon retrieving documents, OnBase users can print, fax or e-mail them with just a click of the mouse. They also can attach electronic "sticky notes" to documents, highlight areas of documents and modify documents to save them as new revisions. And beyond managing the documents themselves, OnBase manages the business processes in which those documents exist by virtue of user collaboration and business rules.

Enterprise Workflow

OnBase Workflow is an electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. OnBase Workflow is beneficial whenever successive points of input or action are required in order to complete a task, process, or procedure. From processing applications to approving expense reports to managing remittance processing, workflow streamlines collaboration and accelerates the completion of critical business tasks. Additionally, OnBase Workflow can easily integrate with and provide the backbone to e-commerce solutions as well as be tied to your permitting, council and court systems.

With OnBase Workflow, users define and configure document states, rules, actions, and lifecycles with a comfortable Windows interface. Upon configuration, workflow instantly routes documents through the business process as each increment of user or system work is completed within a queue. OnBase Workflow also supports such advanced features as alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, ad hoc workflow, VB scripting, and API functionality. When integrated with OnBase Web Server, the benefits of OnBase Workflow can be made available via the Internet to users throughout the county regardless of their location.

Workflow, which is entirely point-and-click configurable, has been designed to allow for quick implementation. Much, if not all, of the programming that is required by traditional workflow systems has been eliminated. Workflow configuration consists of two central windows: the Tree Configuration window and the GUI Configuration window.

The intuitive design of the Tree Configuration window provides a workflow designer with the tools to define the work (system, user, or timer) to be accomplished at each queue and define the rules and actions that determine how documents will be routed. Simple right-click mouse functions and easy to understand configuration windows give non-programmers an unprecedented ability to design and deploy sophisticated workflow solutions.

The GUI Configuration window allows the designer to determine how the actual flow of a life cycle will appear and how documents will be transitioned through the life cycle. Through the use of a configuration toolbar and grid map, workflow life cycles are designed within minutes. Upon the creation of the life cycle queues, the graphic layout and the transitions, a basic workflow has easily been established.

type of user interaction, such as a question for the user to answer or series of tasks that the user should perform. When the user completes all user work and tasks, the document continues through workflow and the user proceeds to the next document. When a document is at the end of a lifecycle, there are options for eliminating, archiving, or sinking the document.

Typically, queues are shared by groups of individuals. Many workers can share the same queue, but they would only see the files assigned to them. To the user, it appears as if they are the only one using the queue. Queues can also be configured without any user work. These are called system or server-side queues. They handle background processes such as ticklers, timers, and other data processing functions.

Core Features

- Ensures that documents are routed in a standard, controlled, and prompt manner.
- Accommodates exceptions to the configured model by assigning specific users with rights to add or exempt stages on an ad-hoc basis.
- Forwards documents without delay to each successive phase.
- Automatically distributes documents to specific work groups.
- Allows documents to be prioritized in each queue. If there is no priority assigned, the documents are sorted by the date and time they enter the lifecycle.
- Monitors and measures the time it takes to complete a process.
- Audit Queues allow periodic review for quality assurance.
- Supports Internet access for users outside of the immediate office environment.
- Processes are easily added or adjusted at the document, process, group, or enterprise level by specified users or administrators.
- Point-and-click configuration enables customization of both the routing and the user interface without programming.
- Integrates seamlessly with other OnBase modules and incorporates powerful cross-referencing to COLD, image or application documents.
- Extensive set of pre-defined rules and actions adds to ease of configuration.
- Integrates easily to other legacy systems utilizing VB scripting and robust API calls.

Web Client Interface

The OnBase Web Server is a .NET implementation that provides users with immediate access to their information and documents anywhere, anytime via standard Internet Explorer web browsers. Through a standard or customizable intuitive user interface, users can view, print, annotate and distribute any information object stored within the OnBase system. By increasing operational efficiency and user responsiveness, OnBase Web Server dramatically changes the way companies do business with customers, suppliers, and remote offices. The OnBase Web Server enables an enterprise to create automated Customer Service applications that allows customers' 24-hour, on-line access to account information, order status, historical data and product information.

Shown below is an example of the OnBase Web Client. This client interface provides all of the rich functionality provided by the Windows client. It is the recommended interface because of its rich functionality and the fact that software distribution is not an issue. Use of this client allows the county users to be located anywhere there is an Internet connection.

Standard Internet Explorer web browsers function as secure OnBase thin-clients in both Internet and Intranet environments for most Windows-based client operating systems.

An OnBase ActiveX viewer control provides more advanced OnBase user features over the Internet, including OnBase standard features such as annotations, cross-referencing, custom queries, and server-side full text searching. To minimize network bandwidth consumption, the OnBase ActiveX viewer is intelligently cached on the browser client workstation to eliminate repeated downloading. New control downloads will only occur if deployed by the system administrator.

An HTML-only web client and a Java client are available to provide a base level web client without the need to deploy ActiveX controls to each client desktop machine.

The OnBase Web Server is an N-tier application that provides true Internet access to existing OnBase document repositories with backward compatibility with existing OnBase document, security, user group, database, and file storage configurations. The OnBase Web Server will co-exist in parallel with OnBase Windows configuration and input processing workstations.

Multiple OnBase Web Servers can be deployed in parallel server web farms; including inexpensive, web server appliances. The OnBase Web Server requires an underlying Microsoft Internet Information Server running on Microsoft Windows. All communications are performed using standard Internet network protocols that are compatible with SSL and VPN secure connections.

The OnBase Web Server API exposes both Microsoft COM and Java programming interfaces to the OnBase core document management and workflow services. Microsoft focused developers can create OnBase compatible ASP and ASP.NET websites, VB applications and COM/DCOM components; while Java developers can create JSP websites, Java Servlets, Java applications and EJB objects. A full reference ASP web page set is provided with the OnBase Web Server for out-of-the-box document management, workflow, user administration, and remote diagnostic functionality through the web browser environment.

Core Features

- Document retrieval.
- Multiple document browser windows.
- Double-click cross-references.
- Remote creation and deletion of notes, annotations, and highlights.
- Client-side local printing of documents with overlays.
- Client-side emailing of documents with overlays.
- Custom query retrievals.
- External server-side full text search – single query searching of multiple document types.
- Document text search by text, number, etc.
- Image rotation, rubber band zooming, and fit to page.
- Toggle image overlays.
- Multiple page thumbnails.
- View and edit document keywords.
- Re-index existing documents.
- Upload and scan new document in the document repository.
- Workflow client viewing with full user task interactions.
- Native OnBase viewer support for text, images, COLD, PCL, HPGL, AFP, and RSS data.
- Third-party plug-in support for viewing PDF, MS Office and other proprietary document formats.
- HTML / E-Form support.
- Both COM and Java API interfaces for third party programming, including Workflow integrations.
- Native XML support in both the Web Server and API products.
- Network support for Internet, LAN, or WAN connections.
- No client ODBC connections required.
- Compatible with SSL encrypted connections and Virtual Private Networks.
- Online HTML help files, technical documentation, and programmer's API documentation.
- Compatibility with OnBase Mobile Forms

Web-Enabled Applications

OnBase Web Server is required to implement the web interface. This is in addition to standard OnBase server and client licenses. This provides a Web client interface to all OnBase features. For developing Web-based workflow applications you will need E-Forms as well as workflow server and client licenses.

Microsoft IIS is required for the web server.

OCR

OnBase OCR (Optical Character Recognition) is a highly accurate and easy to use document recognition package integrated seamlessly with the OnBase Document Imaging module. OnBase OCR recognizes and translates printed alphanumeric characters resident on a scanned image document, converting the image into a machine-readable text document to facilitate text searching and full text indexing. Creating text renditions of your image documents gives you the capability to use text searches, when combined with the built in text search or optionally the more advanced Verity Full Text Search, to find a particular document, and to find specific content within a document. Users are then able to instantly locate specific words or phrases within a document or group of documents, dramatically streamlining even the most cumbersome of research tasks.

OPERATING SYSTEM	ONBASE CLIENT	WEB/ APPLICATION SERVER	WEB CLIENT	DESKTOP	UNITY CLIENT	JAVA WEB CLIENT
WINDOWS XP SP3 (OR LATER SERVICE PACK)	X	N/A	X	X	X	X
WINDOWS SERVER 2003 SP2 (OR LATER SP)	X	X	X	X	X	X
WINDOWS VISTA SP1 (OR LATER SP)	X	N/A	X	X	X	X
WINDOWS SERVER 2008 SP1 (OR LATER SP)	X	X	X	X	X	X
WINDOWS SERVER 2008 R2 RTM (OR LATER SP)	X	X	X	X	X	X
WINDOWS 7 RTM (OR LATER SP)	X	N/A	X	X	X	X
APPLE MAC OS X (VERSION 10.4 OR LATER)	N/A	N/A	X	N/A	N/A	X

CLIENT RETRIEVAL WORKSTATION	RECOMMENDED REQUIREMENTS
CPU	2 GHz or faster
MEMORY	1GB or greater (2 GB or greater for Vista and later versions of Windows)
FREE HARD DISK SPACE	500 MB
VIDEO RESOLUTION	1280 X 1024 (1440 X 900 widescreen)
OCR PROCESSING WORKSTATION	RECOMMENDED REQUIREMENTS
CPU	2 GHz or faster
MEMORY	1GB or greater (2 GB or greater for Vista and later versions of Windows)
FREE HARD DISK SPACE	500 MB
VIDEO RESOLUTION	1280 X 1024 (1440 X 900 widescreen)
SCANNING WORKSTATION	RECOMMENDED REQUIREMENTS
CPU	2 GHz or faster
MEMORY	1GB or greater (2 GB or greater for Vista and later versions of Windows)
FREE HARD DISK SPACE	1 GB for system files and OnBase software
SCANNER	TWAIN compliant
VIDEO RESOLUTION	1280 X 1024 (1440 X 900 widescreen)

CD AUTHORIZING WORKSTATION	RECOMMENDED REQUIREMENTS
CPU	2 GHz or faster
MEMORY	1GB or greater (2 GB or greater for Vista and later versions of Windows)
FREE HARD DISK SPACE	1 GB for system files and OnBase software 1 GB for ISO image 1 GB if exporting/publishing, for the Export directory structure
SUPPORTED CD WRITER	For a complete, up-to-date listing of the supported CD writers, contact your authorized service provider.
VIDEO RESOLUTION	1280 X 1024 (1440 X 900 widescreen)

DESKTOP	RECOMMENDED REQUIREMENTS
MICROSOFT .NET FRAMEWORK	Microsoft .NET Framework 4.0 (Client Profile)
MICROSOFT MSXML	Microsoft MSXML 4.0 SP2 or later
E-MAIL PLATFORM	MAPI 1.1 Compliant Email Client connection and supporting Active Messaging DLLs.
CPU	1 GHz
SYSTEM MEMORY	1GB or greater (2 GB or greater for Vista and later versions of Windows)
FREE HARD DISK SPACE	500 MB
SCREEN RESOLUTION	1280 X 1024 (1440 X 900 widescreen)

DATABASE	MINIMUM REQUIREMENTS
SUPPORTED DATABASES	SQL Server 2000* (SP4 is recommended) SQL Server 2005* (SP2 or later recommended) SQL Server 2008 (RTM and SP1; SP1 is recommended) SQL Server 2008 R2 Oracle 8.0.5.0 or greater (third-party ODBC driver is recommended) Oracle 8i: 8.1.7.7 or greater (ODBC drivers should be 8.1.7 or greater) Oracle 9i: Release 1 and Release 2 (9.2) (Oracle Client Driver 10.2.0.3 recommended) Oracle 10g: Release 1 and Release 2 (Oracle Client Driver 10.2.0.3 recommended) Oracle 11g: Release 1 and Release 2 Sybase SQL Anywhere 5.5.04, 7.0.0-7.0.3, 8.0.1, 9.0, 10, and 11

WEB SERVER	RECOMMENDED REQUIREMENTS
Web Servers must be dedicated purpose servers; not used as a domain controller, DNS server, non- OnBase web server, email server, print/database/file server, index server, proxy server, network backup server, jukebox manager, network performance monitor, Client processing workstations, or Workflow/API Client brokers. Network and disk I/O hardware should be optimized for performance and redundancy. A Gigabit Ethernet connection to the file server and minimal latency connection to the database server are recommended.	

CPU	Intel Xeon processor with multiple cores or processors
MEMORY	4 GB
IIS	Microsoft IIS 6.0, 7.0, or 7.5
SERVER .NET/XML /RUNTIME LIBRARIES	Microsoft .NET Framework 3.5 SP1 or later SP AND Microsoft.NET Framework 4.0 (Full Profile/Extended) Microsoft MSXML 3.0 SP 5 or later AND MSXML 4.0 SP2 Microsoft Visual C++ 2010 Redistributable Package (x86)
FREE HARD DISK SPACE	1 GB
NETWORK CARD	Gigabit Ethernet
WEB BROWSERS	Microsoft Internet Explorer 8.0 or 9.0

WEB CLIENT	RECOMMENDED REQUIREMENTS
WEB BROWSER	For Macintosh: Firefox 3.6x or 4.0x For Windows: Firefox 3.6x or 4.0x Internet Explorer 7.0, 8.0, or 9.0
MICROSOFT MSXML	Microsoft MSXML 3.0 SP5 or later
E-MAIL PLATFORM	MAPI 1.1 Compliant Email Client connection and supporting Active Messaging DLLs.
CPU	1 GHz
SYSTEM MEMORY	1 GB
FREE HARD DISK SPACE	200 MB
SCREEN RESOLUTION	1280 X 1024 (1440 X 900 widescreen)
UNITY CLIENT	RECOMMENDED REQUIREMENTS
WEB BROWSER	Microsoft Internet Explorer 7.0, 8.0, or 9.0
E-MAIL PLATFORM	Microsoft Outlook 2003, 2007, or 2010 Lotus Notes 7, 8, or 8.5
CPU	2.4 GHz dual-core
GRAPHICS CARD	256 MB and DirectX 9.0c support
SYSTEM MEMORY	2 GB
FREE HARD DISK SPACE	200 MB
SCREEN RESOLUTION	1280 X 1024 (1440 X 900 widescreen)
JAVA WEB CLIENT	RECOMMENDED REQUIREMENTS
WEB BROWSER	For Macintosh: Safari 4.x or 5.x Firefox 3.5x or 3.6x

WEB CLIENT	RECOMMENDED REQUIREMENTS
	For Windows: Firefox 3.5x, 3.6x, or 4.0x Internet Explorer 7.0, 8.0, or 9.0
JAVA PLATFORM	Java 2 SE Runtime Environment, 1.5 or later

Support

In addition to being the software solution provider, Results Engineering is a certified Hyland OnBase Solution Provider for Technical support. This certification requires:

1. Provide telephone support Monday through Friday from 8:00am-5:00pm
2. Return support calls on a same day basis
3. Maintain a detailed call reporting and resolution log
4. On-site support provided as required
5. Maintain positive customer relations
6. Provide such other support as required in the Software Maintenance Agreement

In support of RE is Hyland Software Inc. (HSI) support staff. The purpose of the HSI Technical Support staff is to allow the solution provider (RE) to be the primary support focus for its customers. However, should an issue arise that requires Hyland's involvement, HSI will discuss the issue with the customer only after the solution provider's Technical Support Representative has requested our assistance.

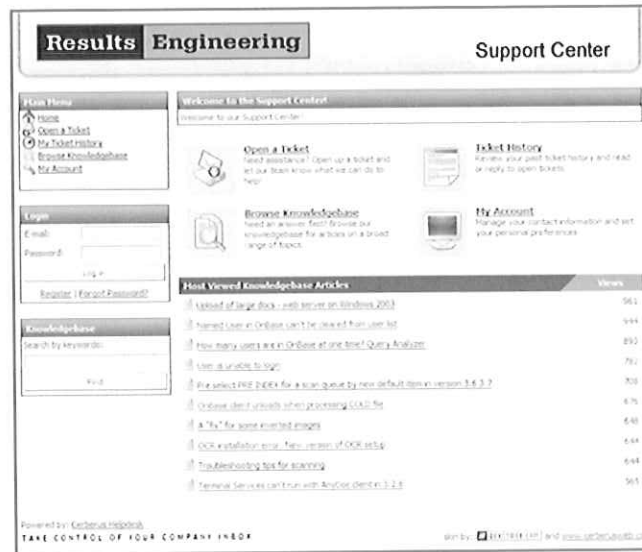
The Results Engineering Help Desk is a web interface that is used to submit support requests; review frequently asked questions (FAQs), access newsgroups, as well as vendor support sites relevant to your system. The helpdesk provides a platform that accumulates (customer) support experience, stores vital customer and/or product information, and directs your managers' attention to the issues that require attention. To access the Results Engineering Support website begin by navigating to <http://support.reeng.com> on your Internet browser. The Help Desk can also be accessed through the Results Engineering homepage <http://www.reeng.com> and then clicking on the Support link. In order to log into the support website, the user must first enter an email address and a password. If the user does not yet have an account, they can register for one by clicking the link provided on the logon screen.

Once both a valid email address and password has been entered, you (the user) can now access the support (helpdesk) website. The user can choose to view the Knowledgebase, Submit a Ticket, view Open Tickets, view Closed Tickets, or if the site has been reached in error, logout.

A Ticket is used to store information related to each issue discussed/posted by support staff and/or clients on the helpdesk database. There is no limit to the amount of tickets that the system can handle, meaning that the amount of information on the helpdesk database is constantly growing. Using Helpdesk Tickets as a means of storing data and information enables instant access to critical information for use in producing quick, reliant responses and also a means to easily search for information on a particular issue. Customers can search the message board for posts based on parameters such as username, word(s) in the post or just in the subject, by date, requestor, or status. To access the search feature, click on the Search link located at the top of the window. Note that you can search in any forum that you have permission to search – you will not be allowed to search through private forums unless the administrator has given you the necessary security rights to do so.

If you have a question that hasn't been answered on the helpdesk, you can post your question using the Submit Ticket feature. To post your question or problem, click on the Submit Ticket tab and a form similar to the one pictured below will appear. Simply fill out all of the necessary fields, and then select the 'Send Ticket' button to submit your post. When a new post and/or ticket is submitted, an automatic email notification is sent to the appropriate Results Engineering staff member.

RE Support Center interface:



Note: Snap Shot of a live screen Shot – blurred on purpose

Level 1 Support

Level 1 Support is defined as problems associated with the routine use and operation of the system during the Principle Period of Support, which is defined as 8:00am to 5:00pm local time. Level 1 should first be brought to the attention of local head supervisors before entry into the Tracker System. Typically, level 1 issue's are ones that do not affect office operation and do not need to be addressed immediately, but rather will receive prompt attention and notification from RE support personal upon their submission into the Tracker system. Within this group also fall general system clarification issues. RE recommends to their clients to notify us of any software problems, together with complete information concerning the event, as soon as possible after the problem has occurred via the RE PVCS Tracker System.

Level 2 Support

Level 2 Support Issue is defined as any serious problem during the Principle Period of Support, between 8:00am to 5:00pm local time, which has occurred in the system but allows system components to still be operational and allows the office to continue to process their work. If the issue requires person-to-person contact that cannot wait for posting to the website the head supervisor should directly contact the Customer Support Manager. The nature and problem of the direct call should then be logged to the Tracker website by State personnel as soon as the event has been reported.

RE will follow-up within a reasonable timeframe but not exceeding 8 business hours from the receipt of the reported problem for Level 2 Support. If necessary, RE shall provide the State with a way to work around the problem that is acceptable to the State, until such time as a correction can be reasonably implemented. The State is encouraged to escalate the problem to RE management, using the escalation procedures outlined below, if they have not been contacted by RE with a follow up call within 8 hours from the receipt of the problem.

Level 3 Support

Level 3 Support is defined as any emergency problem during the Principle Period of Support, between 8:00am to 5:00pm local time, which impairs the general office operation and requires immediate assistance from RE. In this event, the State should call RE directly and ask for either their assigned Customer Support Manager, one of the Directors of Implementation and Support, or the Vice President of Implementation and Support. RE will provide immediate on-site support within 2 hours should the situation not be resolvable through remote access support. The nature and problem of the direct call should then be logged to the Tracker website by State personnel as soon as the event has been reported.

In the event of an emergency instance during the time period 8:00 AM to 5:00 PM local time where there is a live production stoppage the report from the State must come with a clear indication that such an emergency event has occurred. These problems will be resolved as quickly as possible and are reported immediately to the State upon resolution. The State and the individual Division is encouraged to escalate the problem to RE management, using the escalation procedures outlined below, if they have not been contacted by RE with a follow up call within 2 hours from the receipt of the problem.

Escalation Procedures

While RE's Customer Support Manager will be monitoring and tracking the staff's progress on any support submissions from the State via the RE PVSC Tracker system, should any of these reported problems exceed an acceptable response time from RE and need to be escalated, the following additional levels of support are recommended until the problem is resolved:

- Second Contact - RE's Director of Implementation and Support – George Gilbert
- Third Contact – RE's Chief Operations Officer – Paul Moore
- Forth Contact – RE's Vice President Sales – Jody Coleman
- Fifth Contact – RE's President / CEO – Greg Boyd

Training

End users can complete a variety of levels of OnBase training. All training materials are available in PDF format and online. End user training is comprised of a combination of Web Based Training (WBT) by Hyland and onsite courses provided by Results Engineering. Hyland Software's web-based training programs are self-paced and provide participants with an overview of OnBase. They have been designed to build an end user's beginning knowledge of OnBase, while developing their comfort with the system. All web-based programs are free of charge with licensed software. WBT courses are prerequisites for the onsite course to prepare students on the basics prior to training.

IT support training is less formalized as the IT staff will be involved during the Measurement and Improvement phases and will effectively have "on the job" training. If this is not the case a formal training session covering vendor software, custom software and system architecture will be provided. Results Engineering also recommends off-site administrator training provided by Hyland Software for all system administrators. Although these courses can be conducted on site, this type of training is most effective away from environmental distractions and interruptions.

It is recommended to assign at least one System Administrator to complete the OnBase System Admin training and also OnBase Workflow Training. As the system grows across the enterprise, system Admins and Workflow Admins can be adopted per department.

OnBase End User Training

Results Engineering will create a custom end-user training course and manual for that will cover all aspects of the detailed solution. Depending on the end-user role, the typical course is 1-2 days in duration and will be conducted onsite. A classroom setting is preferred, but alternatives would involve conference room or online training. The custom training will include, but not be limited to, the following:

- User access and login
- Thick Client and Web Client interface
- Document/folder retrieval, viewing options, annotations
- Scanning/Imaging interface for document categorization and indexing
- Workflow
- Report Services and auditing for managers
- Administration and Configuration

- End User Courses**
- Advanced System Administration
 - API Training
 - Application Enabler
 - E-Forms: Basic Design & Use
 - Supporting OnBase
 - System Administration
 - System Administration- Healthcare
 - Upgrading System Administration
 - Upgrading Workflow Administration
 - Web Server
 - Workflow Administration
 - Workflow Design
 - WorkView Implementation

- Partner Courses**
- API Training
 - Application Enabler
 - E-Forms: Basic Design & Use
 - Installer Certification
 - Introduction to Installation
 - Introduction to Workflow
 - Supporting OnBase
 - Web Server
 - Workflow Certification
 - WorkView Implementation

Three Ways to Get Hands-On OnBase Training



Classroom



Online



Self-Paced

OnBase Training Courses



Classroom Courses

OnBase Classroom courses leverage the advantages of collaboration and perspective of attendees to explore hands-on real life scenarios and develop the resulting solutions.



TechQuest Conference
Hands-on technical courses for you.

[SCHEDULE](#)

OnBase Training Courses



Classroom Courses

OnBase Classroom courses leverage the advantages of collaboration and perspective of attendees to explore hands-on real life scenarios and develop the resulting solutions.



Online Classroom Courses

Online Classroom courses provide active and engaging education for attendees, using hosted lab machines to complete course activities and practice the functionality learned in class.



Onsite Courses

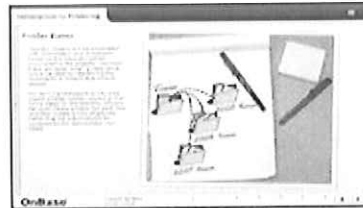
Classroom courses can be conducted at organizations throughout the world. The onsite courses allow multiple attendees from an organization the ability to attend a course while working collaboratively with their peers and developing action plans specific to their OnBase

solution.

Popular WBT Courses



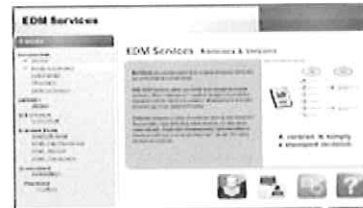
Pre-Installation



Introduction to Foldering



Preparing for Workflow



EDM Services



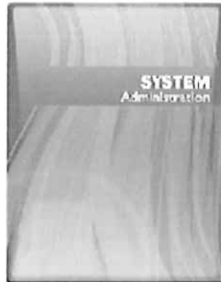
End User Training (Thick Client)



Introduction to Document Imaging

In addition to WBT and custom on-site training, we recommend System Administrator training at the Hyland Software training center in Westlake, OH. The table below provides course details for the System Administrator and Workflow Administrator classes. This course is also available onsite if desired, at an additional cost.

OnBase Classroom Course Information



System Administration

(CA-1100)

COURSE DESCRIPTION

The System Administration course is designed to introduce new and existing OnBase System Administrators to the use, maintenance and administration of OnBase. The class provides in-depth, hands-on experience that directly maps to the day-to-day activities of an OnBase System Administrator. The class also investigates effective maintenance strategies and resources available to OnBase System Administrators.

TOPICS

OnBase System Structure, OnBase Licensing, Data Storage Systems, OnBase Objects, Security Models, Client Administration, Automated Processing, Imaging, AutoFill Keyword Sets, Custom Queries, Cross-Referencing, Troubleshooting and System Administration Tasks.

PREREQUISITES

Pre-Installation WBT

GOAL

Essential OnBase for System Administrators, the course provides attendees with the knowledge necessary to effectively monitor, maintain and troubleshoot their OnBase implementation.

MEASUREMENT

Students will be evaluated on their understanding of OnBase functionality as well as those tasks that a System Administrator is responsible for on a daily basis.

DURATION & COST

5 days/\$2,500.00

CERTIFICATION

This fulfills the requirement for:





COURSE AGENDA

All topics covered are subject to change and may not appear in the order indicated here.

DAY 1

- OnBase Architecture
- OnBase Resources
- OnBase Client Retrieval
- Improving Document Type Configuration
- New Keyword Type Configuration
- Improving Scan Queue Configuration

DAY 2

- Pre-Installation Web-based Training Review
- Disk Groups
- New Document Type Configuration
- New Scan Queue Configuration
- Document Imaging
- AutoFill Keyword Sets
- OnBase Security

DAY 3

- Web Client Retrieval
- Image-based Cross-References
- Document Import Processor
- Scheduling Processes
- Redactions
- Note Types

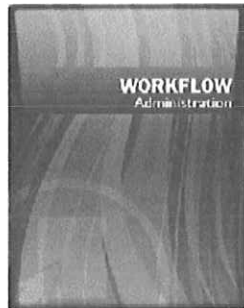
DAY 4

- COLD/ERM Processing
- Overlays
- Configuring Jobs
- Custom Queries
- Document Maintenance
- Reports and Auditing
- User and Workstation Options
- Platter Management

DAY 5

- Review
- Exam

OnBase Classroom Course Information



Workflow Administration (CA-2300)

COURSE DESCRIPTION

Workflow Administration is designed to introduce OnBase System Administrators to the creation, modification and administration of OnBase Workflow implementations. The class provides in-depth, hands-on experience crafting workflow solutions that meet business requirements. Training scenarios require students to employ multiple functions within their workflow designs from the complete set available. Emphasis is on fundamental concepts, with appropriate application activities.

TOPICS

Workflow Language, Workflow Triggering Mechanisms, Configuration, Basic Workflow Design, Security, Client Interface, Workflow Servers, HTML, Electronic Forms, Debugging/Troubleshooting.

PREREQUISITES

System Administration course
Preparing for Workflow WBT

GOAL

To provide attendees with the knowledge and skills to understand a workflow solution and identify opportunities for its improvement and growth.

MEASUREMENT

Students are expected to design and configure a workflow solution based on business scenario specific requirements.

DURATION & COST

5 days/\$2500.00

CERTIFICATION

This fulfills the requirement for:





COURSE AGENDA

All topics covered are subject to change and may not appear in the order indicated here.



DAY
1

- Workflow Overview
- Classic Client Interface
- Components and Configuration
- Design Fundamentals
- Core-based Client Interface



DAY
2

- Folders and Templates
- Notifications
- Debugging
- Workflow Servers and Timers



DAY
3

- Security
- HTML Forms
- Electronic Forms
- User Forms
- Inbox Filters



DAY
4

- Load Balancing
- Workflow Tools
- Workflow Administration
- Workflow Export and Import
- Discovery Tips
- Workflow Reporting



DAY
5

- Review
- Exam

**West Virginia Department of Taxation
Document Management Imaging System**

Hyland OnBase Software Modules

# Units	PRODUCT ID	DESCRIPTION	UNIT PRICE	EXT PRICE
1	OBIPW1	Multi User Server	\$5,000.00	\$5,000.00
20	CTIPC1	Concurrent Client	\$1,200.00	\$24,000.00
30	CTIPW1	Workstation Client	\$600.00	\$18,000.00
1	DIIPW1	Production Document Imaging (Kofax or TWAIN)	\$5,000.00	\$5,000.00
1	DIIPW2	Production Document Imaging (Kofax or TWAIN)	\$2,000.00	\$2,000.00
1	WTIPW1	WebServer	\$10,000.00	\$10,000.00
5	WFIPC1	Workflow	\$1,000.00	\$5,000.00
1	FMIP1	E-Forms	\$10,000.00	\$10,000.00
TOTAL				\$79,000.00

Hyland OnBase Maintenance

# Units	PRODUCT ID	DESCRIPTION	UNIT PRICE	EXT PRICE
1	OBIPW1	Multi User Server	\$950.00	\$950.00
20	CTIPC1	Concurrent Client	\$228.00	\$4,560.00
30	CTIPW1	Workstation Client	\$114.00	\$3,420.00
1	DIIPW1	Production Document Imaging (Kofax or TWAIN)	\$950.00	\$950.00
1	DIIPW2	Production Document Imaging (Kofax or TWAIN)	\$380.00	\$380.00
1	WTIPW1	WebServer	\$1,900.00	\$1,900.00
5	WFIPC1	Workflow	\$190.00	\$950.00
1	FMIP1	E-Forms	\$1,900.00	\$1,900.00
TOTAL				\$15,010.00

Results Engineering Professional Services

# Units	PRODUCT ID	DESCRIPTION	UNIT PRICE	EXT PRICE
400	Professional Services	Discovery, Implementation and Training for Phased Rollout	\$190.00	\$76,000.00
TOTAL				\$76,000.00

NOTES

The professional services hourly rate has been adjusted to accommodate for travel and expenses.