



# PROPOSAL TO THE

WEST VIRGINIA DEPARTMENT OF HEALTH  
RFP #HHR12071

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WV PURCHASING  
DIVISION

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## CERTIFICATION AND SIGNATURE PAGE

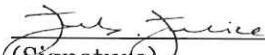
By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

New Dawn Technologies, Inc.

(Company)

Frank A. Felice, Senior Vice President

(Representative Name, Title)



(Signature)

435-713-2100

(Contact Phone/Fax Number)

July 23, 2012

(Date)



## ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: HHR12071

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 type="checkbox"/>	Addendum No.1 <input type="checkbox"/>	Addendum No.6
<input 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.

Company New Dawn Technologies

Authorized Signature 

Date July 23, 2012

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

## AGREEMENT ADDENDUM FOR SOFTWARE

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

- 1        **DISPUTES** -Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
- 2        **HOLD HARMLESS** -Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
- 3        **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
- 4        **TAXES** -Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal State and local taxes and will not pay taxes for any Vendor including Individuals, nor will the Agency file any tax returns or reports on behalf of Vendor; or any other party.
- 5        **PAYMENT** -Any references to prepayment are deleted. Fees for software licenses, subscriptions, or maintenance are payable annually in advance. Payment for services will be in arrears.
- 6        **INTEREST** -Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
- 7        **NO WAIVER** -Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
- 8        **FISCAL YEAR FUNDING** -Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
- 9        **STATUTE OF LIMITATION** -Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
- 10       **SIMILAR SERVICES** -Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
- 11       **FEES OR COSTS** -The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
- 12       **ASSIGNMENT** -Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
- 13       **LIMITATION OF LIABILITY** -The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.

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

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

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

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

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

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

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

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

ACCEPTED BY:

STATE OF WEST VIRGINIA

VENDOR

Spending Unit: \_\_\_\_\_

Company Name: New Dawn Technologies

Signed: \_\_\_\_\_

Signed: [Signature]

Title: \_\_\_\_\_

Title: Senior Vice President

Date: \_\_\_\_\_

Date: July 23, 2012

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

Agreed

Jul. Juice July 23, 2012  
Signature Date

\_\_\_\_\_  
Signature Date

Senior Vice President  
Title

\_\_\_\_\_  
Title

New Dawn Technologies  
Company Name

\_\_\_\_\_  
Agency/Division

# STATE OF WEST VIRGINIA VENDOR PREFERENCE

## CERTIFICATE

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

- 1 Application is made for 2.5% resident vendor preference for the reason checked:  
Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
- 2 Application is made for 2.5% resident vendor preference for the reason checked:  
Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 3 Application is made for 2.5% resident vendor preference for the reason checked:  
Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 4 Application is made for 5% resident vendor preference for the reason checked:  
Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
- 5 Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:  
Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
- 6 Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:  
Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

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

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

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

Bidder: New Dawn Technologies Signed: [Signature]

Date: July 23, 2012 Title: Senior Vice President

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

## 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: NEW DAWN TECHNOLOGIES

Authorized Signature: [Signature] Date: 7/23/12

State of UTAH

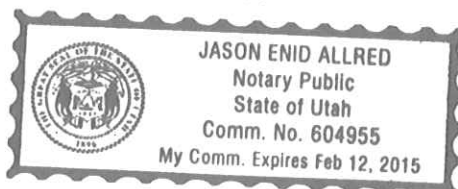
County of CACHE, to-wit:

Taken, subscribed, and sworn to before me this 23 day of, 2012

My Commission expires Feb 12 . 2015

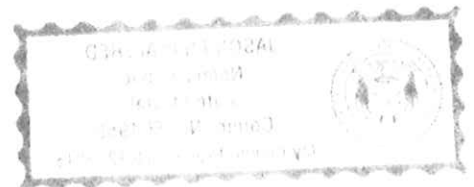
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NOTARY PUBLIC [Signature]



Purchasing Affidavit (Revised 12115109)

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# EXECUTIVE SUMMARY

## ABOUT NEW DAWN

- More than 350 courts & justice customer agencies in 38 states and 4 countries, including 10 statewide customers.
- Named twice on Inc. 5000's America's fastest growing companies
- Named five times on Utah's top 100 fastest growing companies
- Sixty percent of employees are dedicated to the support, service, and ongoing development of our products
- Shows customer satisfaction through 98% customer retention rate
- Honored in the 2010 Utah Genius Awards
- Actively involved in groups that set best practice standards for government case management software
- Sixteen years' experience (beginning in 1996)

Your project fits perfectly within our organizational mission, as New Dawn has provided criminal justice case management software exclusively for government agencies since our company's beginning in 1996. As government software is all our 85+ employees do, you are assured that all our experience, software development, and other activities directly benefit you.

Our project management office (PMO) is skilled in implementing best practices recommended by leading standards groups and in use by other Medicaid fraud units (for example, the state of Kentucky Medicaid Fraud Control Unit). All our projects involve configuring JustWare to meet our customers' specific needs and many of our implementations have included large, state-wide data sharing and data migration components. Our extensive experience with both civil and criminal case management assures you that we will successfully manage and configure your project as well.

We have more than 350 customer agencies in 38 states and 4 countries and U.S. territories (including Guam, Australia, Sierra Leone, and Saipan) and have a 98% customer retention rate, which includes some of the very first agencies to ever purchase JustWare.

By selecting New Dawn, the West Virginia Department of Health OIG MFCU can use the tools provided in JustWare to not only meet the Case Management requirements specified in the RFQ, but also have full access to the data to provide the necessary reports in the required format as needed. Further, the Kentucky Office of Attorney General, MFCU, has agreed to allow the West Virginia Department of Health OIG MFCU to use the KY OAG MFCU configuration and reports to help achieve the very short implementation timeframe.

From our demonstrations and meetings with the MFCU, we understand that some of the key areas of concern are:

- *Reporting* – respond to internal and external inquiries in a timely fashion using both standard and ad hoc reporting tools
- *Short Implementation Timeline* – install and implement the system

(including data conversion) while the funds are available in the current budget year.

- *Web-based* – enable investigators to securely access the system while in the field.
- *Configurability* – meet MFCU's unique needs and requirements based on New Dawn's existing installation base that are current MFCU customers.

New Dawn is uniquely qualified to meet the requirements of the West Virginia Department of Health OIG MFCU. We are an approved vendor on of the GSA and our software, maintenance, and implementation services are all available through the GSA Schedule 70 (contract number GS-35F-0518U).

**Reporting:** JustWare comes out of the box with more than 85 highly configurable reports. Each report further equates to virtually hundreds of reports, due to the way you can select or partition data. In addition, many of the reports that are standard across all states' Medicaid Fraud Control Units will be made available as we will start with a copy of the Kentucky MFCU database, including the reports that were created for them and by them during their implementation of JustWare. We can also set reports to run automatically, saving a tremendous amount of time currently spent mining the data and putting it into the needed format. To meet your future reporting needs, users you select can create and modify custom reports using the custom and ad hoc reporting tools embedded within JustWare and using the skills we teach in our report author training.

**Short Implementation Timeline:** Our experience successfully implementing case management software for the Kentucky Medicaid Fraud Control Unit (MFCU) means we are uniquely qualified to meet your requested timeline. The tremendous amount of similarities for each MFCU state to state means that we can start your project by copying the configurations and reports created for the Kentucky MFCU and use that as a starting point. As a result, the implementation timeline will be cut substantially.

**Web Based:** New Dawn understands that it is important to give your investigators access to the case management system and their data when in the field. JustWare is a web-based product that all of your users can access via the internet from anywhere. Whether doing interviews or other investigative work, investigators will have full access to JustWare anywhere they have a secure internet connection.

**Configurability:** In addition to bringing in reports, documents, etc. from the Kentucky Medicaid Fraud Control Unit, we have included Business Intelligence hours to create additional reports, automated documents, and even custom screens to meet your specific needs. You can change field and table names, control all the options in drop down menus, set up numbering schemas, and more.

Regards,



Frank A. Felice

Senior Vice President of Sales and Marketing / Principal

# HOW NEW DAWN MEETS YOUR REQUIREMENTS

## MANDATORY REQUIREMENTS

- 1     *The software must use Microsoft SQL Server 2008 or later as the back-end database.*

Fully Comply: New Dawn supports Microsoft SQL Server 2008.

- 2     *The software must use Microsoft SQL Reporting Services as report writer.*

Fully Comply: JustWare uses SQL Server Reporting Services for reporting. Reporting capabilities are fully embedded within the application. Additionally, JustWare includes the SQL Report Builder, a true ad hoc reporting tool.

- 3     *The software must be compatible with Windows XP or 7.*

Fully Comply: JustWare is compatible with Windows XP and Windows 7

- 4     *The software must be a Smart Client solution or equal.*

Fully Comply: JustWare is deployed using Microsoft ClickOnce deployment, allowing the JustWare smart client to be deployed and updated from a central server without administrative involvement. When upgrades have been made to the central server, updates are downloaded automatically when users launch the application.

- 5     *The software must be written in Microsoft .NET.*

Fully Comply: JustWare is written using C# .NET 3.5 Framework. It is based on Microsoft .NET Framework 3.5, Windows Server 2008, SQL Server 2008, SQL Server Reporting Services (2008), and Internet Information Server (IIS) 6.0.

- 6     *The software must be deployed and updated from a central server(s).*

Fully Comply: JustWare is deployed using Microsoft ClickOnce deployment, allowing the JustWare smart client to be deployed and updated from a central server without administrative involvement. When upgrades have been made to the central server, updates are downloaded automatically when users launch the application.

- 7     *Contractor must offer a hosted solution.*

Fully Comply: New Dawn offers a hosted, SaaS solution. New Dawn will take care of the required hardware, server setup and maintenance, and disaster recovery. The Customer would still own the data and have access to all data for all user, administrative and reporting purposes.

- 8 *The software must allow for all coded values to be hidden or visible, based on a dependency to other fields. For instance, civil cases will only display those documents, matters, and events that apply to civil cases.*

Fully Comply: JustWare's security model allows for detailed security profiles and data partitioning. JustWare's Code Partitioning rule allows for the setup of these code filtering rules.

- 9 *The software must apply data entry formatting in applicable number fields, i.e., Phone number (xxx)xxx-xxxx, ext. xx, zip code xxxxx-xxxx, social security number xxx-xx-xxxx, Medicaid identification numbers, and provider numbers.*

Fully Comply: All number fields allow for data masking.

- 10 *The software must provide a method for automatically linking/triggering events, case status changes, documents, and correspondence (e.g., a certain event will automatically trigger a document).*

Fully Comply: JustWare's Business Rules Manager allows for the creation of business rules based upon a trigger, such as an event, and one or more results (i.e. events, tasks, documents, notification, etc).

- 11 *The software must include or allow time tracking and reporting by case, attorney, and task.*

Fully Comply: JustWare's Business Rules Manager allows for the creation of business rules based upon a trigger, such as an event, and one or more results (i.e. events, tasks, documents, notification, etc).

- 12 *The software must allow for automatic notification to users and staff of important case and event information.*

Fully Comply: JustWare allows for automatic notification to users and staff using JustWare's Business Rules Manager. You can set up how far in advance automatic notifications should arrive and whether notifications should arrive as emails or pop-up messages. You can also set the language in notifications.

- 13 *The software must be able to electronically route cases and work tasks and notify users of those routed items.*

Fully Comply: Cases and tasks can be routed into a user's queue to alert the user of action needed. Automatic assignment of tasks to users or attorneys can be setup using JustWare's Business Rules Manager. Tasks can also be assigned manually.

- 14 *The software must provide time tracking entry and reporting functionality on system users' main screen.*

Fully Comply: JustWare provides time tracking and reporting functionality on the system user's main screen.

- 15 *The software must allow for the tracking of MFCU-defined time events with Start Date, End Date, and easy to enter duration fields for time tracking entry.*

Fully Comply: All events can be tracked using a start date and time, an end date and time, and event duration.

- 16 *The software must allow for the creation of Time Tracking reports for each case, as well as office-wide.*

Fully Comply: Embedded SQL Reporting Services allows for the creation of time tracking reports for each case, as well as office-wide.

- 17 *The software must be able to mark case or defendant account closed or some other designator.*

Fully Comply: JustWare can change the status of a case or defendant account using business rules and/or manual updates.

- 18 *Authorized users must be able to fully access and use the software via the web 24 hours a day, 7 days a week, without purchasing additional software.*

Fully Comply: JustWare is a web based application, and if users has authorized and secure access to the system, access is available 24 x 7.

- 19 *Screen configuration and display must use XML without recompiling software application.*

Fully Comply: All system configurations are done without modifying source code. No recompiling is necessary. This includes the creation of custom screens, reports, custom business rules, code table values and more.

- 20 *The contractor must provide a disaster recovery plan demonstrating a structured approach responding to unplanned incidents that threaten the system infrastructure, which includes*

*hardware, software, networks, processes and people. In the event of a continuity interruption, the MFCU will be down no longer than 3 business days.*

Fully Comply: If the software is installed locally, on-premise, at the West Virginia Department of Health, New Dawn will provide requirements and recommendations for disaster recovery; however, West Virginia Department of Health will be responsible for implementation. If JustWare will be hosted in a New Dawn hosting facility, New Dawn will provide the disaster recovery plan that is implemented by New Dawn's hosting provider.

- 21 *The software must store and link information with the appropriate case, using electronic case folders that contain automatically generated documents or any valid system file.*

Fully Comply: JustWare's inherent electronic document management system features include a virtual filing cabinet for all name and case records. System-generated and other documents can be stored by scanning them directly into JustWare or through dragging and dropping them into the file cabinet.

- 22 *The software must be able to track correspondence by individual and by individual involvement to a particular case.*

Fully Comply: A correspondence tab is available within each case record to track any and all correspondences pertinent to that case, including who was involved, type, notes, and dates.

- 23 *Screen configuration and display must allow for customizations for agency without recompiling software application.*

Fully Comply: All system configurations are done without modifying source code. No recompiling is necessary. This includes the creation of custom screens, reports, custom business rules, code table values and more.

- 24 *The software must provide "dashboard" functionality for all users based on login, agency, or sub agency, where common reports, data entry screens, searches, cases, or calendars automatically run upon system start. Dashboards must be unique to different user groups or teams, as specified by MFCU.*

Fully Comply: Dashboards can contain virtually any type of information you want, including reports, calendars, daily tasks, embedded web pages, and more.

- 25 *Each functional group or team must have a unique view of the case management application, while still providing MFCU Administrators a global view on all system performance, cases and name/party records.*



Fully Comply: With JustWare, you can create unique "dashboards" for individual users or user types that lets them see all critical information on one screen. You can include whatever information you want—i.e., visual and interactive reports, graphs, personal and/or team calendars, new cases, court dockets, search options, etc.

- 26 *MFCU must be able to entirely define all screen displays, fields, coded values, and system views.*

Fully Comply: MFCU can define all screen displays, fields, coded values, and system views.

- 27 *MFCU-defined conflict checking screens and reports must be able to be generated based on user login and function.*

Fully Comply: JustWare reporting provides concise conflict of interest summaries for all case relationships. In addition, a conflict scheduling report can be defined and generated based on user login function.

- 28 *The software must allow users to open any third party software, file, or website from within the software (e.g., Westlaw, LexisNexis, and Internet Explorer).*

Fully Comply: You can have any website or agency-specific tool embedded within a JustWare dashboard or other system screen.

- 29 *The software must allow MFCU to define required fields and screens, including renaming or removing fields to meet local agency or user requirements.*

Fully Comply: JustWare XML (JWXML) allows you to create custom "snap-ins," or tables, from existing tables along with the ability to re-label,

- 30 *The software must allow for adding an unlimited number of user-defined fields for case and name information.*

Fully Comply: JustWare provides for an unlimited number of user-defined fields.

- 31 *The software must allow system administrator to easily modify, add to, or delete from the drop down menus.*

Fully Comply: JustWare System Administration includes several useful tools for configuration and ongoing administrative tasks. These tools allow administrators to add, edit, modify, or delete items displayed in drop-down menus.

- 32 *MFCU must be able to define all coded values.*



Fully Comply: MFCU can define all screen displays, fields, coded values, and system views.

- 33 *The software must allow for an unlimited number of additional software-generated numbers that can be associated to the case and name (e.g., multiple SSN's, Driver license Numbers).*

Fully Comply: JustWare allows for an unlimited number of software-generated numbers that can be associated to a case and name.

- 34 *MFCU must be able to completely define number schemes and must be able to include case type, agency, and/or division abbreviations, sequential number (e.g. CR-04-1234) and be generated office-wide, division-wide, or for certain case types.*

Fully Comply: Through JustWare, you can continue using whatever numbering schema and conventions to which you are accustomed. You determine the case numbering conventions you want used, and JustWare will assign a case number according to those conventions.

- 35 *The software must be able to close a case automatically based on MFCU-defined business rules.*

Fully Comply: JustWare's Business Rules Manager allows you to automatically close a case based on rules that your agency defines.

- 36 *The software must be able to restrict users from closing a case unless other values are entered prior, based on MFCU-defined business rules. For instance, a case cannot be closed without a disposition.*

Fully Comply: Custom validation rules can be created using JustWare's Business Rules Manager. This can include case closing rules and procedures.

- 37 *The software must provide the ability for the closure of a case to auto-create MFCU defined documents, events, system reports, and notifications.*

Fully Comply: Changing the status on any note entry (e.g., "complete") can trigger any agency-defined workflow, including report generation, documents, events and notifications.

- 38 *The software must document and track actions performed by staff and auto-create MFCU defined documents, events, and notifications based off these work actions.*

Fully Comply: All user actions are logged by the system, including any and all views, inserts, updates, and deletes.

- 39 *The software must provide for MFCU-defined business rules for required fields entry based on other field values (e.g., cases cannot be closed without a disposition).*

Fully Comply: Custom validation rules can be created using JustWare's Business Rules Manager. This can include case closing rules and procedures.

- 40 *The software must provide for MFCU-defined mandatory use of all agency-specified required fields on all screens.*

Fully Comply: Administrators can use either JustWare XML (JWXML) or JustWare's Business Rules Manager to make certain fields "required." If a user tries to save a case without entering required information, a notice will appear (either as highlighted text at the bottom of the screen or as a pop-up notification) telling the user what information s/he must enter in order to save the case. Users can easily identify which fields are mandatory, as they are marked with an asterisk (\*) in the field name.

- 41 *The software must provide for the mandatory use of MFCU-specified "codes" in certain fields.*

Fully Comply: JustWare can be completely configured to meet your unique case management needs. With JustWare, your agency will determine what fields you need, what fields should be coded, and what fields should be required.

- 42 *The system must allow for automatic notification via email, or system prompts to key system users, and external MFCU-defined case involvements for changes in case and status.*

Fully Comply: JustWare allows you to set notifications through pop-up reminders, emails, and/or other court-defined methods in JustWare's Administrator Tools section.

- 43 *The software must notify involved parties regarding activities or changes in case based on MFCU-defined business rules.*

Fully Comply: Business rules can be configured to automatically notify parties of any changes on a case.

- 44 *The software must allow for visual alert prompts for users for key MFCU-defined name and case information.*

Fully Comply: JustWare provides for visual alerts and pop-up notification information within name and case information as defined by your agency.

- 45 *The software must accommodate single name/party record entry in a fully relational table (Le., a name/party is entered only once and can then be linked with information anywhere else in the application). The software must require that all name records be entered in the same table.*

Fully Comply: The JustWare database is a relational, normalized database that minimizes duplicate entry, including name records.

- 46 *The software must be able to track an unlimited number of addresses, phone numbers, and e-mails for any name.*

Fully Comply: JustWare provides for an unlimited number of addresses, phone numbers, and emails for any name.

- 47 *The software must track the dates associated with address changes.*

Fully Comply: JustWare tracks dates associated with address changes.

- 48 *The software must be able to track an unlimited number of relationships between name records (e.g., spouse, ex-spouse, child, friend, brother, sister, business associate, acquaintance, alias, birth parent, step parent, niece, nephew, cousin, in-laws).*

Fully Comply: JustWare provides for tracking an unlimited number of relationships between name records.

- 49 *The software must allow users to view all involvements for a name on one screen. A name inquiry identifies, at a minimum: all aliases and cases; the person's relationship to each case (e.g., client, defendant, victim, witness, or parent/guardian of juvenile); and any associated charges.*

Fully Comply: In JustWare, you can enter a person's information once and then link that name record to any cases in which s/he is involved. A name inquiry will show all information about that individual, including all known aliases and cases, the person's relationship to a case, associated charges, and other case and name information. People involved in a case can be documented in JustWare, making it easy to record and reference useful information about them and their involvement within the case. Thus, any basic search will return all case involvement information for that party.

- 50 *The software must store an unlimited number of aliases.*

Fully Comply: JustWare allows for an unlimited number of aliases. Depending on your preference, you can have aliases appear as an identifying attribute on his/her main record, or have them set up as a separate name record(s) that are linked to the main name record (i.e., on a person's name summary, it would still show all cases in which s/he is involved as either the name or the alias).

- 51 *The software must record an unlimited number of charges per case, defendant, or client.*

Fully Comply: JustWare allows for an unlimited number of charges per case, defendant, or client.

- 52 *The software must be able to generate a 'rap sheet' for all case involvements for any individual.*

Fully Comply: JustWare can generate a summary for all case involvements for any individual.

- 53 *The software must provide a name table that contains All names entered. The name table must accommodate the names of people, businesses, and group names.*

Fully Comply: JustWare allows you to define an unlimited number of name and court records.

- 54 *For each name record, the software must provide comments and notes fields that have unlimited entry capacity (within disk storage limits) and include a rich text editor.*

Fully Comply: Users can enter an unlimited amount of notes entries for each case and name record. Additionally, almost every related record (events, documents, involvements, addresses, etc.) has an associated free-text notes field.

- 55 *The software must allow users to view all cases linked to a name, and from this view allow users to go directly to a specific case.*

Fully Comply: JustWare allows users to view all cases linked to a name and from this view allows users to "hyperlink" directly to a specific case.

- 56 *The software must provide duplicate name detection tools to prevent the database from becoming cluttered with duplicate name records.*

Fully Comply: Using the Duplicate Name Detection Utility, administrators search for duplicate name records based on different levels of duplication and list the results in an administration session. Convenient hyperlinks allow administrators to open name sessions flagged as possible duplicates in order to gain additional information on that

name record or to add unique information to prevent it from being identified as a duplicate name record. Duplicate name records can also be merged into one valid name record.

- 57 *The software must provide the ability to manually assign and reassign cases to an individual or group of attorneys.*

Fully Comply: JustWare provides a tool for manually assigning and reassigning cases to different individuals or attorneys.

- 58 *The software must allow users to view all involvements to a case on one screen. For instance, a case inquiry identifies the defendant, co-defendant, victim, witness, parent/guardian of juvenile, and any related cases.*

Fully Comply: People involved in a case can be documented in JustWare, making it easy to record and reference useful information about them and their involvement with the case. An unlimited number of case involved people may be added to each case. Users may view involved people from the Involved Parties table or through search results.

- 59 *The software must be able to categorize a case with multiple case types (e.g., OWI, Domestic Violence, Drug, and Capital Punishment).*

Fully Comply: JustWare provides for an unlimited number of case type categories.

- 60 *The software must allow law enforcement and court numbers to be linked to specific MFCU cases. These law enforcement and court numbers must be completely searchable.*

Fully Comply: JustWare allows for numbers to be linked to specific cases and are completely searchable.

- 61 *The software must be able to reopen previously closed cases retaining previous case closure and current reopening information.*

Fully Comply: JustWare allows for previously closed cases to be reopened, tracking all history on that case.

- 62 *The software must allow for an unlimited number of witnesses, victims, and associated law agencies or counsel per case.*

Fully Comply: JustWare allows for an unlimited number of coded values, including witnesses, victims, and associated law agencies or counsel per case.

- 63 *The software must allow users to link an involved person's events to a case.*

Fully Comply: JustWare uses "many-to-many" relationships, meaning that once you enter a case or name into your system, you can link that name or case record to any other record, never entering duplicate information.

- 64 *The software must track MFCU-defined attorney and court information, including, but not limited to: court location, docket number, judge name, court notes, all attorneys involved, attorney type, and attorney date assignment.*

Fully Comply: JustWare tracks all court information such as notes, events, location, docket numbers and all MFCU-related data regarding attorneys involved, role, and assignment dates.

- 65 *The software must fully support multi-defendant base case tracking. For instance, each co-defendant has a unique and possibly different judgment, events, restitution, attorneys, but all defendants can be managed from one screen.*

Fully Comply: JustWare fully supports multi-defendant-based case tracking, and provides the customer with two options to track multi-defendant based cases.

- 66 *The software must be able to track all relevant event information, including type, location, date, time, people present, and event notes.*

Fully Comply: All events corresponding to a case or name can be recorded and tracked. The calendar feature allows users to create, edit, reschedule, or delete events from an easy and intuitive calendar interface. All events can be displayed in the name/case record as well as on a "My JustWare" dashboard session and available to all reporting via SRS Reporting Services.

- 67 *The software must be able to link charges to law officers, persons involved in the case, and events.*

Fully Comply: JustWare uses "many-to-many" relationships, meaning that once you enter a case or name into your system, you can link that name or case record to any other record, never entering duplicate information.

- 68 *The software must allow users to link a client's charges to specific involved persons, including witnesses, victims and law officers.*

Fully Comply: Charges can have involved persons assigned to them individually. Multiple charges within a case can have different involved parties, if desired.

- 69 *For cases with multiple charges, the software must allow users to repeat similar charge information automatically.*



Fully Comply: JustWare allows users to repeat similar charge information automatically using the copy record function. All charge information can be copied, including dates, locations, charge involved parties, etc.

- 70 *For statistical purposes the software must be able to track arresting charge, prosecuting charges, and final charge.*

Fully Comply: JustWare tracks defendant's charges to specific involved persons, including witnesses, victims and law officers. JustWare also tracks charges at different stages of the case such as arresting charges and prosecuting and final.

- 71 *The software must allow users to document and track case court dispositions (guilty, not guilty, dismissed, etc.)*

Fully Comply: JustWare comes out-of-the-box prepared to track dispositions such as guilty, dismissed, not guilty and any other MFCU-defined dispositions.

- 72 *For each charge, the software must track the sentence, the sentence credit and suspended time, and the sentence location.*

Fully Comply: JustWare tracks the sentence, the sentence credit and suspended time, and the sentence location for each charge. Additionally, default sentences can be configured for certain case types, charges, etc. through agency-defined Business Rules.

- 73 *The software must track statute enhancers and modifiers.*

Fully Comply: JustWare allows for tracking statute enhancers and modifiers using the Enhance/Modify Tab.

- 74 *The software must be able to track court conditions placed on a case, including non-monetary provisions such as work programs, community service, service restitution based on court order received to MFCU.*

Fully Comply: Court-ordered conditions can be tracked for each charge or sentence, including the type, number of hours ordered, involved agencies, program supervisors etc. Events and compliance for each condition can be tracked included status, dates, notes and related parties for each including non-monetary provisions, community service, and restitution based court-ordered provisions.

- 75 *For each case record, the software must provide comments and notes fields that have unlimited entry capacity (within disk storage limits) and include a rich text editor.*



Fully Comply: Users can enter an unlimited amount of notes entries for each case and name record. Additionally, almost every related record (events, documents, involvements, addresses, etc.) has associated free-text note fields.

- 76 *The software must be able to link cases to other cases.*

Fully Comply: Related cases can be linked to one another and accessed via the Related Cases Tab contained in each case record. Related cases are clearly visible by users in the case.

- 77 *The software must be able to easily copy entire case information including charges, and involved person for co-defendant based cases.*

Fully Comply: JustWare's Copy Case feature allows users to copy specific case information from an existing case to a new case. Before the case is copied, users can select which types of information will be copied as well as what is the case type and status of the new case. Case copy processes can be automated using Business Rules, allowing the cases to be copied when a case status is changed, as event is scheduled or any other user action within a case.

- 78 *The software must provide for the integrated collection, allocation, and tracking of fees, fines, and payments.*

Fully Comply: JustWare's integrated financial accounting package adheres to standard accounting principles for assessing, collecting, allocating and disbursing funds. With JustWare, you can track fines, restitution, diversion, and other agency-defined fees. Using agency-defined fee tables and JustWare Business Rules, your fee schedules and rules can be configured to assess fines and fees automatically. Payment schedules/plans can be defined with robust schedule options, allowing payment plans to be setup for multiple obligations across one or more cases. Payments can be taken at the name level so as to allow for allocation to owed amounts across multiple cases, or at the case level.

- 79 *The financial tracking capability must use the same name database as the rest of the office (Le. changing a defendant's address will change the address of a restitution payee.)*

Fully Comply: JustWare's financial tracking is an integrated part of the name database; all changes are reflected throughout the system.

- 80 *The software must maintain standard tables for costs, fees, & fines.*

Fully Comply: JustWare maintains standard tables for costs, fees and fines, including active and expiration dates, allocation priorities and account information for each cost, fee, and fine code.

- 81 *The software must be able to compute and enter monetary penalties including fines, fees, and restitution based on court orders received to MFCU.*

Fully Comply: Using JustWare's Business Rules Manager, administrators can create rules that automatically calculate and assess costs and fees based on the occurrence or update of an event based on a wide-variety of agency-defined rules and calculations.

- 82 *The system administrator must be able to maintain a security system as directed by MFCU administrator that can be modified in minutes with no programming required.*

Fully Comply: System administration can be accessed and modified at any time without the need for programming. Membership in court-defined security profiles, permissions within security profiles, creating new profiles, adding or updating partitioning rules and even adding users to the application can be done quickly and easily by a trained administrator through easy-to-use System Administrator screens.

- 83 *The system administrator must be able to define security on both a group and an individual level, including what functions a user or group can access.*

Fully Comply: JustWare provides default security groups (such as general-user, super-user, financial-user, view only-user, and administrator) and shows only screens and fields relevant to the user. You can grant or restrict functionality to different users or groups. For instance, you can provide a user with view-only access, or a combination of view, insert, update, and delete. If a user lacks sufficient privileges to view an item, the user will not see the functionality on his or her screen.

- 84 *Security measures must ensure the confidentiality of all files within the system. A unique login and password must be available to each user, and must be linked to the defined application capabilities for each user.*

Fully Comply: Each user is assigned to a specific unique Active Directory login. Once a user logs in, they have permissions to all authorized functions, features and sessions.

- 85 *The software must support the use of user privilege profiles to restrict access to specific data areas.*

Fully Comply: JustWare's powerful partitioning functionality allows for key data to be partitioned or segregated based on case type, division type, or user.

- 86 *The software must be able to restrict access by case type, name type, agency type, or sub-agency entry type and those case types' subsequent values.*

Fully Comply: JustWare uses SQL Server 2008 database roles to define access in terms of user profile and associated functionality. JustWare provides default security groups (such as general-user, super-user, financial-user, view only-user, and administrator) and shows only screens and fields.

- 87 *The software must provide for security on at least the following levels: table, function (add, modify, etc.), fields, coded values, and case type.*

Fully Comply: JustWare Administrators can assign permissions (View, Insert, Update, Delete) to each table, tool, utility, administrative tool, accounting tool, and down to the different data elements related to case and name information (address, charge, sentence, event, documents, etc.).

- 88 *The software must support various types of access privileges including at least read-only, update, and no access.*

Fully Comply: JustWare's security model allows you to create robust, detailed security profiles for each individual or user group, including read-only, update, and no access.

- 89 *The software must provide comprehensive auditing & logging giving administrators a granular view of what data is being edited, viewed, deleted, and added by system users.*

Fully Comply: All JustWare fields maintain an audit trail of date/time users add, modify, delete, merge, and even view data on any screen. A logging report quickly shows administrators a user's actions at any time.

- 90 *For key records, such as name and case information, the software must track the date, time, and login of the person who added the record, and the date, time, and login of the person who last modified the record.*

Fully Comply: JustWare automatically keeps a full audit log of all user activity (i.e., who added, who updated, who deleted, who viewed the data, as well as the date and time of the occurrence).

- 91 *Users must be able to change domain password from within the software.*

Fully Comply: JustWare integrates with MS Active Directory for authentication and allows users to change their Active Directory Domain) password through the client, if permitted by the administrator.

- 92 *The software must provide integrated reporting within the case management software, without requiring system users to navigate to reports for access (i.e. case management system is the reporting system).*

Fully Comply: Reporting is integrated within JustWare using SQL Reporting Services (SRS). Your court has the ability to determine the manner in which these reports are displayed. Reports are accessible throughout the application and can be used within any system screen, including user dashboards.

- 93 *The software must include a collection of commonly used standard reports.*

Fully Comply: Reporting is integrated within JustWare using SQL Reporting Services (SRS). Your court has the ability to determine the manner in which these reports are displayed. Reports are accessible throughout the application and can be used within any system screen, including user dashboards.

- 94 *The software must allow for reports to be placed in user-defined locations for eased execution of reports (e.g., calendar reports are run from the calendar screens or tables).*

Fully Comply: Any JustWare report(s) can be placed on data entry screens, or “dashboards,” allowing you to see key information immediately when entering JustWare.

- 95 *The software must allow the general user to easily run reports without having any report writing knowledge.*

Fully Comply: JustWare's reporting is fully integrated within the application and can be accessed often with a simple keystroke. Many reports include filters and sorting options that make it easy for users to get the information they are looking for. Included with SQL Reporting Services is a true ad hoc reporting tool, SQL Report Builder, that allows for easy creation of reports through drag and drop functionality. Users do not need technical expertise to use this tool.

- 96 *The software must include an ad hoc reporting tool that provides the following functionality:*

- a. *Drill down / hyperlink functionality (i.e., clicking on a hyperlinked case will open up the case record in the case management system).*

- b. *Automated, scheduled email reporting to staff and external stakeholders (e.g., a report is delivered to director's email inbox every Thursday)*
- c. *Tightly integrated with case management system (eg., case intake forms, automatically generate name summary reports rather than forcing user to run name summary report).*
- d. *Graphing functionality*
- e. *Ability to export and print all report contents. Must be exportable to Excel, PDF, XML, comma delimited, without purchasing additional third party software.*

Fully Comply: Use of SQL Reporting Services allows for the ad hoc creation of all types of statistical information. Reports can include drilldown and hyperlink functionality and interactive sorting and filtering. A number of different report formats are available, including tabular, matrix, graphs and charts, including bar, pie, line, etc. Any and all reports can be exported into the following file formats: XML, CSV, TIFF, PDF, MHTML, Excel and MS Word. Reports can also be scheduled for automatic distribution via email on a user-defined schedule.

- 97 *The software must include a report writer to create custom views for statistical and managerial reports.*

Fully Comply: SRS is tightly integrated within the application for creating custom statistical and managerial reports. Reports can be included in system screens or dashboards for quick access by supervisors and management.

- 98 *The software must allow reports to run from a secure website.*

Fully Comply: JusticeWeb allows you to publish reports online and give secure access to the stakeholders of your choice. This is an optional add-on product not included in the proposal.

- 99 *Generated reports must be exportable to multiple formats including XML, CSV, Acrobat, HTML, and Excel, without purchasing additional third party software.*

Fully Comply: All reports can be exported to other popular programs such as Adobe Acrobat (PDF), Microsoft Excel, Rich Text Format, XML, CSV (comma delimited), TIFF, and web archive, without purchasing additional third party software.

- 100 *The software must be able to distribute reports to personnel not using the application.*

Fully Comply: Reports can be sent via email to users outside the JustWare application either manually or on a set schedule.

- 101 *The software must be able to format reports to accommodate multiple paper sizes, and viewing layouts.*

Fully Comply: Reports can be produced in multiple layouts and for multiple paper sizes. These settings can be embedded within each report definition or selected at run-time before printing.

- 102 *The software must allow for staff to have a viewable calendar for upcoming associated events.*

Fully Comply: Reports can be produced in multiple layouts and for multiple paper sizes. These settings can be embedded within each report definition or selected at run-time before printing.

- 103 *The software must allow for intelligent group, event scheduling, and rescheduling.*

Fully Comply: JustWare provides robust scheduling features that allow for intelligent group, event scheduling, and rescheduling. Groups of docketed cases or blocks of time can easily be edited or rescheduled when using the Docket Management tool.

- 104 *The software must produce schedules for individuals, events, tasks, and dates upon user request. These schedules must be printable; web accessible; and exportable to Excel, RTF, Adobe Acrobat, and Microsoft Outlook.*

Fully Comply: Use of SQL Reporting Services allows for the ad hoc creation of all types of statistical information, including individual schedules. All reports can be exported into the following file formats: SML file with report data; CSV (comma delimited); TIFF file; Acrobat (PDF) file; Web archive; Excel; and Microsoft Outlook.

- 105 *The software must display case and non-case event information in an intuitive and interactive PIM (Personal Information Manager) format similar to Microsoft Outlook calendar or GroupWise calendar.*

Fully Comply: JustWare calendars look and feel like Outlook Calendars and can be synchronized with users' Outlook calendars.

- 106 *The software must be able to generate MFCU-specified documents such as subpoenas, charging packets, letters, complex documents, and batch documents automatically using data contained in the system, without having to open the word processor program manually.*



Fully Comply: JustWare Document Automation (JDA) integrates with the rich text format (RTF) functionality of word processors to create documents automatically within JustWare in an RTF, Microsoft Word, or PDF format. Your office staff can use JDA to create any type of document (intake form, charging document, petition, motion, subpoena, victim impact statement, and discovery letters) associated with a case merging any name or case data related to the case or related parties into the document.

- 107 *The software must allow users to create documents with Microsoft Word from within the application.*

Fully Comply: JustWare allows users to create documents with Microsoft Word from within the application using JDA.

- 108 *The software must allow for any file type to be linked and run from the "electronic" case file, including but not limited to documents, images, video, and email correspondence.*

Fully Comply: JustWare's integrated filing cabinet allows for Files of any type (documents, audio, video, images, PDF, xml, email, etc.) to be attached to a case or an individual record and stored electronically. Files can be dragged and dropped or browsed to in order to be added to the system. Additionally emails from outlook can be dragged and dropped.

- 109 *All files, documents, and other files that are stored in the "electronic" case file folders must be able to be searched using document indexing.*

Fully Comply: The Document Quick Search function allows for all the contents of all documents stored within the application to be searched.

- 110 *The system administrator may specify editing privileges for documents linked to the electronic case file. For example, he or she may specify that they are always locked, always unlocked, or sometimes locked (e.g., when document is in use by another user).*

Fully Comply: Document locking is available and can restrict user access to different document types. Access might be restricted in order to prevent users from: editing the original copy of a document; editing the same document simultaneously; and unknowingly overwriting each other's changes. The type of locking can be defined for each document type.

- 111 *The software must contain a document scanning feature that allows users to scan documents directly into the electronic case file.*



Fully Comply: The Document Scanning utility allows the user to scan a document directly into the filing cabinet of a name or case record.

- 112 *The software must enable users to redact sensitive information from documents, clean scanned documents or alter their appearance, highlight information on documents, and add notations to documents*

Fully Comply: JustWare has a built-in PDF & Image Editor that allows users to redact sensitive information, as well as clean up scanned documents, alter the appearance of documents, highlight information, and add notations.

- 113 *The software must provide a document routing function that allows MFCU to move or copy files from the electronic case file of one name or case record to the electronic case file of another name or case record.*

Fully Comply: JustWare's Document Routing function allows you to move or copy files from the Filing Cabinet of a name or case record to the Filing Cabinets of other name or case records.

- 114 *The software must provide for the easy retrieval of information by using on-screen, web-style searching using almost any data or combination of data contained within the record(s), including but not limited to partial names, addresses, and other data elements.*

Fully Comply: JustWare's powerful index and web-style searching allows for soundex (sounds like) searches, partial name searches, and wild card searches. Because search requests query all information and tables in the database, JustWare users can search with practically any data combination and quickly receive the case or party information they are looking for.

- 115 *The software must provide global, web-style searching which ranks, sorts, and lists search results functionality to quickly locate case and name records (e.g., index of entire database with searching on case or name data).*

Fully Comply: JustWare's powerful index and web-style searching allows for soundex searches, partial name searches, and wild card searches. Because search requests query all information and tables in the database, JustWare users can search with practically any data combination and quickly receive the case or party information they are looking for.

- 116 *The software must enable users to search on ranges of information in applicable fields, such as date and weight fields and export all search results.*

Fully Comply: JustWare's web-style searching on name and case data and returns hyperlinked, ranked, and sorted results.

- 117 *The software must provide for administration and managerial searches to be conducted on screen & provide number counts of search performed (e.g., number of cases of certain type, with certain status will visually display how many records meet criteria).*

Fully Comply: Statistical reporting can be accomplished and returned on screen. Search results can be grouped and sorted according to the user's preference.

- 118 *Software must contain a navigation bar to help users navigate.*

Fully Comply: JustWare contains a navigation bar on every screen to help users navigate. The navigation bar is context-sensitive and only gives the user the options related to their current location within the system and their security permissions.

- 119 *Users must be able to navigate throughout the software using just keyboard shortcuts or just a mouse, according to their preferences.*

Fully Comply: JustWare accommodates user navigations preferences through both shortcut keys and with a mouse. As with a page on the Internet, you can get to anywhere using a mouse; however, users can use keyboard shortcuts to get anywhere in the system.

- 120 *The software must use a tabbed browsing interface metaphor to allow users to have multiple cases, names, calendars, and dashboards open simultaneously (I.e., Microsoft Internet Explorer 7.0 or later or Mozilla Firefox).*

Fully Comply: With JustWare, users can use tabbed views that allow users to have multiple cases, names, calendars, and dashboards open simultaneously.

- 121 *The software must maximize the use of function/hot keys for one-stroke execution of key commands, drop-down codes, save, search and navigation functions.*

Fully Comply: Users who want to navigate using function/hot keys can use keyboard shortcuts to get anywhere in the system.

- 122 *MFCU must be able to define function/hot keys to execute key commands, drop-down codes, save, search, and navigation functions.*

Fully Comply: Users who want to navigate using function/hot keys can use keyboard shortcuts to get anywhere in the system.

- 123 *The software must allow users to manually or automatically link an involved person's events to a case.*

Fully Comply: All events can have either default involved parties, manually entered involvements, or both.

- 124 *Contractor must have experience in providing training for a statewide implementation and provide training to statewide user groups for software rollout.*

Fully Comply: New Dawn Technologies has experience in providing training for statewide implementation and rollout. We have provided this service for ten statewide implementations.

- 125 *As part of implementation, the Contractor must provide sufficient onsite training for all MFCU employees who will use the system. Contractor must provide administrator training where administrators are trained to manage code tables, statutes, security permissions, and system tools. Contractor must offer an annual on site training conference for administrators of the application software.*

Fully Comply: New Dawn's annual JustWare Training Conference offers our customers the unique opportunity to receive focused training, socialize with other users throughout the country and learn about industry trends.

- 126 *Contractor must provide document author and report author training to enable specified users to create MFCU-specific documents and reports following the implementation.*

Fully Comply: Document author & report author training will be provided to specified users to allow for creating unlimited additional court-specific documents after the implementation.

- 127 *Contractor must offer additional training courses regularly and without additional charge, which MFCU administrators can attend remotely.*

Fully Comply: Every JustWare user has free, unlimited access to New Dawn's regular webinars. Through these webinars you can become familiar with key areas of our software solutions.

- 128 *Contractor must provide annually renewable support and maintenance that include software support and regular software releases. With every new software update, Contractor must make updated user and administrator manuals available without additional charge.*

Fully Comply: New Dawn provides annually renewable support and maintenance contracts that include interim fixes and upgrades, including major version releases at no additional cost for customers who maintain support contracts.

- 129 Contractor must provide custom documentation services as part of the project implementation.

Fully Comply: JustWare provides the ability to incorporate customer created documentation into the case management system. Upon approval from Kentucky Medicaid Fraud Control Unit, New Dawn will provide any documentation that is specification to their implementation of JustWare.

- 130 Contractor must guarantee a response to all help requests within 4 hours of receiving the request, when submitted during the hours of 8:00am -5:00pm, Eastern Time.

New Dawn support specialists respond to support requests within four hours of receiving the request between the hours of 9 am to 8 pm Eastern Time Monday through Friday.

- 131 Contractor must maintain a customer accessible section of their web site for enhancement/bug submission, message board/forum access, and online access to support representatives and for sharing documents and reports with other software customers.

Fully Comply: As a New Dawn customer you will have access to these support options from the customers-only section of our website:

- Chat with an application support specialist
- Conduct an interactive web session with an application support specialist
- Participate in free monthly webinars
- Access the customer section of our website which includes FAQs, webinar reviews, and on-demand training
- NDT Community and forum for customers with ability to post and review other customers input

- 132 Contractor must use web tools such as remote diagnostic tools as much as possible to diagnose and resolve problems.

Fully Comply: New Dawn's support staff uses remote diagnostic tools and web tools to resolve problems with JustWare.

## DESIRABLE REQUIREMENTS

- 1 *When users choose to delete a name or case, a message should appear warning users of the implications of the delete operation and confirming that they wish to delete.*

Fully Comply: JustWare will generate a message warning users of the implications of the delete operation and require confirmation that they wish to delete.

- 2 *Software should provide bar-coding capability to help users easily record the location of all cases and exhibits. Software should be able to associate barcodes with people, locations, exhibits, and cases.*

Fully Comply: JustWare's barcoding capabilities enable you to associate barcodes with people, locations, exhibits, and cases. You can also configure JustWare to have barcodes automatically associated with any JustWare report.

- 3 *Instead of entering locations manually for cases and/or exhibits, users should be able to scan the relevant barcodes (Le., barcodes of the name record taking physical possession, the physical location where the case/exhibit will be, and the cases/exhibits) and have the information auto-populate in the appropriate place.*

Fully Comply: JustWare's barcoding functionality allows for scanning barcodes associated with the person checking out the file, the file itself, and the new location, and all the corresponding information will automatically populate in within JustWare.

- 4 *Each name and case summary report should contain a unique software-generated barcode that users can scan to pull up the associated name or case record in the system immediately.*

Fully Comply: When JustWare generates a name/case summary report, it automatically assigns it a unique barcode, which appears in the report's top right corner.

- 5 *The software should provide the capability to merge duplicate names.*

Fully Comply: JustWare provides the capability to merge duplicate names.

- 6 *From the office or division wide activity list, system users should be able to navigate directly to a selected case with one keystroke.*

Fully Comply: All name and case records are displayed using hyperlinks, allowing the user to quickly navigate to a specific record.

- 7 *Users should be able to access reports without ever exiting the system.*

Fully Comply: All system reports can be accessed directly from the application. Additionally, any system-delivered or custom report can be embedded directly within any user screen or dashboard.

- 8 *Ability to export and print all report contents. Should be exportable to Excel, PDF, XML, comma delimited, without purchasing additional third party software.*

Fully Comply: Any and all reports can be printed and exported into the following file formats: XML, CSV, TIFF, PDF, MHTML, Excel and MS Word. Reports can also be scheduled for automatic distribution via email on a user-defined schedule.

- 9 *All cases or names referenced in reports should hyperlink to the case or name record in the software.*

Fully Comply: With JustWare, you can hyperlink to the name or case information referenced within them, use drilldown functionality, and view reports as visual charts or graphs.

- 10 *The software should be able to display office-or division-wide calendars.*

Fully Comply: JustWare provides for displaying office or division-wide calendars.

- 11 *Auto-generated documents should automatically link to the related case file for future reference.*

Fully Comply: JustWare Document Automation (JDA) integrates with the rich text format (RTF) functionality of word processors to create documents automatically and linked to the related case filing cabinet for future reference.

- 12 *Users should be able to search for cases, names, events, and documents from any screen and export all search results.*

Fully Comply: JustWare's quick-search is available from any screen and can export all search results.

- 13 *A system user should be able to search on the client name and directly navigate to any upcoming events.*

Fully Comply: All name and case records are displayed using hyperlinks allowing the user to navigate quickly to a specific record.



- 14 *Navigation bar should only show options that are available from that screen (e.g., if users are not in a case or name session, the option to "close session" should not be available).*

Fully Comply: JustWare contains a navigation bar on every screen to help users navigate. The navigation bar is context-sensitive and only gives the user the options related to their current location within the system and their security permissions.

- 15 *Keyboard shortcuts should copy familiar Microsoft Windows shortcut keys as much as possible, to enable users to quickly use many of the shortcuts (e.g., "Ctrl" + "5" will save the screen).*

Fully Comply: JustWare accommodates user navigations preferences through both shortcut keys and with a mouse. As with a page on the Internet, you can get to anywhere using a mouse; however, users who want to navigate really fast can use keyboard shortcuts to get anywhere in the system.

- 16 *The software should allow users to navigate directly to names and cases with duplicate identifiers with one keystroke.*

Fully Comply: Duplicate identifiers for name or cases will be highlighted with a hyperlink that will allow users to drilldown to see the list of names or cases sharing the duplicate identifier. Authorized users can further drilldown into the records and resolve the conflicts.

- 17 *The software should provide a practice database, independent of the actual database, for training purposes.*

Fully Comply: We can create a test environment for training purposes. License agreement provided allows for additional, non-production, environments to be created and setup by Customer without additional license purchase.

## PROJECT PLAN

Our high implementation success rate is directly linked to both the skill of our teams and to our implementation methodology, which we have defined and fine-tuned based on more than 16 years' experience and more than 350 customer agencies. Our software and methodology are built around the understanding that while each of our government customers has many functionality needs in common; each agency uses those functionalities differently.

For example, the West Virginia Department of Health OIG MFCU might want to assign cases automatically based on a set of rules; however, perhaps MFCU wants to assign all "simple" cases to a specific set of attorneys and all "complex" cases to another set; whereas OIG might want to evenly distribute the simple and complex cases between all attorneys. JustWare allows this. The same concept applies to reports, data entry screens, automated documents, drop-down menus, and more—both agencies might need them, but might want to use them in different ways. Likewise, in a single office, users have different roles and we accommodate these differences by creating user-specific "dashboards," or main pages that show all the most important information a user needs to complete his/her job each day.

Through our discussions with you prior to the RFQ release, we understand that your needs are largely similar to the needs of the State of Kentucky Medicaid Fraud Control Unit (Kentucky MFCU), one of our current customers. If server infrastructure is in place that meets exceeds our JustWare requirements and recommendations, we will start your project by installing a copy of JustWare with all the configurations that have been made for them. This approach enables you to take advantage of all the Kentucky MFCU's configurations and have a much shorter project timeframe.

After installing those configurations, we will train your administrators to use and configure JustWare and then work with them to identify any additional configurations necessary for your project (e.g., additional custom reports or modified reports, additional documents, modified dashboards, etc.). We anticipate these configurations will be minor. Because additional configurations will be minor, we can bring your agency live on JustWare by your required date; however, doing this will require a concerted effort not only by our project team but by your agency as well.

Any delay in these dates, however, may delay your project by more than the number of days by which an assignment was late. Additionally, any changes in project scope will delay your project go-live date. If you have not already, you should select a project manager who will manage the efforts from your end, as well as several individuals who are familiar with your needs, processes, and data, and who can work with us to give us the information we need.

General user training will take place shortly before your users go live, in order to maximize user retention. Additionally, we will have a member of your project team onsite during the user training and initial days of go-live to help resolve any difficulties and answer questions, in general ensuring a smooth transition into JustWare. Shortly thereafter, we will provide document author training to users you select, giving your agency the independence to create new or modify existing reports and documents whenever you need without waiting on a vendor.

After your data conversion and all specialized training is complete, we will formally meet to go over the contract and verify that all contract terms have been met. Following that point, you will continue to have access to our excellent customer support team, whom you can contact via phone, email, or live chat between 9 a.m. and 8 p.m., EST, Monday through Friday.

Your project will be completed in the following phases:

- Initialization Phase
- Planning Phase
- Training Phase
- Configuration Phase
- Go Live Phase
- Closing Phase

## **Initialization Phase**

Immediately following contract signing and receiving your initial payment, the account representative for your project will set up a meeting to introduce your agency to individuals in the New Dawn Project Management Office (PMO). The PMO will then give you your initial assignments, which will include determining some initial data elements that will be imported into JustWare in order to assist with the first trainings. The PMO will provide you with worksheets that clearly let you know what information they need. Receiving this information from you enables your project team to have a clear idea of your goals, needs, and priorities as soon as they start your project, helping them begin the work on your project that much sooner.

After your software is installed and you have completed your initial assignments, the PMO will assign a project team to work with you throughout the duration of the project. All New Dawn project teams are led by experienced Project Management Professional (PMP)-certified project managers who have several years of experience leading projects and who have already successfully implemented numerous New Dawn customers.

## **Planning Phase**

Shortly after your project team is assigned, your New Dawn project manager or implementer will work with you to develop a project plan that clearly identifies each project task and responsible party. They will discuss your project goals with you to ensure a mutual understanding of what you want accomplished. They will also work with your project manager to establish a communication plan, risk mitigation plan, and change management plan. Your timeline will also be finalized during this stage. At this point, we will help you define office processes that should be automated, prioritize configuration and business intelligence goals, and finalize data conversion and integration plans.

Throughout the duration of the project, our project team will hold regular status meetings and provide regular status reports to you. These meetings will be held and reports provided every other week, or as mutually determined by the New Dawn and MFCU project managers.

## **Training Phase**

After the initial planning, we will send a member of our project team to your agency to provide several days of administrator training. The training phase will also include document author training, which you can receive at whatever point your agency is ready for it (as jointly determined by the New Dawn and MFCU project managers).

The training methodology for all of our courses are very direct, hands-on trainings, that are customized to meet the needs of your agency and the users in attendance. Rather than simply providing a computer-based training that is standard for each agency, we provide actual New Dawn trainers (either onsite or online, depending on the course) to teach you how to apply the principles to your specific agency.

The tasks in this phase are discussed below as:

Administrator Training  
Report Author Training (optional)  
Document Author Training

### *Administrator training*

We are proposing 32 hours (4 days) of formal onsite administrator training to teach your administrators how to configure and maintain JustWare. Prior to administrator training, your New Dawn project manager will provide you with a training focus worksheet to complete. Your responses to this worksheet help us adapt our regular administrator training to your specific needs. Your project manager will also have suggestions on how to best use JustWare for each of the areas the worksheet discusses.

During this training, your administrators will learn to use basic JustWare functionalities such as those that will be used by end users, as well as the more complex functionalities that enable you to configure your own system. This training early in the project enables your administrator(s) to make decisions and configure your system with the assistance of the New Dawn Implementation team, ensuring that you don't have to spend extra money or wait extra time for our team to configure the items your administrators can do. Through allowing them to gain an in-depth understanding of JustWare's capabilities early in the project, they can determine with our help how JustWare should be configured to meet your agency's needs. Additionally, their assistance during the configuration ensures they are fully qualified and able to take on the full administration of JustWare after the close of the implementation.

Administrator training teaches the following skills:

- Perform all tasks covered in end-user training
- Administer and set up database
- Manage security permissions
- Understand workflow configuration options
- Manage code tables/code table entry
- Manage statutes
- Use JustWare tools

- Create document and report specifications
- Manage financials
- Configure business rules
- JusticeWeb configuration

To further cement their knowledge of the covered topics, your administrators will receive follow-up exercises and tasks following the training. Some of these tasks may include:

- Setting up and maintaining code tables
- Coordinating electronic statute import
- Defining data entry procedures
- Creating an office workflow diagram
- Setting up application security and database roles
- Creating templates

To help you retain your learning after the trainings, we provide PDF manuals and a JustWare help system. These are available for both administrators and end users. These manuals are updated with every new JustWare release so you always have quick reference to all of JustWare's functionalities. We also provide a context-sensitive online help system, which can be accessed simply by clicking F1 while in JustWare. The online help system will automatically direct you to the most relevant topics, based on the page you were in when you accessed the help.

### *Report Author Training (optional)*

At whatever point your agency is ready, we can provide optional Report Author Training to the individuals you select, to teach them how to build new reports for your agency. This training gives you the independence to make or modify these items as your needs require, without waiting or paying for a vendor to make these for you.

New Dawn trainers would provide 8 hours of online instructional training regarding building new reports. Training would be conducted at whatever point your agency is ready for it and it is jointly scheduled by your project manager and the New Dawn project manager. Most likely, this will be scheduled shortly after administrator training.

### *Document Author Training*

At whatever point your agency is ready, we will provide Document Author Training to the individuals you select, to teach them how to build new automated templates for your agency.



This training gives you the independence to make or modify these items as your needs require, without waiting or paying for a vendor to make these for you.

New Dawn trainers will provide 8 hours of online instructional training regarding building automated documents. Training will be conducted at whatever point your agency is ready for it and it is jointly scheduled by your project manager and the New Dawn project manager. Most likely, this will be scheduled shortly after administrator training.

New Dawn will instruct designated MFCU personnel to use, setup, and maintain the JustWare Document Automation (JDA) software, as well as to deploy and backup MFCU -created document templates. We will provide documentation for document/reporting data views to assist in developing document queries, a set of standardized JustWare views for commonly referenced data elements, and a standard tool with commonly referenced data elements to assist in building the document templates.

## **Configuration Phase**

The best way to learn to configure and administrate JustWare is through doing it. With most software programs, you would gain this experience on your own after your agency goes live with the software. However, through numerous implementations, we have found that your transition will go more smoothly if your administrators have already gained this experience prior to go-live.

The configurations created by our team together with your JustWare administrator(s) during this stage will depend completely on what changes you determine, with our help, will be most beneficial to your agency. During the configuration phase, New Dawn will assist your administrators in creating custom configurations and business intelligence deliverables to uniquely tailor your solution to meet your needs. Our proposal includes 88 JustWare configuration hours that our team will use to update the Kentucky base configuration that will be used for the implementation. These configurations can include importing statutes and codes, modifying screens, setting up detailed security and data partitioning rules, and code partitioning rules. Additionally, our team will provide 182 hours of business intelligence services that you can use to have the New Dawn team create customized reports, documents, business rules, custom screens, and dashboards for JustWare.

While many vendors offer a configurable solution, JustWare's high level of configurability sets our solution apart from others in the marketplace. Through this high configurability, we can work with you to tailor JustWare to meet your specific needs, not just the general needs of government agencies. During implementation, your project management team will assist you with your configurations.



JustWare has several components that can be configured by your agency including:

- Settings
- Code tables
- Business rules and workflows
- Data Entry Screens
- Dashboards
- Reports
- JDA documents
- Security rules

## *Settings*

Through JustWare you can configure several settings, including the following:

- **Default user settings.** Your JustWare administrator can define your default user settings. These settings will be available for all users in your agency. Default settings include any changes that can be made by the user, including reorganizing columns, changing column widths, etc.
- **Default case involvement types.** Based on the case type, you can configure the default involved person type. You can auto-involve the primary involved person from the current case.
- **Default event category, start time, and duration.** Your administrators can configure events to meet your specific needs. These fields will be auto-populated with the default whenever the certain event is created.
- **Quick search configuration.** Your administrators can configure your quick search to define what information is returned when you perform a quick search.

## *Code Tables*

You can define code tables throughout the solution. Code tables are where your administrators specify what options are available in drop-down menus throughout JustWare. Additionally, code tables include an Activation and Expiration Date which you can use if a certain code is only effective during a certain amount of time. Through the use of Activation Date and Expiration Dates, you can disable a code without deleting it. We will teach you how to use this functionality during administrator training. Figure 1 illustrates how you can customize your code tables.

## *Business rules and workflows*

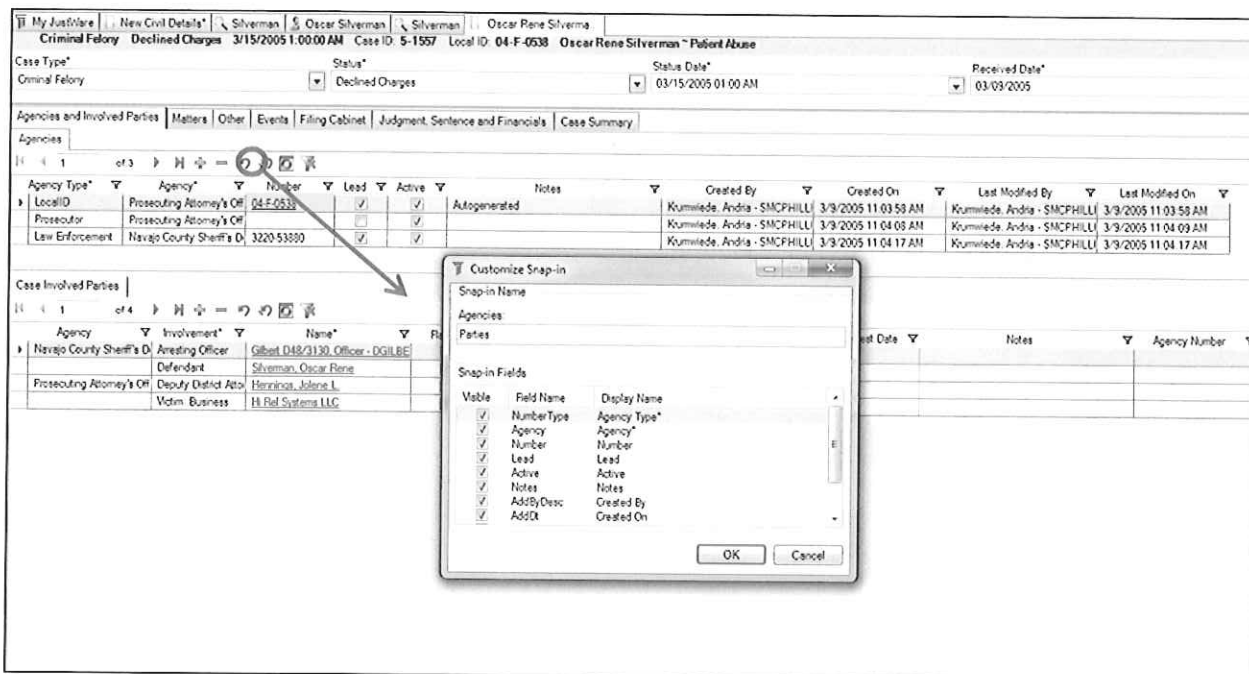
JustWare's business rules manager allows you to automate your routine tasks and business processes and make the mundane tasks disappear. The Business Rules Manager allows work

queues, events, case statuses, documents, forms, and other data entry to be linked to and triggered by each other and by timed events. The “Drag & Drop” business rules manager allows you to automatically generate case plans, including scheduled notes and tasks, for each case type. Changing the status on any note entry (e.g., “complete”) can trigger any agency-defined workflow, including report generation and case status change. Business rules also include data validation and edits.

Business rules include one trigger as well as one or more results. A trigger can be anything from an event status to a case type, while an automated result could be a generated document, a changed event status, a warning message, the creation of a new event, etc. This versatility allows you to define and automate a wide variety of office tasks. You are not limited in the number of business rules you can have set up.

### *Data Entry Screens*

Through the Customize Snap-in Button, authorized users can change the look of every table in JustWare. You can change the names of fields and tables. These changes will only apply to this specific user’s settings. You can also reorder columns based on preference. The way your administrator(s) set this up will determine the default settings that users see when they first log onto JustWare; however, users can also change the names of fields and tables (if given sufficient privileges by the administrators), and reorder columns. Figure 1 illustrates how to change names of both fields and tables. We will train you on this functionality during administrator training.

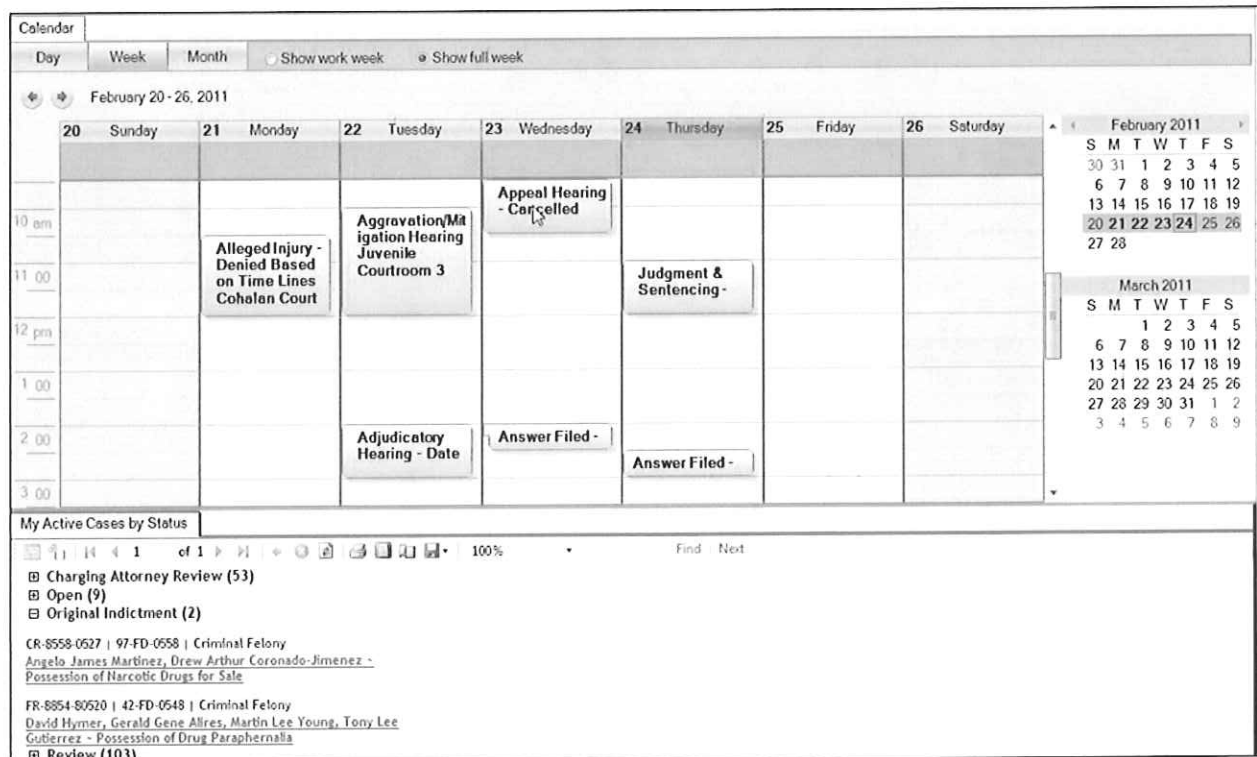


**Figure 1. Customizing tables.** Through clicking on the appropriate icon, you can rename tables and fields within any JustWare page. In this example, we are change the “Agencies” snap-in to read “parties.”

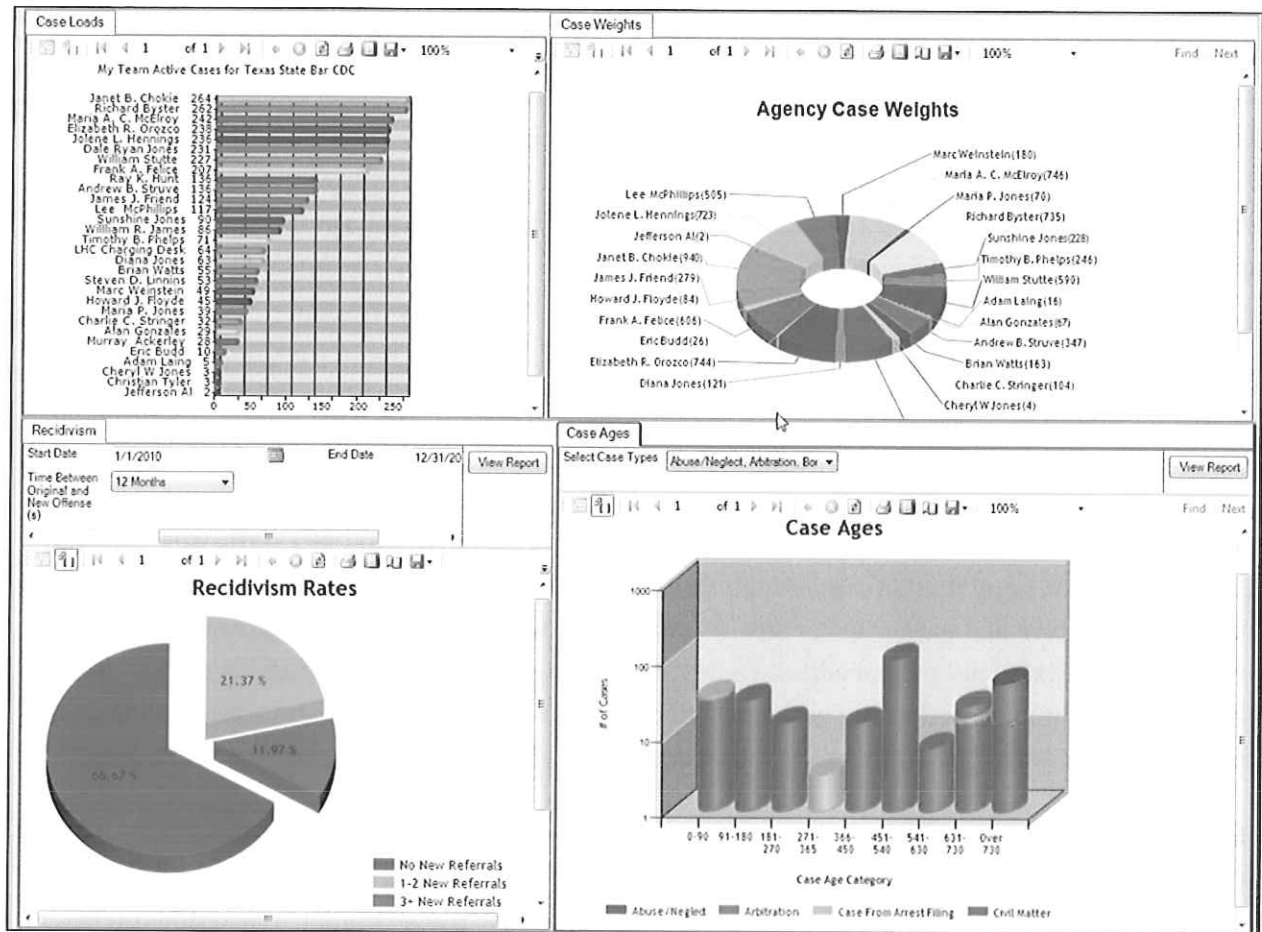
## Dashboards

JustWare is built with XML (JustWare XML), which allows you to customize screens within the application. As JustWare is tightly integrated with SQL Server Reporting Services (SSRS), you can embed any report or data element onto a dashboard allowing you to save time by seeing key information at a glance, while creating data entry screens that mimic your processes. You can create different screens for specific users or user groups. For example, you can create screens for administrative staff, attorneys, and data entry staff.

Figures 2 and 3 show samples of dashboards we have created for other agencies.



**Figure 2. Creating customized screens.** We can embed virtually any report onto a dashboard. This example shows an Outlook-style calendar with a list of active cases. Users can click on the calendar to get more detailed information about the event.



**Figure 3. Getting at-a-glance reports on your screens.** In addition to embedding calendars or web pages, we can also embed any report or data element onto your common screens. This example has four reports that give administrators a quick view of key statistics.

## *Reports*

You can use our business intelligence services to have any type of report created for your agency. Using SQL Server Reporting Services (SSRS), which is tightly integrated into JustWare, you can report on any data tracked in JustWare. Reports can be integrated into your screens and dashboards or easily accessed through the system reports folder, available to any JustWare user with sufficient security privileges.

## *JDA documents*

JustWare includes JustWare Document Automation (JDA) software that enables users to create often-used documents efficiently through using JDA templates.

You can use JDA templates to create multiple documents that contain both static information (like a letterhead) and dynamic information (like contact information) from the JustWare database. You can also have dialog controls embedded within a template to capture information from the user that is not stored within the database. The information captured is not stored in the database but is passed to the generated document. For example, the person using a template to generate a required offender court report may be prompted to provide officer comments.

All (authorized) users can select templates to generate documents that are produced as RTF files which is a Word-supported format. Any authorized user can generate new documents in Word, or access Word documents stored in the JustWare electronic filing cabinet. Word documents created outside of JustWare can be drag/dropped into the JustWare filing cabinet or by navigation to the Windows file directory.

You can use JDA functionality in conjunction with JustWare's business rules manager to have documents generate individually or as part of a batch workflow rule. For example, rather than looking for the template for one of your notification letters and updating it to include the proper case information, with a few simple key strokes you could have the letter pop up on your screen, having been automatically populated with all of the correct name- and case-related data.

## *Security rules*

Every level of JustWare and JusticeWeb includes highly customizable, flexible, and robust security features. Our system security is designed to adjust to your agency's workflow, allowing you to give necessary access to important case information while adhering to security and confidentiality requirements. JustWare and JusticeWeb allow you to create detailed security profiles, set up row level security, set up password rules, and more.

## Go Live Phase

After your data migration and data exchanges are complete, the New Dawn team will send one project team member onsite to provide end user training. Our proposal provides 24 hours of end user training and go-live assistance that you can distribute into different training sessions based on the needs of your users. The New Dawn project manager will work with you to determine the best ways to distribute your hours.

You can assign your users to different training times as works best for your schedule; however, we recommend assigning users to these trainings based on their job functions. Through placing users in trainings based on their job types, you allow our trainers to best customize their training to the needs of the individual users in attendance. During the training, users will learn to perform their actual job tasks on a test-installed version of JustWare. End user training will take place immediately before your agency “goes live” with the software (or actually begins using it), allowing maximum user retention. The New Dawn staff who provided the training will remain onsite for the initial days of go-live to help your administrators resolve problems and answer questions that occur during this time.

The following list explains some of the topics our trainers will cover with your end users:

- Introduction to JustWare
- Using the Help Menu and shortcuts
- Using basic and advanced searching methodologies
- Searching for cases, names, and records
- Entering and updating name records
- Entering and updating case records
- Using financials, if applicable
- Adding documents and other media to the filing cabinet
- Using reports
- Using different screens and tools

To concentrate the training on the concepts necessary for the use of the system and to avoid overwhelming trainees with information, we will not cover all details about JustWare. Users will learn these details through practice, reading the documentation manuals provided, training received in subsequent configuration trips, and online training sessions.

End users will receive training in sessions that range between 1 and 8 hours, depending on their needs. The training will focus on teaching them to perform their actual job duties in JustWare, entering actual case information just as they will do after you fully go live on the system. Your New Dawn trainer will provide 2 days of combined training and go-live assistance.



During the first 90 days after your agency goes live, you will still be able to contact your New Dawn project team for help with any items that you don't understand or that don't seem to be working quite correctly. At the end of those 90 days, one of your project team will again visit your site to provide any more additional training needed and create configurations your end users may have discovered a need for during that time.

## Closing Phase

After all the project tasks have been completed, our team will hold a support handoff meeting with your team to introduce you to our customer support team. New Dawn's customer support team will gladly help you resolve any additional problems you experience after that point.

New Dawn prides itself on our customer support, and this support is one of the biggest elements to which we attribute our 98% customer retention rate. To ensure quality support, we have a support team with several specific roles that enable us to handle any problems you experience. Further, our support team works closely with development to ensure that any problems due to bugs are quickly identified and resolved, as well as to pass on enhancement requests.

You are assured an ever-increasing return on investment through selecting us the longer you are with us, as unlike most of our competitors, we provide new upgrades for free with your support contract. We typically provide two new enhancement releases each year and support releases (patches) as necessary to address critical bugs (up to every two weeks if necessary). We provide you the benefit of user groups through regular forums you can participate in on our customer website, as well as an annual, national users' conference.

## RFQ HHR12071 COST SHEET

Services:

• Project Management	\$ 22,230.00
• Installation	\$ 375.00
• Configuration	\$ 47,070.00
• Hosted setup	\$ 1,000.00
• Onsite assistance	\$ 24,190.00
• Training	\$ 2,280.00

Add-on Software, 3rd party software \$ 5,300.00

Yearly Support and Subscription Fees \$28,059.00

Grand Total \$130,504.00

Note: Bid will be awarded to the Vendor with the lowest total cost meeting the specifications.

Vendor Name: New Dawn Technologies

Vendor Address: 843 South 100 West Logan, Utah 84321

Remit address: 843 South 100 West Logan, Utah 84321

Fax number: 435-774-1605

Phone number: 877-587-8927

Email: [alaing@newdawn.com](mailto:alaing@newdawn.com)

Vendor Signature:



DATE: July 23, 2012

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## DETAILED PRICING SHEET (HOSTED SOLUTION)

The following tables show the itemized and total cost for your solution.

<b>West Virginia Medicaid Fraud Control Unit</b> <b>4089 Leon Sullivan Way</b> <b>Charleston, WV 25301</b>	<b>Proposal Number:</b> QT-2485/4 <b>Proposal Creation Date:</b> July 23, 2012 <b>Quoting Period:</b> July 1, 2012-September 30, 2012 <b>Proposal Expiration Date:</b> March 31, 2012
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Services		List Price			Travel Per Diem
8 hours	Document Author Training - Online	\$190.00			\$1,520.00
	Project Management				\$22,230.00
14 hours	Document Imaging	\$325.00			\$4,550.00
40 hours	JusticeWeb configuration	\$190.00			\$7,600.00
3 hours	JusticeWeb online installation	\$120.00			\$375.00
4 hours	JusticeWeb training	\$190.00			\$760.00
88 hours	JustWare Configuration	\$190.00			\$16,720.00
8 hours	JustWare hosted setup	\$125.00			\$1,000.00
32 hours	JustWare Onsite Administrator Training	\$190.00			\$6,080.00
16 hours	JustWare Post 90 Days Go Live Onsite Assistance	\$190.00			\$3,040.00
16 hours	JustWare Onsite End User Training & Go Live Assist	\$190.00			\$3,040.00
182 hours	Business Intelligence Services	\$125.00			\$22,750.00

**Total Services:** \$89,665.00

### Travel and Per Diem

19 days	Per Diem						\$7,030.00
5 trips	Travel						\$5,000.00

**Total Travel and Per Diem:** \$12,030.00

**Add-on and third party software**

2 developer licenses	Document Author Software						\$750.00
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**Total Add-on and third party software: \$750.00**

**Support and Subscription Fees**

**List Price**

12 hours	Business Intelligence Annual Subscription	\$125.00			\$1,500.00
subscriptions fee	JusticeWeb E-Discovery hosting				\$3,697.00
14 subscription fees	JustWare hosting & subscription fees				Price per user, per month \$136.08

**Total Support and Subscription Fees: \$28,059.00**

**Total Proposal Cost: \$130,504.00**