



Microsoft
GOLD CERTIFIED
Partner

**KnowledgeLake Document
Capture & Imaging Solution
for SharePoint**

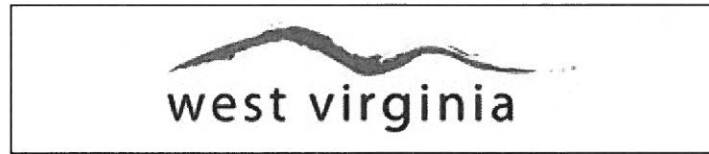
Prepared for:



**RFP RESPONSE
State of West Virginia
Legal Document
Management Software &
Support
#AGO9214
January 15, 2014**

By: Gary VanBuhler

01/13/14 09:35:58AM
West Virginia Purchasing Division



**Request for Proposal
State of West Virginia
Attorney Generals Office
Legal Document Management
Software and Support
Imaging Solution
#AGO9214**

**State of West Virginia
Department of Administration
Purchasing Division
2019 Washington St. East
Charleston, WV 25305**



January 15, 2014

Mr. Bob Kilpatrick, Senior Buyer
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington St. East
Charleston, WV 25305

Dear Mr. Kilpatrick

KnowledgeLake is pleased to respond to the State of West Virginia RFP process request. Our products leverage the Microsoft's SharePoint Enterprise Content Management platform as the foundation for our document management solution.

In the pages that follow, we have enclosed an overview of KnowledgeLake and our solutions, as well as pricing and configuration per the RFP request. We believe the combined Microsoft/KnowledgeLake solution will ensure the highest user adoption, best value and most economical solution. The solutions will meet your departmental solutions today and your enterprise solution going forward. We look forward to working with you to earn your business and help you get the most out of your SharePoint investment.

I welcome any questions in regards to this RFP Response, so please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Gary R. VanBuhler".

Gary R. VanBuhler
National Sales Manager
Government Practice
KnowledgeLake, Inc.

☎ Cell: 517-252-1566 | ✉ gary.vanbuhler@knowledgelake.com



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KnowledgeLake, Inc. Information

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Please visit our website for more great information:

www.knowledgelake.com

The KnowledgeLake website is built utilizing SharePoint 2010

KnowledgeLake, Inc., headquartered in St. Louis, Missouri, is the market leader in Microsoft SharePoint ECM products and solutions. KnowledgeLake is a three-time Microsoft Partner of the Year award winner and is recognized as the founder of the SharePoint document imaging marketplace in 2003. A sister company of PFU Ltd. (a wholly owned subsidiary of Fujitsu Ltd.), KnowledgeLake is a strong, stable and global company with currently over 2.4 million licensed users in 35 countries. KnowledgeLake is entirely focused on building a rich company culture where employee and customer satisfaction are its highest priorities.

Built entirely within Microsoft SharePoint, KnowledgeLake products enable organizations of any size to standardize on SharePoint as a powerful content platform for building and deploying rich solutions that satisfy many diverse business workloads (document imaging, workflow, business



process management, transactional content management, document management, records management, web content management, collaboration, portals, and more). Long-term content viability, open standards, information worker productivity, and compliance are the key drivers of product design.

KnowledgeLake has an industry leading R&D team assembled specifically to focus on the latest Microsoft development platforms. In addition, KnowledgeLake has teams of ECM industry veterans located throughout the US who have decades of experience architecting, selling and implementing ECM products and solutions. KnowledgeLake enables its customers to maximize and extend their already sound investments in proven Microsoft technologies such as Microsoft Windows Server, Microsoft SQL Server, Microsoft SharePoint and Microsoft Office.

The mission of KnowledgeLake is clear and simple. **“To enable our customers to realize their full potential by serving them with new and innovative document technologies.”**

KnowledgeLake maintains a “Managed” Microsoft partner status. We have held this status for over ten (10) years. This enables us to participate heavily in the Partners Advisory Council, Technology Advisory Council and the Development Advisory Council. Our CTO, Chris Caplinger, meets regularly with the Microsoft SharePoint team to discuss what functionality we must deliver in order to allow SharePoint to continue as a true enterprise content management solution. **Ryan Duguid, Senior Product Manager, Office Business Platform, Microsoft Corp. stated** “KnowledgeLake is a go-to partner for scanning and capture for SharePoint 2010. They have built their solution entirely on the SharePoint platform, providing a consistent user experience and helping organizations drive great value from their existing technology investments. KnowledgeLake specializes in scanning and capture, has a deep understanding of the SharePoint platform, and a rich heritage in the ECM industry. Their focus and expertise helps organizations extend our platform, bringing the world of scanning and capture to SharePoint.”

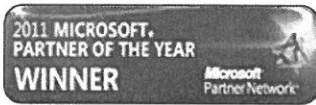
What does Microsoft have to say about KnowledgeLake?

“This statement acknowledges that KnowledgeLake is an Enterprise Content Management provider built in native SharePoint as a complete document management solution exclusively for Microsoft SharePoint.

KnowledgeLake was honored among a global field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions based on Microsoft technology. **This is the third year in a row that KnowledgeLake has been awarded in this category.**”

Jamie Newcomer
ISV Business Development Manager at Microsoft

Microsoft PARTNER OF THE YEAR - Content Management: 2011, 2010, 2009



2010 PARTNER OF THE YEAR
Information Worker Solutions
Enterprise Content Management
Finalist



2009 INFORMATION WORKER SOLUTIONS
Enterprise Content Management and Forms Development
PARTNER OF THE YEAR
WINNER

- Microsoft Managed Gold ISV Partner,
- Member of Microsoft's Partner Advisory Council (PAC), Developer Advisory Council (DAC) and Technology Adoption Program (TAP)
- Over 2.4 Million+ Users / 2,000+ Clients using KnowledgeLake SharePoint for Content Management
- Been developing SharePoint Software since SharePoint 2003
- KnowledgeLake is a Fujitsu Company (60b + annually)

Inc. 500 500

2010 FASTEST GROWING COMPANY IN AMERICA

KnowledgeLake was named Inc. Magazine's list of one of the fastest growing companies in America for 2010.



ECM Connections ACE Award 2010

SharePoint Strategies

ECM Connections honors the true ambassadors of ECM technology with the ACE Awards. KnowledgeLake gone above and beyond the call of duty to help their clients achieve the best results possible from their ECM implementations. ACE stands for Appeal, Content and Education.



KnowledgeLake a Top Finalist for 2010 Partner of Year Awards

The Microsoft Partner Awards recognize Microsoft partners that have developed and delivered exceptional Microsoft-based solutions over the past year. Awards are given in a number of categories, with winners and finalists chosen from a pool of almost 3,000 entrants worldwide. The Information Worker Solutions, Enterprise Content Management Partner of the Year Award honors exceptional partners who have excelled in offering breakthrough content management solutions. This award recognizes KnowledgeLake for increasing their customers' employee productivity, simplifying their access to information and people, and enabling a more effective workforce.

"Congratulations to the 2010 Partner Award finalists for delivering such creative and superior Microsoft solutions and services," said Allison Watson, Corporate Vice President, Worldwide Partner Group, Microsoft Corp. "It's incredible to see the level of expertise our partners continue to exhibit as they create and deliver innovative solutions and services to grow their businesses, meet customer needs, and drive down costs."



Carl E. Nelson Best Practice Award 2010



The Carl E. Nelson Best Practices Award was established to recognize excellence in the Enterprise Content Management (ECM) field. This award provides an exciting and unique way for end user organizations to share their ECM project implementations with their peers and for ECM solution providers to showcase the ROI that their solutions can achieve.

What our clients are saying.....

*"We've been able to **sell many of our now-emptied filing cabinets**, and have replaced that empty space with cubicles for employees. Plus, reducing our dependency on paper work flows and enabling remote access to the intranet will set the stage for more employees to work from home, which we expect to enhance productivity. Using the KnowledgeLake products with the SharePoint system is a match made in heaven for our company."*

*"**No other product that we know of offers the elegant simplicity and flexibility of the KnowledgeLake ECM software**—and none can do it within the SharePoint environment that our users work in daily." **From James Fickbohm, Technology Coordinator, Iowa Health Home Care***

*"**The whole KL experience has definitely exceeded my expectations** from the initial sale to the install. Our IT guru went down to the administrator training and was thoroughly impressed. You guys are very organized and knowledgeable throughout the process." **From Four Seasons***

*THANKS! Your company has the **best customer service** I've seen, and I've been in the business for 25 years!" **From Glencoe***

*"By using KnowledgeLake and Microsoft SharePoint, Midwest Operating Engineers (Local 150) have gained sufficient savings in many operational functions. **We achieved our original payback projection of less than 5 months** and today we have found many other savings that have improved our business processes. With the **ease of use with KnowledgeLake's products, we have substantially increased our user adoption**. Based on the results we have accomplished, we are now more efficient and productive in many of our operations."*

Ron Borden - Executive Director of IT MOEITS Technology Services (Local 150)



Organization Background

KnowledgeLake's core business is 100% in Document Management with a dedicated professional service organization. We have over 10 years of migration experience in migrating over 100 legacy systems to SharePoint.

KnowledgeLake approaching 250 industry related certifications including:

- * Microsoft Most Valuable Professional (MVP) -15
- * Microsoft Certified Master for SharePoint (MCM) (ONLY 15 IN USA) - 2

MCTS Microsoft Certified Technical Specialist / SharePoint 50

MCP Microsoft Certified Professional 50

MCNPS Microsoft Certified Network Product Specialist 15

MCSE Microsoft Certified Systems Engineer 20

ECMp Enterprise Content Management: Practitioner 16

CDIA+ Certified Document Imaging Architect 75



KnowledgeLake Product Summary

KnowledgeLake builds upon Microsoft SharePoint from within rather than creating new complexities and potential problems by building outside of SharePoint. The goal is to provide you with an efficient, long-range, user-friendly solution to manage the lifecycle of business records on the SharePoint Enterprise platform. KnowledgeLake adds to SharePoint imaging, document scalability, metadata search, and metadata controls without diluting all the other SharePoint strengths.

KnowledgeLake Imaging

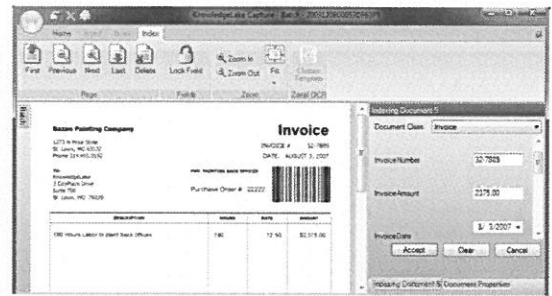
KnowledgeLake Imaging is proven, extensible server software that will transform SharePoint into a production imaging system capable of meeting high-volume document needs. KnowledgeLake Imaging extends the feature capabilities of SharePoint, enhances the user experience & adoption and adds additional features that increase the capture functions of KnowledgeLake Capture, Connect, and Capture Server products. KnowledgeLake Imaging is installed directly on the SharePoint server, leveraging existing SharePoint security, allowing users to organize, store, access, and route millions of scanned and electronic documents and data across the enterprise. Within SharePoint you now have central configuration of indexing, database validation and lookups, a configurable web part for flexible content-centric metadata based document search, a web-based, zero-footprint document image viewer and scanning and printing from directly within SharePoint.

- Search: Perform exact relevance searches using any combination of SharePoint column properties and the ability to search across SharePoint Document Libraries and Sites.
- Viewer: web viewer enables users to view common document types, such as PDF, TIFF, Microsoft Office documents, and most image formats, from SharePoint. Immediately view pages of documents without waiting for the entire file to download, annotate using text, image stamps, highlights, lines and sticky notes (TIFF/PDF only), use index (column) validations, access or start a SharePoint workflow from the viewer, and email, print, or download from the viewer.
- Index: provides an enterprise-wide schema that allows administrators to configure document repositories, content types, and connectivity with external systems—all from a central location inside SharePoint. Connect with external systems and databases for column validations, auto population of values, and drop-down pick lists; the ability to consolidate sites, document libraries, and content types into document classes, which frees users from understanding these relationships when capturing content to SharePoint.
- Export: documents stored within multiple SharePoint document libraries; easily export document sets with their associated metadata outside of SharePoint for further processing, archiving, and publishing; the ability to define an export set using KnowledgeLake Search
- Print: PDF, TIFF, Office documents, and other image formats directly from SharePoint document libraries.

* Once KnowledgeLake Imaging is installed you have the architecture to simply add Concurrent User CALS for additional users for a phased deployment.

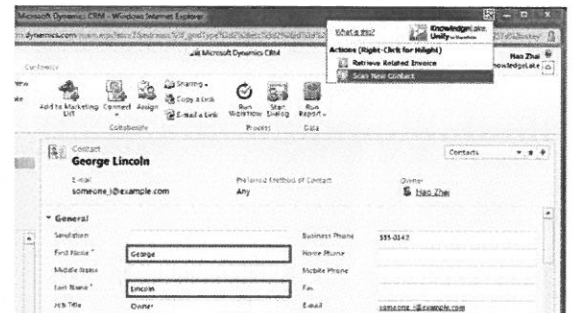
KnowledgeLake Capture – Scan & index to SharePoint

Capture is the low to high volume (batch) production-level scanning solution that makes it easy for employees to electronically share their documents securely. Tightly integrated with Microsoft SharePoint, KnowledgeLake Capture lets end-users scan, OCR (full text, zonal, or user select), index based on SharePoint settings, then store them in SharePoint as TIFF, PDF or XPS file formats. There are no page counts or additional scanning costs; therefore there are no limits on how much can be scanned. All security and index data is managed by the SharePoint server.



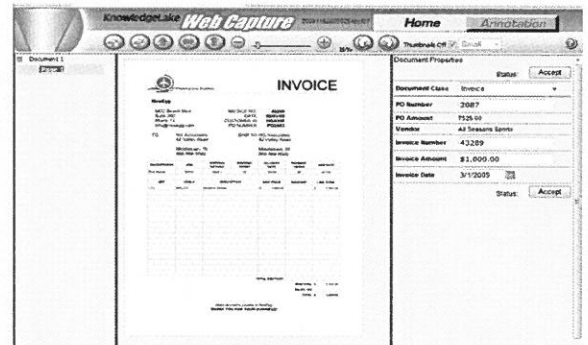
KnowledgeLake Capture Server

With KnowledgeLake Capture Server, easily and cost-effectively index and save documents to SharePoint using office copiers, multi-function devices, fax servers and network scanners. Capture Server is a powerful batch serving software that allows for scalable server based process paths to enable flexible document manipulation such as web-based indexing, full text OCR and document conversion prior to releasing to SharePoint. A great solution for companies with multiple locations & high transaction document processing. Administrators can monitor and interact with the entire system from a web-based, zero-footprint monitor.



KnowledgeLake Unify

KnowledgeLake Unify surfaces SharePoint content to business applications to enable users to search, reference and archive documents in SharePoint without leaving familiar business applications. Gain instant access to any document the moment it is needed – improving productivity and customer satisfaction.





The diagram above shows the direct integration that KnowledgeLake Imaging has with SharePoint. This extends the content and search functionality of SharePoint while providing a central source of management for both IT and your site administrators. KnowledgeLake Imaging allows for all KnowledgeLake products to interact with SharePoint and inherit configuration parameters set at the server.



Executive Summary

Based on the information provided in the RFP and the answers to the vendors questions, KnowledgeLake (KL) has crafted a solution based on our best practices within our Government Practice that will meet the needs of the State of West Virginia (WV) Office of the Attorney General. Today, KnowledgeLake solutions are installed at the State of Missouri Attorney Generals office and roll-out is underway at the State of Connecticut Attorney Genreals Office.

The KL Suite of products are powerful yet simple to configure and deploy. Taking advantage of your current State wide SharePoint (SP) investment, the KL Solution will reduce the training on both the business user and IS personnel. The KL business user interface was designed to use the Microsoft ribbon look-and-feel, providing an instant feeling of familiarity which has proven to reduce the learning curve and improve user acceptance, which is ultimately the reason a project is successful. Tightly integrated with all the Microsoft Office solutions and current line-of-business applications, users may not even know they are using the KL imaging solution in a normal workday. This integration provides an easy path for ingesting and indexing all document types into the KL/SP repository, alongside our simple high volume document capture and indexing solutions.

KL has included all the modules we believe are required to meet the needs of WV, including a rich set of line-of-business integration tools and API toolsets. These modules can of course be exchanged or eliminated after the project team decides exactly what is needed to achieve the WV goals for the implementation. A thorough business analysis has been included for the department, (We believe the 8 hours allotted are probably not sufficient but were quoted) which is a very important aspect of any Imaging solution. Who doesn't love the feeling of achievement and excitement that comes with rolling out a brand new Imaging deployment to the organization? As any ECM veteran will tell you, the best time to prepare for a robust, flexible, and scalable environment is before the first end user signs in. As the saying goes: spectacular achievement is always preceded by unspectacular preparation.

In this business analysis session, we will define a multi-faceted approach for true "KL/SP Preparedness" that includes strategies for configuring the SharePoint environment for the KL Imaging solution to promote consistency, discoverability of content, and overall ease of use. Kl is proposing the use of our Unify module for integration with the Juris system. This "no-code" solution allows users to not only retrieve the case files from the information on their Juris screens, but ingest and index documents using data on the Juris screens, eliminating the need to type index values. If the Unify module is deemed to not fit the needs, our strong set of API toolkits can be used for the integration but would require additional expense.

When all is said and done and the solution is rolled out, the support is truly the test of a good implementation. KL prides ourselves on the level and experience of our support team. But don't take our word for it, here is what one of our customers wrote to us lately;

".....I would like to thank your team for the improvements made with scanning documents. We have scanned multiple batches in the past couple weeks and each one was separated correctly and clarity is



perfect. It has cut down time on a very time consuming process, and is less stressful!!! We know in the long term having all documents scanned will SAVE time instead of looking for files. Thank you for your great team work."

Mark Lindquist

KnowledgeLake quoted the requirements based on the Exhibit A Pricing Page but believes to properly implement a solution for the State of WV Attorney Generals Office would require additional services. Typically, following best practices, a KnowledgeLake Document Management implementation would include:

- A department/enterprise business analysis
- An agreed upon Design Document and Statement of Work (SOW)
- Implementation of a test environment
- System testing
 - Integration Testing
 - Functional Testing
 - Performance Testing
 - Load Testing
- User Acceptance Testing
- Training
 - System Administration
 - End User Training

KnowledgeLake believes the KL/SP combination is an excellent solution for WV based on the fact that it provides:

- The ability to use one imaging platform throughout the enterprise, building on the investment made in SP
- Ability to easily capture both paper and electronic documents and index
- Easy to implement and deploy
- Seamless integration with Microsoft Office applications
- Seamless integration with current line-of-business applications
- Quick adaption by users based on the familiar user interface
- Strong role based security
- Powerful auditing capabilities
- The backing of a large corporate infrastructure serving both the US and the world.

All contributing to the needs of the State:

- Improved departmental efficiency and effectiveness
- Enhanced audit and compliance activities
- Ability to retrieve and share documents electronically
- Provide a one-stop view of all related information
- Allow for easy searching of content with keywords and full text searching (if desired)
 - And
- **IMPROVE THE WORK ENVIRONMENT OF WV EMPLOYEES!!!**



With the KnowledgeLake Imaging Solution and implementation best practices, The State of West Virginia can be assured that KnowledgeLake can provide a comprehensive Enterprise Imaging Solution to fit the needs of the State. We hope the remainder of this RFP response will demonstrate the functionality and capabilities of the KnowledgeLake products and services.



Corporate Qualifications

Below is a partial list of KnowledgeLake customers ranging from 10 to over 10,000 users at one location as well as minimal storage to over terabytes of information.

- (a) KY Housing,*
- (b) Alabama Medicaid Agency*
- (c) California Jusicial System*
- (d) California Department of Insurance*
- (e) Colorado Department of Agriculture*
- (f) Florida Courts*
- (g) Florida Department of Agriculture*
- (h) Florida Department of Juvenile Justice*
- (i) Georgia Department of Energy*
- (j) Georgia Department of Juvenile Justice*
- (k) Illinois DOT*
- (l) Illinois State Police*
- (m) Kansas Board of Tax appeal*
- (n) Kansas Department of Agriculture*
- (o) Kentucky Department of Juvenile Justice*
- (p) Kentucky Housing Corporation*
- (q) Louisiana Department of Civil Services*
- (r) Michigan DMV*
- (s) Mississippi DOT*
- (t) Mississippi Division of Medicaid*
- (u) New York State Energy Research and Development Authority*
- (v) Ohio Rehabilitation Services Commission*
- (w) Ohio DNR*
- (x) Oklahoma Dept of Rehabilitation Services*
- (y) Oklahoma Bureau of Narcotics & Dangerous Drugs Control*
- (z) Oregon Department of Environmental Quality*
- (aa)Pensylvania Judicial District*
- (bb)Rhode Island DMV*
- (cc) Tennessee Housing Development*
- (dd)Texas Employee Retirement System*
- (ee) North Carolina Housing Finance Agency*
- (ff) Washington State Department of Ecology*
- (gg) Hundreds of local government and housing agency customers*



Relevant Project Experience

KnowledgeLake has over 1100 clients using KnowledgeLake solutions with Microsoft SharePoint for enterprise class document imaging. Our global customers are in industries such as Government, Retail, Manufacturing, Financial Services, Healthcare, Energy, Real Estate, Services, etc. Some of them include:

State of Oklahoma	Wal-Mart
State of Illinois	Hitachi
State of Louisiana	Blockbuster Video
State Oregon	Scottrade
State of Rhode Island	Tyson Foods
Kentucky Housing Corporation	TD Industries
State of Missouri Attorney General	NCAA
State of Connecticut Attourney General	Texas Pacific Group
Build-A-Bear Workshops	Panama Canal Authority
Pfizer	Save-A-Lot Foods
Midwest Operating Engineers	Dierbergs Markets
Amedisys Home Health	St Jude Medical
Delta Natural Gas	DuPage Medical Group

KnowledgeLake respects our customers time and privacy as we would if the State of West Virginia was our customer, so we are happy to arrange a call to our references when appropriate.

State Agency Uses Enterprise Content Management Solution to Cut Costs, Save Time

The Illinois Department of Transportation (IDOT) is responsible for state maintained public roadways throughout Illinois. It also provides funding for rail, public transit, and airport projects, and administers fuel tax and federal funding to local jurisdictions. IDOT is based in the state capitol of Springfield and has nine district offices.

The need to better manage documents for a federally funded infrastructure program led the Illinois Department of Transportation (IDOT) to find a more efficient way to manage and disseminate extensive volumes of documents. After deploying a KnowledgeLake enterprise content management solution, IDOT has cut costs in document management procedures and is saving on employee hours by streamlining important internal processes.

See Addendum K - IL DOT

Agency Uses ECM Solution to Provide Safe, Quality, Affordable Housing to Families

Kentucky Housing Corporation (KHC) strives to provide safe, quality, affordable housing to families throughout the state.

KHC wanted to increase its operational efficiency by deploying a content management system that would handle diverse documentation and deliver greater security for sensitive data.

See Addendum L – KY Housing

Tyson Foods Enhances Information Access with New Enterprise Content Management System
Tyson Foods is one of the world's largest providers of protein products. The Fortune 500 company is headquartered in Springdale, Arkansas.

Tyson Foods has a huge and growing collection of electronic documents that are used to run the food-processing giant's everyday operations. To increase productivity and make workflows run more smoothly, Tyson deployed KnowledgeLake enterprise content management (ECM) products that work with Microsoft SharePoint Server 2010. The result is a faster, more reliable ECM system than what the company had in the past, allowing an international workforce to be more productive in their daily tasks.

See Addendum M – Tyson Foods



Project Deliverables Approach/Methodology

Below is an overview of the KnowledgeLake Professional Services Methodology best practices that has been utilized and perfected over the last 15 years.

The KnowledgeLake Professional Services (KPS) Methodology is a defined and proven approach to document-based projects supported by a standard model for best practices and repeatable delivery guidelines. This overview introduces the KPS Methodology, its core principles, functional models, and tools used by KnowledgeLake consultants and partners when deploying our software for our clients. The KPS Methodology is designed to work in conjunction with the various industry standard project methodologies, including Project Management Institute (PMI), the International Project Management Association (IPMA), and PRINCE2, just to name a few. All these methodologies offer organizations with a standard approach to managing projects. It is expected that the KPS Methodology will be incorporated into the client's master project management methodology if one exists.

The KPS Methodology was developed by KnowledgeLake specifically for document-based solutions. It is flexible and dynamic and is designed to work for a project of any size. Our vast amount of experience in the Document Imaging industry provides a solid foundation for this methodology. We have implemented hundreds of different types of document-based solutions from small to large, from many different vendors and on a variety of platforms. This experience has been incorporated into our methodology and is used to continually improve our processes as needed.

Overview

The KnowledgeLake Professional Services Methodology has been designed to work for a project of any size. It is flexible and dynamic so our clients and partners can expect a consistent experience with the KnowledgeLake Professional Services group for all projects.

To apply effective solutions to the business problems of our clients and partners, KnowledgeLake Professional Services uses an Enterprise Content Management (ECM) focused Methodology based on a standard model for best practices and repeatable delivery frameworks. This methodology is continuously evaluated to ensure that it incorporates the latest product, implementation, and industry expertise. As a result, our consultants are provided with the most current, field-tested best practices, development tools, and deployment models available for the delivery of sound business solutions to our clients and partners.

The KnowledgeLake Professional Services Methodology is designed to:

- ☑ Provide a simple, highly repeatable and flexible standard project framework for delivering document-based solutions
- ☑ Save money, save time, and reduce risk
- ☑ Utilize an industry proven delivery model across platform solutions
- ☑ Integrate with the sales process to facilitate a smooth transition to the implementation team
- ☑ Provide a cooperative model for partner-led engagements
- ☑ Facilitate a strong partnership between KnowledgeLake and the client

Success Factors

The Success Factors are critical to a successful implementation. Our experience has shown that even the most talented consultant cannot succeed without a partner. A successful project requires a cooperative partnership between the consultant and the client. Our success is measured by the success of our clients.

Responsibility of Consultant:

- ☑ Clear statement of requirements
- ☑ Proper planning
- ☑ Realistic expectations
- ☑ Small project milestones
- ☑ Proven project methodology & documentation

Responsibility of Client:

- ☑ Proper staffing to perform identified project roles
- ☑ Clear vision and objectives
- ☑ Executive management support
- ☑ Client Ownership
- ☑ Hard-working, focused users
- ☑ User involvement

Team Model

The Team Model describes the roles and responsibilities of team members working on a KnowledgeLake project. During each phase of the project life cycle, different client and KnowledgeLake team members are responsible for specific activities.

In order to ensure the most successful engagement, KnowledgeLake has defined the following roles:

Engagement Manager: Ensures the proper transition from the sales team to the services team, provides general project oversight and communication between KnowledgeLake management and client sponsor and stakeholders. The Engagement Manager may also be involved in the system analysis and design process.

Project Manager: Works with the client's project management team to provide weekly project-related updates, responsible for managing the entire KnowledgeLake project team, tracking the project progress to ensure on time and on budget delivery, change control, risk management, and may also perform business analysis, product testing, and documentation activities.

Solution Architect: Identifies and defines the best overall solution approach and works with the technical consultants to validate the best technical approach for hardware and software. The Solution Architect works with the Technical Consultants to provide cost estimates and provides technical direction to the other Technical Consultants assigned to the project team.

Technical Consultant: Deploys the architected solution, including installation and configuration, client-specific development, application and solution testing, knowledge transfer, user testing support, and other project-related activities.

Process Model



The KnowledgeLake Professional Services Methodology is designed to guide our clients and the KnowledgeLake implementation team from project initiation to project completion. The KnowledgeLake Professional Services Methodology is based on a four-phase Process Model that is applied to every project. Each phase has its own set of deliverables. It is the responsibility of the KnowledgeLake Engagement and Project Manager to work with the client during the Definition phase to identify the deliverables for each of these phases. Different team members will be responsible for their own set of deliverables during different phases of the project.

The Process Model phases are as follows:

Definition: Gather solution requirements, identify configuration and development tasks, develop detailed project plan and deployment timeline, create scope of work document and obtain client sign-off.

Organization: Finalize project management controls and procedures, issue escalation process, review client and KnowledgeLake implementation team roles and responsibilities. This phase will run in parallel with the Implementation phase.

Implementation: Complete low-level solution and technical design, write custom applications, perform configurations, test customizations and configuration, go live with solution, and provide post-production support.

Closure: Request client sign-off, obtain client feedback, review lessons learned and review the KnowledgeLake support process.

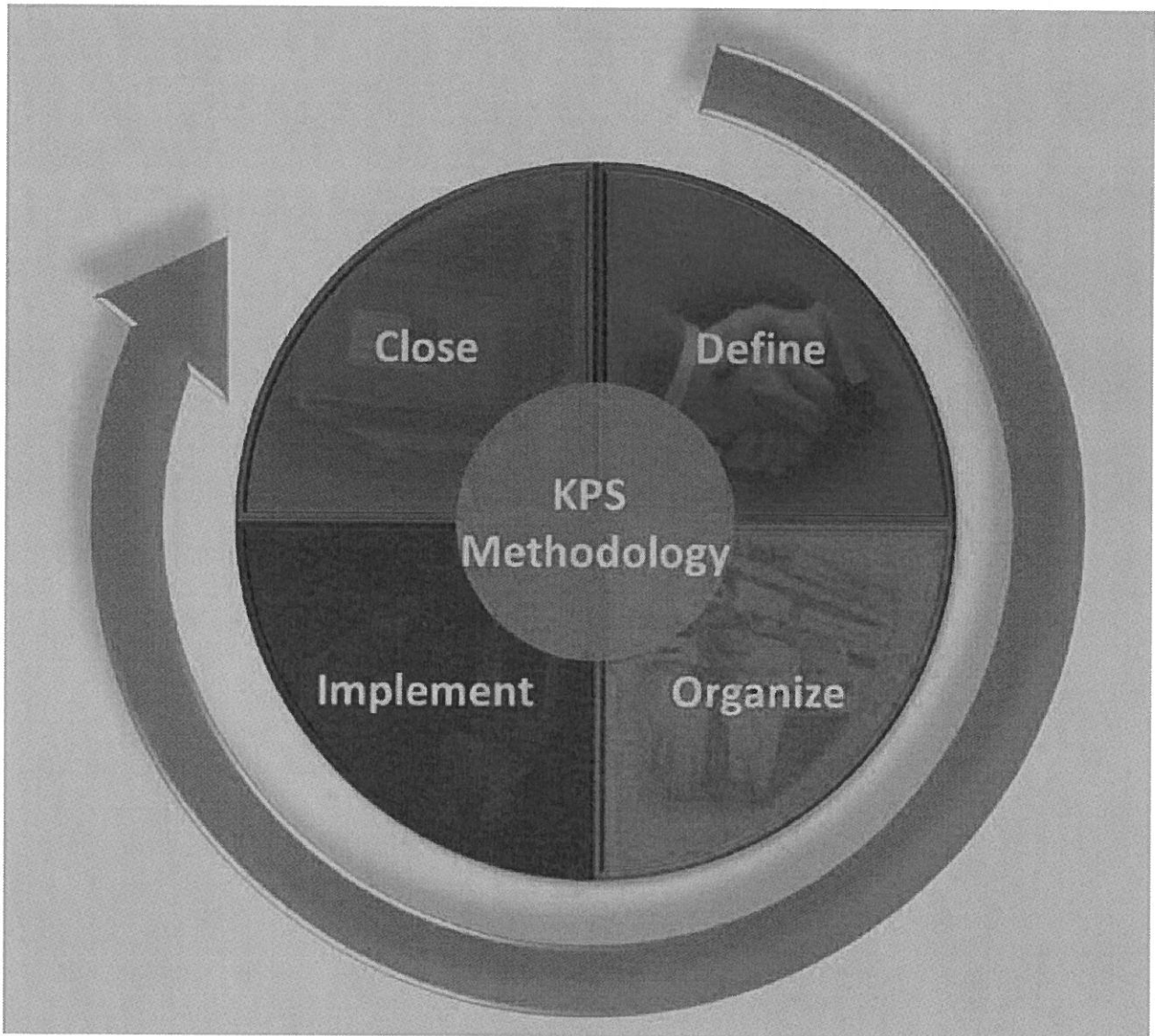


Figure 1: KnowledgeLake Professional Services Process Model

Definition

The Definition Phase marks the beginning of the project and contains many tasks to get the project started. The Engagement Manager is responsible for this phase of the project and other implementation team members will be involved as needed. The project is transitioned from the sales team to the implementation team and the Engagement Manager will discuss the expectations of the project with the client and identify the next steps. KnowledgeLake will work with the client to create the Scope/Statement of Work document. Training needs will be identified and a services estimate provided.

The Definition phase contains the following sub-phases:

- ☑ Transition
- ☑ Kickoff
- ☑ Scope
- ☑ Estimate & Buy In

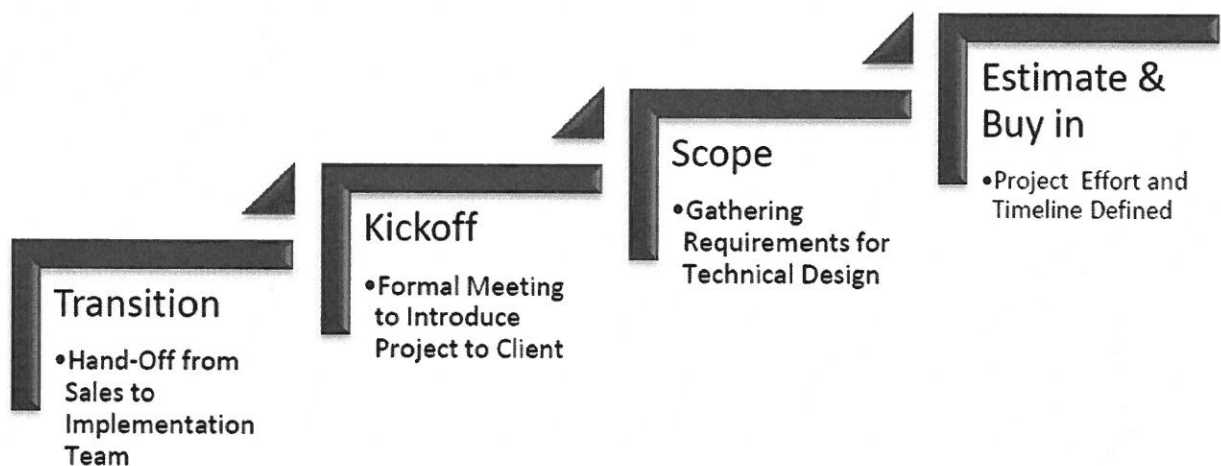


Figure 2: Definition Process

Project Transition

The Engagement Manager works with the sales team to ensure a smooth transition to the implementation team. A Hand-Off sheet is created in the MOSS Accounting site. The MOSS Accounting site is monitored, and once a new Hand-Off sheet is found, the project is added to the MOSS Active Project List. Once the project has been added to the Active Project List, a Project Manager is assigned.

Initial Meet and Greet

The Project Manager will review what was purchased and will contact the client using the information found in the Hand-Off sheet. To ensure it is understood, the Project Manager will review what was purchased and a project Kick-Off meeting will be arranged to initiate the beginning of the project engagement.

Project Kick-off

The goal of the Project Kick-off Meeting is to inform the client's staff of the project on which they are embarking in a formal context. It sets expectations and establishes ground rules for how KnowledgeLake and the client's staff will work together to deliver a successful project, it builds enthusiasm for the project and clears up any confusion that might exist. This is typically a meeting with the key players of



the KnowledgeLake and client project team. KnowledgeLake strongly encourages upper management to be involved in this meeting. Past experience has shown that a strong show of upper management support at the start of the project creates greater enthusiasm and a positive attitude for the project team members. This is increasingly important on larger projects.

The Project Manager will share the action plan for this phase of the project and assist the client in identifying the roles and responsibilities needed for the project. For larger projects, the roles and responsibilities identified may just be for the scoping process. The roles and responsibilities for the remainder of the project may be identified after the Scope of Work is completed.

Scope of Project

KnowledgeLake views the scoping process of a project as the most critical element that ultimately determines the success of the project. For that reason, we combine high-level as well as some low-level design efforts in the scoping process. The low-level design allows our implementation team to get an accurate picture of the services effort needed to complete the project.

The Engagement Manager and the project team members meet with the client to define the scope of the project. The project team members for the scoping process will be identified by the Engagement Manager. These team members may include the Project Manager, Solution Architect and Technical Consultants and other team members may be included depending on the size and complexity of the project.

It is critical that the client provide the resources needed to complete the scoping process. Since the scoping process is the cornerstone of the KnowledgeLake Professional Services Methodology it is imperative that the right resources are available to provide the level of detail needed in this process. Typically, this requires the manager, supervisor/team lead and a knowledgeable end user.

The scoping process typically consists of daily design sessions to gather all the business requirements for a specific area. KnowledgeLake will assist the client's team in walking through the business process and will create process maps or workflow diagrams that will illustrate the details of the business process. The time required for this process depends upon the complexity of the project. It may be necessary for KnowledgeLake to provide some informal training to the scoping team members at the beginning of the scoping process to ensure that all team members have an understanding of the software and its capabilities.

The KnowledgeLake Professional Services Methodology employs one of two different scoping documents. The size and complexity of a project will determine which scoping document is utilized.

Statement of Work: Document that describes the scope of the project, the list of deliverables, and services estimate. A statement of work document is generally no more than five pages. This document is used for smaller projects that don't require extensive customization.

Scope of Work: Extensive document that describes the proposed business processes that will be automated with the KnowledgeLake software, the system hardware and software requirements, all configuration and customization tasks, project deployment projections, potential risks and issues and project training recommendations.



The configuration and customization tasks section of the document contains detailed information about each task, such as the development resource, time estimate and detailed description of the task. This level of detail is unique to the KnowledgeLake Professional Services Methodology and provides the client with detailed breakdown of the services estimate.

The Scope of Work document includes the following information:

- ☐ Project Summary
- ☐ Project Risks
- ☐ Proposed Business Process
- ☐ System Specifications (Hardware and Software)
- ☐ Application Development and Configuration Tasks
- ☐ High-level Project Timeline
- ☐ Training Needs
- ☐ Roles and Responsibilities

Services Estimate

We believe development and configuration estimates should be provided by the people doing the work. The Engagement Manager will involve the implementation team in the scoping process as needed; this enables them to acquire the knowledge about the requirements and business process to provide an accurate estimate.

We also feel that including the technical team members in the estimation process has the following advantages:

Accuracy: The people that will be doing the work have the best understanding of the effort it will take to complete a task and therefore provide more accurate estimates.

Responsibility: When the technical person responsible for completing the tasks provides the estimate for those tasks, it makes them feel a greater responsibility for delivering the work in the estimated timeframe.

Teamwork: Gives the team members a sense of ownership for the overall success of the project when they know a client has signed off on a project for which they have provided estimates, empowering them to perform their best and encourage others to do the same.

Statement/Scope of Work Sign-off

After the Scope/Statement of Work document has been completed the client will have the opportunity to review the document and request any modifications necessary. Once the Scope/Statement of Work is finalized then the client will sign-off on the Statement/Scope of Work so the Organization and Implementation phases can begin.

Organization

The Organization phase marks the beginning of the project from an implementation standpoint. This phase will run in parallel with the Implementation phase. The Engagement Manager will work with the Project Manager to transition the project to the Organization phase. In many cases the Engagement Manager and the Project Manager may be the same person.

At this point, typically many new team members will become involved in the project from the KnowledgeLake team and the client’s staff.

The Engagement Manager is responsible for working with the client’s project sponsor and stakeholders throughout the project to ensure the project is on target and to work through the KnowledgeLake Professional Services project oversight process.

Once the operational foundation for the project has been laid, the KnowledgeLake implementation team will begin working on the Implementation phase of the project.

The Organization phase contains the following sub-processes:

- ▣ Site Preparation
- ▣ Resource Identification
- ▣ Project Management
- ▣ Issue Identification Process
- ▣ Escalation Process

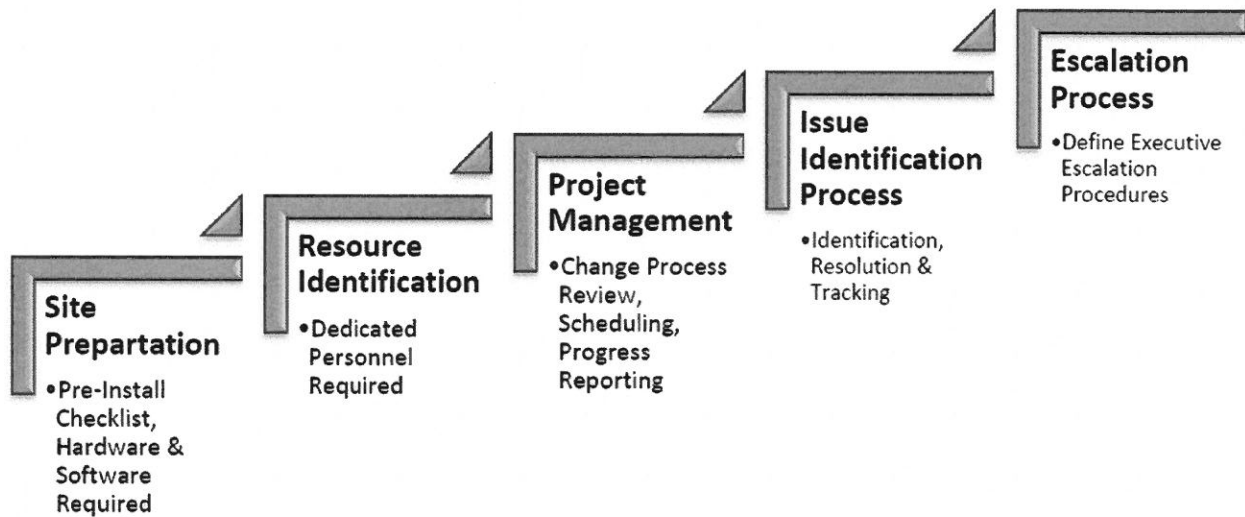


Figure 3: Organization Process

Site Preparation

Site Preparation Checklist: KnowledgeLake will provide a pre-installation checklist for the client to complete prior to the install. This will outline the tasks related to the hardware and software that must be completed so the KnowledgeLake software can be installed.

Identify On-Site Personnel Needs: The Project Manager will identify the on-site personnel needs for the duration of the project. This will include requirements for desk space, development workstations, phones, network and internet access, security badges, etc. This information should already have been researched in the project Kick-Off meeting.



Purchase Hardware/Software: The hardware and software requirements are typically outlined in the Scope/Statement of Work document. The client will purchase the hardware required for the project and any non-KnowledgeLake software that is required.

Resource Identification

Identify and Assign Project Resources: Once the scoping process is complete the Project Manager can identify the resources needed from the KnowledgeLake team and assist the client's Project Manager in identifying the client resources needed.

It is imperative that the client can dedicate the appropriate resources to the project and allow time for any training that may be needed. These resources may span several departments including the IT department.

Introduce New Team Members: At this point in the project the KnowledgeLake Implementation Team will become closely involved in the project and the client will likely have new team members involved as well. The Project Manager will introduce the new team members. KnowledgeLake's goal is to develop a cooperative and productive relationship between the KnowledgeLake team and client's team. At this point, the project plan should be reviewed to ensure enough resources and time have been allocated for the project to be completed. If not, the Project Manager is responsible for any adjustments needed.

Project Management

Review Change Management Process: A well-managed change management process is critical to the success of the project. This process is the primary vehicle for containing scope and ensuring that management has the opportunity to make timely trade-offs between the three key project variables of cost, time and scope. It is imperative that potential changes are identified early, documented carefully, and resolved at the appropriate levels of responsibility.

This process establishes a method to: identify, record, assess, and approve changes to the project. KnowledgeLake and the client will follow this process to classify, prioritize and approve or reject changes.

Changes are broadly defined as work activities or work products not originally planned for as defined by the Scope of Work. More specifically, changes include:

- ☐ Any scope items not listed in the Scope of Work
- ☐ Participation in activities not previously included in the Scope of Work
- ☐ Provision or development of deliverables not included in the Scope of Work
- ☐ A change in responsibilities, as defined in the Scope of Work between KnowledgeLake and the client, including reallocation of project staffing
- ☐ Any rework of accepted deliverables from detail design
- ☐ Investigative work to determine the impact of major changes
- ☐ Assumptions not remaining valid
- ☐ Risks that actually occurred
- ☐ Delays caused by schedule slippage



☒ Variances of actual work effort from estimated effort

The client will be provided with a Change Request Form that must be submitted to the KnowledgeLake Project Manager for all changes. The change request should contain a clearly defined description of the change, including the cost and schedule implications and the priority of the change, to allow KnowledgeLake and the client's management to make appropriate decisions.

Be sure to keep track of all future enhancements that come out of your discussions. This is a good way to get new PSG business in the future. Often times when you are discussing the solution you come up with a way that would cost more money or time and the customer says "Save that for the next phase." Keep track of those in your progress report so no one forgets them and at the end of the project talk to the customer about when they want to do them.

Create Project Contact List: The Project Manager will create and maintain a project contact list for the duration of the project. This list shall include all key players associated to project (client team and project team members). Roles and responsibilities shall be included as well. The contact list should be included as a part of the Project Completion Transition Document.

Schedule Project Status Meetings: The Project Manager will coordinate with the client to determine the schedule for the project status meetings. Typically, a project will have weekly or bi-weekly status meetings depending on the size of the project. Progress reports are also highly recommended to provide to the client on a recurring basis as well. Progress reports capture actions taken and provide documented project history.

Progress Reports: The Project Manager is responsible for creating progress reports and supplying them to the project sponsor and engagement lead. Doing so, enforces a documented paper trail of the project and it's progress. This document typically will call out the amount of hours used, hours remaining, tasks completed/in progress, issues and status, as well as any other additional notes that may need to be called out.

Create/Maintain Project Plan: The Scope/Statement of Work document typically contains a high-level project timeline. The detailed project plan is the key vehicle for measuring progress. The specific activities that each team member works on, and their progress against completing those activities, are the only object measure of where the project stands against the schedule and budget. The Project Manager is responsible for maintaining the project plan throughout the life of the project and informing the team members of any modifications that are made to it.

Initiate the Project Closure Transition Document: During the Project Closure phase, the Project Manager will be responsible for completing a Project Closure Transition Document. The purpose of this document is to record the final environmental state at the completion of each KnowledgeLake Professional Services engagement. Although this document will not be completed until the end of the project, the document shall be initiated at this time so details gathered during the Project Initiation and Project Execution Phases can be recorded. The details included in this document will be used by both the client and the KnowledgeLake Technical Support team when solving issues post project completion.

Issue Identification Process



Every project has issues that hinder progress. It is important to ensure that these issues are identified and resolved quickly by the right person. The first step in effectively dealing with these issues is to educate the team on the importance of identifying issues and collectively finding a suitable resolution. An Issue Log is utilized to track the information related to an issue (i.e. date, priority, person reporting issue, description, software affected, status, person issue assigned to, resolution, resolution date, etc). The mechanism used to track issues varies depending upon the project needs and the client preference. Often the client will have issue tracking software that is used, or KnowledgeLake has in-house customer support software that can be used to track issues or it can be as simple as a spreadsheet.

The following procedure is used to ensure that the issues are visibly tracked:

Identify and Document Issue: Issues can be identified as soon as the project begins. Any issue that can hinder the ability to meet the objectives of the project should be identified. Issues can be identified by anyone involved with the project. The person identifying the issue should document the issue on the issue log and bring it to the attention of the Project Manager.

Assign Responsibility for Resolving Issue: The KnowledgeLake and client project management team will determine the appropriate individual who will be responsible for resolving each issue. The responsible person must be an individual who has the knowledge and authority to make decisions regarding the issue. The management team will also assign a priority to the issue.

Monitor and Control Progress: All issues will be tracked on the issue log. The issue log will be maintained to formally track the status and resolution of the issues.

Report Progress on Issue Resolution: The issue log will be a part of the weekly status report and discussed in the weekly status meeting.

Communicate Issue Resolution: The issue log and documented resolutions of issues will be made available to all team members.

In the event that an issue cannot be resolved in a reasonable time-frame, to the mutual satisfaction of KnowledgeLake and the client, a mutually acceptable approach to escalating the issue to the next level of management will be determined.

Escalation Process

KnowledgeLake is committed to managing a successful project. In the event an issue arises that cannot be resolved between the Project Manager and the client's management team, the issue will be escalated to the Engagement Manager, the KnowledgeLake Professional Services Management team and the KnowledgeLake Executive Management team as necessary. KnowledgeLake management has an open-door policy and welcomes any dialogue with the client.

Implementation

The implementation phase is the core of the project and makes up most of the services time. By this phase the project team has been identified and the technical work of building the solution has begun. To streamline the project, as much of the development as possible is completed in the KnowledgeLake offices to minimize costs. It is becoming more commonplace for clients to give secured remote access to their systems to facilitate the necessary deployment and support functions of the project.

KnowledgeLake's goal is to make our clients as self-sufficient as possible by the end of the project.

KnowledgeLake will recommend needed product and technology training, and provide extensive on-site training regarding the support of the system.

The implementation phase contains the following sub-processes:

- ☐ Detail Design
- ☐ Development
- ☐ Training
- ☐ Testing
- ☐ Knowledge Transfer
- ☐ Deployment

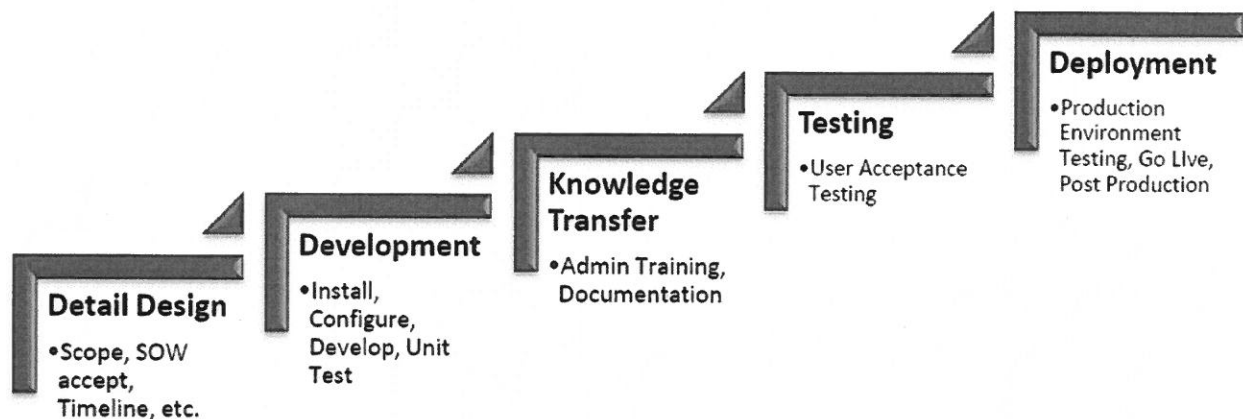


Figure 1: Implementation Process

Detail Design

The KnowledgeLake Implementation Team will review the Scope of Work/Statement of Work document. The Project Manager will meet with the client to finalize the technical functionality of each configuration and customization module. Design decisions will be documented in detail for future reference. This is the point at which it becomes critical for KnowledgeLake and the client to form a partnership to properly manage any change requests.

The effort required to complete the Detail Design will vary depending upon the size and complexity of the project and the level of detail included in the Scope of Work/Statement of Work document. A time estimate for the Detail Design task will be included in the Project Plan. In smaller projects Detail Design may not be required or the Statement of Work document may also serve as the Detail Design document.

Once the Detail Design is complete, a review should be held with the client to ensure the project is on the right track. This is a great time to identify additional work that may need to be added to the project. If there are any changes needed to be made, it is important to document them using the change request procedure defined by the Project Manager.



Development

For larger projects, this is typically the longest phase of the project. The majority of the effort of the Implementation Team will likely be spent on development and configuration.

Installation: The installation of hardware and software is typically required before development can begin. These tasks will be outlined in the Project Plan along with the responsible party. Typically the client is responsible for installing the hardware and base operating system and KnowledgeLake is responsible for installing the KnowledgeLake software.

Depending upon the size of the project, the initial installation may be in a Development and or Quality Assurance/Test environment. The production environment may not be installed until the Deployment Phase.

Configuration: Configuration is typically required in projects of all sizes. It can be very simple for a standard Capture solution or more complex for a large workflow solution.

Development: Development is not required for every solution but many clients desire custom development to meet a specific business need or to integrate with a Line of Business application.

Unit Testing: Unit testing will always be performed by the KnowledgeLake Implementation Team to verify the configuration and/or custom development performs the tasks as outlined in the Detail Design document.

Knowledge Transfer

Training: Depending upon the size of the project, the training may be simple on-the-job user training, or for larger projects, it may be customized training for the administrator, developers and end users. Many clients have an in-house Training/Education department and opt for train-the-trainer training.

The KnowledgeLake Professional Services Methodology is flexible and the type of training will be customized to meet the needs of the client and the project. The training plan will be outlined in the Scope/Statement of Work document and included on the Project Plan.

Documentation: The type of documentation provided will depend upon the software purchased by the client and the amount of custom development that is performed. KnowledgeLake provides standard documentation for all products. If custom development is performed then the KnowledgeLake Implementation Team will provide documentation for the custom modules/applications.

Transfer of Knowledge: The Transfer of Knowledge process is an extension of the training that is provided. In most solutions, there are many tasks and areas of expertise that may not be covered in the standard training especially if the solution contained custom development. The purpose of the transfer of knowledge is to ensure that the client is equipped with the skills and knowledge necessary to maintain and support the system.

Testing



It is critical that the client perform testing on the solution prior to deployment. This becomes increasingly important on larger projects. It is very common for the client to attempt to short-cut the testing process especially if they are trying to trim hours from the project. Our past experience has proven that this can be one of the most important phases of the project. It is essential that the client perform adequate testing to ensure the deployment of the solution will be a success.

The client should identify a subset of users to perform the testing. This is typically called User Acceptance Testing (UAT). For larger clients, the client may have an in-house Quality Assurance (QA) team that may perform this testing in lieu of or in addition to the end users. The project manager will provide the client with a Guide to Acceptance Test Plan Development as well as a sample Acceptance Test Plan to use as a base.

Deployment

The Deployment phase of the project is not completed until the system is functioning as expected. KnowledgeLake is firmly committed to client satisfaction and will do everything necessary to ensure a successful deployment.

Code Freeze: In preparation for the deployment of the system a “code freeze” must be employed once the UAT is completed. A “code freeze” requires that no changes are made to the system for a period of time. This step is often overlooked in project deployment and is a common reason for failure during this phase. This is often hard to enforce and will require commitment by the entire project team (KnowledgeLake and the client).

Prepare Production Environment: The effort required to prepare the production environment will depend upon the size of the project. For smaller projects, the development environment may become the production environment. For larger projects, the production environment may be a completely different environment than the development environment and may require installation of new hardware and software.

Pre-production Testing: There is typically some form of testing in the production environment prior to deployment. This will vary depending on the complexity of the implementation and if the production environment is a new environment.

Go-Live: Go-live is the point at which the client is using the solution in the production environment.

Post-Production Support: This is a critical piece of the deployment phase. KnowledgeLake will work with the client to ensure that the team is prepared for the first days and weeks of production. The KnowledgeLake team will be available for a pre-defined period of time to assist in supporting the system and to prepare the client to support the system independently. The Knowledge Transfer process is the key to meet this goal. In addition, KnowledgeLake provides support for all clients engaged in a maintenance contract.

Closure

Closure is the final phase of every project. Completing the closure activities finalizes all contractual obligations with the client. The client is asked to validate that the KnowledgeLake implementation team

has completed all tasks as they relate to the project and that no outstanding issues need to be addressed.

Feedback on the KnowledgeLake Professional Services Methodology is requested so it may continually improve to be a first class implementation methodology for document-based solutions.

The Closure phase activities focus on ensuring that the client is satisfied with the engagement and that the solution is a success for the client now and in the future.

The Closure phase contains the following sub-processes:

- ☑ Project Closure Meetings
- ☑ Post Closure Activities
- ☑ Support

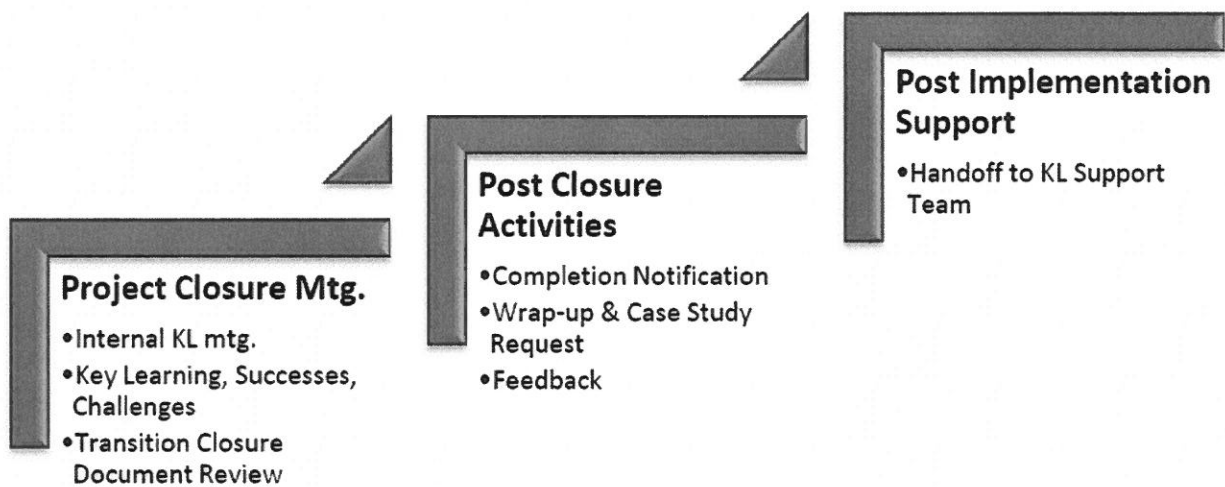


Figure 5: Closure Process

Project Closure Meetings

Internal Project Review: The Project Manager will conduct an internal team meeting to review the project and ensure all the closing criteria has been completed as outlined in the Statement/Scope of work document. Key learnings, successes, and challenges from the project should be discussed. The Project Manager will review the Project Closure Transition Document with the team and make sure that all content of the document has been reviewed and finalized.

Project Closure Meeting: The Project Manager will be responsible for hosting a Project Closure meeting between the KnowledgeLake Technical Support team and the client. The purpose of this meeting is to introduce the client to the support organization and review the best methods for contacting and obtaining support on their software. This also provides a method to introduce the support organization to the customer, describe the solution that was provided, and go over any open issues and who is responsible for resolving them. Prior to doing so, the support team and client should have received a copy of the KnowledgeLake Technical Support Policy as well as the completed version of the Project Closure Transition Document which will be reviewed during this meeting.



After the documents have been reviewed and understood, the Project Manager will obtain project acceptance by the client by obtaining the client's signature on the System Acceptance form. This will indicate that the client is satisfied with all the deliverables identified in the Scope/Statement of Work document, understands the current state of the solution, and knows how to handle any open issues. It should be clear to the customer at the end of this meeting that the project has been completed and all future communication about their application and software should be handled as outlined in the Project Closure Transition Document.

The Project Manager should also take this opportunity to discuss additional software and services that may be needed. This is a good time to reflect on what has been accomplished and take a look at the future and plan how the technology can be expanded to benefit other areas of the organization. Finally, KnowledgeLake may request permission from the client to use the client as a reference in future KnowledgeLake sales. KnowledgeLake strives to develop a win-win relationship with the client before, during and after the project is completed.

Hand Over all Project Documentation: This is the ultimate goal of every project. All activities lead to this exciting step where the client independently manages all system activities. KnowledgeLake focuses on the seamless transfer of ownership of the system from the KnowledgeLake implementation team to the client's team. To ensure the client continues to be successful, the KnowledgeLake Support Team takes over the responsibility to assist the client with any product related issues that may arise in the future.

Evaluate Client Satisfaction: The most important measures of project success are how well the needs of the customers have been met, and whether the product was developed and delivered effectively and efficiently. One way to gather this type of information efficiently is to solicit feedback with a survey. The goal of the survey is to solicit feedback from all types of individuals involved in the project. The project manager is responsible for sending out the evaluation and should emphasize to all survey participants the importance of their honest feedback as one of the primary mechanisms for assessing the project's performance. Professional Services management

will review the results of the survey and use the feedback to improve the Professional Services methodology.

Post Closure Activities

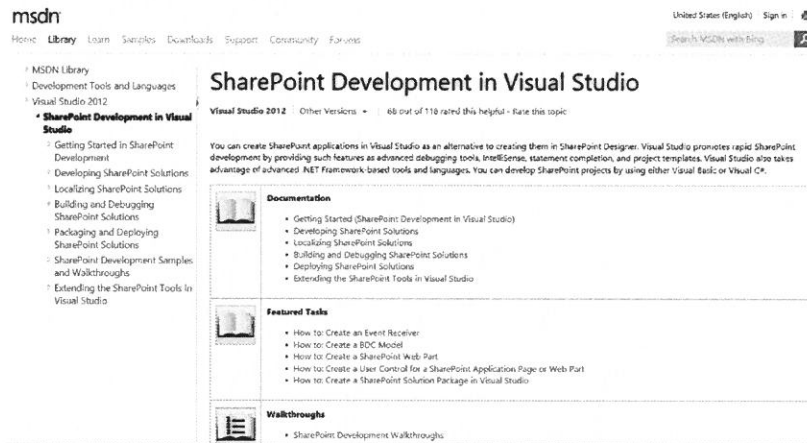
Project Completion Notification: The project manager is responsible to notify the finance department to ensure that they are aware that the project is closed. This assures that, from a financial standpoint, a project is considered closed and that no further charges will be accrued by or attributed to that project. Secondly, the project manager should notify the Professional Services management team that the project has been completed. This makes it clear to management that the project has ended, allowing them to reassign their staff to another task or activity. Finally the project manager should notify the Sales organization that the project has been completed. This will allow the Sales organization the opportunity to contact the customer, review their services engagement and ensure they were satisfied with the outcome. These notifications can be sent through email to the respective departments.

Case Study: With the clients' permission, a case study is often prepared to summarize the business need and the solution that was implemented. This task is normally completed by the marketing team. However, the professional services team will support this effort as needed.

Provide Feedback: The feedback provided by the clients and the lessons learned are only beneficial if the information is utilized and shared. KnowledgeLake will provide this information to internal departments within KnowledgeLake so they may use it to refine their processes. This feedback ensures that the KnowledgeLake Professional Services Methodology will continually improve and enables the next project to be even more successful.

The KnowledgeLake ECM Solution for Microsoft SharePoint does support saving, viewing and editing of all major MS Office 2003+ formats including Word, Excel, Outlook and PowerPoint. This capability is tightly integrated into the native Microsoft SharePoint and the MS Office platform and is extended by KnowledgeLake. KnowledgeLake View allows for Word, Excel, Outlook, TIF and PDF document viewing and property editing directly in the web browser. KnowledgeLake Connect allows for all forms of electronic content to be quickly indexed and seamlessly saved into SharePoint. SharePoint is the document repository for our proposed solution and will support storage and retrieval of all versions of Adobe Acrobat, Premier, Windows Journal and OneNote files. Users must have the appropriate desktop application installed to view those file formats

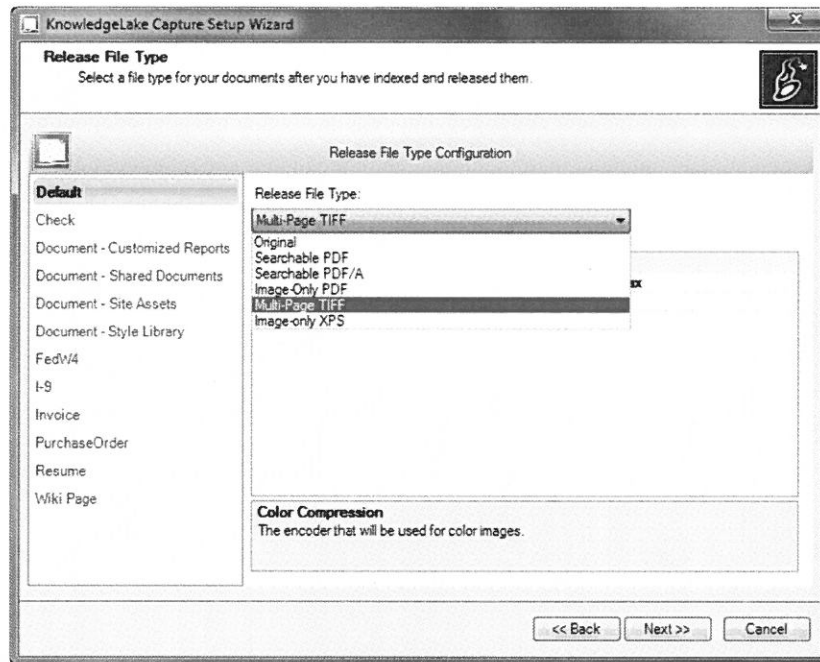
Visual Studio (or .NET) is supported natively on the Microsoft SharePoint platform. This is an overview of the capability.



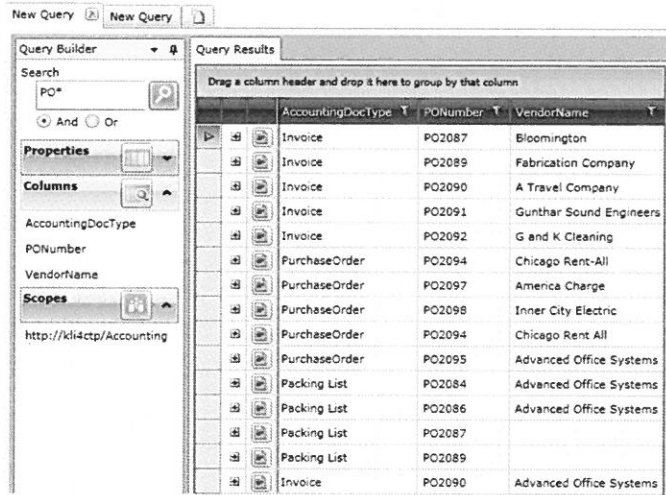
Visual Studio promotes rapid SharePoint development by providing such features as advanced debugging tools, IntelliSense, statement completion, and project templates. Visual Studio also takes advantage of advanced .NET Framework-based tools and languages. You can develop SharePoint projects by using either Visual Basic or Visual C#. – Source: <http://msdn.microsoft.com/en-us/library/ee330921.aspx>

The KnowledgeLake solution offers Software Developer Kits (SDKs) to help extend the solution. The SDKs are all .NET based and provide numerous possibilities for extending the KnowledgeLake solution. Developer support is included for the SDKs. These SDKs will be leveraged for the requirements of this project at no additional cost. If the State of West Virginia would like to perform customizations themselves, these SDKs can be procured for the solution.

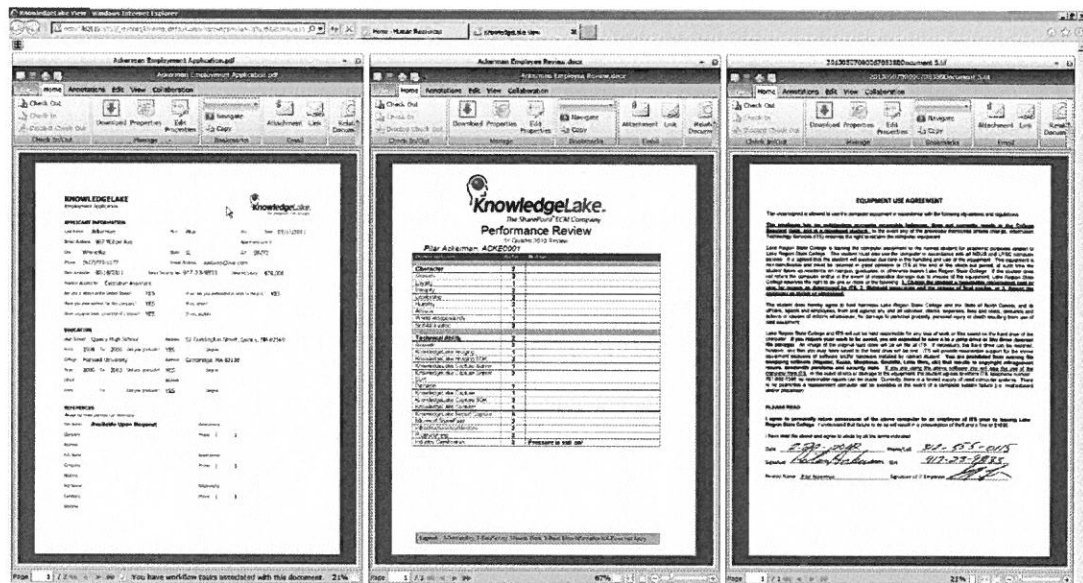
KnowledgeLake Capture support the scanning and saving of documents into multiple formats. Please see the attached *KnowledgeLake Capture Admin Guide.pdf*. Document Version 4.10-01 | Updated February 8, 2013 Page | 45 for additional details.



Imaging Search allows you to search for documents and other content from your SharePoint sites and document libraries. Your search criteria can include keywords, specific document properties, or a combination of both. You can use a KnowledgeLake Search Center site or a KnowledgeLake Query Builder web part on a SharePoint page to build your search criteria. In the Search Center, you can save searches to run them again later. Saved searches are also used in the Query Builder. Saved searches can be created by a Search Editor or Search Manager. The search criteria can include keywords, specific document properties, or a combination of both. Imaging compares the search criteria to your crawled properties in SharePoint to find documents. Each clause in the search criteria, including the keyword search box, can be evaluated individually or grouped with other clauses. Between each pair of clauses is an And option and an Or option. The active grouping option determines the relationship between clauses. Clauses that are joined by And are evaluated as a group. Any number of clauses can be grouped together in this way. The Or option, if active, separates the clauses above and below it into separate groups. The keyword search box can contain multiple keywords. Those keywords can be evaluated individually or grouped together. In the Search Center, Advanced Options contains the Keywords grouping options. If you select And, the keywords must all be present in a document's properties for it to be in the search results. If you select Or, if any of the keywords are present in a document's properties it will appear in the search results.



KnowledgeLake View is more than simply a tool for viewing documents. Use KnowledgeLake View to view one or multiple documents at a time, annotate, index, check in/out, download, or distribute documents. With KnowledgeLake View you can find related or linked documents, begin workflows, tag documents for collaboration, and more.



- KnowledgeLake View supports the following file types:
- Adobe Portable Document Format (.PDF, PDF/A, PDF Encrypted)
 - Bitmap (.BMP)
 - Extensible Markup Language (.XML)
 - Graphics Interchange Format (.GIF)
 - Joint Photographic Experts Group (.JPG)
 - Microsoft Excel (.XLS, .XLSX, and .XLSM)

- Microsoft PowerPoint (.PPT and .PPTX)
- Microsoft Word (.DOC and .DOCX)
- Microsoft Outlook (.MSG)
- Portable Network Graphics (.PNG)
- Rich Text Format (.RTF)
- Tagged Image File Format (.TIF or .TIFF)
- Text files (.TXT)
- XML Paper Specification (.XPS)

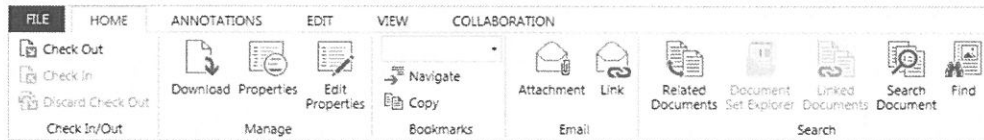
KnowledgeLake View is accessible from each document’s shortcut menu in a document library, from the KnowledgeLake Search results item shortcut menu, or from a View web part added to a site by an administrator.

Microsoft SharePoint can store any approved file type within its repository. KnowledgeLake View (part of KnowledgeLake Imaging) supports the following file types:

- Adobe Portable Document Format (.PDF, PDF/A, PDF Encrypted)
- Bitmap (.BMP)
- Extensible Markup Language (.XML)
- Graphics Interchange Format (.GIF)
- Joint Photographic Experts Group (.JPG)
- Microsoft Excel (.XLS, .XLSX, and .XLSM)
- Microsoft PowerPoint (.PPT and .PPTX)
- Microsoft Word (.DOC and .DOCX)
- Microsoft Outlook (.MSG)
- Portable Network Graphics (.PNG)

Other file types would require the user to have a compatible application installed on their device to view and edit.

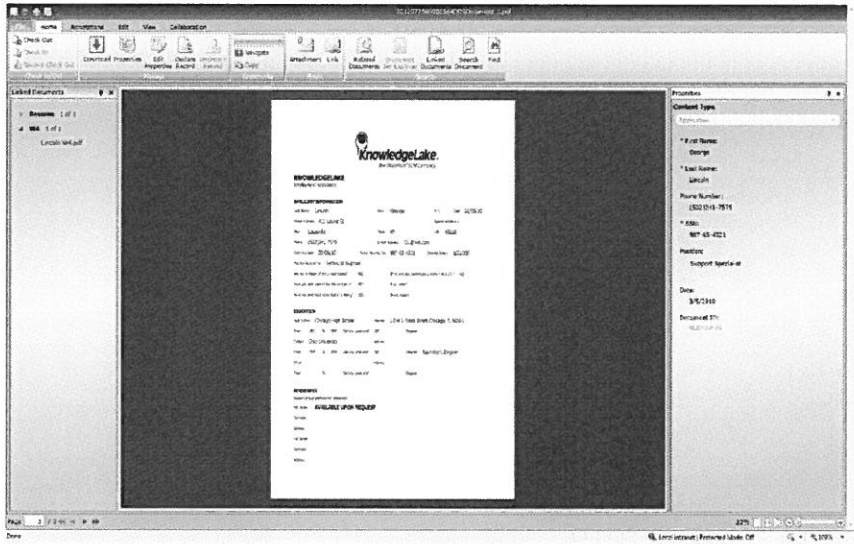
KnowledgeLake View provides several View and edit functions, the table below outlines these functions.



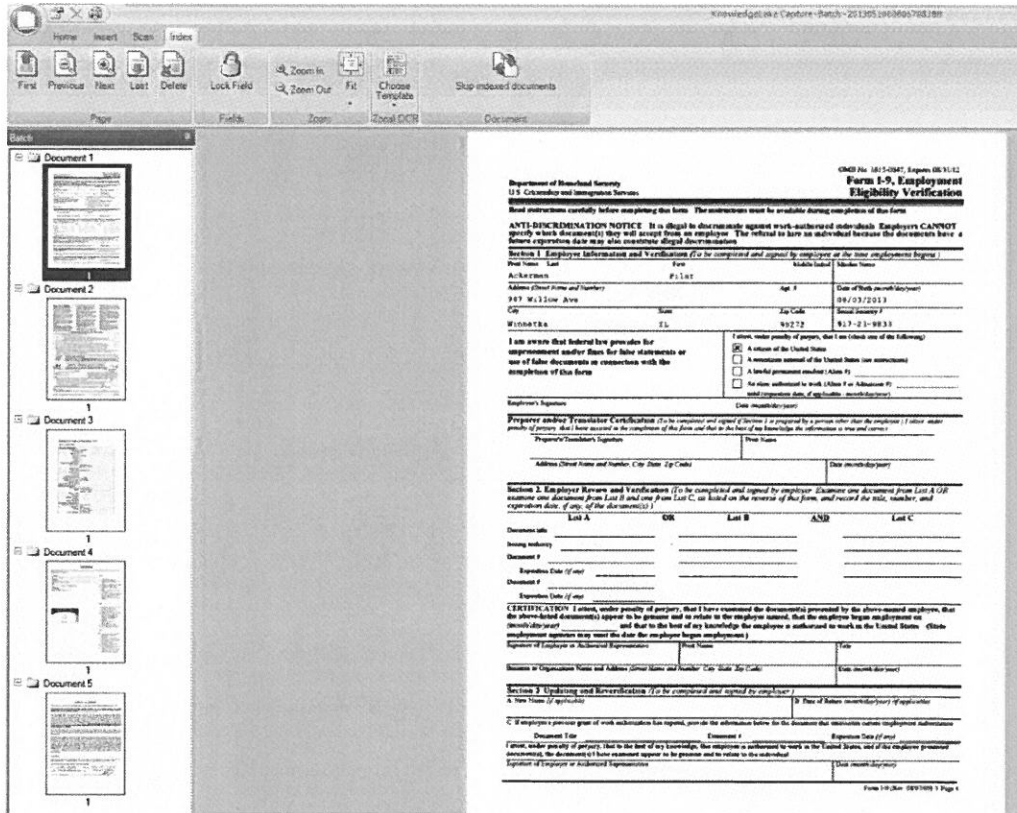
Home Tab Ribbon Bar Option	Explanation
Check Out	Click to check out the document of the document library. When a document is checked out, no other user can edit the document.
Check In	If you check out a document, you need to click this when you are finished editing the document. This will allow

	other users to see the changes and edit the document.
Discard Check Out	If you check out a document and do not want to save the document back to the library, click this. Discarding a check out will not create a new version of the document if versioning is enabled on the document library. Discarding a check out will not save any changes made to the document or its metadata.
Download	Click to download a copy of this document to your workstation.
Properties	Open the Index Panel.
Edit Properties/Cancel Edit	Opens the Index Panel in edit mode. While in edit mode, you can make changes to the document's metadata. This button changes to Cancel Edit while in edit mode. If you make changes to the metadata you do not want saved, click Cancel Edit .
Bookmark Drop-down	Use the bookmark drop-down to choose a bookmark.
Navigate	Click this to navigate to the page containing the bookmark selected in the Bookmark Drop-Down.
Copy	Click to copy the URL of the page containing the bookmark selected in the Bookmark drop-down to the Windows clipboard.
Attachment	Opens Microsoft Outlook with this document attached to an e-mail.
Link	Opens Microsoft Outlook with the URL of this document in the body of an e-mail.
Related Documents	Find related documents based on whether any other documents have matching metadata, using an "or" logic for any managed property metadata columns set up by your SharePoint administrator.
Document Set Explorer	If the document is part of a Document Set, this option will be available to you. Click it to open the Document Set Explorer. See the Document Set Explorer section for more details.

<p>Linked Documents</p>	<p>Opens any documents that are recognized as linked to the current document according to metadata properties set up by your SharePoint Administrator. This is more refined than Related Documents, which only recognizes matching key words.</p>
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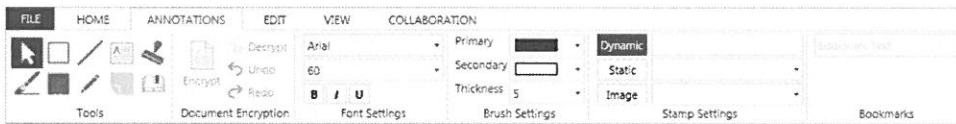












KnowledgeLake Capture provides a thumb nail view of the image scans.

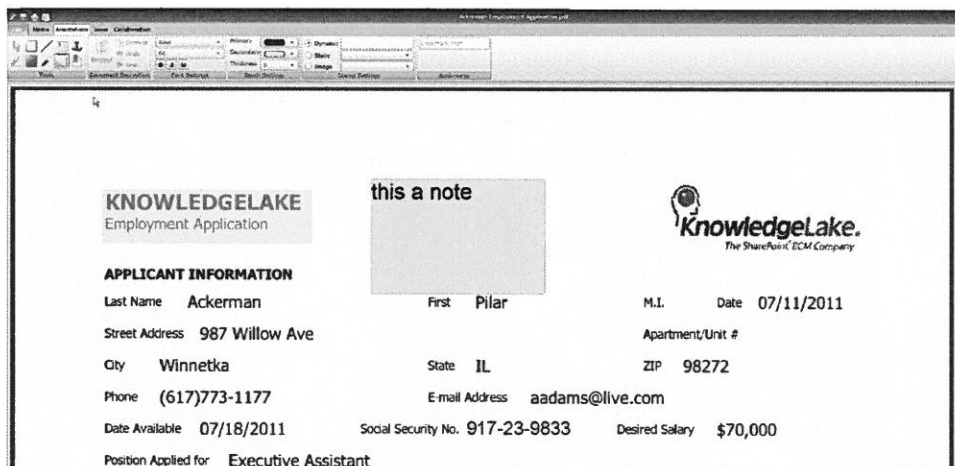


The KnowledgeLake solution stores the document inside the SharePoint repository. SharePoint provides the ability to view the documents in a familiar Windows based folder/subdirectory architecture where by a user could access the document directly by drilling down through folders. KnowledgeLake Imaging and Connect extends that core capability by allowing for custom search definitions and meta-data based searches.

KnowledgeLake View for Imaging supports a number of annotation types. They do not alter the original document.

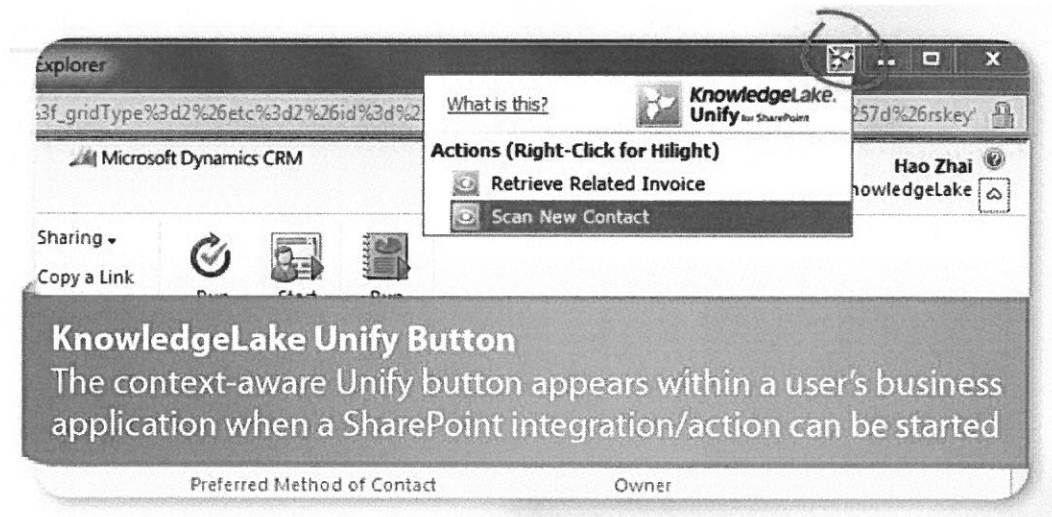


Icon	Annotation Tool	Explanation
	Select	Use to select an annotation already on the page and move or delete it.
	Hollow Rectangle	Creates a rectangle without a fill.
	Line	Creates a line.
	Text	Creates a text box without a background.
	Stamp	Use to add a Dynamic, Static, or Image stamp.
	Highlight	Use to create a highlight.
	Filled Rectangle	Creates a solid rectangle.
	Freehand	Use the mouse to draw the annotation.
	Note	Creates a text box with a background color.
	Bookmark	Use to add a bookmark to a PDF or TIFF document.



KnowledgeLake Unify brings functionality from Imaging for SharePoint right into your users' familiar line of business ("LOB") applications by linking the parameters of the Imaging function directly to a data source on a screen in the LOB application. End users can click a Unify Magic Button within the LOB application to perform an Imaging function without leaving the LOB application. KnowledgeLake Unify accomplishes this without requiring any changes to the LOB application, to Imaging, or to SharePoint.

KnowledgeLake Unify provides an appspace wizard and xmodel starters to assist with adding Imaging Saved Searches to a Unify Magic Button for your users to click within their LOB applications.



The documents and other items displayed in the search results can be managed directly from the results list. From KnowledgeLake Search results you can export documents, view multiple documents, email documents, perform document assembly tasks, use the inline edit form to index documents, and open documents in either their native application or in KnowledgeLake View.

You can sort one or more columns in the search results. The arrow at the top of each column heading indicates how the results will be sorted. An up arrow indicates an ascending numerical or alphabetical sort. A down arrow indicates a descending numerical or alphabetical sort. If a column lacks an arrow, the results will not be sorted by that column's values.

You can filter one or more columns in the search results. Columns with active filter criteria have a blue filter icon. Any logs with values that do not match the filter criteria will be excluded.

You can group the search results by column. The search results will group documents by the chosen columns' values. The number of documents within each group is displayed to the right of the value. Expand groups to reveal the groups or documents that they contain.

When you click +, the item in the Search Results panel will expand, revealing a properties panel. If the item is a document that is compatible with View, the properties panel displays a thumbnail image of the document. You can navigate between the document's pages by clicking the left and right arrow buttons below the thumbnail image.



KnowledgeLake Imaging supports inheriting parent Content Types from SharePoint through its Content Type Behaviors Technology. If you update a content type that is configured to update all of the content types that inherit from it, the Content Type Behaviors will also be updated for the child content types. If your organization uses SharePoint's content type publishing feature, the KnowledgeLake Content Type Behaviors can be synchronized across site collections or web applications with the exception of behaviors that are library or list specific, such as Linked Lists.

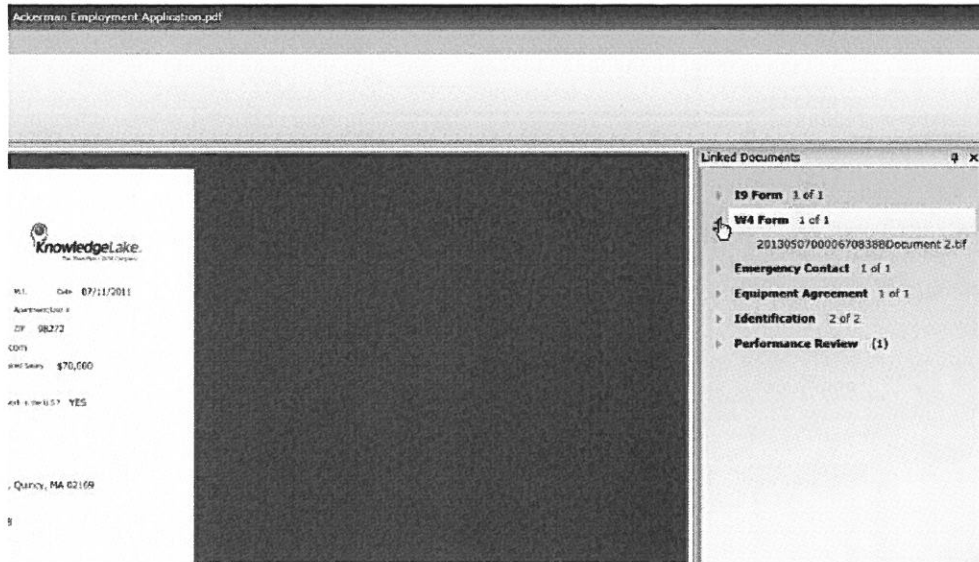
Behaviors that are inherited from the parent content type coexist with the behaviors created for the child content type. Behaviors that you change on the child content type replace the inherited behaviors from the parent content type. You may revert to inheriting the behaviors of a parent content type.

Automatic Indexing uses a key field to populate the values for other fields from the values in a specified database table. Each field is associated with a SharePoint column and a database column. When you edit properties, if the key field's SharePoint column has a value that matches a value in the key field's database column, each other field's SharePoint column will be automatically populated from its database column in the same row as the matching key field.

The Cascading Lookups behavior uses a trigger column to limit your choices in a target column based on values from SharePoint's Business Connectivity Service (BCS), an external database, or a SharePoint list. When a value is provided for the trigger column, Imaging will retrieve the values for the target column from BCS, the external database, or the SharePoint list and display those values in a dropdown list as the target column's available choices.

For example, if you have a data source that contains all counties in a state, and each county is associated with a region, you can choose the regions during the indexing process. A cascading lookup can then narrow the list of counties to only those counties in that region.

The Linked Documents behavior allows you to retrieve related documents that match the specified conditions. The table below lists the Linked Document Functions that can be setup within KnowledgeLake imaging.



Operator	Function	Condition Usage
Begins With	The Linked Field has Compare To value at the beginning of its stored value	Static
Contains	The Linked Field has the complete Compare To value somewhere in its stored value	Static
Equals	The Linked Field is exactly the value in the Compare To	Static or Dynamic
Greater Than	The Linked Field value is relatively more than the Compare To value	Static or Dynamic
Greater Than or Equal	The Linked Field value is relatively more than or equal to the Compare To value	Static or Dynamic
Less Than	The Linked Field value is relatively less than the Compare To value	Static or Dynamic
Less Than or Equal	The Linked Field value is relatively less than or equal to the Compare To value	Static or Dynamic
Like	The Linked Field value has portions of the Compare To value.	Static
Not Equal	The Linked Field value is NOT the Compare To value	Static or Dynamic

Microsoft SharePoint Server 2013 supports robust information management policies. An information management policy is a set of rules for a type of content. Each rule in a policy is a policy feature. For example, an information management policy feature could specify how long a type of content should be retained, or it could provide document auditing. Information management policies enable you to control who can access your organizational information, what they can do with it, and how long the information should be retained.

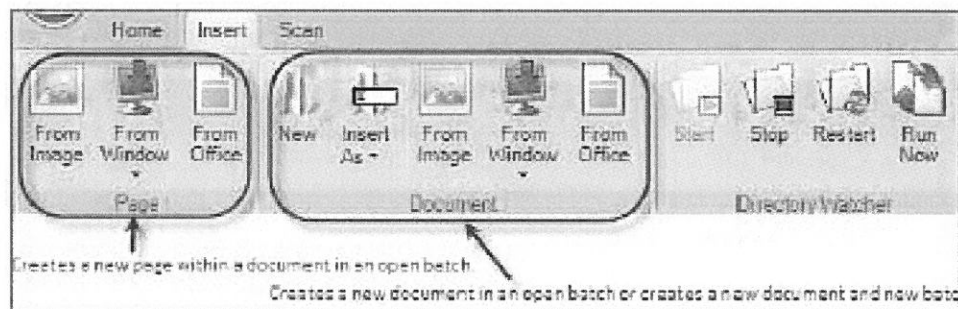
Additional information can be found in this article: <http://technet.microsoft.com/en-us/library/cc262490.aspx>

KnowledgeLake Capture can detect barcodes and use the information that they contain to separate documents, to separate batches, to assign values to properties, to set zonal OCR templates, and to specify Document Classes. You can configure individual barcode rules to perform multiple actions. You can also configure multiple barcode rules to perform different actions.

KnowledgeLake Imaging respects the security permissions of SharePoint 2013. SharePoint security can be applied to any of the following taxonomy structures: Site Collection, Site, Library, Folder or individual document level. Document Classes or Content Type can be mapped to those structures as part of the initial system setup and the inherited permissions would follow that taxonomy.

Although scanning is the most frequently used method of importing content into Capture, there are other methods available from the Insert tab of the Ribbon Bar.

- From Image allows you to capture any image from your file directory, including *.tif, *.tiff, *.jpg, *.jpeg, *.png, *.gif, *.bmp, and *.pdf images.
- From Window allows you to capture an image of a screenshot of an open window on your machine.
- From Office allows you to capture a Microsoft Office document as an image. Upon import, the document will be converted to a TIFF. Office documents that can be captured include *.doc, *.docx, *.xls, *.xlsx, and *.ppt.



- 1) Easy to review, add, or delete review reminders.

The KnowledgeLake Task Workflow template is a task-driven workflow process for document management. It is designed to allow users to perform tasks like data collection and verification from within SharePoint.

Action Configuration	Explanation
Action Name	Enter a relevant name for the task. This is a required field.
Assign To	Specify the users, Active Directory groups, or SharePoint groups to whom the task will be assigned. This is a required field.
Task Type	<p>Manual Action tasks are duties to be performed by the user according to the instructions provided. For example, instructing the user to approve the document, add annotations to the document, or perform quality assurance on the document's scanned pages can all be handled using a manual action.</p> <p>Data Collection tasks direct the user to provide metadata values for the specified collection fields according to the instructions provided. This is done through a data collection panel in the KnowledgeLake Viewer.</p>
Instructions	Provide task completion instructions. These instructions will guide the user through the actions they need to perform for the task. This is a required field for both Manual Action tasks and Data Collection tasks.
Collection Fields	Select the fields that will appear on the data collection panel. This field only appears for Data Collection tasks.
Enable Reassignment	<p>If Enable Reassignment is checked, the assigned user can reassign the task from within the KnowledgeLake Workflow Inbox and the task panel in KnowledgeLake View.</p> <p>If Enable Reassignment is unchecked, only workflow managers can reassign the task.</p>

KnowledgeLake View DocEncrypt allows you to encrypt a zone of an Image-Only PDF or TIFF document and assign a password to be used to decrypt the encrypted zone.

Usability is a cornerstone to our solution. All applications leverage the similar look / feel of the Microsoft Office system. If users are trained on Microsoft Office, user adoption usually only takes minutes not the days or weeks commonly required to learn a new application.

Total Cost of Ownership
Justifying a KnowledgeLake and SharePoint Solution

Usability

- Ease of Use
- Consistent Look & Feel
- Increased User Adoption
- Industry Compliances

SharePoint

- Leveraging SharePoint as a Repository
- Works with SharePoint 2010 or 2013
- Integrated into SharePoint
- Business Process Workflow

Cost

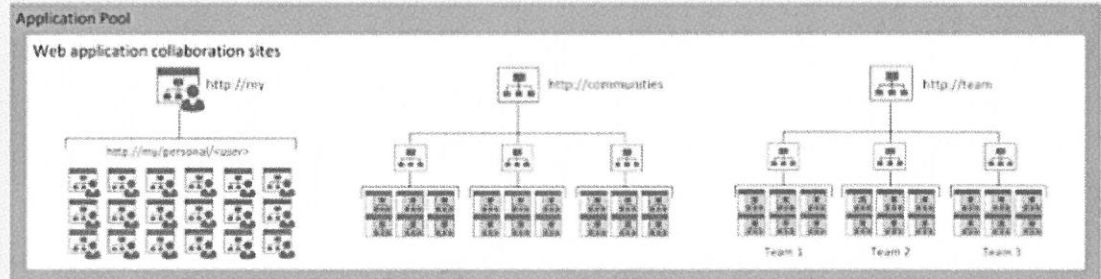
- Low Cost of Ownership
- No Volume or Click Charges
- Modular Deployment

Savings

- Rapid Payback in Months
- Hard and Soft Dollar Savings
- From 3 to 1 Ratio of Savings over Cost Per User Per Month

Logical architecture

Sites



Saving and synchronizing content

When deployed, a user's My Site document library is the default location for files that Microsoft Office 2013 client applications save. A discovery service identifies the URL of the user's My Site and offers it as the default location in addition to other locations available for saving files. This promotes the concept of storing files in the document library of a user's My Site where items can be managed, governed, shared, and moved. This helps reduce the amount of content that other systems, such as email or personal drives, store.

Community sites

A new site template named Community Sites offers a forum experience to categorize and cultivate discussions with a broad group of people across organizations within a company. You can deploy a stand-alone community (shown). Or, you can activate community features on any site, which provides the core Community Site pages, moderation, membership, and reputation functionality within the existing site without creating a separate Community Site.

Service applications

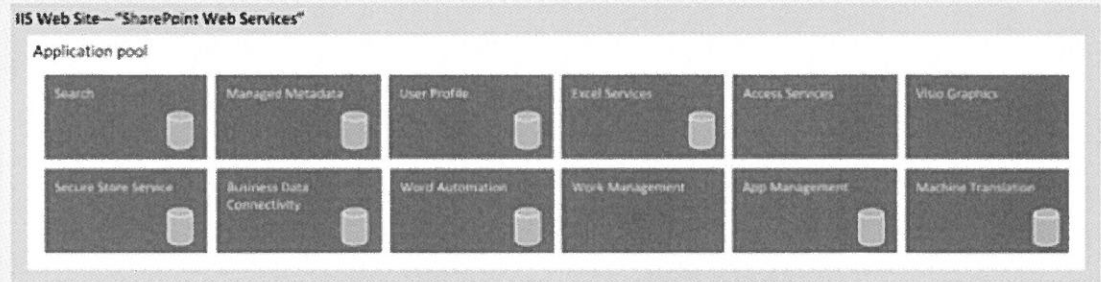
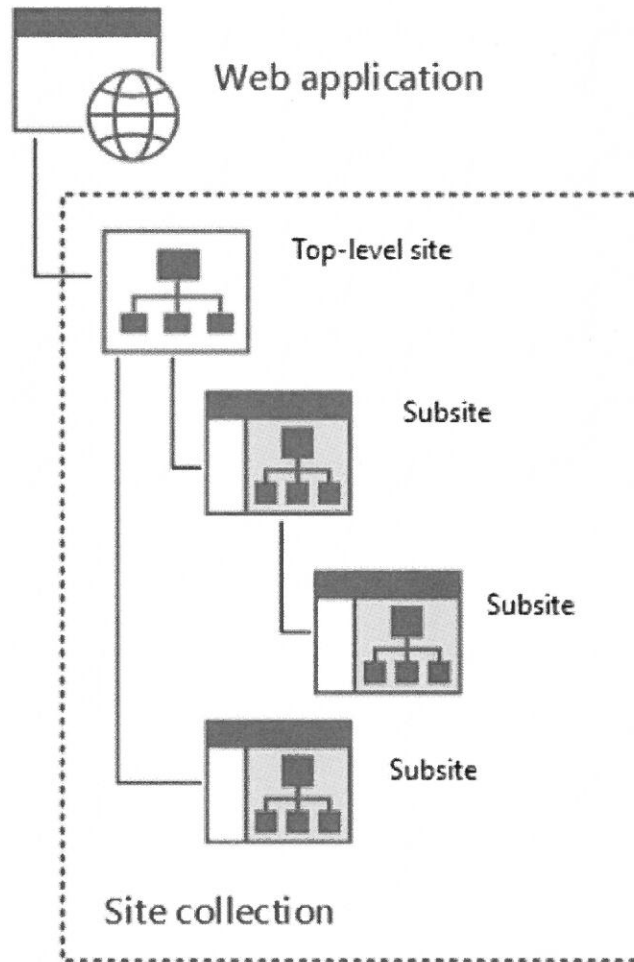


Image Source: <http://zoom.it/ekDF#full>

Sources: <http://technet.microsoft.com/en-us/library/cc263199.aspx>

The KnowledgeLake ECM Solution leverages SharePoint security and as such will directly support the State's enterprise Active Directory. KnowledgeLake Imaging respects the security permissions of SharePoint 2013. SharePoint security can be applied to any of the following taxonomy structures: Site Collection, Site, Library, Folder or individual document level. Document Classes or Content Type can be mapped to those structures as part of the initial system setup and the inherited permissions would follow that taxonomy.

Figure: Structure of a site collection in SharePoint 2013



- SharePoint 2013 provides audit logging capabilities which can be enabled at the site collection level. The audit report will outline what action was taken by a person on an item stored within SharePoint.
- Using PowerShell commands or a custom .NET application it is possible to generate security reports that identify what access a user has to content. Some 3rd party solutions are also available for generating security access reports.
- Access denied events are captured in the IIS event log. Parsing the logs can provide a list of resources that were attempted to be accessed by a user but denied due to permissions.

Microsoft SharePoint Server 2013 supports robust information management policies. An information management policy is a set of rules for a type of content. Each rule in a policy is a policy feature. For example, an information management policy feature could specify how long a type of content should be retained, or it could provide document auditing. Information management policies enable you to control who can access your organizational information, what they can do with it, and how long the information should be retained.

Additional information can be found in this article: <http://technet.microsoft.com/en-us/library/cc262490.aspx>

The eDiscovery functionality in SharePoint Server 2013 includes the following capability:

- A site collection from which you can perform eDiscovery queries across multiple SharePoint farms and Exchange servers and preserve the items that are discovered.
- In-place preservation of Exchange mailboxes and SharePoint sites — including SharePoint list items and SharePoint pages — while still allowing users to work with site content.
- Support for searching and exporting content from file shares.
- The ability to export discovered content from Exchange Server 2013 and SharePoint Server 2013.

SharePoint eDiscovery Center

SharePoint Server 2013 introduces a new site for managing discovery cases and holds. The *eDiscovery Center* site template creates a portal through which you can access discovery cases to conduct searches, place content on hold, and export content. For each case, you create a new site that uses the *eDiscovery Cases* site template. Each case is a collaboration site that includes a document library which you can use to store documents related to the management of the case. In addition, you can associate the following things with each case:

- **Sources:** Exchange mailboxes, SharePoint sites, or file shares from which content can be discovered.
- **eDiscovery sets:** Combinations of sources, filters, and whether to preserve content. eDiscovery sets are used to identify and preserve content.
- **Queries:** The search criteria, such as author, date range, and free-text terms, and the scope of the search. Queries are used to identify content to export.
- **Exports:** A list of all of the exports that were produced that relate to the case.

When there is a new need for discovery — for example, a legal case or an audit — a user who has appropriate permissions can create a new case, create eDiscovery sets to identify the specific material to be located, and then preserve the sites and mailboxes in which content was discovered. The user can then create queries to further refine the content that is relevant, preview the content, and export the content. When the case is closed, all of the holds associated with the case are released.

SharePoint in-place holds

In SharePoint Server 2013, content that is put on hold is preserved, but users can still change it. The state of the content at the time of preservation is recorded. If a user changes the content or even deletes it, the original, preserved version is still available. Regular users see the current version of the content; compliance officers who have permissions to use the eDiscovery features of SharePoint Server 2013 can access the original, preserved version.

In-place holds in SharePoint Server 2013 offer improvements to the hold functionality in earlier versions of SharePoint Server. Improvements include the following:

- Documents, list items, pages, and Exchange Server 2013 mailboxes can be preserved.



- Preservation is done at the level of a site. Preserving a site preserves the contents of the site.
- Users can continue to work with content that is preserved. The content remains in the same location, and users can edit, delete, and add new content.
- A user who has permissions to perform eDiscovery can access the original version of preserved content.
- You do not have to preserve a whole site or mailbox. You can specify a query filter to define the scope of preservation, and preserve only the content that matches the query filter.

SharePoint eDiscovery export

In SharePoint Server 2013, you can export the results of an eDiscovery search for later import into a review tool. You can export all of the content that is associated with an eDiscovery case. This includes the following:

- **Documents:** Documents are exported from file shares. Documents and their versions are exported from SharePoint Server 2013.
- **Lists:** If a list item was included in the eDiscovery query results, the complete list is exported as a comma-separated values (.csv) file.
- **Pages:** SharePoint pages, such as wiki pages or blogs, are exported as MIME HTML (.mht) files.
- **Exchange objects:** Items in an Exchange Server 2013 mailbox, such as tasks, calendar entries, contacts, email messages, and attachments, are exported as a .pst file.

An XML manifest that complies with the Electronic Discovery Reference Model (EDRM) specification provides an overview of the exported information.

Enterprise-wide eDiscovery

In SharePoint Server 2013, you can centrally manage eDiscovery across multiple SharePoint farms, Exchange servers, and file shares. From one eDiscovery Center, you can do the following:

- Create a case, define a query, and then search SharePoint Server 2013, Exchange Server 2013, and file shares throughout the enterprise for content that matches the query.
- Export all of the content that was identified.
- Preserve items in place in SharePoint Server 2013 or Exchange Server 2013.
- Track statistics related to the case.

To implement eDiscovery across the enterprise, you configure SharePoint Server 2013 Search to crawl all file shares and websites that contain discoverable content, and configure the central Search service application to include results from Exchange Server 2013. Any content from SharePoint Server 2013, Exchange Server 2013, or a file share or website that is indexed by Search or by Exchange Server 2013 can be discovered from the eDiscovery Center.

In SharePoint Server 2013 you can manage records in an archive, or you can manage records in the same document repository as active documents. By using the SharePoint Server 2013 in-place approach, when you declare that a document has become a record, the record remains in place, but SharePoint Server 2013 now manages it as a record. For example, a document might get a different retention policy when it is declared to be a record, or users might be unable to edit it. A hybrid approach is also possible. For example, you could keep records in place with



active documents for two years, and then move records to a records archive when a project is completed.

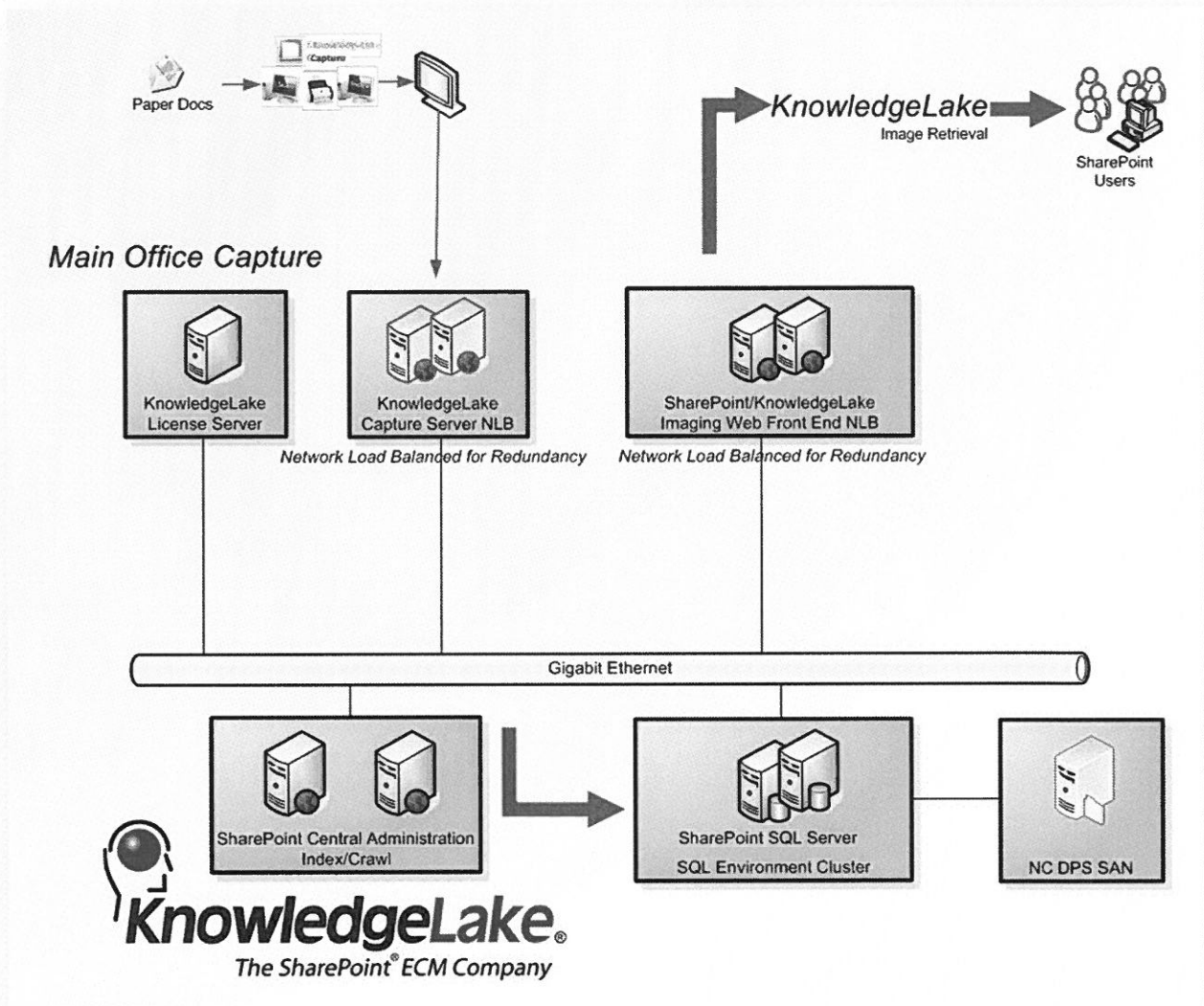
TECHNICAL SUPPORT SERVICE LEVEL AGREEMENT OPTIONS

KnowledgeLake agrees to use commercially reasonable efforts to respond to Customer inquiries based on the SLA and severity of the issue as follows:

	Standard	Premium
Hours of Coverage	Monday – Friday 8:00 a.m. – 5:00 p.m. Central Standard Time <i>Excluding published holidays</i>	Sunday - Sunday 24 x 7
Support Channel	Web and Phone	Web and Phone Emergency Phone Number initiation during non-business hours.
Number of Cases	Unlimited	Unlimited
Initial and Ongoing Response Time		
High Severity	4 business hours	2 hours
Medium Severity	6 business hours	4 hours
Low Severity	1 business day	1 business day
Low (All Other Requests)	1 business day	1 business day

****This pricing does not include SharePoint License CAL costs that may be required.**

This pricing is based on the KnowledgeLake GSA pricing contract and is guaranteed for the term of the GSA contract (March 2016).



We recognize that one requirement is to not require an MS SQL license. Frankly, we don't understand how a true enterprise or departmental document management solution can be efficient without utilizing some advanced non-proprietary SQL licensing. KnowledgeLake does require a MS SQL licenses and are hoping that these can be leveraged with the Enterprise SharePoint licenses that the State has already invested in.



Addendum K – IL DOT



KnowledgeLake Customer Solution Case Study



Customer: Illinois Department of Transportation

Website: www.dot.il.gov

Customer Size: 5,000+ employees

Country or Region: United States

Industry: Government

Customer Profile

The Illinois Department of Transportation (IDOT) is responsible for state-maintained public roadways throughout Illinois. It also provides funding for rail, public transit, and airport projects, and administers fuel tax and federal funding to local jurisdictions. IDOT is based in the state capitol of Springfield and has nine district offices.

Partner

KnowledgeLake

(888) 898-0555

www.knowledgelake.com

KnowledgeLake develops document imaging, document capture, and workflow products and solutions for Microsoft SharePoint. KnowledgeLake extends the Electronic Content Management (ECM) capabilities of SharePoint so businesses can reduce mailing costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products.

Software

- KnowledgeLake Imaging for SharePoint
- KnowledgeLake Capture
- KnowledgeLake Connect
- Microsoft SharePoint

State Agency Uses Enterprise Content Management Solution to Cut Costs, Save Time

"After the KnowledgeLake solution was deployed for processing vouchers, we began experiencing huge savings in terms of fewer employee hours needed."

Mark Kinkade, Chief Information Officer, Illinois Department of Transportation

The need to better manage documents for a federally funded infrastructure program led the Illinois Department of Transportation (IDOT) to find a more efficient way to manage and disseminate extensive volumes of documents. After deploying a KnowledgeLake enterprise content management solution, IDOT has cut costs in document management procedures and is saving on employee hours by streamlining important internal processes.

Business Needs

Effectively managing huge volumes of enterprise documents is always a challenge for most organizations. When the Illinois Department of Transportation (IDOT) received federal funding for infrastructure improvements through the American Recovery and Reinvestment Act (ARRA), it began looking for a solution that could help manage the related influx of documents.

The standard procedure for ARRA-funded projects is to require auditor access to files associated with stimulus projects to ensure compliance and transparency. The IDOT IT department was given the responsibility to implement an effective and efficient

solution that could help manage the thousands of paper documents that would be generated by the initiative, and to create a system in which information could be quickly and easily located for reporting, auditing, and other related activities.

"We needed an enterprise solution that could quickly process and decipher volumes of vital information, with the flexibility and compatibility to use other programs and tasks across the organization," said Mark Kinkade, Chief Information Officer for IDOT's IT department.

The department considered a number of proposals from various vendors,



focusing on proposals that incorporated vital components such as price, features, integration and other necessities.

Solution

IDOT found the solution it needed with KnowledgeLake's enterprise content management (ECM) software, including KnowledgeLake Imaging for SharePoint, KnowledgeLake Capture, and KnowledgeLake Connect.

"We looked to Microsoft for a solution that would integrate tightly with our SharePoint system, and KnowledgeLake was a strong candidate," says Kinkade. "It provided the features the department needed, including imaging, scanning functionality, quick retrieval of documents on the intranet, and support for setting up workflows. And it was much more reasonably priced than its competition."

The initial use for the KnowledgeLake ECM solution was the ARRA projects. The KnowledgeLake solution helped the department with scanning documents associated with the project and then linking them directly with the appropriate SharePoint repositories.

With the success of that deployment, IDOT rolled out the KnowledgeLake solution to assist with one of the agency's biggest ongoing needs—managing invoices for vendors. In the past, vendor invoice management involved a complex and time-consuming process of receiving invoices—known as "vouchers"—at regional offices, creating photocopies, and then sending paper documents to a central location in Springfield. The documents would remain there until they could be manually processed by staff.

With the KnowledgeLake ECM solution, up to 2,000 vouchers are now scanned daily using high-speed Fujitsu fi6130 workgroup scanners at the regional offices. During the scanning process, employees pull up a vendor's information from a mainframe database, ensure that identifying account numbers and other information are correct, and then scan the document. The KnowledgeLake software automatically adds metadata to the documents, which are then instantly sent into a SharePoint folder where they are easy to locate and retrieve.

Benefits

The KnowledgeLake ECM software has helped IDOT dramatically improve vital internal processes, delivering speed, efficiency and cost savings. Implementing the KnowledgeLake ECM solution has increased savings through reduced labor when processing vouchers. It is easy for employees to ensure accuracy of information when documents are processed. And the tight integration of the KnowledgeLake products with other IT system components is helping IDOT turn its initial efforts into solutions that can be used across the enterprise.

Savings through Reduced Labor

The biggest impact of the ECM solution has been experienced in the voucher processing.

"After the KnowledgeLake solution was deployed for processing vouchers, we began seeing huge savings in terms of fewer employee hours needed," says Kinkade. "In addition, we're now saving more documents that used to be discarded because the old process made

it too time consuming to deal with them."

Accuracy of Information

The KnowledgeLake solution helps ensure accuracy of information. For example, when processing vouchers, employees simply check a screen with data from the mainframe, and then make sure a document about to be scanned has the right metadata attached.

"The process is simplified and there are very few errors," said one IDOT technical manager. "Not only are documents available to view almost immediately on the intranet, but we also don't have to worry about the accuracy of information."

A True Enterprise Solution

The success of the KnowledgeLake ECM solution has led IDOT to gradually roll out similar initiatives to other agency departments.

"We've implemented multiple case tracking systems using the KnowledgeLake products and Microsoft SharePoint for various offices and bureaus throughout the department," says Kinkade. "Now, instead of keeping hard copies of documents, employees have electronic files that are much easier to store and access. Furthermore, the offices that have implemented case tracking using KnowledgeLake and SharePoint can better manage their workloads. There are huge savings all around."



Addendum L – KY Housing



Microsoft Government Customer Solution Case Study



Agency Uses ECM Solution to Provide Safe, Quality, Affordable Housing to Families

Overview

Country or Region: United States

Industry: Government agency

Customer Profile

Kentucky Housing Corporation (KHC) strives to provide safe, quality, affordable housing to families throughout the state.

Business Situation

KHC wanted to increase its operational efficiency by deploying a content management system that would handle diverse documentation and deliver greater security for sensitive data.

Solution

KHC deployed an electronic document management solution from KnowledgeLake to give staff easier access to information and to help ensure an increased level of protection for sensitive information.

Benefits

- Improved efficiency
- Easily accessible, more secure data
- Greater flexibility, reduced costs

"Going with a Microsoft-based solution, we were able to take advantage of technologies that we already use, making it easier for our staff to adopt this new solution."

Rick Boggs, CIO, Kentucky Housing Corporation

Kentucky Housing Corporation (KHC) was created in 1972 to help struggling Kentucky families find a home. Working with a diverse set of partners across the state, such as lenders, nonprofit housing providers, builders, developers, Realtors, and government agencies, KHC strives to create affordable housing opportunities through an array of programs and services. As part of an effort to improve the delivery of its services, KHC needed a low-cost, easy-to-implement alternative to its existing document processing systems. KHC worked with KnowledgeLake to deploy an Enterprise Content Management (ECM) system based on Microsoft Office SharePoint Server. The ECM system helps KHC staff capture, store, and search important documents.





“One of the appealing aspects of this imaging system is its use of SharePoint Server. The ability to integrate SharePoint with other well-known applications ... enables our users to feel instantly familiar with the solution, helping to achieve adoption.”

Jennifer Redden, Director of Application Development, Kentucky Housing Corporation

Situation

Kentucky Housing Corporation (KHC) has a 38-year history as a leader in affordable housing. Since its creation in 1972, KHC has made homeownership possible for more than 82,000 Kentucky households—many who would not have been able to find safe, quality, affordable housing without the help of this agency.

A self-supporting, public corporation of the Commonwealth of Kentucky, KHC is administratively attached to the state Finance and Administration Cabinet. Operating funds come partly from the interest earned through the sale of tax-exempt mortgage revenue bonds and also through fees received for administering federal programs. In addition to helping people purchase homes, KHC provides rental assistance to more than 27,000 low-income Kentucky households, housing production financing, homeownership education and counseling, housing rehabilitation, and supportive housing for special needs populations.

To pull all this together, KHC works with many partners across the state, such as lenders, government agencies, non-profit housing providers, builders, real estate agents, community organizations, and developers. Together, they create affordable housing opportunities through an array of programs and services all designed to address needs ranging from homelessness to home-buying.

“The key to KHC’s outstanding history as a leader in affordable housing is our dedicated and diverse staff. We continue to look for ways to enhance our programs and our delivery of services,” says Rick Boggs, CIO of Kentucky Housing Corporation.

Improving the delivery of services is no small task given the continual growth of

the organization and the ever-increasing volumes of both paper-based and electronic documentation. KHC needed a low-cost, low-risk, easy-to-implement alternative to its existing document processing systems—and one that would enable a quick return on investment.

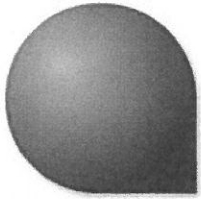
Solution

To help address these challenges, KHC turned to Microsoft Gold Certified Partner KnowledgeLake, a provider of document imaging and capture software for Enterprise Content Management (ECM) solutions based on Microsoft Office SharePoint Server. “Going with a Microsoft-based solution, we were able to take advantage of technologies that we already use, making it easier for our staff to adopt this new solution,” says Boggs.

Working with KnowledgeLake, KHC deployed an ECM solution based on KnowledgeLake Imaging for SharePoint, Capture, and Connect software for SharePoint. Together, these products provide a content management system that easily captures, stores, and searches documents, regardless of whether they are received as paper copies or electronic information received through e-mail or fax.

The following are included in the KnowledgeLake product suite:

- KnowledgeLake Imaging for SharePoint is extensible server software that extends SharePoint Server into a high-volume production-imaging system.
- KnowledgeLake Capture is used to scan and save documents to SharePoint Server using networked devices. KHC uses the barcode-reading functionality in the Capture software to separate documents and populate index values, as well as to capture documents from



“The ability to connect to our other databases for column validations, auto-population of fields, and list boxes will increase our efficiency and productivity.”

Jennifer Redden, Director of Application Development, Kentucky Housing Corporation

legacy computer systems and from faxed loan documents.

- KnowledgeLake Connect helps KHC staff scan, index, search, and store documents from inside line-of-business applications, including Microsoft Office Word documents and Office Outlook e-mail messages.

By building on Office SharePoint Server, KHC ensured the extensibility of the solution. SharePoint Server provides a single, unified environment that integrates into KHC's existing infrastructure and takes advantage of users' familiarity with other products in the Microsoft Office system.

According to Jennifer Redden, Director of Application Development for Kentucky Housing Corporation, “We reviewed several products before choosing KnowledgeLake Imaging for SharePoint. One of the appealing aspects of this imaging system was its use of SharePoint Server. The ability to integrate SharePoint with other well-known applications, like those in the Microsoft Office system and Windows Internet Explorer, enables our users to feel instantly familiar with the solution, helping to achieve adoption.”

In addition, KHC uses Microsoft SQL Server data management software to store data from structured, semi-structured, and unstructured documents directly within the database. SQL Server provides the high levels of security and reliability that are needed to store sensitive information regarding housing loans and finances.

Benefits

With its ECM solution, KHC staff can now process loans and applications with greater efficiency, enabling the agency to better serve the housing needs of Kentucky families.

Improved Efficiency

When KHC receives paper-based or faxed loan documents, staff members scan them, and the scanned images are then indexed into the KnowledgeLake application, which adds custom metadata tags, such as loan numbers, tenant identification number, and client last name. Additional document search and retrieval capabilities also help staff retrieve and view loan information with more efficiency.

The scanned documents are stored in Microsoft SQL Server and accessed through Office SharePoint Server. Documents received electronically are augmented with metadata tags and stored directly in the system to facilitate search.

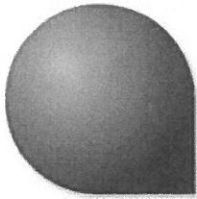
Easily Accessible, More Secure Data

With the move from paper-based files to digital data, KHC can be sure that users are always working from the most current information. “We like that the KnowledgeLake document viewer requires no installation or add-ins, which will reduce the amount of time necessary to implement this solution across the Corporation,” says Redden.

The ECM solution helps KHC employees find, assist with, and deliver greater security for sensitive data. “By using barcodes and adding automated indexing, we will be more efficient and productive,” Redden says.

Greater Flexibility, Reduced Costs

With flexible search options, KHC can manipulate data quickly and easily for reporting and planning purposes. “The ability to connect to our other databases for column validations, auto-population of fields, and list boxes will increase our efficiency and productivity,” says Redden.



For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers in the United States and Canada who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

www.microsoft.com

For more information about KnowledgeLake products and services, visit the Web site at:

www.knowledgelake.com

For more information about Kentucky Housing Corporation products and services, visit the Web site at:

www.kyhousing.org

KHC expects to save money because the cost of handling electronic files is less than the cost of filing, storing, and retrieving paper-based files.

Microsoft Government

Microsoft applications, solutions, and services help to empower public servants and government employees to share critical information and serve their constituents more efficiently.

For more information about Microsoft Government please go to:

www.microsoft.com/slg

Software and Services

- Microsoft Office
 - Microsoft Office SharePoint Server 2007
- Microsoft Server Product Portfolio
 - Microsoft SQL Server

Partners

- KnowledgeLake

This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.

Document published May 2010

Microsoft®

Addendum M – Tyson



KnowledgeLake Customer Solution Case Study



Tyson Foods, Inc.

Customer: Tyson Foods
Website: www.tysonfoods.com
Customer Size: 115,000 employees
Country or Region: United States
Industry: Manufacturing - Food processing
Partner: KnowledgeLake

Customer Profile

Tyson Foods is one of the world's largest providers of protein products. The Fortune 500 company is headquartered in Springdale, Arkansas.

Partner

KnowledgeLake
(888) 898-0555
www.knowledgelake.com
KnowledgeLake develops document imaging, document capture, and workflow products and solutions for Microsoft SharePoint. KnowledgeLake extends the Electronic Content Management (ECM) capabilities of SharePoint, enabling businesses to reduce mailing costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products.

Software and Services

- KnowledgeLake Imaging for SharePoint
- KnowledgeLake Capture
- KnowledgeLake Connect
- Microsoft SharePoint Server 2010

Tyson Foods Enhances Information Access with New Enterprise Content Management System

“With KnowledgeLake and SharePoint Server 2010, we have an enterprise content management solution that, overall, costs 60 to 70 percent less than our previous solution.”

Rebecca Wilson, Project Leader, Productivity Management Group, Tyson Foods

Tyson Foods has a huge and growing collection of electronic documents that are used to run the food-processing giant's everyday operations. To increase productivity and make workflows run more smoothly, Tyson deployed KnowledgeLake enterprise content management (ECM) products that work with Microsoft SharePoint Server 2010. The result is a faster, more reliable ECM system than what the company had in the past, allowing an international workforce to be more productive in their daily tasks.

Business Needs

Tyson Foods is one of the world's largest manufacturers of processed food products, including chicken, beef, and pork. The Arkansas-based Fortune 500 company has about 115,000 employees working out of more than 300 facilities worldwide.

The Tyson Foods workforce includes approximately 15,000 information workers who deal with a huge and ever-growing repository of documents and data used to develop and market hundreds of products and process millions of transactions annually. A lot of the information they work with began as paper documents that were digitized and ported into

Documentum, a document management system from EMC. Over the years, the Documentum platform began losing its value to Tyson Foods.

“We were not happy with our Documentum system due to the amount of time and resources that were required to support it,” says Rebecca Wilson, Project Leader for the Productivity Management Group at Tyson Foods. “There was increasing management overhead, annual maintenance costs, and upgrade difficulties. We also had to develop custom code every time we needed to deliver the Documentum-based solution to a new group within the company, an activity that



required the dedicated resources of a specialist. And we did not feel like we had a strong partnership with EMC."

These issues led to a situation where Tyson Foods could only deploy the Documentum solution to about one-third of the information workers who could benefit from it. The company felt it needed to find a better solution.

Solution

Tyson Foods, working with Hitachi Consulting, deployed a new enterprise content management (ECM) solution using KnowledgeLake products. These include KnowledgeLake Imaging for SharePoint, a highly scalable and comprehensive ECM solution that helps Tyson employees to quickly and efficiently search, view, secure, route, and annotate electronic content.

The company is also using KnowledgeLake Capture for SharePoint, which manages the high-volume capture of scanned documents and expedites the delivery of documents that are scanned at remote offices, where Tyson employees may experience limited or unreliable connectivity. Tyson is also using KnowledgeLake Connect, which lets employees save and index content from any desktop software, such as Microsoft Office applications or Adobe Acrobat.

The KnowledgeLake solution works in concert with Microsoft SharePoint Server 2010, the newest version of the Microsoft enterprise collaboration software. Tyson Foods has used Microsoft SharePoint technologies since the mid-1990s. Based on that experience, the company felt it was an excellent candidate for enterprise-scale document management solution. "And we felt that KnowledgeLake fit very well into the SharePoint infrastructure," says Wilson.

Tyson Foods runs SharePoint Server 2010 on a cluster of 16 Windows Server 2008 R2 Standard-based servers, five of which are hosting an image database based on Microsoft SQL Server 2008 Enterprise and dedicated to content produced by the KnowledgeLake ECM products.

Benefits

With the KnowledgeLake and SharePoint solution in place, Tyson Foods has a fast, efficient enterprise content management solution that is providing immediate benefits and can serve the company effectively in the future. The solution is cost-effective and takes fewer people to support than the Documentum system. It is highly stable, so employees can access electronic documents whenever they are needed. It is also easier than in the past to deploy custom configurations of the ECM solution to specific groups.

Cost-effective, Easily Supported Solution

The KnowledgeLake ECM solution running on SharePoint Server 2010 has proven to be far more cost-effective and easier to support than the old ECM system. "With KnowledgeLake and SharePoint Server 2010, we have an enterprise content management solution that, overall, costs 60 to 70 percent less than our previous solution," says Wilson. "Plus, running KnowledgeLake on SharePoint Server 2010 requires less support. We now use an equivalent of half a full-time employee, whereas in the past it took two full-time employees to operate the Documentum system."

Before deciding to move Image management from Documentum to Microsoft SharePoint Server 2010 Tyson

Foods wanted to address some key concerns. These concerns included the way SharePoint Server 2010 handles disaster recovery, its ability to scale to manage the rising volume of document images at Tyson Foods, and the products support for close integration with SAP. Tyson Foods uses SAP as its corporate enterprise resource planning (ERP) solution and requires interfaces between that products accounting, Human resources, export and manufacturing components and image management.

Stable System, with Documents Always Available

Wilson notes that the KnowledgeLake and SharePoint Server 2010 combination is highly reliable. That's critical for a very large, international company where people need to access documents around the clock—and where their productivity is impeded when they cannot get to documents needed for their work. "For the first seven months after initial deployment, we had only one instance of unplanned downtime," she says. "That compares to the previous solution where we had weekly issues that hampered productivity."

Custom Configurations Easy to Deploy

In such a large company, various departments and divisions will have different needs for specific ECM features. Wilson says the KnowledgeLake and SharePoint Server 2010 solution is easy to modify. "With Documentum, coding was required for almost any customization, but with SharePoint Server 2010 and KnowledgeLake, customization is more of a configuration task," she says. "So it's easier to respond to users who need tweaking of the input or search function, for example, to help them become more productive."

Software Attachment

Attachment

PO#: *A609214*

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

Agreed

Signature Date

Title

Company Name

[Signature] *1-10-14*

Signature Date

V.P. of Sales

Title

Agency/Division

WV-96A
Rev. 12/12

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 in the agreement limiting the Vendor's liability for direct damages is hereby deleted. Vendor's liability under the agreement shall not exceed three times the total value of the agreement. 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: Knowledge CsKe

Signed: _____

Signed: [Signature]

Title: _____

Title: V.P. of Sales


Date: _____

Date: 1-10-14

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.

Knowledge Lake
(Company)


(Authorized Signature)

Mark Oman V.P. of Sales
(Representative Name, Title)

314-898-0504 314-898-0501
(Phone Number) (Fax Number)

1-10-14
(Date)

Rev. 07/12

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.

7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.

- Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: Knowledge Lake

Signed: [Signature]

Date: 1/10/14

Title: V.P. of Sales

RFQ No. AGO9214

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Knowledge Lake

Authorized Signature: [Signature] Date: 1-10-14

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____

RFQ#AGO9214
Exhibit A Pricing Page

<u>Item</u>	<u>Vendor Description</u>	<u>Unit of Measure</u>	<u>Estimated QTY</u>	<u>Unit Price</u>	<u>Extended Price</u>
Concurrent User License for Worldox GX3 Professional, or equal (one-time cost)	KnowledgeLake requires a server module and end user CALS. This pricing is a combined user price of the Imaging for SharePoint (PRO) server component, Connect & Unify Modules divided by the number of Concurrent users to arrive at the per user cost. Functionality of each module is described in the RFP. does not include SP or MS SQL licenses to be supplied by the State.	each	150	\$ 1,283.86	\$ 192,578.74
Annual Maintenance for Worldox GX3 Professional, or equal		each	150	\$ 300.48	\$ 45,071.62
A. Subtotal for Software and Technical Support					\$ 237,650.36

Professional Services

<u>Service</u>	<u>Unit of Measure Hour</u>	<u>Estimated Quantity</u>	<u>Unit Price</u>	<u>Extended Cost</u>
Remote Planning - (KnowledgeLake recommends more time to design the solution)	Each	8.00	\$ 217.61	\$ 1,740.88
Remote Configuration - (KnowledgeLake recommends more time to do configuration)	Each	16.00	\$ 217.61	\$ 3,481.76
Remote System Administration Training - (KnowledgeLake recommends combining this training with the below onsite admin training for one full week)	Each	6.00	\$ 593.00	\$ 3,558.00
On-Site Collaborative Training	Each	18.00	\$ 593.00	\$ 10,674.00
Remote End User Training	Each	20.00	\$ 500.00	\$ 10,000.00
Post Implementation Support Hours - Remote	Each	10.00	\$ 217.63	\$ 2,176.30
B. Subtotal for Professional Services				\$ 31,630.94

Total Price Summary

A. Subtotal for Software and Maintenance	\$ 237,650.36
B. Subtotal for Professional Services	\$ 31,630.94
Total Fixed Price (Sub Totals A +B)	\$ 269,281.30