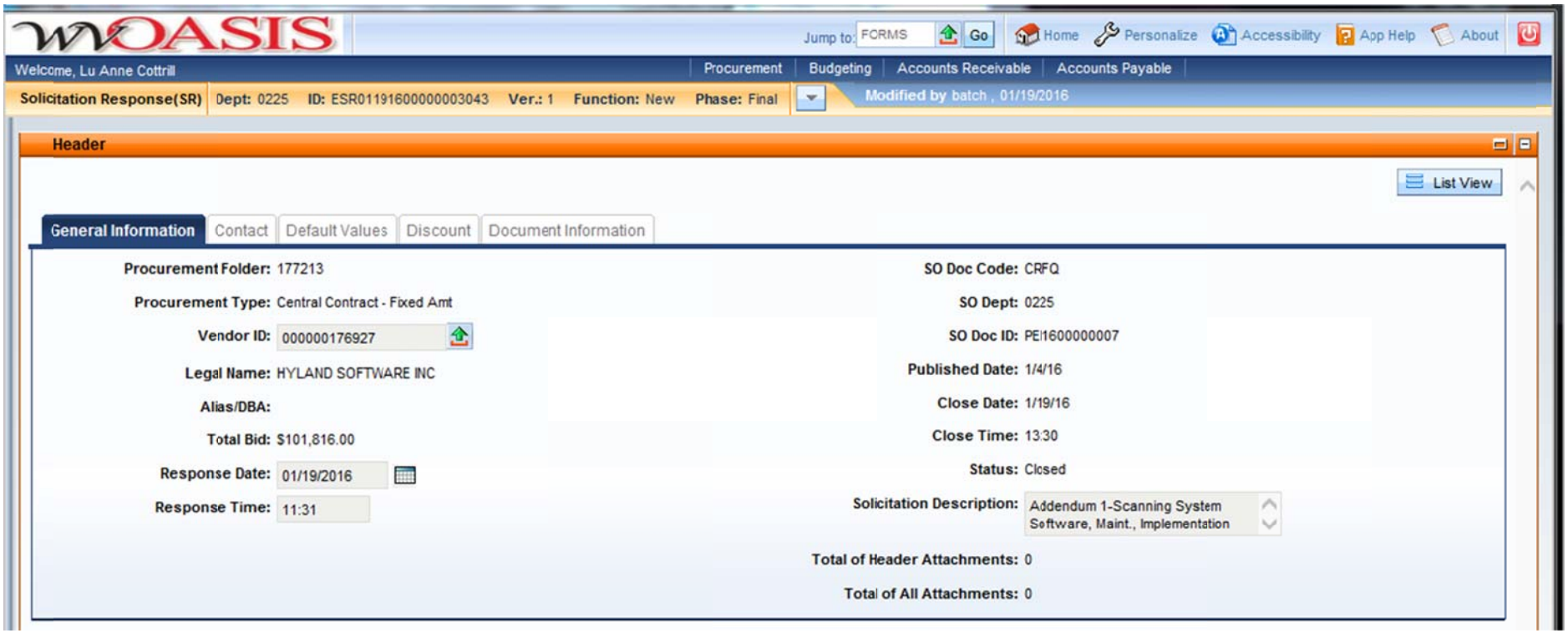
The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.


WVOASIS
Jump to: FORMS Go
Home
Personalize
Accessibility
App Help
About
Welcome, Lu Anne Cottrill
Procurement
Budgeting
Accounts Receivable
Accounts Payable
Solicitation Response(SR) Dept: 0225 ID: ESR01191600000003043 Ver.: 1 Function: New Phase: Final
Modified by batch , 01/19/2016
Header
List View
General Information
Contact
Default Values
Discount
Document Information
Procurement Folder: 177213
Procurement Type: Central Contract - Fixed Amt
Vendor ID: 000000176927
Legal Name: HYLAND SOFTWARE INC
Alias/DBA:
Total Bid: $101,816.00
Response Date: 01/19/2016
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Status: Closed
Solicitation Description: Addendum 1-Scanning System Software, Maint., Implementation
Total of Header Attachments: 0
Total of All Attachments: 0

Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 177213

Solicitation Description : Addendum 1-Scanning System Software, Maint., Implementation

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation No	Version
	2016-01-19 13:30:00	SR 0225 ESR01191600000003043	1

VENDOR

000000176927

HYLAND SOFTWARE INC

FOR INFORMATION CONTACT THE BUYER

Linda Harper

(304) 558-0468
linda.b.harper@wv.gov

Signature X **FEIN #** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Addendum 1-Scanning System Software, Maint. Implementation	1.00000	PK	$52,800.000000	$52,800.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Scanning System Software (Includes Year 1 Maintenance and Support)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Implementation (including training)				$21,000.00

Comm Code	Manufacturer	Specification	Model #
81111504			

Extended Description : Implementation (including training)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Renwal Option - Year 2 Maintenance and Support	1.00000	YR	$9,064.000000	$9,064.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Renwal Option - Year 2 Maintenance and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Renwal Option - Year 3 Maintenance and Support	1.00000	YR	$9,336.000000	$9,336.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Renwal Option - Year 3 Maintenance and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Renwal Option - Year 4 Maintenance and Support	1.00000	YR	$9,616.000000	$9,616.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Renwal Option - Year 4 Maintenance and Support

RFQ for The West Virginia Public Employees Insurance Agency Scanning System

CRFQ 0225 PEI00000007

Lori Kershner
Account Manager
Hyland Software, Inc.
28500 Clemens Road
Westlake, OH 44145
Office: (440) 788-6668
www.onbase.com

January 19, 2016

Linda Harper
Senior Buyer
State of West Virginia
2019 Washington Street, East
Charleston, WV 25305

Dear Linda Harper:

Thank you for evaluating the OnBase enterprise content management (ECM) solution from Hyland Software, Inc. ("Hyland"). On behalf of everyone at Hyland, it is with great pleasure that I provide The West Virginia Purchasing Division on behalf of the West Virginia Public Employees Insurance Agency ("PEIA") with the following response to your Image Capture Software and Maintenance RFQ. Per your request, the following document provides a preliminary, yet solid foundation to implement a cost-effective solution for PEIA and its customers.

Designed to meet the evolving needs of our more than 14,400 customers, OnBase is one of the most flexible and scalable ECM products on the market today. Combining deep document imaging, workflow and business process management functionality with purpose-built features designed by people with proven industry expertise, OnBase is tailored for departments and comprehensive for the enterprise. Hyland is committed to providing a complete, tailored and primarily point-and-click configurable solution specific to your requirements that solves business needs that rely on documents, content and people to help organizations run better, smarter and faster.

Our response submission was formulated based on the requirements provided in the PEIA solicitation document. As your requirements evolve, we will conduct discovery meetings to validate those requirements and provide additional information to your project team.

Once again, thank you for your interest in OnBase. Please do not hesitate to contact Lori Kershner at the contact information below, in the event that questions arise during the review process.

Sincerely,

Noreen Kilbane
Authorized Signer
Vice President, Finance and Accounting
Hyland Software, Inc.

Lori Kershner
Account Manager
Hyland Software, Inc.
Office: (440) 788-6668
E-mail: Lori.Kershner@onbase.com

OnBase by Hyland

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OnBase by Hyland

EXECUTIVE SUMMARY

Hyland Software is honored to be considered for the State of West Virginia Public Employees Insurance Agency (PEIA) Scanning Software, Maintenance and Implementation solution. Over the past 20+ years, the OnBase enterprise content management (ECM) solution has been helping organizations like PEIA revitalize their work processes, making the workplace more efficient. Hyland Software is uniquely qualified to fulfill the scanning needs of your organization for many reasons. Hyland Software has the necessary personnel, resources, and technologies to meet the specific needs as identified in this RFQ. Our understanding of your current OnBase solution, together with our specialized experience, enables us to deliver a solution that will meet and exceed the requirements. We believe that the proposed Scanning System included in this response will make the business move from Kofax as seamless as possible and continue the strong partnership between Hyland Software and PEIA.

You will see in our response that we aim to empower our customers to take full ownership of their solution and continue expanding it on their own from the inside out. Our extensive training options allow each entity to choose their own way of training whether it be a "train the trainer" approach, or full end-user training. Hyland Software also has the Global Services team to leverage should it be needed. Not only have we proposed software and services to implement a standard yet feature-rich scanning solution that meets the needs of PEIA, but the solution has the ability to grow and expand as your organization grows.

As a leading provider of rapidly deployable ECM software, Hyland Software has developed OnBase to combine integrated document management, business process management, and records and case management into a single application. OnBase allows organizations to manage both physical and digital content, including scanned paper documents, faxes, print streams, invoices, contracts, and e-mails. It also has the ability to automate business processes, reduce the time and cost of performing important business functions, improve organizational efficiency, and address the need for regulatory compliance through the management, control and sharing of electronic content with employees, business partners, customers, and other constituencies.

OnBase has a point-and-click configuration administration module, which means that there is rarely custom programming involved in configuring a system. This translates to quick deployment and is faster than competing products. This is a key feature in remaining reliable and consistent as a development tool. The point-and-click configuration also allows users to be easily trained in the software and not have to be overly dependent on outside professional services. By becoming experts in OnBase and certified in the different areas of use, you will be able to build your solution to fit your continuing needs.

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SIGNED DOCUMENTS

Signed copies of the required forms are included below for your records.

Signed Documents	
CRFQ FORM	Final_CRFQ_0225_PEI00000007
GENERAL TERMS AND CONDITIONS	General Terms and Conditions
PURCHASING AFFIDAVIT	Purchasing Affidavit
ADDENDUM ACKNOWLEDGEMENT	Addendum_Acknowledgement
VENDOR PREFERENCE CERTIFICATE	*This is not applicable to Hyland Software, Inc.*

SCANNING SYSTEM SPECIFICATIONS

3.0 General Requirements

3.1 Mandatory Contract Item Requirements:

Contract Item must meet or exceed the mandatory requirements listed below.

3.1.1. Scanning Software

3.1.1.1. Scanning software must be compatible with PEIA's current system software as it is integrated with a Highland Software Onbase version 11 imaging system (Onbase), Microsoft Dynamics CRM version 4 (CRM) and a Rightfax fax system. (The CRM is currently undergoing an upgrade to version13 and Onbase is also undergoing an upgrade to version 15. The capture software will be expected to integrate with the upgraded applications.)

OnBase

OnBase Document Imaging provides scanning and indexing of paper documents that is completely integrated into OnBase. This provides customers a capture, indexing, and document management solution that was designed to work together from the ground up, reducing time during upgrades and isolating rights management to a single solution. OnBase Document Imaging supports Kofax, ISIS, and TWAIN scanner interfaces, and provides licenses for multiple page volume levels, as well as centralized scanning and scanning from remote offices. OnBase provides multiple methods to automate the indexing of scanned documents. Natively, OnBase AutoFill Keyword Sets allow a group of related keyword values to be stored in OnBase and used when incoming documents are indexed. The keyword sets can be exported from a line-of-business application and imported into OnBase to be used to index documents. AutoFill Keyword Sets can be used for filling in secondary keyword values of a document once the primary keyword value is entered. The primary keyword can be entered either manually or via bar code. Users can also update the AutoFill Keyword Set when new values are entered, so that they can be used the next time a document arrives that shares the same primary keyword value. OnBase provides bar code recognition via our scan interface using our included bar code recognition engine.

In addition, the OnBase (15) Advanced Capture module allows for zonal OCR, full-page OCR extraction logic (searching by 'Tags' or expression logic), mark-sense capability (Optical Mark Recognition (OMR)), signature detection, 'Point-and-Shoot' indexing (rubber band), and more. Advanced Capture takes OnBase OCR to the next level. Pre-defined forms and rules, combined with an accurate and reliable OCR engine, provide the means to not only automatically classify and index scanned images, but also capture valuable transactional data (optionally, to an XML schema) than can be leveraged by other systems for integrated validation tasks.

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RightFax

The OnBase Integration for Open Text Fax Server, RightFax Edition (15) works behind the scenes to systematically capture, classify, and store electronic copies of business faxes sent or received through a RightFax Server. Utilizing a configurable set of rules, the imaged fax documents are indexed in OnBase by mapping fax metadata from RightFax to OnBase Keywords. Captured fax documents are immediately archived into the OnBase repository, making them widely available to authorized personnel across the enterprise. Both inbound and outbound faxed documents are collected by the RightFax server. The RightFax server assigns properties to the faxed documents. Integration for RightFax automatically evaluates and imports the faxed documents based on configuration rules and maps the fax server properties to the document as keywords. The proper OnBase licenses are required to take advantage of OnBase Integration for Open Text Fax Server, RightFax Edition (15) or any of the other native fax integrations (Integration for Biscom FAXCOM, Integration for Esker Fax) OnBase provides.

Microsoft Dynamics CRM

OnBase has several methods to provide integrations to other major applications like Microsoft Dynamics CRM. The OnBase Capture feature AutoFill Keyword Sets allow a group of related keyword values to be stored in OnBase and used when incoming documents are indexed. The keyword sets can be exported from a line-of-business application and imported into OnBase to be used to index documents. AutoFill Keyword Sets can be used for filling in secondary keyword values of a document once the primary keyword value is entered. The primary keyword can be entered either manually or via bar code. Users can also update the AutoFill Keyword Set when new values are entered, so that they can be used the next time a document arrives that shares the same primary keyword value.

Additionally, OnBase Application Enabler allows customers to create a codeless integration between third-party business applications and content or processes in OnBase. Application Enabler works in the background to service other applications, allowing users to access related content on demand without leaving the screen of their primary business application. Application Enabler includes a set of tools to integrate with virtually any line-of-business system, including Windows, text-based, Java, WPF, Silverlight, HTML, and more. Application Enabler features functionality that extends beyond document retrieval - users can also index documents, access processes in OnBase Workflow, create electronic forms, and complete other OnBase tasks directly from their existing business applications. From a functional perspective, users continue to work in their familiar business system (Microsoft Dynamics CRM), accessing documents like invoices, packing slips, and PO's with a simple configurable event, like a mouse-click or key press. In addition, Application Enabler Live is an optional feature that creates a persistent view into OnBase documents on a user's desktop - eliminating the need to click to view document information. Application Enabler can integrate with multiple business applications to access a central, common content repository across the enterprise. The proper OnBase licenses are required to take advantage of OnBase Application Enabler or any of the additional API level integration methods that OnBase can provide.

OnBase by Hyland

3.1.1.2. Scanning software must reside on the West Virginia Office of Technology (OT) server system. PEIA must be able to accesses it through the OT network.

Hyland Software is proposing to add the OnBase Capture solutions to the existing OnBase document management solution installed at the State. We are not anticipating that any of the required software for the capture solution would be required to reside outside of a State network. The additional software components that would be installed into the State's environment for the capture solution would minimally require the ability to communicate with the OnBase solution through standard protocols.

3.1.1.3. Scanning software must accommodate at least 3 PEIA users. (See Exhibit D for current Kofax scanning licensing information.)

Hyland Software is proposing two (2) Production Document Imaging licenses to accommodate two (2) scanning workstations' where any number of licensed PEIA users, with the appropriate security rights, would be able to scan batches of documents. Users do not require one of the scanning licenses to participate in the indexing processes of our capture solution. We feel that this licensure, will be appropriate for the requested three (3) users requested in the RFQ.

3.1.1.4. Scanning system must be able to process approximately 25,000 scanned transactions a month.

OnBase has been proven to ingest more than 1.4 million documents per hour on commodity hardware. The nature of the deployment, the hardware used for OnBase components, and the network characteristics have the largest effects on maximum throughput. Over 100,000 documents ingested per hour is easily achievable using commodity hardware connected across a LAN. Actual ingestion throughput varies, depending on (minimally) the following factors:

- Number of ingestion processes simultaneously running, and configuration of these.
- Speed of storage hardware where images are stored.
- Capability of the OnBase database server, particularly the storage subsystem.
- Condition of network between the processing/scanning stations, the database server, and the file server.
- Document repository configuration (number and nature of Disk Groups).
- Configuration of metadata (Document and Keywords types). Keyword groups are very helpful for achieving higher throughput

The proposed OnBase capture software includes licenses for two scan stations to be utilized simultaneously. The actual monthly throughput of the scanners and the above factors will determine if the desired transactions per month can be achieved, but the desired results should be able to be achieved provided that the scanners being utilized are considered production level scanners and the capture solution is designed to run at a high level of efficiency.

3.1.1.5. There are also optical character recognition (OCR) technologies used on 3 forms, see Exhibit B. CRM services are called during this process by both Onbase and Kofax systems. The OCR forms represent approximately 10% of the scanned transaction volume and the scanning system must be able to accommodate the OCR forms volume.

OnBase Advanced Capture provides OCR data extraction technology within an OnBase capture process. Predefined forms and rules, combined with an accurate and reliable OCR engine, provide the means to automatically classify and index documents from any source - Paper, Electronic, Email, Fax, etc. Automating document indexing can eliminate the bottleneck associated with manually indexing high volumes of structured business documents. OCR based classification and indexing can be more accurate and much faster than manual data entry. Resources spend their time more effectively, validating or correcting questionable values only when needed, while letting the OCR engine perform the mundane task of document indexing. OnBase Advanced Capture utilizes the OmniPage OCR engine SDK to automate document indexing. OCR forms are configured with image regions specific to document classification and keyword value assignment. Supports machine printed text (OCR), optical mark recognition (OMR), logo or image matching, and signature detection. Support for hand print (ICR) and bar code recognition is also available.

Hyland Software has reviewed Exhibit B and will leverage Advanced Capture to process the sample form types. Additional detail around the professional services to configure Advanced Capture can be found in the attached Hyland Global Services **on page 19.**

OnBase supports centralized production capture capabilities that are optimized to keep pace with advancements in scanning hardware technology. High volume workloads can also be distributed horizontally using OnBase's native distributed capture modules. The OnBase system was designed to be deployed as a distributed computing architecture, a three-tiered architecture or a combination of both architectures. Specifically, our solution only stores the metadata in the databases, not the actual images. Images are stored in a single network location for modest deployments or even hundreds of network locations, depending on the business requirements. Having the I/O spread across multiple devices increases the throughput and the database's transactional capacity. The actual scalability limitation on the OnBase solution is the transactional rate of the relational database server.

3.1.1.6. Must have the ability to efficiently image all paper documents as they are received into Onbase and assign accordingly into CRM queues.

Scan queues are designed to determine the process path of storing document batches into OnBase. Scan queues also provide security as only user groups assigned rights to a particular scan queue can process documents in that queue. Users can selectively be assigned administrative rights to delete batches or commit batches, or these functions can be handled by a more senior user/group. Use of multiple scan queues with different security, and process options, enables OnBase Document Imaging to be used throughout multiple departments, providing multiple secure and customizable solutions.

In addition to the routing options available during the capture and indexing process, OnBase Workflow processes provide further flexibility to build out processes that meet an organizations specific routing requirements based on business processes. Documents captured into OnBase are seamlessly routed to defined OnBase Workflow processes based on the classification of the document. Within the Workflow process, logic based rules can be defined to either properly route or perform task like updating third party systems. The proper OnBase licenses and Workflow configuration is required to take advantage of OnBase Workflow.

3.1.1.7. Must have the ability to provide Bar code processing.

OnBase offers two different licensing approaches to do this (Workstation based or Server based). Each licensed Production Document Imaging or Disconnected Scanning Workstation has the ability to perform barcode recognition on the documents at the time of scanning. The OnBase Bar Code Recognition Server (BRS) provides the capability to consolidate the processing, allowing a single workstation to provide bar code recognition for several or all scan stations. This provides the capability to utilize bar codes for document indexing across an organization without needing to purchase Production Document Imaging licenses for each scan station. BRS is also useful for performing barcode recognition on captured content that is already electronic (not scanned). In either case, Bar codes are used to automatically separate, classify, and index the documents within scanned batches, reducing the need for manual data entry and eliminating user error.

The following types of bar codes are supported within the OnBase system.

- Aztec
- Codabar
- Code 128
- Code 39 (3 of 9)
- Code 93
- DataMatrix
- EAN 9 and 13
- Intelligent Mail
- Interleaved 2 of 5
- Linear 2 of 5
- MaxiCode
- PDF417
- Postnet
- QR
- UPC-A
- UPC-E

3.1.1.8. Must have the ability to time-stamp all imaged transactions.

OnBase provides a single document audit log on every document in the system. The log displays the log date, log time, user name, action (brief description of the action that took place), and a detailed account of the action. Additionally, batch processes (Batch Scanning, COLD, DIP, etc) that run in OnBase creates a verification report. This report tracks the time to run the process, any errors and the number of pages.

3.1.1.9. Must have word search capability.

Powerful tools are provided to retrieve stored data quickly and accurately. The OnBase client offers several methods of searching, including:

- The Document Retrieval Dialog Box offers an efficient, user-friendly way of displaying any and all documents stored in OnBase. It provides users with the ability to retrieve the exact document(s) desired with minimal effort. Entering keyword values allow users to find documents in seconds. Keywords and dates can be used to filter unrelated documents. Queries can limit searches by document type group, document type, document date and keywords.

- Cross-Referencing is a powerful retrieval method that enables users to double-click on an open document and automatically retrieve any or all related documents regardless of data type. The links between document types for cross-referencing are created with only a few mouse clicks and never require programming. For example, to find and display the image of receipt related to an item in an expense report the user would only have to double click on the expense report that lists the expense.

- The Custom Query retrieval feature enhances security and makes routine retrievals one click away for users who repeatedly perform the same queries. A user-defined, custom query provides a faster, more direct way to search for a specific item. To enhance security and usability, OnBase can be configured to have only the Custom Query display on startup. If a workstation is setup in this fashion, it will present the user with only specified queries. The user will not be aware of any other information in the OnBase system and have no way of accessing it. Custom queries can be configured to search against document types or folders. Folder queries retrieve folders that satisfy your search criteria, rather than documents.

- Text Searching is used to locate COLD and other text documents that contain a specific string of text. The search is done where the data is stored so that OnBase does not have to send all the raw data to the workstation to complete the search, saving time and limiting network traffic. Combining keyword searching and text searching, narrows down the results even further.

- Full-Text Indexing Server for Autonomy IDOL provides advanced full-text searches for words or phrases that exist within documents stored in OnBase. These words or phrases can exist in COLD documents, text renditions of image documents (OCRed images), and many 3rd party application documents. Can perform fuzzy searches, wildcard searches, stemming searches, and searches combining full-text and keywords on document types.

- File Foldering can be customized to meet user needs. This search method is very similar to using Windows Explorer. A file cabinet window displays the folder type, all available file cabinets, and all tabs or sections within a selected folder. Navigation features include double-clicking on a folder to display the next directory, and pressing the backspace key to move to a higher-level directory.
- A Note Search initiates a search for all documents with notes that contain the text entered by the user. When OnBase finds documents with notes, highlights, or staples text that match, a list is generated in a separate window. The user can also restrict the search to certain note types, users and/or date by making a selection from a drop-down list of note types.
- The Document Handle Search provides a way to retrieve a document by its master 'Item Number' in the OnBase database. This is useful for administration and troubleshooting.

3.1.1.10. Must have the ability for PEIA to capture a document for all possible incoming medium (letter, fax, email).

Content is captured in OnBase via any of the methods supported by system (e.g. Document Imaging, Outlook integration or fax integration).

3.1.1.11. Must have the ability to add documents to the system at various touch points along the lifecycle of an inquiry. Users must be able to interact directly with the application to import documents via scanning, incoming faxes or emails.

The ingestion of content into the OnBase repository is accomplished utilizing a variety of different modules.

Upon ingestion, a document type can be configured to automatically initiate an OnBase Workflow. OnBase Workflow is a rules-based electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. With OnBase Workflow, users or integrators define and configure document states, rules, actions, and life cycles with a comfortable Windows interface. Upon configuration, Workflow instantly routes documents through the business process as each increment of user or system work is completed within a work queue.

3.1.1.12. Must have the ability to clean up the image. The system must be capable of performing image clean up, including de-speckling, de-skewing, lightening, darkening, etc.

Image enhancement / repair capabilities include: border removal, deshade, deskew, despeckle, edge enhancement, streak removal, line removal, automatic endorsing/annotation, scan from disk, VRS (Virtual ReScan) support, and rotation. Additionally, Individual documents can be viewed as thumbnail pages allowing the user to re-order pages, select multiple pages for rotation or deletion as allowed by user rights. Multiple pages can also be selected to create a new document or to be added to an existing document. When granted the appropriate rights, a user can delete poor quality images and rescan bad or poor quality images during the scanning and indexing processes. All document modification is maintained in the history of each document.

3.1.1.13. Must have the ability to handle exceptions, rescans, and/or re-indexing, before document capture process is complete.

Hyland Software places priority in accuracy and allowing customers the flexibility to correct errors. During the capture process the OnBase Document Imaging process incorporates double blind indexing and multiple Quality Assurance queues in order to ensure accuracy prior to committal of the document. If the document is committed to the system and resides in the wrong record or contains incorrect keyword data, then the user has the ability to re-index the document type or change the index values (this is based on a user with sufficient security privileges).

3.1.1.14. Document Management solution must meet required HIPAA standards. Management of sensitive medical records must meet HIPAA guidelines. The system security must be support adherence to HIPAA regulations.

Hyland Software developed the OnBase software suite, among other things, to assist its users in their efforts to meet various compliance and industry standards such as HIPAA. Many of Hyland Software's customers use the OnBase software to assist in their compliance efforts with various laws, rules, and regulations at the federal, state, and local levels.

Some examples of ways the OnBase software assists with, and adheres to, compliance efforts include, but are not limited to, the following:

- OnBase maintains audit logs within the database of all document and related activity that occurs within the software. This data is available for reporting purposes. Compliant solutions require significant logging mechanisms and OnBase has been found to maintain the needed amount of logging.
- OnBase provides a means for solutions to segregate features and product modules by user group in order to meet compliance requirements where data and functionality are restricted from certain users.

Hyland Software is willing to entertain any questions that you may have and to provide you with a detailed description of the functionality of the OnBase software in order to assist you in determining whether the functionality of the OnBase software will meet your compliance needs.

3.1.1.14.1. Must have the ability to automatically route documents, as they are received in the system, to appropriate processing queues, based on document type or other document index attributes. Vendor must indicate the options available to the agency regarding indexing schema. If document attributes are clearly defined and captured at the point of entry, documents should be automatically routed to appropriate queues. Indexing proposals must be scalable, for ease of future retrieval, including, but not limited to, name, DOB, case numbers (where applicable) and any other internal agency indexing criteria, as defined during the implementation phase of this project.

The OnBase Capture solutions are designed and built into the overall OnBase Enterprise Content Management platform providing organizations the ability to define their taxonomy (Document Types and Keywords) in a single solution that is utilized for capture and document managements. Any modifications to the taxonomy can be made in a single solution and leveraged during the configuration of the capture solution. For example, Document Types configured in OnBase document management are automatically available when configuring OnBase Scan Queues.

Scan queues are designed to determine the process path of storing document batches into OnBase. Scan queues also provide security as only user groups assigned rights to a particular scan queue can process documents in that queue. Users can selectively be assigned administrative rights to delete batches or commit batches, or these functions can be handled by a more senior user/group. Use of multiple scan queues with different security, and process options, enables OnBase Document Imaging to be used throughout multiple departments, providing multiple secure and customizable solutions. Scan queues also hold a scan format, which provides the scanner settings for the documents to be scanned. Allowing a scan format to be saved to a scan queue equates to the scanner operators not needing to know the best scanner settings for the documents. These settings will default, but can be changed as needed.

OnBase scan queues are user configurable with over 180 out of the box options and features. These options are used to automate the processing that occurs for all documents scanned into a particular queue. Separating and indexing documents becomes one of the greatest burdens for a process of imaging paper documents. Batch pages can automatically be split into individual documents, via several automated methods. OnBase offers blank page, bar code, and patch code detection for detecting document separation within a batch. We also offer a visual document separation queue where page thumbnails are viewed and the user manually separates multiple page documents in separate smaller documents, with a simple point and click interface.

OnBase provides multiple methods to automate the indexing of scanned documents. One way to provide automated, unattended indexing for documents is by using bar code values. Bar code recognition in OnBase is performed via our scan interface using our included bar code recognition engine, or Kofax Adrenaline (purchased separately) is also supported. Bar code processes are configured and assigned to a scan queue. These processes are flexible enough to allow detection of document type, keyword values, and document date, for use in automated indexing. An additional feature allows for the appendage of scanned pages to existing documents when a bar code keyword value matches that of an existing document.

The OnBase Document Imaging modules fully support document sorting and separation via various detection methods (e.g. bar codes, patch codes, blank pages, swept files, pages per document scanner settings, and visual thumbnail separation). Sorting is accomplished within (or across) OnBase Scan Queues. Prior to manual indexing, documents in a batch can be reorganized or reassigned from one batch to another batch, in another batch status queue, or even another scan queue. This reassignment is based upon the Document Type the document was assigned to or Keyword Values that were assigned to the document during any of the automatic indexing processes (e.g., Advanced Capture, Bar Code Processing, etc.).

In addition to the routing options available during the capture and indexing process, OnBase Workflow processes provide further flexibility to build out processes that meet an organizations specific routing requirements based. Documents captured into OnBase are seamlessly routed to defined OnBase Workflow processes based on the classification of the document. With OnBase Workflow, users or integrators define and configure document states, rules, actions, and Life Cycles with a graphical Windows interface. Upon configuration, Workflow instantly routes documents through the business process as each increment of user or system work is completed. OnBase Workflow also supports advanced features such as alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, Ad Hoc Workflow, Visual Basic scripting, and API functionality for integration with core legacy or ERP/CRM systems. The proper OnBase licenses are required to take advantage of OnBase Workflow.

3.1.1.15. Must have the ability to manually route documents as they are captured in the system to appropriate processing queues. As documents arrive for processing, depending on the particular document type, an acceptance process may have to occur to ensure the document submitted is acceptable. At times, multiple versions of a document may exist and staff will need to verify accuracy or relevance.

Review and acceptance of a document stored into OnBase can mean a variety of things and typically occur at various points in the process and may have multiple or single individual performing the acceptance. For instance it is common for a review of the quality of the scanned image to occur to ensure that the document was not skewed or fuzzy, this is typically occurring as part of the scanning process or shortly after. For batches of documents scanned into the OnBase Capture, the design of the scan queue determine the process path of storing document batches into OnBase. If the scan queue is configured to allow for manual Quality Assurance, a user or set of users will have the ability to manually review and route documents that don't meet the desired quality to be rescanned.

Acceptance of a document can also relate more so to an internal business process. Typically an OnBase Workflow process is designed to properly manage these types of acceptances processes, and involve routing the newly captured document(s) to an appropriate subject matter expert for their review and acceptance. Regardless of the method that a document is captured (batch or ad hoc; scanned, imported, fax, etc.) classification of the document (e.g. assignment of a Document Type and Keywords) is one of the first things that occurs. OnBase Workflow is designed to be able to automatically initiate the proper Workflow processes based on the assigned Document Type. The proper OnBase licenses are required to take advantage of OnBase Workflow.

3.1.1.16. Must have the ability to import documents in large volumes, including documents and associated index data. PEIA has an outside contractor performing a back file conversion on older documents. The solution will need to be able to import via ASCII Index file. In addition, PEIA also has third party partners who scan documents that should become part of a member record. These files will need to be imported into the PEIA repository as well.

The OnBase Document Import Processor (DIP), currently owned by PEIA, provides the ability to automatically import, classify, and index high volumes of documents, regardless of electronic file type. DIP is typically used to process output from external scanning services, legacy applications, and third-party capture systems into OnBase.

DIP requires an ASCII text (.txt) index file that contains the metadata associated with the documents that will be imported. This module offers flexible process configuration, with user defined field delimiters and separators, and two different formats for the index file. Files processed are commonly image files, but DIP can process ANY other file format including (but not limited to) PDFs, MS Word documents, and many others.

DIP files are imported into OnBase from any network location or through FTP from a mainframe or website. Processing is launched through the OnBase Client and can be run on demand or scheduled to run unattended. Powerful configuration and flexible scheduling options allow DIP to import from any text formatted index file and perform unattended processing during off-peak hours.

During processing, the files are indexed and archived. DIP also has an option to add the documents to an OnBase scan queue for further indexing or processing. The process also produces a verification report providing process times, the number and types of documents archived, and any errors or warnings encountered during processing.

3.1.1.17. Must have the ability to support exception handling. If an error occurs during process (ex. Bar code processing, OCR, etc.), an exception queue shall be set up.

As previously noted, Hyland Software places priority in accuracy and allowing customers the flexibility to correct errors. During the capture process the OnBase Document Imaging process incorporates double blind indexing and multiple Quality Assurance queues in order to ensure accuracy prior to committal of the document. If the document is committed to the system and resides in the wrong record or contains incorrect keyword data, then the user has the ability to re-index the document type or change the index values (this is based on a user with sufficient security privileges).

3.1.1.18. Must have the ability to support various document types identified by PEIA for processing. There are over 80 document types currently utilized by PEIA. The forms are available via web site and are currently printed and mailed to PEIA.

OnBase provides customers the ability to easily configure as many OnBase document types as needed to support their processes. A document type provides the ability to group documents with shared characteristics together. Characteristics can include File Formats, Disk Group Storage Locations and any other logical groupings for business purposes. OnBase document type groups represent a logical grouping of document types in the database. This grouping is achieved by configuring specific characteristics for the document type that are applied globally to all documents stored for the document type.

The OnBase document management and capture components are built on the same platform, allowing customers to setup a single set of document type and leverage them during the capture process. OnBase Advanced Capture natively allows for document types and keywords configured in OnBase to be mapped in the capture process. Hyland Software offers a variety of training and documentation to allow customers the ability to continue to add to their solution or modify existing processes. Hyland also offers a services organization that can be engaged to assist with these types of changes. Please reference the attached Hyland Global Services **on page 19** for details related to the services included with this proposal.

3.1.1.19. Must have the ability to track user access or changes to images.

OnBase provides a single document audit log on every document in the system. The log displays the log date, log time, user name, action (brief description of the action that took place), and a detailed account of the action.

OnBase also provides a complete and comprehensive transaction logging and reporting functionality. Each action taken within the system is logged from login, retrieval, update, logoff, etc. OnBase even offers the ability to track administrative changes to the system. OnBase provides an administration interface to select the desired events, grouped or filtered by a number of parameters including date range, user group, document type, etc. This transaction logging and reporting is standard out of the box functionality.

3.1.2. Scanning System Implementation

3.1.2.1. Scanning system implementation must be completed assuring all existing integrations remain in effect.

Hyland Software is accounting for two integration points within our proposal; one, pulling autofill data from the State of West Virginia's existing system using a SOAP web services, and two, exporting metadata information to a text file for use by another line of business.

3.1.2.2. It will be the vendor's responsibility to gain a proper understanding of the current system design and architecture in order to fully assess the implications of the upgrade in all respects.

Within the Hyland Global Services **on page 19**, Hyland Software has included general consulting to understand the current design of the existing Kofax solution as well as evaluate any potential impacts of the software upgrade.

Hyland Software offers professional upgrade services designed to work with our customers to upgrade their current OnBase Solution to the latest version of the software so that they can enjoy a greater selection of features and functionalities, as well as improved performance and stability. An OnBase Certified Installer (OCI) will mentor the customer's OnBase System Administrator while onsite, and work with them to better understand their OnBase Solution. During this time the OCI may also create a test environment, upgrade a test environment to the latest version of OnBase, upgrade the customer's production database and all supporting OnBase Software and Integrations, and provide go-live support. They could also walk the customer through a mock upgrade of an end user's workstation.

3.1.2.3. This project as provided for in 4.1 of this solicitation shall be done in coordination with and at the direction of the PEIA and its information technology staff of the WV Governor's Office of Technology (OT).

Hyland Software will work at the direction of the State of West Virginia and its information technology staff.

3.1.2.4. Vendor will be required to develop hard copy training material for PEIA's 3 employees and provide one training session onsite at PEIA offices on the new version of the software to both technical support staff and functional end users prior to go live of the new version. The training session may be provided to multiple users at one time in a group setting. The training session shall be conducted to present the new version of software's new features.

Hyland Software's Education Services Group develops curriculum, hands-on exercises, case studies, and reference materials to support a training program focused on the development of OnBase professionals in customer organizations. The group conducts training through a broad offering of more than nine (9) formal course offerings, as well as customized training crafted in collaboration with OnBase customer users and system administrators. This customization can include elements from multiple courses and incorporate customer-specific scenarios.

Hyland Software's education offerings can be delivered in the classroom (at the customer site or at our corporate campus training facility), as well as through self-pace web-based courses, instructor-led web-based classes, training white papers, pre-recorded sessions, and conferences. If the demand for classes exceeds the available courses, additional courses are added to the calendar.

OnBase by Hyland

Additionally, Education Services offers a Premium Subscription service (https://training.onbase.com/Premium.aspx) that will keep you at the cutting edge of OnBase Professional Development by providing you and your organization with hours of on-demand training for one price. Watch alone, as a group, or right before your project begins.

3.1.2.5. Vendor will be required to sign a Business Associate Addendum (BAA) prior to a Purchase Order being issued. The State's BAA is attached to this solicitation as Exhibit C.

Should Hyland Software be the successful bidder, Hyland Software agrees to execute the referenced business associate agreement, which may include mutually acceptable revisions to such terms.

3.1.3. Scanning System Software Maintenance

3.1.3.1. Vendor will be required to provide software maintenance with regular software upgrades and patches as they are available.

Annual maintenance entitles customers to software updates and enhancements.

Hyland Software releases a new version of OnBase each year. Upgrades of OnBase consist of the base software plus enhancements and any fixes. Customers are encouraged to upgrade to the latest release in order to work with software that has the most testing completed on it. Customers that are current on their maintenance are entitled to the new software including any enhancements to the modules that are owned. Service Pack releases help customers get corrections, additional features and functionality without the need to perform a major upgrade. Patches are released on an as-needed, customer demand basis and tend to vary by year.

EXHIBIT A- PRICING PAGE

Hyland Software has completed and embedded below Exhibit A – Pricing Page. In addition, we have provided a detailed pricing breakdown for your review. The following pricing is based off of the solution Hyland Software is proposing to best meet the needs of your organization, as identified to date, and may not incorporate all of the OnBase functionality discussed within this response.

Exhibit A	
EXHIBIT A – PRICING PAGE	Exhibit A - Pricing Page

OnBase Software, Maintenance and Services Breakdown

ONBASE SOLUTION				
Capture				
Product Name	**Module Code**	**Unit Price**	**Quantity**	**Total Module Price**
Advanced Capture	IAIPW1	$25,000.00	1	$25,000.00
Production Document Imaging (TWAIN)	TIIPW1	$5,000.00	1	$5,000.00
Production Document Imaging (TWAIN)	TIIPW2	$3,000.00	1	$3,000.00
Integration for Open Text Fax Server, RightFax Edition	RFIPW1	$6,000.00	1	$6,000.00
Manage				
Product Name	**Module Code**	**Unit Price**	**Quantity**	**Total Module Price**
ICR Support for Advanced Capture	IRIPI1	$5,000.00	1	$5,000.00
			Software Total:	**$44,000.00**
OnBase Annual Maintenance				
Product Name	**Code**	**Description**		**Price**
Annual Maintenance	MAINT1	20% of software		**$8,800.00**
		Extended Software + Maintenance Total:		**$52,800.00**

Hyland Global Services

The following services estimate is a preliminary estimate. The included estimation is based upon the data provided in the State of West Virginia's issued RFQ and is subject to modification based upon further onsite discovery.

Services Estimate	
SERVICES ESTIMATE	Professional Services Proposal

Module Overview

Advanced Capture	Enables the automatic classification and indexing of scanned documents. Supports multiple languages and the processing of bi-tonal, grayscale and color images. Enables batch processing and also ad-hoc Automated Indexing from a select list.
ICR Support for Advanced Capture	Enables the recognition/extraction of handwritten numerals, text and punctuation characters in conjunction with Advanced Capture.
Production Document Imaging (TWAIN)	For first - Scans (digitizes) paper documents using TWAIN compatible devices. Advanced features include bar code recognition, distributed capture and indexing, blank page separation and auto-enabled indexing.
Production Document Imaging (TWAIN) (2+)	For second and beyond - Scans (digitizes) paper documents using TWAIN compatible devices. Advanced features include bar code recognition, distributed capture and indexing, blank page separation and auto-enabled indexing.
Integration for Open Text Fax Server, RightFax Edition	Provides the ability to specify how fax documents are configured for automatic import into OnBase upon receipt at the RightFax Server.

OnBase by Hyland

APPENDIX A- CLARIFICATIONS

General Terms and Conditions Document

Hyland Software Response: Hyland Software and The State of West Virginia Public Employees Insurance Agency are parties to an End User License Agreement, dated on or about January 30, 2009, as subsequently amended. The Software proposed by Hyland in response to this RFQ would fall under the terms of the above-mentioned agreement.

Additionally, the services proposed by Hyland Software in response to this RFQ would be governed by either Hyland Software's maintenance and support agreement or Hyland Software's Blanket Services Agreement, depending on the scope of the services. A form of both Hyland Software's standard Maintenance and Support agreement and Blanket Services Agreement have been included below.

Therefore, should Hyland Software be the successful bidder, the State's purchase would be governed by the terms of the above mentioned agreements, which may include mutually acceptable revisions to such terms.

Sample Agreements	
SOFTWARE MAINTENANCE AGREEMENT	Software Maintenance Agreer
BLANKET SERVICES AGREEMENT	Blanket Services Agreement

Instructions Document, 11. Exceptions and Clarifications, Page 4 states: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

Hyland Software Response- Hyland Software agrees, subject to the parties' execution of a mutually acceptable final and binding agreement (or amendment to the parties' existing agreement, as appropriate) which may include mutually acceptable revisions to such terms.

Specifications Document, 3.1.2. Scanning System Implementation, 3.1.1.14. , Page 4 states: Document Management solution must meet required HIPAA standards. Management of sensitive medical records must meet HIPAA guidelines. The system security must be support adherence to HIPAA regulations.

Hyland Software Response- Hyland Software developed the OnBase software suite, among other things, to assist its users in their efforts to meet various compliance and industry standards. Many of Hyland Software's customers use the OnBase software to assist in their compliance efforts with various laws, rules, and regulations at the federal, state, and local levels.

That being said, Hyland Software is not in a position to give legal advice to its customers (i.e. to advise a customer as to what federal and state mandates such customer is subject to and to advise a customer as to what it needs to do in order to be in compliance with such mandates). Hyland Software is willing to entertain any questions that you may have and to provide you with a detailed description of the functionality of the OnBase software in order to assist you in determining whether the functionality of the OnBase software will meet your compliance needs.

Specifications Document, 5. Performance, 5.2, Page 7 states: Vendor must confirm it accepts all responsibility that the PEIA scanning system will be upgraded properly and all aspects of PEIA's system will function properly post-implementation.

Hyland Software Response: As part of the implementation services for this project, Hyland will provide the installation, user testing and final knowledge transfer prior to go-live, to ensure the system is functioning to the specification the software provides. Additionally, as part of the standard Master Software License, Services and Support Agreement, Hyland Software offers a performance warranty on the software, which provides that, during the warranty period, the software will perform in accordance with the applicable documentation. During this warranty period, you are permitted to use the software in any type of environment that you deem appropriate (i.e., production or non-production) and are permitted to test the software using any testing criteria that your organization deems appropriate. In the event a non-conformity is found during such warranty period and you notify Hyland Software of the same, Hyland Software will repair/replace the non-conforming software (at no additional charge). In the event that Hyland Software is unable to make such repair or deliver a replacement, Hyland Software will refund any applicable software license fees to you. Please note that in the event a non-conformity arises after the expiration of the warranty period, Hyland Software will work to correct any such non-conformities as part of your purchase of annual maintenance and support.

From a product upgrade standpoint, since this will continue to be a premise-based deployment, the frequency and cost of upgrading the OnBase solution are the responsibility of the customer. If assistance in upgrading is needed, upgrade services are available to all OnBase customers for an additional fee. Hyland Software offers professional upgrade services designed to work with our customers to upgrade their current OnBase Solution to the latest version of the software so that they can enjoy a greater selection of features and functionalities, as well as improved performance and stability. An OnBase Certified Installer (OCI) will mentor the customer's OnBase System Administrator while onsite, and work with them to better understand their OnBase Solution. During this time the OCI may also create a test environment, upgrade a test environment to the latest version of OnBase, upgrade the customer's production database and all supporting OnBase Software and Integrations, and provide go-live support. They could also walk the customer through a mock upgrade of an end user's workstation.

Specifications Document, 5. Performance, 5.2, Page 7 states: Vendor must confirm it is properly insured, in good financial standing and properly licensed in all respects to perform this project. Vendor must confirm it understands all aspects of the contract awarded from this procurement will be governed by the laws of the State of West Virginia.

Hyland Software Response- While Hyland Software's standard agreements establish Ohio as the governing law, venue, and jurisdiction, Hyland Software is willing to discuss alternative choices of law, venue, and jurisdiction. Hyland Software confirms it is properly insured, in good financial standing and properly licensed in all respects to perform this project.

Notice

EXHIBIT A

PRICING PAGE

The **cost shall include all project costs including travel, meals, etc**. The bidder shall submit the cost proposal in the following format:

Description	Quantity	Unit Cost	Extended Cost
Scanning System Software (includes Year 1 maintenance and support)	1	$52,800.00	$52,800.00
Implementation (including training)	1	$21,000.00	$21,000.00
Renewal Option - Year 2 Maintenance and Support	1	$9,064.00	$9,064.00
Renewal Option - Year 3 Maintenance and Support	1	$9,336.00	$9,336.00
Renewal Option - Year 4 Maintenance and Support	1	$9,616.00	$9,616.00
		TOTAL BID AMOUNT	$101,816.00

Renewal options will be initiated by the Agency, agreed to by the Vendor, and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.