



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.

Header

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 169603

Procurement Type: Central Purchase Order

Vendor ID: 000000176927

Legal Name: HYLAND SOFTWARE INC

Alias/DBA:

Total Bid: \$291,913.03

Response Date: 05/12/2016

Response Time: 13:29

SO Doc Code: CRFQ

SO Dept: 0308

SO Doc ID: LAB1600000002

Published Date: 5/5/16

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Status: Closed

Solicitation Description: Addendum No. 01 Software Maintenance for Onbase EDMS

Total of Header Attachments: 0

Total of All Attachments: 0

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Please see attached pricing page.				\$291,913.03

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description :	Please see attached pricing page for Software Maintenance for Onbase EDMS system pricing page.
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**RFQ for The State of West Virginia
Software Maintenance for OnBase EDMS System
CRFQ 0308 LAB1600000002**

Lori Kershner
Account Manager
Hyland Software, Inc.
28500 Clemens Road
Westlake, OH 44145
Office: 440.788.6668
www.onbase.com

May 12, 2016

Jessica Chambers
Senior Buyer
The State of West Virginia
2019 Washington Street, East
Charleston, WV 25305

Dear Jessica:

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 Division of Labor with the following response to your Software Maintenance RFQ. Per your request, the following document provides a preliminary, yet solid foundation to implement and support a cost-effective solution for the Division of Labor 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.

The mission of Hyland Software is to be the best ECM solution provider in the world. To that end, we are firmly committed to helping customers successfully operate, maintain, modify and extend their OnBase solutions. Hyland Software provides highly-trained professionals with the highest commitment to customer service and satisfaction, while leveraging the collective experience of the OnBase community. We will work with you to identify and apply best practices to the maintenance and support of your deployed solution.

Our response submission was formulated based on the requirements provided in the Division of Labor solicitation document. 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,



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



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SIGNED DOCUMENTS

Signed Documents

CRFQ FORM



CRFQ Form.pdf

GENERAL TERMS AND CONDITIONS



Certification and
Signature Page.pdf

PURCHASING AFFIDAVIT



Purchasing
Affidavit.pdf

ADDENDUM ACKNOWLEDGEMENT



CRFQ Addendum
Form.pdf



Addendum
Acknowledgement f

VENDOR PREFERENCE CERTIFICATE

*This is not applicable to
Hyland Software, Inc.*

PROGRAMMING SERVICES SPECIFICATIONS

4.0 Mandatory Requirements

4.1 Mandatory Contract Services Requirements and Deliverables

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

Please refer to Appendix A - Clarifications for our Sample Maintenance Agreement, which includes details on our standard maintenance terms.

4.1.1 Software Maintenance for OnBase EDMS System

4.1.1.1 Software Maintenance for OnBase EDMS System becomes effective upon the “effective start date” of the awarded contract.

4.1.1.2. Software Maintenance for the Agency owned OnBase EDMS System must include software maintenance for the following Agency owned licenses:

- 4.1.1.2.1 AppEnabler (1 licensed)**
- 4.1.1.2.2 Bar Code Generator (1 licensed)**
- 4.1.1.2.3 Concurrent Client (34 licensed)**
- 4.1.1.2.4 Desktop Document Imaging (unlimited) (4 licensed)**
- 4.1.1.2.5 Disconnected Scanning (1 licensed)**
- 4.1.1.2.6 Document Retention (1 licensed)**
- 4.1.1.2.7 EDMS Services (1 licensed)**
- 4.1.1.2.8 Multi-User Server (1 licensed)**
- 4.1.1.2.9 OnBase Office Business Application for Office 2013 (101 licensed)**
- 4.1.1.2.10 Production Document Imaging (ISIS or TWAIN) (1 licensed)**
- 4.1.1.2.11 Production Document Imaging (Kofax or TWAIN) (7 licensed)**
- 4.1.1.2.12 Storage Integration for EMC Centera (1 licensed)**
- 4.1.1.2.13 Unity Automation API (1 licensed)**
- 4.1.1.2.14 Virtual Print Driver (1 licensed)**
- 4.1.1.2.15 Workflow Concurrent Client (32 licensed)**
- 4.1.1.2.16 Workflow Departmental Server (1 licensed)**
- 4.1.1.2.17 Workstation Client (9 licensed)**

4.1.1.3 Software maintenance must include telephonic support, upgrades, internet support, upgrade notifications to Division of Labor’s Information Technology staff

4.1.1.4 Vendor should provide with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree or accept as part of this solicitation. This information will be required before Purchase Order is issued.

4.1.1.5 Vendor should include a copy of Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as part of this solicitation. This information will be required before Purchase Order is issued.

4.1.1.6 The Agency nor the state will agree to pay a reinstatement fee.

11. Miscellaneous

11.1. Contract Manager

During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Lori Kershner
Telephone Number: (440) 788-6668
Fax Number: (440) 788-5100
Email Address: Lori.Kershner@onbase.com

EXHIBIT A - PRICING SHEET

Hyland Software has completed and embedded below Exhibit A – Pricing Sheet.

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.

Pricing Documents

EXHIBIT A – PRICING SHEET



Price Sheet_Hyland
Software Response

APPENDIX A - CLARIFICATIONS

General Terms and Conditions Document

Hyland Software Response: The services proposed by Hyland in response to this RFP would be governed by Hyland's Maintenance and Support Agreement, depending on the scope of the services. A form of Hyland Software's standard Maintenance and Support agreement has been included below for your reference.

Therefore, should Hyland 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

SAMPLE MAINTENANCE AGREEMENT



Sample Maintenance
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 which may include mutually acceptable revisions to such terms.



Notice

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