



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 170611

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0506

Vendor ID: VS0000006220

SO Doc ID: MCH1600000003

Legal Name: Meghan barkley

Published Date: 7/25/16

Alias/DBA:

Close Date: 8/11/16

Total Bid: \$624,000.00

Close Time: 13:30

Response Date: 08/05/2016

Status: Closed

Response Time: 15:44

Solicitation Description: ADDENDUM_3 Web-based, performance & case management

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 : 170611

Solicitation Description : ADDENDUM_3 Web-based, performance & case management system

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2016-08-11 13:30:00	SR 0506 ESR08051600000000529	1

VENDOR
VS0000006220 Meghan barkley

Solicitation Number: CRFQ 0506 MCH1600000003

Total Bid : \$624,000.00 **Response Date:** 2016-08-05 **Response Time:** 15:44:55

Comments:

FOR INFORMATION CONTACT THE BUYER
 Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature on File	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	World wide web WWW site design services	1.00000	EA	\$28,000.000000	\$28,000.00

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description : 4.1.2 Conceptual design of web-based performance and case management system to support the coordination and integration of information and services for CYSHCN (Month 1).

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	World wide web WWW site design services	1.00000	EA	\$56,000.000000	\$56,000.00

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description : 4.1.3 Written Design of Web-Based Data Collection System (Months 1-2).

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	World wide web WWW site design services	1.00000	EA	\$252,000.000000	\$252,000.00

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description : 4.1.4 Development of Web-Based Data Collection System (Months 2-5).

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Training workshop services	1.00000	EA	\$28,000.000000	\$28,000.00

Comm Code	Manufacturer	Specification	Model #
86132201			

Extended Description : 4.1.5 Training (Months 6-8).

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	World wide web WWW site design services	1.00000	EA	\$28,000.000000	\$28,000.00

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description : 4.1.6 Go-Live for CYSHCN (Month 9).

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Maintenance or support fees (Y1)	1.00000	EA	\$58,000.000000	\$58,000.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : 4.1.7 Maintenance, Support, and Upgrades (Year 1)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Maintenance or support fees (Y2)	1.00000	EA	\$58,000.000000	\$58,000.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : 4.1.8 Maintenance, Support, and Upgrades (Year 2)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Maintenance or support fees (Y3)	1.00000	EA	\$58,000.000000	\$58,000.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : 4.1.9 Maintenance, Support, and Upgrades (Year 3)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Maintenance or support fees (Y4)	1.00000	EA	\$58,000.000000	\$58,000.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	4.1.10 Maintenance, Support, and Upgrades (Year 4)
-------------------------------	--



STATE OF WEST VIRGINIA
Web-Based Case Management System

Technical Response
Solicitation # CRFQ-0506-MCH-1600000003

Submitted to:
Mark Atkins
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Submitted by: August 11, 2016 by 1:30PM EST

Submitted by:
Aeon Nexus Corporation
Kiley Wittig, Managing Director of Sales & Marketing
138 State Street
Albany, NY 12207
518.708.8971
kileywittig@aeonnexus.com

**NYS Certified Minority Business Enterprise
U.S. SBA Small Disadvantaged Business
Federal Tax ID: 54-1983534
DUNS ID: 109396627
GSA Schedule: GS-35F-0238M**



August 4, 2016

Mark Atkins
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Mr. Atkins,

This letter is to acknowledge the submission of a proposal for **Solicitation No. CRFQ-0506-MCH-1600000003: Web-Based Case Management System** and any addenda thereof.

As a Microsoft Dynamics CRM Gold Partner, Aeon Nexus Corporation is uniquely qualified to provide these services and solutions to the State of West Virginia Department of Administration. Aeon Nexus Corporation confirms its submission and acknowledges *Attachment 1 – Provisions Required for Federally Funded Procurements* and if awarded, will comply and adhere to all listed regulations.

Should you have any questions, please feel free to contact me.

Sincerely,

Meghan Barkley
Director of Operations
meghanbarkley@aeonnexus.com

138 State Street | Albany, NY 12207 T: 518.708.8971 F: 866.252.1251 aeonnexus.com

Contents

Section I: Vendor Qualifications	4
1.1 Corporate Profile	4
1.2 Past Performance	4
1.3 Proof of Experience.....	6
Section II: Solution Overview	7
Section III: Use Cases	9
3.1 Medical Eligibility Application for Program.....	9
3.2 Payment Tracking for Services	13
3.3 Care Coordination: Use Case #1 – System Re-Eligibility	19
3.4 Care Coordination: Use Case #2 – Care Coordination	21
3.5 Care Coordination: Use Case #3 – Care Plans	24
Section IV: Mandatory Requirements	26
Section V: System Requirements	46
5.1 System Hardware Requirements.....	46
5.2 Mobile Devices	47
5.3 Security.....	47
Section VI: Data Migration	50
6.1 Data Migration Plan	50
Section VII: Our Approach – Brief Overview	53
7.1 Project Schedule	54
7.2 Resources	56
7.3 Project Management	57
7.4 Training	59
Appendix	62

Section I: Vendor Qualifications

1.1 Corporate Profile

Aeon Nexus Corporation is a GSA Schedule 70 holder, certified minority-owned and small disadvantaged business, experienced in providing public and private sector clients with superior software solutions. Our expertise in IT consulting and customer service has made Aeon Nexus a valuable asset to our clients in the commercial and federal sectors since 2000. Originally headquartered in Washington, DC, Aeon Nexus Corporation has expanded with offices in Glens Falls, NY; Albany, NY; and Miami, FL; with resources working on both the East and West coasts of the United States.

As a premiere integrator of IT solutions, we pride ourselves on being able to solve our clients' most challenging problems, regardless of the specific platform. Our in-depth understanding of multiple applications and technologies uniquely positions us to deliver exceptional results, specifically in circumstances where the deployed solution requires integration with multiple IT systems, databases, and infrastructure (e.g. on premise or cloud). Our goal is to identify and deliver the solution that best meets our clients' needs. Our extensive experience with both the private and public sectors provides us with a unique perspective for translating best practices, regardless of their origin, so that they can be incorporated and successful under the realities, opportunities, and constraints of the government environment. Having successfully delivered on assignments at all levels of government including international, federal, state, and local, we have the ability to scale and drive success for public sector clients of all sizes.

Aeon Nexus is formally part of Microsoft's Partner Program under its National Solutions Integrator (NSI) business segment. As a managed partner, Microsoft commits management resources, training, and capital in support of our partnership. Additionally, we are part of Microsoft's Supplier Diversity Program. Aeon Nexus is a Microsoft Gold Partner in CRM, and currently working towards Gold status in Mid-Market Solutions and Portals & Collaboration. Our most recent Microsoft projects have focused on Microsoft Dynamics CRM, Microsoft 365 with Power BI, and SharePoint. In 2013, Aeon Nexus was initiated into the President's Club that signified Microsoft Partners whose revenue represented the top 5%.

By combining our technical knowledge, consulting experience and partner network, Aeon Nexus easily differentiates our solutions from competitors. Our partnerships with Microsoft, Oracle, Office Depot, and Dell give us a large breath of knowledge. Our team's best-in-class resources and leading customer service will continue to enable us to deliver above and beyond our customers' expectations for less.

1.2 Past Performance

Aeon Nexus Corporation is excited to showcase our skill-set in today's competitive market. Our team has received numerous competencies and certifications in Microsoft Dynamics CRM. During this process, we have distinguished ourselves as talented Microsoft solution providers, developers, and integrators. We have provided IT services to the private and public sector, including agencies in Virginia, California, Florida and New York, as well as several federal government clients such as the Department of Treasury, Honeywell Federal Manufacturing and Technology, and the Internal Revenue Service. Our vast Dynamics CRM experience has included full implementation lifecycles, upgrades, staff augmentation and supplementation and trainings. With a primary focus on the public sector, our Dynamics CRM work has concentrated on health and human services, legal case management, correspondence tracking, customer relationship management, emergency services, and constituent services.

Our work in the health and human services field covers various applications to include children and family services, juvenile justice, homeless services, health services, and health related self-service portals for constituents. Aeon Nexus has been engaged with the NYS Office of Children and Family Services (OCFS) since 2012 providing Microsoft Dynamics CRM consulting. Our team provides support in development, deployment and knowledge transfer. Since 2012, our team has worked on multiple Dynamics CRM application within the agency. Our earliest project had our team assisting NYS OCFS in developing a central hub named the Investigation Resolution Information System (IRIS). The agency desired to have a joint application system between four siloes, Special Investigations, Department of Juvenile Justice and Opportunities for Youth (DJJOY) Operations, Labor Relations, and DJJOY Facilities. Their objectives included developing a standardized system to track investigations, disciplinary action, grievances and improper actions. Our team designed and implemented IRIS to capture the basic information between these groups. Through this solution, the Special Investigations Unit and Labor Relations Unit had the ability to create, update and report on their cases efficiently and effectively. The system captures the reportable incidents from JJIS and loads them in IRIS automatically in real-time. Automated workflows determine the next steps to be taken in order to complete investigations. The system integrated multiple disparate system into one central system that is now used by various department in the agency. The cases were routed to concerned departments and the supervisors are able to assign the cases to the available resources depending on the workload. Their robust reporting tool provided by the system the ability to generate complex reports that are useful in analyzing the current status.

More recent work at OCFS has included the Aeon Nexus team developing and deploying MS Dynamics CRM to assemble a child's health summary based on their prior Medicaid claims, pharmacy and laboratory data. NY OCFS had recently developed a Health Information Solution (CPHIS) component of the Children's Passport (CP) initiative. The CPHIS sources health information from numerous, disconnected systems to create a single authoritative historical health record for children and youth under OCFS care. The CPHIS demonstrates the power of interoperability by transforming existing Medicaid claims information into useable clinical information. This system relies on the use of a Microsoft Dynamics CRM, Microsoft BizTalk Server and Oracle RDBMS 11g. The CPHIS has been implemented in the OCFS Juvenile Justice program and requirements are being developed to prepare the system for deployment for children in foster care. The implementation leverages Service Oriented Architecture (SOA) concepts utilizing industry standard web services. Our solution leveraged data sources from the NYS Department of Health (DOH) in a manner that satisfied applicable privacy and confidentiality laws, statues and regulations. This engagement made changes to the existing Juvenile Justice centric system to support Child Welfare specific business requirements.

Aeon Nexus is engaged at the County of San Diego to provide professional IT services in the development of enhancements and support to the Live Well San Diego Partner Engagement System utilizing the Microsoft Dynamics CRM platform. The county of San Diego started their Live Well initiative in 2010 realizing that improving the quality and efficiency of County government and its partners would build a strong foundation of good governance while encouraging residents in taking action for a healthier future. Our partner management system enhancements increased efficiency and improved the user experience through features such as automated reminders, system templates, and improved reporting. The development of a partner portal also enhance communication with prospective and recognized partners in addition to providing the ability for partners to collaborate with each other. Easy Territory, a third party mapping app was integrated to gather and map statistics aiding in informed decisions about where the county should focus efforts. Our Partner Engagement System was instrumental in tracking requests from organizations interested in becoming a recognized partner, and

tracking the partner process, partner growth and the collective efforts of Live Well San Diego recognized partners that contribute to healthy, safe and thriving communities.

Aeon Nexus is currently engaged with Erie County, NY to provide application development services for a Dynamics CRM solution to support the Erie County HEAP and Homeless and Emergency Service benefits process. Aeon worked to identify workflows, processes, forms, worksheets, and business rules for managing state mandated benefits. Development efforts included workflows for processing HEAP and Homeless and Emergency service applications through phone calls, in person visits, and other avenues available to the general public. Built in assessment tools identify the most vulnerable citizens and generate what assistance is available. Having a case management system helps track citizens across the county to get a complete picture of their status, what assistance they qualify for and how best to get them support. The County and Aeon Nexus are working together to ensure that the delivered solutions meet the requirements identified in the early stages of the engagement and delivers measurable value for years to come.

1.3 Proof of Experience

Please see *Attachment C* for a copy of the executed contract and contract renewal between Aeon Nexus Corporation and the NYS Office of Children & Family Services.

Section II: Solution Overview

Our solution for the West Virginia Office of Maternal, Child, and Family Health's Web-Based Case Management System is built on Microsoft's Dynamics Customer Relationship Management (CRM) framework, offering an administrative interface powerful enough to allow authorized staff to fully configure and customize system functionality. Microsoft Dynamic CRM offers a complete end-to-end solution for public sector organizations. With Microsoft Dynamics, government agencies are able to provide services to citizens faster and more cost-effectively. This platform also allows agencies to empower system users to be more proactive, while gaining the visibility and accountability their constituents demand.

Our approach includes configuring this platform to address the unique data and project structure of OMCFH. More specifically, our solution is a highly flexible relationship management platform that will address OMCFH's goals to more effectively manage the requirements of the CSHCN Program. Our solution provides a ready-to-use data structure for transaction management, a security model, a common web-based user interface of views and forms, a tool for uploading individual and multiple records, audit tracking, and web services for integration with external data sources and systems. It has a strong integration story for Microsoft Outlook including an online and offline client that can be installed on a workstation for staff to maintain backend data submission, workflows, business rules, email tracking, and calendars and events.

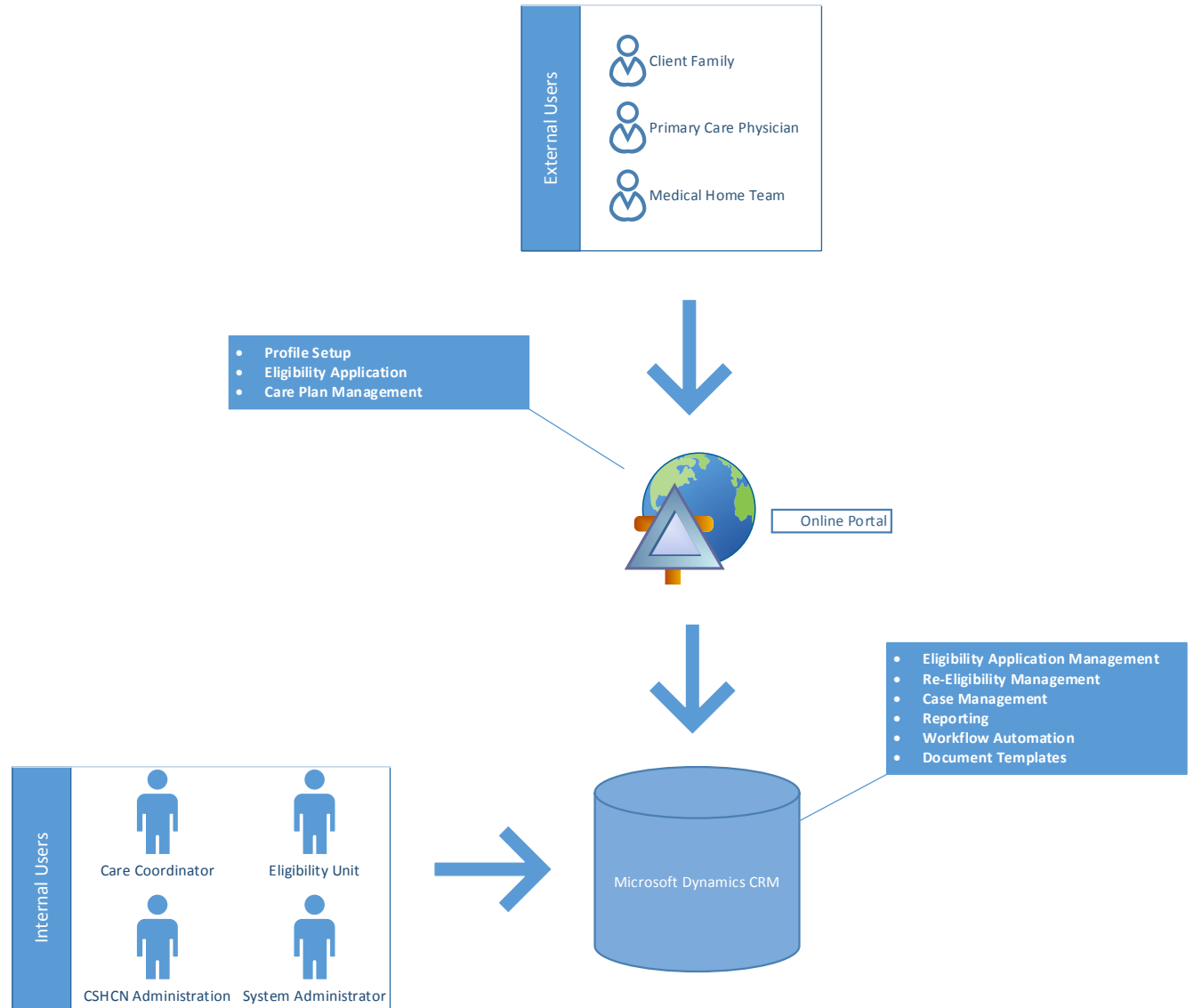
Microsoft Dynamics CRM is a full-service, COTS (commercial-off-the-shelf) customer relationship management (CRM) application that provides a complete suite of powerful case management capabilities, all with a familiar user interface based on Microsoft Outlook. Microsoft Dynamics CRM runs natively within Outlook or within major web browsers as a web application. Microsoft Dynamics CRM is an exceptional application because of its wide range of benefits, including point-and-click configurability, enterprise scalability, and easy interoperability to existing applications and databases. It delivers the "Power of Productivity" for users focusing on the following:

- Out of the box functionality for case management; including managing contacts, cases, activities, and calendars.
- Flexible architecture that allows new features and capabilities to be very quickly implemented through configuration rather than customization.
- Familiar experiences through a next-generation native Microsoft Outlook client, browser-based and mobile access, role-tailored design, and advanced user personalization, improving user adoption and giving users easy access to the information they need to be successful.
- Intelligent experiences through guided process dialogs, inline business intelligence for performance and goal management, and real-time dashboards and analytics, providing the most up-to-date information critical to enabling staff to do their jobs effectively.
- A self-service portal integrated with CRM allowing end users an interactive, self-service capability.
- Powerful online self-service knowledge base allowing users to find answers to common issues quickly while reducing the strain on your own support resources.

Additionally, Microsoft Dynamics CRM delivers exceptional flexibility and business fit, combined with familiar user experiences through its deep stack alignment with the Microsoft Office productivity suite, namely Microsoft Outlook, Microsoft Excel, and Microsoft Word. It also works well with other Microsoft

technologies such as Microsoft SQL Server® database software, Microsoft Communications Server, Microsoft BizTalk® Server, Microsoft Exchange Server, and Microsoft SharePoint® Server for a complete Microsoft solution.



The proposed solution uses Microsoft Dynamics CRM as the backend for Eligibility Application Management, Re-Eligibility Management, Case Management and all of the related reporting and automation requirements. Adxstudio Portals are used for Eligibility Application and Case Management/Care Plan progress tracking.



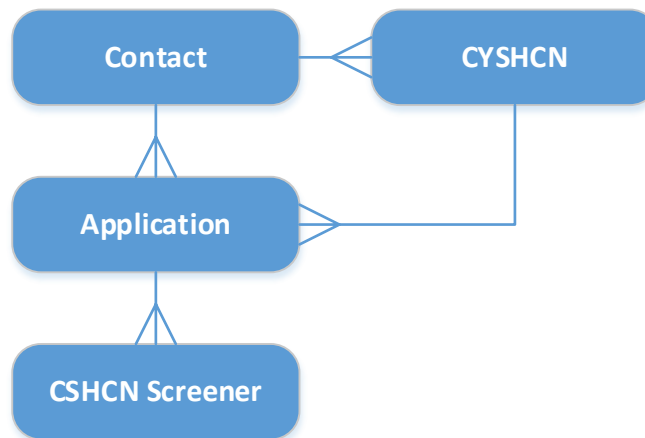
Section III: Use Cases

In this section, we have provided how the Microsoft Dynamics CRM platform and our team will solve for each of the use cases presented by OMCFH.

The following provides a key for the use case diagrams below.

	Microsoft Dynamics CRM entity. Entities are a CRM record type and represent distinct tables in the SQL Server database.
	1:N relationship. A 1-to-many relationship is represented by a look up on the secondary, or the "N" entity. Example: A Contact has many Invoices.

3.1 Medical Eligibility Application for Program CRM Entities



Entity	Description
Contact	The Contact record is used to store information on any individual, such as clients, family members, primary care physicians, medical home team members, etc.
Application	The Application record collects all of the information required to submit a Medical Eligibility Application, as well as all eligibility information.
CSHCN Screener	The CSHCN Screener record collects all of the information for the CSHCN Screener process.
CYSHCN	The CYSHCN record collects all of the information related to a CYSHCN after an application has been approved, such as the Eligibility Reminder Date.

Calculated Fields

Field	Entity	Description
Applicant Age	Application	Calculates the applicant's age at the time of application based on DOB of Contact.
Eligibility Reminder Date	CYSHCN	Calculates the Eligibility Date.

Business Process Flows

A Business Process Flow in Microsoft Dynamics CRM is a tool which is meant to help guide users through a business process in the system. Business process flows are representations of your business processes and are displayed visually in CRM in the form of a heading across the top of an entity form.

A Business Process Flow is composed of Stages, and within each Stage there are Steps to complete which are Fields. In the Business Process Flow heading, a user can see which Stage they are at in the process, and which Steps they need to complete before they proceed in the process.

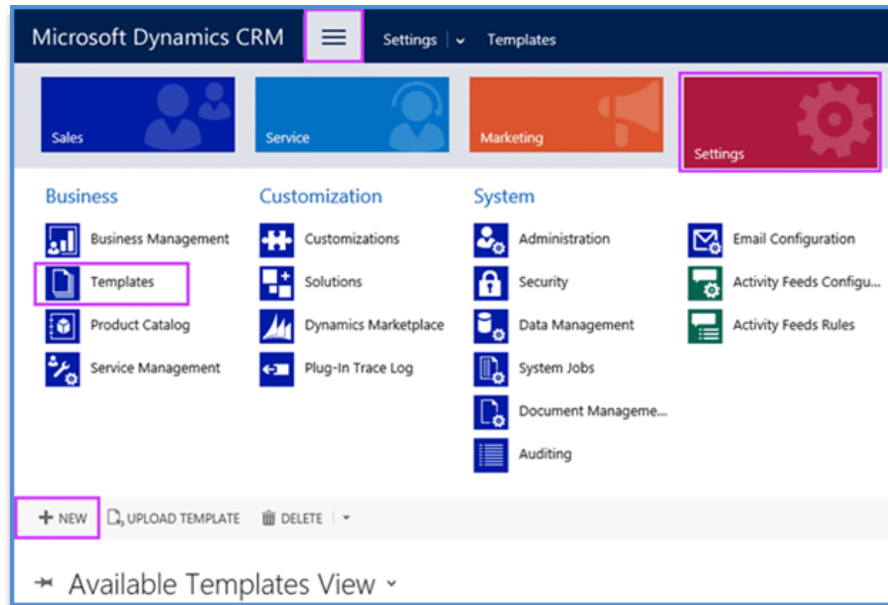
Business Process Flows enable you to require users to complete certain steps before completing the process and if needed, you can also allow users to jump Stages. They are available for out-of-the-box entities and even your own custom entities. Additionally, an entity can have many Business Process Flows associated with it. They are highly configurable to fit your organizational needs.



In the proposed solution, Business Process Flows will be utilized to govern the Medical Eligibility Application process.

Document Templates

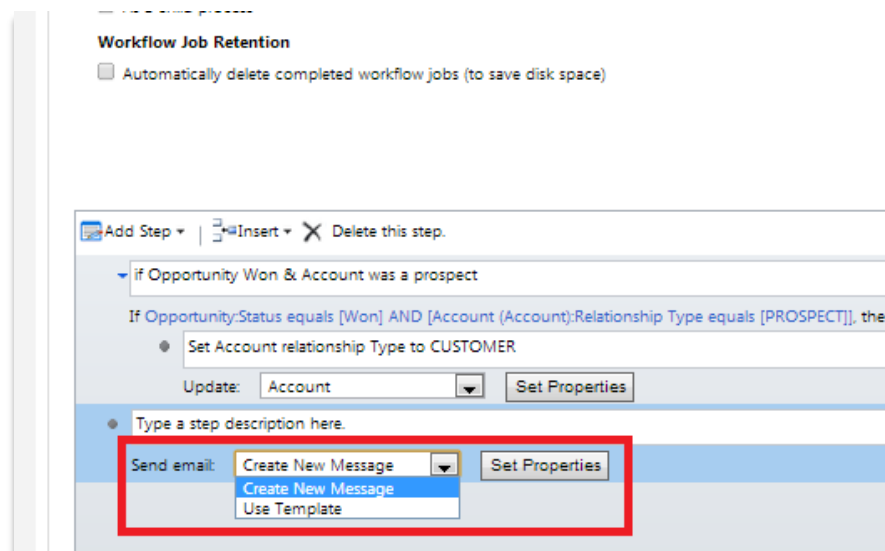
Microsoft Dynamics CRM allows organizations to create document templates in Microsoft Word or Microsoft Excel formats that can be uploaded to the system and either run on demand or generated automatically when certain conditions are met.



In the proposed solution, document templates will be utilized to create and generate the Denial Letter and the Approval Letter based on the status changes of the Application.

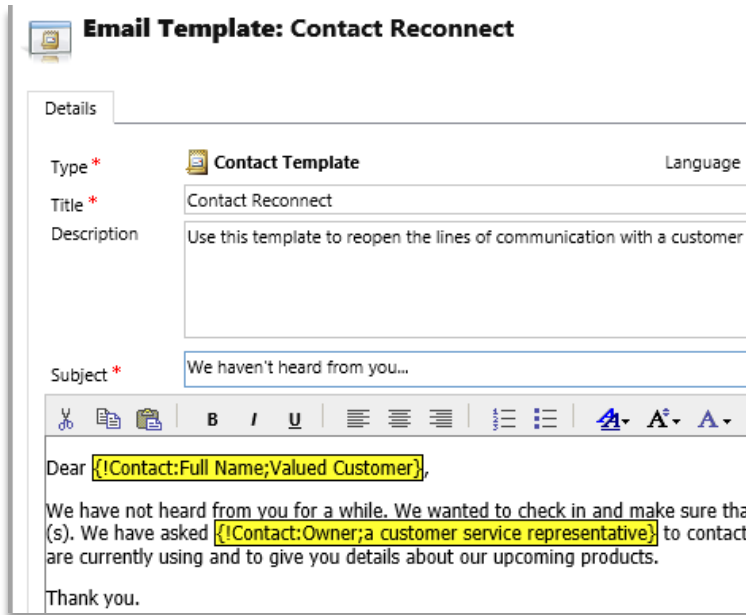
Workflows & Email Templates

Microsoft Dynamics CRM Workflows are an amazing tool. They allow for simple, or complex, automation of tasks within Dynamics CRM that can make an incredible difference to an organization.



Using Workflows, alerts, tasks, notifications, emails, and other elements can be automatically created based on certain criteria. The Workflow Tool is robust and user-friendly, enabling administrators to edit or create their own Workflows.

Microsoft Dynamics CRM Email Templates and the Mail Merge functionality are helpful tools for mass emails and mailers. These tools are typically used by marketing and sales groups. Mail Merge and Email Merge allow you to pull CRM data, such as a person's name, into an email, letter, or fax. Using the Merge functionality allows you to personalize the message.



The screenshot shows the 'Email Template: Contact Reconnect' editor in Microsoft Dynamics CRM. The interface includes a 'Details' tab and several input fields:

- Type ***: Contact Template
- Title ***: Contact Reconnect
- Description**: Use this template to reopen the lines of communication with a customer y
- Subject ***: We haven't heard from you...

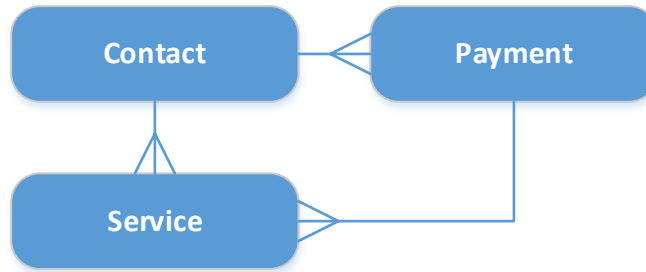
Below the fields is a rich text editor toolbar with icons for cut, copy, paste, bold, italic, underline, bulleted list, numbered list, link, unlink, and font color. The main text area contains the following content:

Dear **{!Contact:Full Name;Valued Customer}**,

We have not heard from you for a while. We wanted to check in and make sure that (s). We have asked **{!Contact:Owner;a customer service representative}** to contact are currently using and to give you details about our upcoming products.

Thank you.

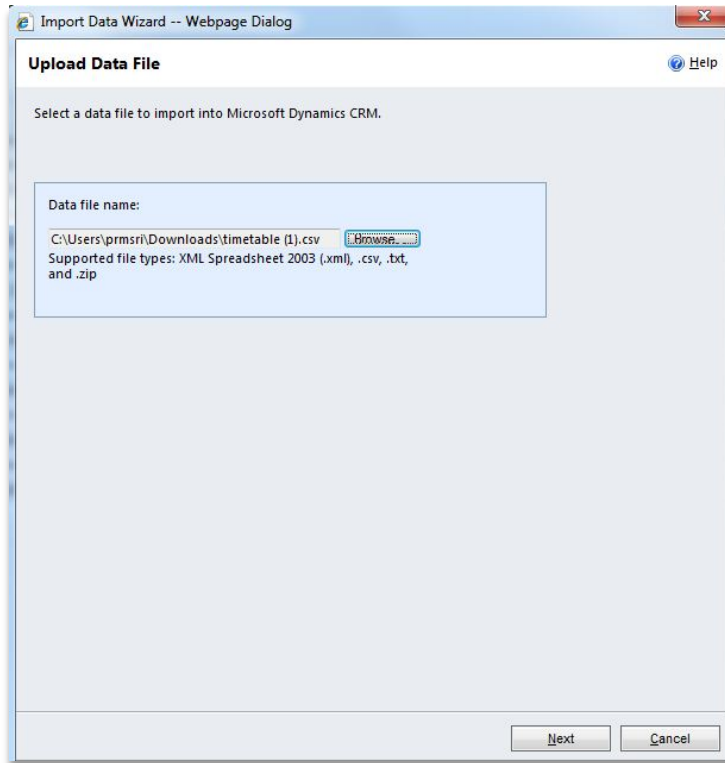
3.2 Payment Tracking for Services CRM Entities



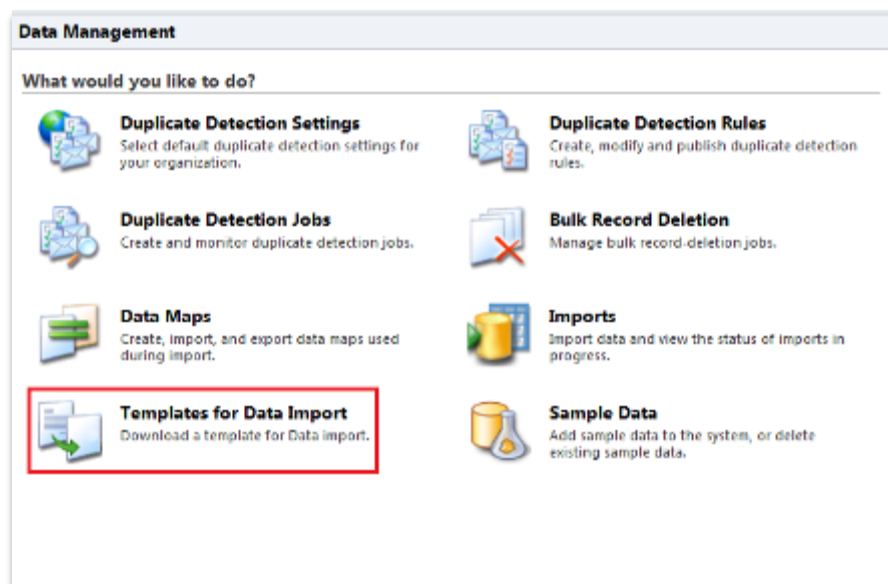
Entity	Description
Contact	The Contact record is used to store information on any individual, such as clients, family members, primary care physicians, medical home team members, etc.
Payment	The Payment record tracks individual transactions.
Service	The Service record tracks individual services and is related to both the Contact and Payment.

Data Import Wizard & Data Templates

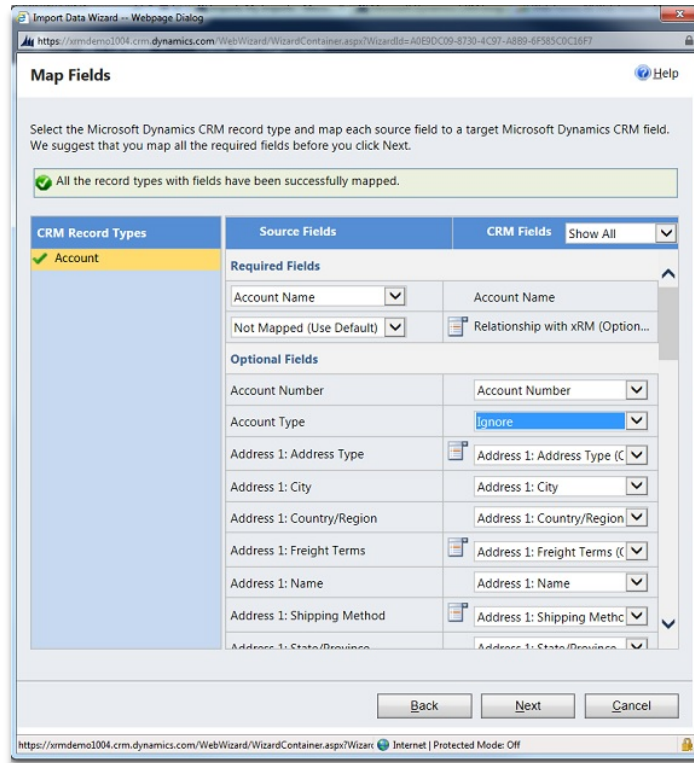
The Data Import Wizard in Microsoft Dynamics CRM allows you to load a large number of records without having to enter them manually or turn to IT for help. The Import Wizard requires only 2-3 clicks to perform a bulk import of records.



You can easily download an Import Data Template for the record type, in this case Payments, so that you can format the data for the Data Import Wizard.



Finally, CRM Data Maps take the information in your import file and map them to the CRM fields on the record type. These Data Maps can be saved so that every time a bulk Payment import will only take a couple of clicks after the initial data mapping.



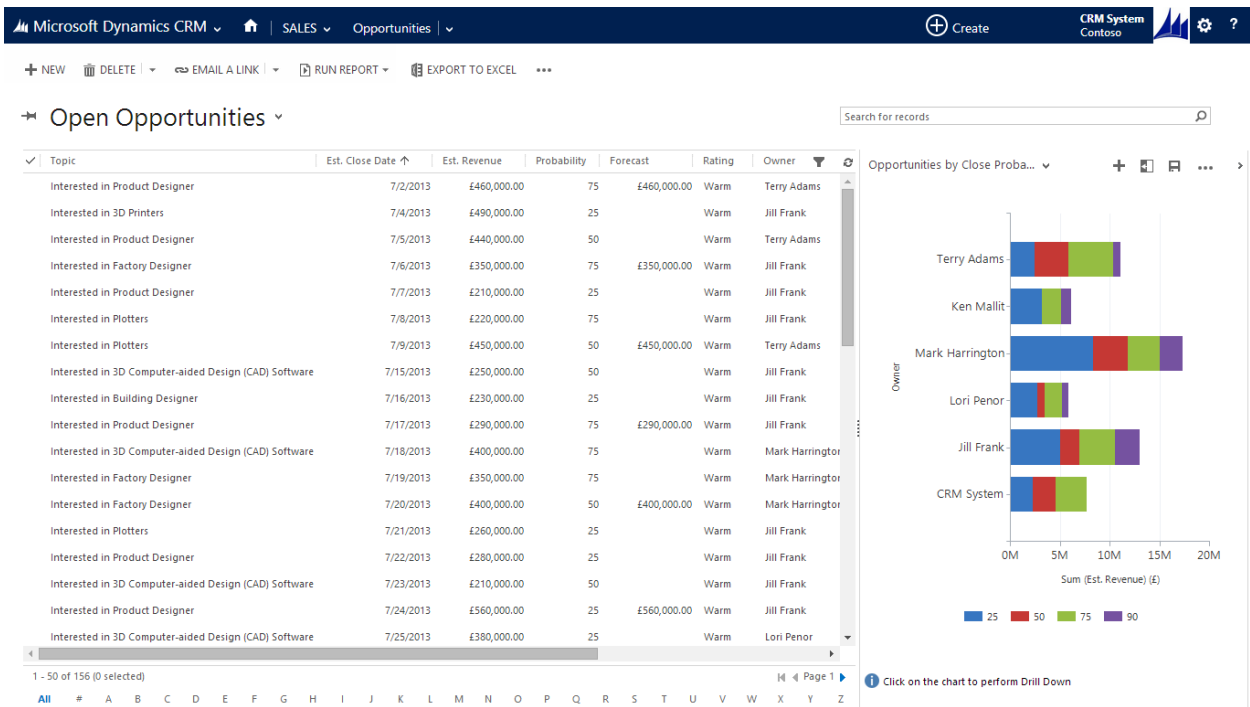
Analytics

Microsoft Dynamics CRM has many tools that allow you to track and analyze your data so you can draw insights into the success of your business processes. These tools provide many options and methods of reporting on payment data.

Charts/Visualization:

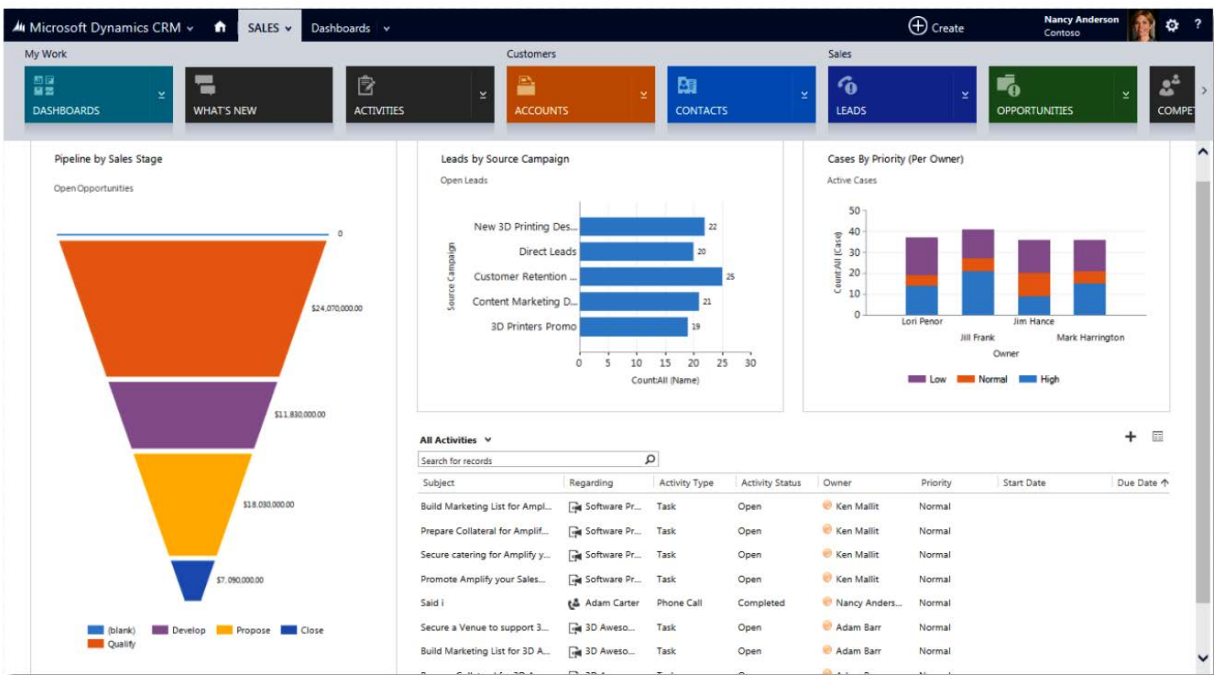
Charts in Microsoft Dynamics CRM are a very useful way to display data for quick, high-level, visual analysis. They're great for wrapping your head around huge amounts of data in one easy-to-understand visual snapshot. Here are some of the things you can do with charts:

- Easily drill down to see the underlying records and data that make up a chart
- Customize your dashboards with easy-to-understand visuals of your data
- Customize by pie, bar, line, funnel charts, and more
- Present multi-series charts
- Save personal charts that you create and share with others



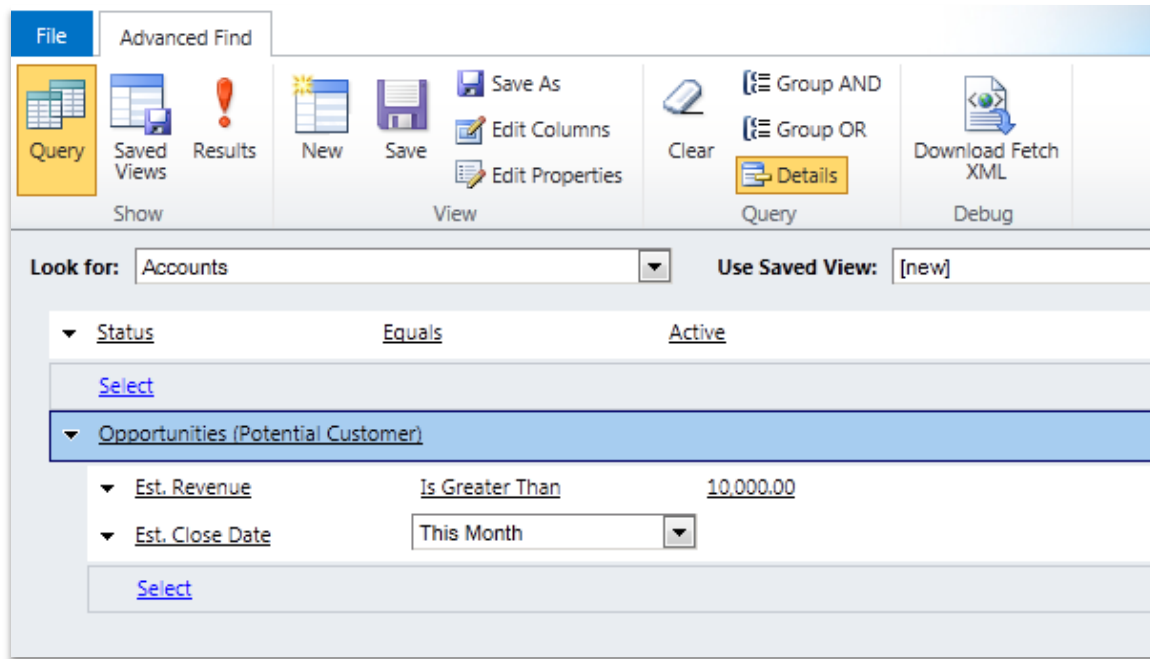
Dashboards

Microsoft Dynamics CRM dashboards are collections of view lists, charts and iFrames that can pull in things like website information that you can modify to show key performance indicators and other important data.



Advanced Find as a Reporting Tool

Advanced Find is used as a search tool within Microsoft Dynamics CRM, but it can also be used as a reporting tool. You can use Advanced Find to create views of data that meet certain criteria, and save those views for yourself and to share with others.



Microsoft Dynamics CRM Report Wizard

A core function of Microsoft Dynamics CRM is the ability to analyze your data to gain meaningful insights. The Microsoft Dynamics CRM report wizard is a tool that helps users quickly and easily create sophisticated reports with charts, tables and drill-through capabilities. With the Dynamics CRM report wizard, you can:

- Group and summarize data
- Share with the entire organization
- Add visuals such as charts and tables
- Drill-down into the data
- Run reports from lists and forms of underlying entities
- Download and edit using advanced tools like Microsoft's Business Intelligence Development Studio.

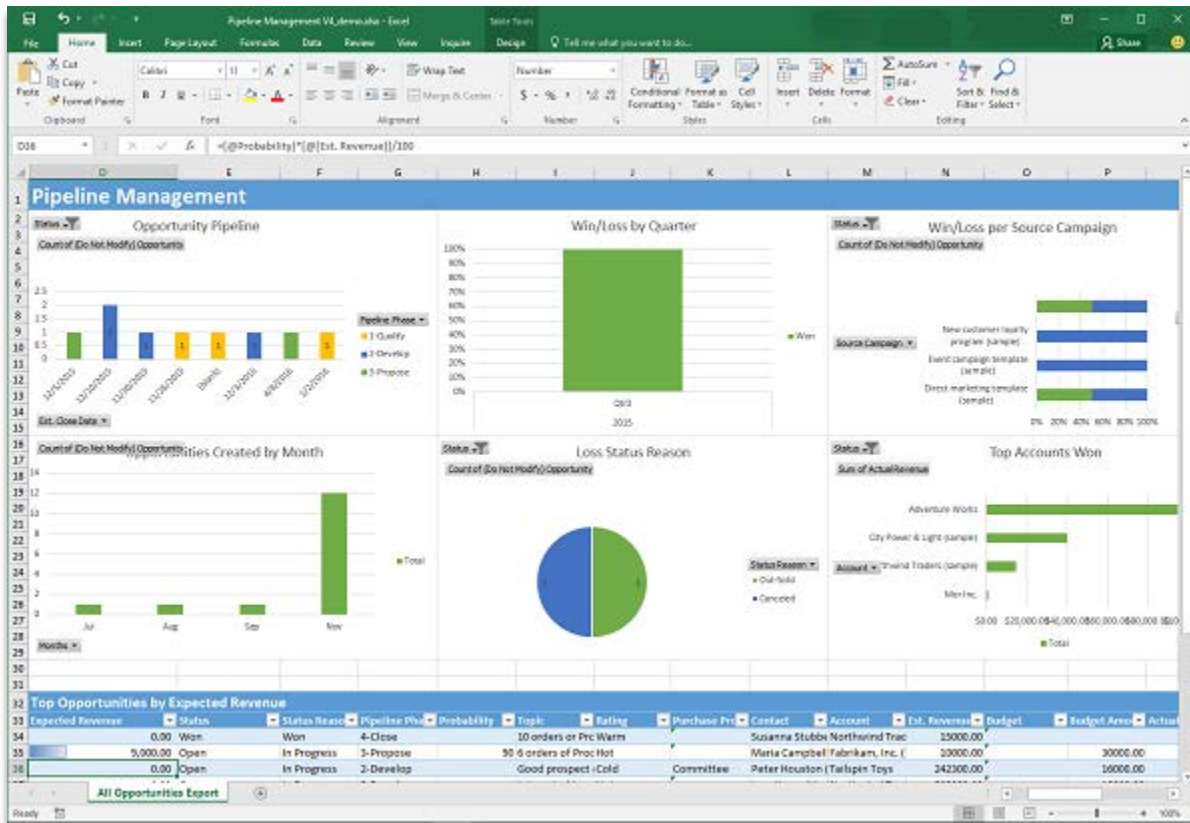
Opportunity Close

Filter Summary
 Activities:
 Activity Type: Equals Opportunity Close Activities -> Regarding (Opportunity);
 Status: Equals Lost;Won

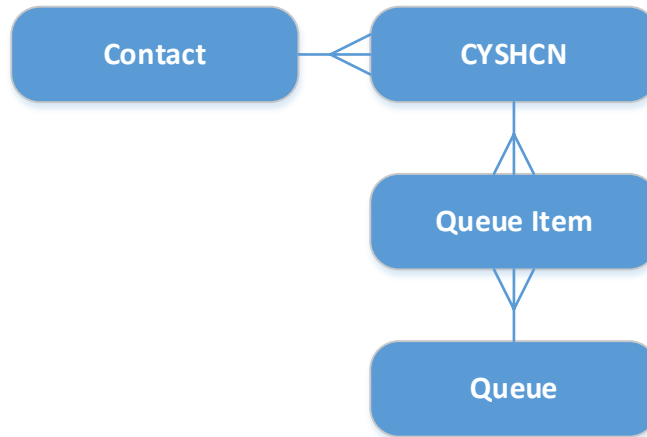
Actual End (Month)	Status (Regarding)	Potential Customer (Opportunity)	Topic (Regarding)	Owner (Regarding)	Status Reason (Regarding)	Description
April 2014 (Count: 3)						
	Won	Alperite Inc	Event management portal	Jukka Niranen	Won	Honey in the bank! Well, almost ;)
	Lost	Libware, Inc. (sample)	Web analytics integration with CRM	Jukka Niranen	Canceled	They didn't have the budget after all.
		20 20 Printing Inc	Integrate CRM with in-house ERP	Tepo Testaaja	Out-Sold	Competitor was over 30% cheaper, no chances to compete here.
February 2014 (Count: 1)						
	Won	J & J Consulting	Cloud CRM Migration	Jukka Niranen	Won	No sweat!
January 2014 (Count: 1)						
	Won	Royal Tultuk Service Pvt Ltd	CRM Online for 20 seats	Jukka Niranen	Won	

Microsoft Excel Templates

Microsoft Dynamics CRM Excel Templates allow users to create a report template in Excel and upload it to CRM to run as a report against views of records. Complex pivot charts and tables can be created once to be run like canned reports from CRM.



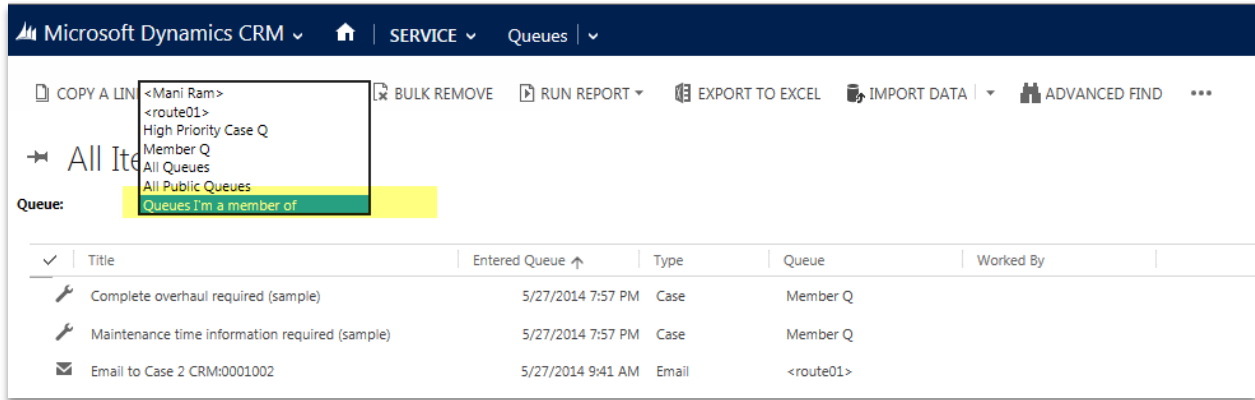
3.3 Care Coordination: Use Case #1 – System Re-Eligibility CRM Entities



Entity	Description
Contact	The Contact record is used to store information on any individual, such as clients, family members, primary care physicians, medical home team members, etc.
CYSHCN	The CYSHCN record collects all of the information related to a CYSHCN after an application has been approved, such as the Eligibility Reminder Date.
Queue	A queue is a view of actionable records. In this case, the queue will hold Queue Items for CYSHCN records that are past their Eligibility Reminder Date.
Queue Item	A queue item is created to link a queue to an eligible CYSHCN record.

Queues

Queues in Microsoft Dynamics CRM allow you to organize, prioritize, and monitor CYSHCNs. A Queue will be created in the proposed solution that will hold all CYSHCN records that have an Eligibility Reminder Date of “today or earlier”. This Queue will be displayed on the dashboard for Care Coordinators so that they know that there is an Eligibility Reminder Letter to be mailed.



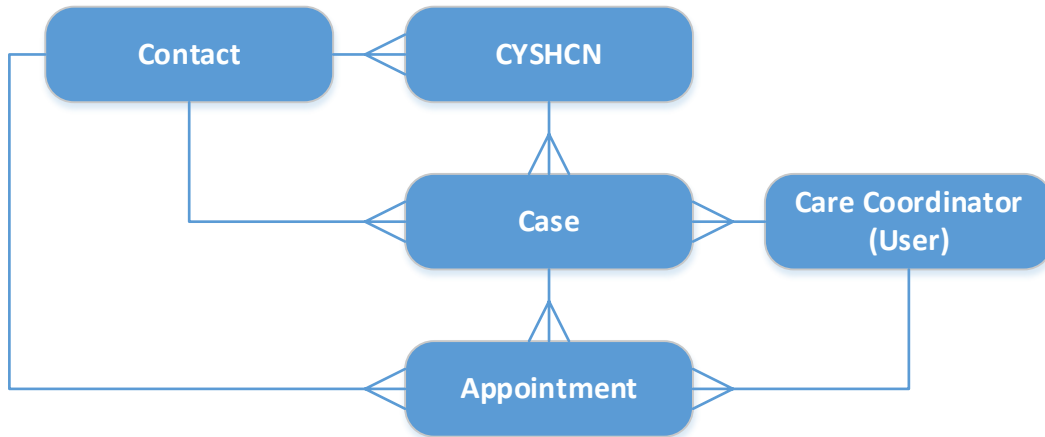
Document Templates

Document Templates, as explained in the Medical Eligibility Application for Program section, allow for Microsoft Word templates to be uploaded to Microsoft Dynamics CRM. This functionality will be used to create the Eligibility Reminder Letter.

Workflows, Tasks, & Email Templates

Workflows, as explained in the Medical Eligibility Application for Program section, allow for automation of tasks. This functionality will be used to generate an Eligibility Reminder Letter when a Queue Item is added to the Eligibility Reminder Queue. Additionally, the workflow can be expanded to generate a Task and assign it to a Care Coordinator and generate an Email that is sent to the CYSHCN contact. Options for additional automation rules can also be added.

3.4 Care Coordination: Use Case #2 – Care Coordination
CRM Entities



Entity	Description
Contact	The Contact record is used to store information on any individual, such as clients, family members, primary care physicians, medical home team members, etc.
CYSHCN	The CYSHCN record collects all of the information related to a CYSHCN after an application has been approved, such as the Eligibility Reminder Date.
Case	The Case entity provides is designed to track the process from the initial intake of a care coordination case, tracking the details throughout the evaluation process, and through plan creation and execution. You can assign cases to CRM users or teams. For more powerful automation and collaboration, cases can also be added to queues. Utilizing queues can result in more efficient case distribution and progression.
Care Coordinator (User)	A Care Coordinator is a CRM User record.
Appointment	Use appointments to track in person meetings or conference calls. They can be tracked from Outlook or scheduled directly in CRM.

Microsoft Dynamics CRM Activities

Microsoft Dynamics CRM Activities are used to record a specific type of communication, as well as the subject, time, and details of that communication. Activities are actions such as emails, phone calls, meetings, etc. Using Activities helps you and your organization understand all of the communication your organization has had with each client or prospective client. Activities should be used by every user that has external relationships and communications. Your *My Activities* view should act as your daily “To Do” list. You can create search queries, views, and reports to track Activities by client or Activity type. By utilizing Activities, you are ensuring that all communication with clients can be found later. Appointments are a type of Activity and can also be tracked in Outlook to show up as Reminders.

Microsoft Dynamics CRM & Outlook

The Outlook Client integrates Outlook with Microsoft Dynamics CRM. In the Outlook client, you have full CRM functionality and data plus some extra features and functions. Many users like Outlook client because they don't have to navigate and log into an additional program to access CRM data. You can add contacts and activities by tracking them in CRM, which saves you a significant amount of time because it eliminates the manual process of re-typing that data into a new record in CRM. The synchronization tools allow you to bring CRM information (Appointments, Contacts, and other Activities) into your Outlook client. Using a definable set of filters, synchronization defines which CRM records are brought into your Outlook.

Workflows, Case Complexity Status, & Appointments

Workflow automation will be used to set the Case Complexity Status based on information entered by the Care Coordinator. Workflow automation will also be used to generate the appropriate alerts for Appointments. For example, if an Appointment is created with type "Clinical Appointment", the Reminder will be automatically created and a Clinical Appointment Report will be generated.

Document Templates

A Microsoft Word Document Template will be created for the Clinical Appointment Report.

Notes

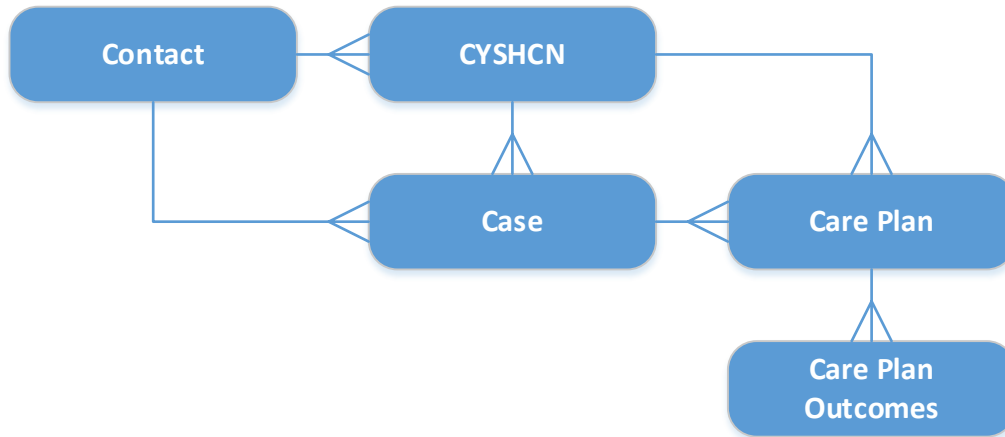
Notes are an open text field that automatically create a time-stamp and show the author of the note. Attached files are added to the Notes section. Users like using Notes because they are quick, easy, and create a time-stamp.

YAMMER SYSTEM POSTS ACTIVITIES **NOTES**

This is an example of a note.

You - Just now

3.5 Care Coordination: Use Case #3 – Care Plans CRM Entities



Entity	Description
Contact	The Contact record is used to store information on any individual, such as clients, family members, primary care physicians, medical home team members, etc.
CYSHCN	The CYSHCN record collects all of the information related to a CYSHCN after an application has been approved, such as the Eligibility Reminder Date.
Case	The Case entity provides is designed to track the process from the initial intake of a care coordination case, tracking the details throughout the evaluation process, and through plan creation and execution. You can assign cases to CRM users or teams. For more powerful automation and collaboration, cases can also be added to queues. Utilizing queues can result in more efficient case distribution and progression.
Care Plan	Created by the Care Coordinator based on the Care Plan Assessment.
Care Plan Outcomes	Individual activities with due dates ties to the Care Plan.

Calculated Fields

Field	Entity	Description
Care Plan Due Date	Case	Calculated based interval period.

Queues, Tasks, & Notifications

Microsoft Dynamics CRM Queues will be utilized for upcoming Care Plan Assessments. When a Care Plan Due Date is set, a Task will be created and assigned to a Care Coordinator. Optionally, a Notification email can also be generated.

Workflows, Letters, & Emails

Workflow automation will be utilized to generate a Care Plan and Care Plan Outcomes based on a Care Coordinator Assessment. Upon approval of a Care Plan, a workflow will generate a To-Do List document that can either be printed and sent or automatically attached to a generated email and sent to the Client/Family.

Care Plan Outcomes

Care Plan Outcomes will be an Activity type in Microsoft Dynamics CRM that can be sorted in a sub-grid on the Care Plan form. The sub-grid can be sorted on any columns, but by default by Due Date. These Care Plan Outcome Activities can be marked as complete by Care Coordinators.

The screenshot displays the Microsoft Dynamics CRM interface for the 'Contoso Pharmaceuticals' account. The page is divided into several sections:

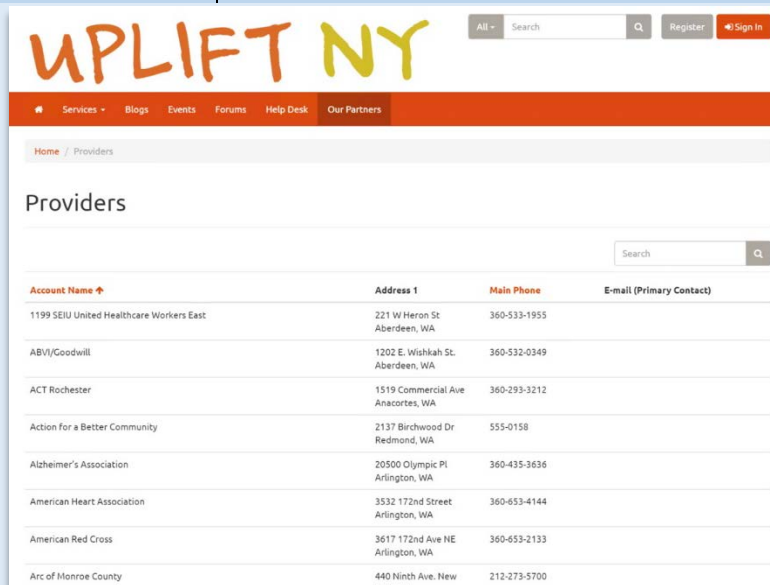
- Summary:** Shows account information, address, and a map of the United States.
- ACCOUNT INFORMATION:** Lists details such as Account Name (Contoso Pharmaceuticals), Phone (555-0156), Website (http://www.contoso.com/), and Description.
- ADDRESS:** Provides the physical address: 9906 Oak Grove Road, Redmond, WA 98003, USA.
- POSTS ACTIVITIES NOTES:** A list of activities with details like 'Completed by Josh Smith' and dates.
- Primary Contact:** Identifies Robert Lyon as the primary contact with email and phone details.
- CONTACTS:** A table listing other contacts for the account.
- Insights:** Provides an overview of the company, including revenue (\$0,000), ownership (Private), and a description.

Document Templates

A To-Do List Document Template will be created that is automatically generated when the Care Plan is approved.

Section IV: Mandatory Requirements

Requirement	Response
Mandatory Contract Services Requirements & Deliverables	
Efforts to Outcomes (ETO) Case Management Software, or Equal	
Software must track and allow users to access service deliverables.	<p>The solution will track all service deliverables. These service deliverables will be accessible in the backend CRM and through the online Portal. Service deliverables include a service history, requested services, and scheduled services.</p> <p>Backend CRM user access:</p> <ul style="list-style-type: none"> Microsoft Dynamics CRM provides a security model that protects data integrity and privacy, and supports efficient data access and collaboration. The security model can be role-based, record-based, field-based, or a combination. Based on the configured privileges, CRM users will be able to access service deliverables in the backend CRM. <i>Applies to: Eligibility Unit, Care Coordinator, CSHCN Admin Staff, System Admin.</i> <p>Online Portal user access:</p> <ul style="list-style-type: none"> The online Portal will be used by external users to access service deliverables that are related to them based on their assigned roles. For example, Client/Family will only see service deliverables that are directly related to them while Medical Home Team/Primary Care Physician will see service deliverables directly related to all of their patients. <i>Applies to: Client/Family, Medical Home Team/Primary Care Physician.</i>



A sample Portal page

The screenshot shows the UPNY UPLIFT NY portal interface. At the top left is the logo 'UPNY UPLIFT NY'. To the right is a search bar with a dropdown menu set to 'All' and a search icon. Below the logo is a navigation bar with links for 'Help Desk', 'Assistance Forms', and 'Providers'. The main content area is titled 'Initial Uplift Report' and contains the instruction 'Please Answer these to the best of your ability'. The form fields are: 'Intake Information' (a header), 'Contact' (a text input with a search icon), 'Provider' (a text input with a search icon), 'First Name' (a text input), 'Last Name' (a text input), 'E-Mail' (a text input), and 'Reason for Referral' (a text input).

A sample Portal page

<p>Software must allow limited access users, such as physicians and caregivers of CYSHCN, the ability to review and approve documents using an electronic signature.</p>	<p>The online Portal component of the solution will include functionality for external users to review and approve documents using an electronic signature. <i>Applies to: Client/Family, Medical Home Team/Primary Care Physician.</i></p>
<p>Software must include a file generation tool which will allow OMCFH to submit required Title V Agency and Federal reports.</p>	<p>Microsoft Dynamics CRM document templates allow for the creation of standard document templates in Microsoft Word or Excel format. The templates provide all the features available in Word or Excel and allow you to enter CRM references into a document for distribution. Document generation is a one-click process using this feature.</p>
<p>Software must document all data to build and maintain the care plan for the CYSHCN and families receiving OMCFH services and to report on expected program outcomes including information regarding CYSHCN demographics, medical insurance coverage, community and educational services received diagnoses, and treating physicians.</p>	<p>The proposed solution will have all of the necessary fields to collect, store, and report on the CYSHCN and families receiving OMCFH services. These fields will be populated from the online Portal as entered by the Client/Family or Medical Home Team/Primary Care Physician, manually in the backend CRM by the Eligibility Unit, Care Coordinator, and CSHCN Admin Staff, or populated through an integrated application.</p>
<p>Software must record dates and scores of the Children with Special Health Care Needs Screener© administered with families of CYSHCN.</p>	<p>The proposed solution will have all of the necessary fields to collect, store, and report on the dates and scores of the CSHCN Screener administered with families of CYSHCN.</p>

Software must be able to interface with ApplicationXtender®.	The proposed solution will relate a client’s record in ApplicationXtender using a unique identifier or combination of identifiers.
Software must be able to accept batch uploads from other DHHR systems; i.e. Medicaid Management Information System (MMIS).	This can be accomplished using either a manual data import process utilizing the out-of-box Import Data Wizard, can be automated by integrating with the individual DHHR systems, or by providing a portal for self-service uploads. Import Data Wizard: Microsoft Dynamics CRM includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files.
Software must record client level data on health screening; including referrals and completion of referrals.	The proposed solution will have all of the necessary fields to collect, store, and report on client level data on health screening.
Software must record Consents to Release Information to professionals of CYSHCN.	The proposed solution will have all of the necessary fields to collect, store, and report on Consents to Release Information to professionals of CYSHCN.
Software must have the ability to accept batch uploads for all data elements within the system.	Microsoft Dynamics CRM includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files. Whether your data is stored in spreadsheets, databases, or other systems, you'll want to import the data into Microsoft Dynamics CRM so you can keep track of all your customer information in one place. You use templates for importing many types of records.
Software must record communications among integrated medical homes.	Microsoft Dynamics CRM Activities are used to record a specific type of communication, as well as the subject, time and details of that communication. Activities are actions such as emails, phone calls, meetings, etc. Using activities helps you and your organization understand all of the communication your organization has had with each client or contact. Activities should be used by every user that has external relationships and communications. Your My Activities view should act as your daily “To Do” list. You can create search queries, views, and reports to track activities by contact or activity type. By utilizing activities, you are ensuring that all communication with clients can be found later.
Software must provide a comprehensive view of CYSHCN participants across all programs and sites to users with appropriate authority.	Microsoft Dynamics CRM is built on a relational database that allows users with the appropriate authority to create dashboards, views, charts, and reports using the out-of-box tools for a comprehensive view of CYSHCN participants across all programs and sites. This can be done in the context of the CYSHCN or from the program or site.

<p>Software must maintain data on CSHCN Program eligibility, including initial and annual eligibility determinations and subsequent reapplications.</p>	<p>The proposed solution will track eligibility from application going forward.</p>
<p>Software must record care coordination activities and related data, including but not limited to the following:</p> <ul style="list-style-type: none"> • Home and site visits • Assessments • Care plans • Medical summaries • Transition • CYSHCN contacts • Case comments • Any information pertinent to the client’s official record. 	<p>Through a combination of Entities, Activities, and Notes, the proposed solution is architected to store the required data.</p> <p>CRM Entities: There are three main types of entities: system, business, and custom. In Dynamics CRM, system entities handle internal processes such as workflows. It is important to note that system entities cannot be deleted or customized. Business entities are the default entities within Dynamics CRM which include Case, Account, and Opportunity. One of the most important elements in Microsoft Dynamics CRM is customizability. Custom entities provide organizations with a way to meet their needs head-on.</p> <p>CRM Activities: Microsoft Dynamics CRM Activities are used to record a specific type of communication, as well as the subject, time and details of that communication. Activities are actions such as emails, phone calls, meetings, etc. Using activities helps you and your organization understand all of the communication your organization has had with each client or contact. Activities should be used by every user that has external relationships and communications. Your My Activities view should act as your daily “To Do” list. You can create search queries, views, and reports to track activities by contact or activity type. By utilizing activities, you are ensuring that all communication with clients can be found later.</p>
<p>Software must allow for the electronic entry of CSHCN Program forms and maintain a historical record of data entered into these forms.</p>	<p>Program forms can be entered through the online Portal or manually in the backend CRM by staff. These forms are stored in the system. Any changes to the forms are recorded using the Microsoft Dynamics CRM Auditing functionality.</p>
<p>Software must generate form letters for correspondence between the CSHCN Program, CYSHCN and the medical home. Software must accommodate unlimited modifications to letterhead of said form letters.</p>	<p>Microsoft Dynamics CRM document templates allow for the creation of standard document templates in Microsoft Word or Excel format. The templates provide all the features available in Word or Excel and allow you to enter CRM references into a document for distribution. Document generation is a one-click process using this feature.</p>
<p>Software must record data on emergency room and urgent care center utilization.</p>	<p>The proposed solution will have all of the fields necessary to collect, store, and report on emergency room and urgent care center utilization.</p>

Software must record data on physician visits, including both well-child and acute care visits.	The proposed solution will have all of the fields necessary to collect, store, and report on physician visits, including both well-child and acute care visits.
Software must maintain CSHCN Program clinical services data regarding scheduling, clinic outcomes, appointment outcomes and reason(s) for cancellation.	The proposed solution will have all of the fields necessary to collect, store, and report on CSHCN Program clinical services data regarding scheduling, clinic outcomes, appointment outcomes and reason(s) for cancellation.
Software must record data from physician and family surveys.	Survey data will be stored and linked to contact records.
Software must record data from CYSHCN pre- and post-intervention assessments.	The proposed solution will have all of the fields necessary to collect, store, and report on CYSHCN pre- and post- intervention assessments.
Software must allow for differential levels of access for different users, including CYSHCN and family.	<p>Backend CRM user access:</p> <ul style="list-style-type: none"> • Microsoft Dynamics CRM provides a security model that protects data integrity and privacy, and supports efficient data access and collaboration. The security model can be role-based, record-based, field-based, or a combination. • <i>Applies to: Eligibility Unit, Care Coordinator, CSHCN Admin Staff, System Admin.</i> <p>Online Portal user access:</p> <ul style="list-style-type: none"> • The online Portal will be used by external users to interact with the solution. The online Portal functionality will limit these interactions based on what is allowed for external users. • <i>Applies to: Client/Family, Medical Home Team/Primary Care Physician.</i>
Software must enable the State to make changes without additional programming. (For example: creating new forms or assessments, creating new entities, creating new demographics and creating ad-hoc reports).	<p>Microsoft Dynamics CRM is designed to allow system administrators and users the flexibility of customizing and configuring the system to meet their specific needs. Any changes in the organization can be easily accommodated making this application scalable and extensible. Some of the major types of customizations include:</p> <ul style="list-style-type: none"> • Customizing forms, views and charts • Customizing the schema • Automations using workflows and dialogs • Customizing reports and dashboards and creating web resources
Software must allow the Title V Agency to extract data for adhoc data analysis and reporting in other programs (Microsoft Excel, Microsoft Access, SAS, Stata, and IBM SPSS).	<p>The full list of data export options available:</p> <ul style="list-style-type: none"> • Static Worksheet/Open in Excel Online • Static Worksheet on Page • Dynamic Worksheet • Dynamic PivotTable

<p>Software must enable the use of wizards (a built-in tool that provides step-by-step guidance through a set procedure) to quickly build new graphs for selected outcomes. The graphs should show change over time with filters by population.</p>	<p>Charts in Microsoft Dynamics CRM are a very useful way to display data for quick, high-level, visual analysis. They're great for wrapping your head around huge amounts of data in one easy-to-understand visual snapshot. Here are some of the things you can do with charts:</p> <ul style="list-style-type: none"> • Easily drill down to see the underlying records and data that make up a chart • Customize your dashboards with easy-to-understand visuals of your data • Customize by pie, bar, line, funnel charts and more • Present multi-series charts • Save personal charts that you create and share with others <p>Charts, dashboards, and other reports can be created through a wizard process in Microsoft Dynamics CRM.</p>
<p>Software must enable duplicate check settings to be established on multiple demographic elements and include like or exact matches.</p>	<p>Duplicate Detection Wizard: The duplicate detection wizard is designed to find these duplicates so you can decide what records to keep, merge or delete. The duplicate detection wizard does NOT delete, merge, or activate any duplicates it finds in the system. It only asks you if you want to Save the record that is potentially a duplicate. You can abort the save and find the duplicate record. You can use the duplicate detection wizard to schedule duplicate detection jobs at a point in the future, or run it immediately.</p>
<p>Software must enable the Title V Agency to create ad-hoc reports and must include licensing for ad-hoc report creation and publishing.</p>	<p>Microsoft Dynamics CRM has many tools that allow you to track and analyze your data so you can draw insights into the success of your business processes.</p> <p>Charts/Visualization: Charts in Microsoft Dynamics CRM are a very useful way to display data for quick, high-level, visual analysis. They're great for wrapping your head around huge amounts of data in one easy-to-understand visual snapshot. Here are some of the things you can do with charts:</p> <ul style="list-style-type: none"> • Easily drill down to see the underlying records and data that make up a chart • Customize your dashboards with easy-to-understand visuals of your data • Customize by pie, bar, line, funnel charts and more • Present multi-series charts • Save personal charts that you create and share with others <p>Dashboards: Microsoft Dynamics CRM dashboards are collections of view lists, charts and iFrames that can pull in things like website information that you can modify to show key performance indicators and other important data.</p>

	<p>Advanced Find as a Reporting Tool: Advanced find is used as a search tool within Microsoft Dynamics CRM, but it can also be used as a reporting tool. You can use advanced find to create views of data that meet certain criteria, and save those views for yourself and to share with others.</p> <p>Microsoft Dynamics CRM Report Wizard: A core function of Microsoft Dynamics CRM is the ability to analyze your data to gain meaningful insights. The Microsoft Dynamics CRM report wizard is a tool that helps users quickly and easily create sophisticated reports with charts, tables and drill-through capabilities. With the Dynamics CRM report wizard, you can:</p> <ul style="list-style-type: none"> • Group and summarizes data • Share with the entire organization • Add visuals such as charts and tables • Drill-down into the data • Run reports from lists and forms of underlying entities • Download and edit using advanced tools like Microsoft’s Business Intelligence Development Studio
<p>Software must enable data sharing among providers governed by rules established within the system.</p>	<p>Backend CRM user access:</p> <ul style="list-style-type: none"> • Microsoft Dynamics CRM provides a security model that protects data integrity and privacy, and supports efficient data access and collaboration. The security model can be role-based, record-based, field-based, or a combination. • <i>Applies to: Eligibility Unit, Care Coordinator, CSHCN Admin Staff, System Admin.</i> <p>Online Portal user access:</p> <ul style="list-style-type: none"> • The online Portal will be used by external users to interact with the solution. The online Portal functionality will limit these interactions based on what is allowed for external users. • <i>Applies to: Client/Family, Medical Home Team/Primary Care Physician.</i>
<p>Software must provide for a notification engine to generate email and dashboard based notifications based on events within the software. The business rules should be able to be set and changed by the Title V Agency over time.</p>	<p>A Microsoft Dynamics CRM process is a definition for an automated workflow consisting of steps, including the actions the workflow should take at each step, and the rules the workflow should use to proceed to the next step. Dynamics CRM workflows consist of a series of steps and rules that serve to automate a business process. A workflow can run on an out-of-box entity or a custom entity. Workflows can be initiated manually, or they can be initiated automatically, in a number of different ways:</p> <ul style="list-style-type: none"> • Start when: Record is created- workflow will begin when a record is created within the selected entity.

	<ul style="list-style-type: none"> • Start when: Record status changes- workflow will begin when a record status is changed within the selected entity. • Start when: Record is assigned- workflow will begin when a record is assigned to someone within the selected entity. • Start when: Record is deleted- workflow will begin when a record is deleted within the selected entity. • Start when: Record fields change- workflow will begin when a record field changes within the selected entity. <p>A workflow in Microsoft Dynamics CRM consists of a series of steps and rules to achieve a goal. The following are the available steps in a workflow:</p> <ul style="list-style-type: none"> • Stage: a stage is used to split a workflow into manageable sections. • Check Condition: a check condition is made up by an if statement, and a then statement. • Conditional Branch: can only be created directly after a Check Condition. Functions as an Otherwise, If, Then statement. • Default Action: used to run a series of steps if the Check Condition and Conditional Branch fail. • Wait: waits until a condition is met, then performs desired step. • Parallel Wait Branch: a wait condition that runs parallel to the original workflow. • Create Record: creates an entity record (or a related entity record) in selected entity. • Update Record: updates selected entity record (or related entity record) field with desired value, or with a dynamic value. • Assign Record: assigns selected entity record (or a related entity record) to a user or a team. • Send E-mail: sends an e-mail via new e-mail creation or via e-mail template. • Start Child Workflow: starts a Child Workflow. Usually to perform a task outside the original selected entity. • Change Status: changes status field of selected entity record. • Stop Workflow: stops the workflow with a status of cancelled or completed.
<p>Software must enable correlation reporting through wizard based tools to enable rapid analysis of client outcomes.</p>	<p>Microsoft Dynamics CRM has many tools that allow you to track and analyze your data so you can draw insights into the success of your business processes.</p> <p>Charts/Visualization: Charts in Microsoft Dynamics CRM are a very useful way to display data for quick, high-level, visual analysis. They're great for wrapping your head around huge amounts of data in one</p>

	<p>easy-to-understand visual snapshot. Here are some of the things you can do with charts:</p> <ul style="list-style-type: none"> • Easily drill down to see the underlying records and data that make up a chart • Customize your dashboards with easy-to-understand visuals of your data • Customize by pie, bar, line, funnel charts and more • Present multi-series charts • Save personal charts that you create and share with others <p>Dashboards: Microsoft Dynamics CRM dashboards are collections of view lists, charts and iFrames that can pull in things like website information that you can modify to show key performance indicators and other important data.</p> <p>Advanced Find as a Reporting Tool: Advanced find is used as a search tool within Microsoft Dynamics CRM, but it can also be used as a reporting tool. You can use advanced find to create views of data that meet certain criteria, and save those views for yourself and to share with others.</p> <p>Microsoft Dynamics CRM Report Wizard: A core function of Microsoft Dynamics CRM is the ability to analyze your data to gain meaningful insights. The Microsoft Dynamics CRM report wizard is a tool that helps users quickly and easily create sophisticated reports with charts, tables and drill-through capabilities. With the Dynamics CRM report wizard, you can:</p> <ul style="list-style-type: none"> • Group and summarizes data • Share with the entire organization • Add visuals such as charts and tables • Drill-down into the data • Run reports from lists and forms of underlying entities • Download and edit using advanced tools like Microsoft’s Business Intelligence Development Studio
<p>Software must include configurable dashboard views for participants, families, entities and staff.</p>	<p>Dashboards: Microsoft Dynamics CRM dashboards are collections of view lists, charts and iFrames that can pull in things like website information that you can modify to show key performance indicators and other important data. These dashboards can be organizational or personal and configured by and shared with users.</p>
<p>Software must include an open web services based application</p>	<p>Web API:</p>

<p>programming interface (API) to facilitate data integration using Simple Object Access Protocol (SOAP) standards.</p>	<p>The Web API implements the OData (Open Data Protocol) v4. OData is an OASIS standard for building and consuming RESTful APIs over rich data sources. Because the Web API is built on open standards, you aren't required to use client libraries specific to Microsoft Dynamics CRM. You can choose to compose HTTP requests for specific operations or use third-party libraries to generate classes for whatever language or platform you want to use.</p> <p>Organization Service: The Organization service, also sometimes known as the "SOAP endpoint," is the web service that most developers working with Microsoft Dynamics CRM are already familiar with. The Organization service is optimized for use with .NET. The Microsoft Dynamics CRM SDK provides a set of assemblies and tools to allow you to generate strongly typed classes and proxies that streamline the development process and enjoy a better development experience using Microsoft Visual Studio.</p>
<p>Software must include a searchable online help manual for all functions.</p>	<p>As part of this implementation, Aeon Nexus will provide an online help manual.</p>
<p>Software must include search functionality for participants, entities and families.</p>	<p>Microsoft Dynamics CRM is excellent at surfacing information with its query and filter capabilities. A basic search can be done with quick search and more advanced searching and filtering is done with the advanced find. However, much can be done with a basic filter.</p> <p>Global Search: CRM users are able to query across multiple entities at the same time. Global Search can be configured to include the entities that fit your business's needs. It is just about as easy to set it up as it is to use.</p> <p>Quick Search: On the top right of each grid view, you can search that record-type in CRM using the quick search box. Search is not case sensitive. The easiest way to search is to put in as few characters as possible. So if looking for Bank of America, you might consider typing just "bank" (no quotes). Use an asterisk before your search to indicate you are looking for something that contains those characters. This is called a wildcard search. So, if you are looking for Bank of America, but you work with a lot of banks, you might consider typing "*America" to find it.</p> <p>Advanced Find: Advanced find allows users to create ad hoc queries and save, export and share the results. They are also known as Views.</p> <ul style="list-style-type: none"> • Can be used to search any record type (entity)

	<ul style="list-style-type: none"> • Users can create complex filters and queries based on any fields within or related to the record being searched • Can be saved and turned into personal views • Results can be exported to Excel • Advanced Finds can feed charts • Bulk operations can be carried out on Advanced Find results • Actions you can perform on Advanced Find results <ul style="list-style-type: none"> ○ Quick Campaign ○ Mass Operations: Edits, Share, Activate/Deactivate records ○ Add to Marketing List or create a dynamic marketing list ○ Apply Rule / workflow ○ Add Relationship (One Record at a time)
<p>Software must enable access to ApplicationXtender® where documents are to be uploaded and attached to client records.</p>	<p>The proposed solution will integrate with ApplicationXtender for the purposes of document management.</p>
<p>Software must provide security support for HIPAA compliance in accordance with West Virginia DHHR privacy policies.</p>	<p>HIPAA regulations require that covered entities and their business associates—in this case, Microsoft when it provides services, including cloud services, to covered entities—enter into contracts to ensure that those business associates will adequately protect PHI. These contracts, or BAAs, clarify and limit how the business associate can handle PHI, and set forth each party’s adherence to the security and privacy provisions set forth in HIPAA and the HITECH Act. Once a BAA is in place, Microsoft customers—covered entities—can use its services to process and store PHI.</p>
<p>Batch import must allow for multiple search criteria simultaneously, including but not limited to the following:</p> <ul style="list-style-type: none"> • Wildcard search capabilities (in case of misspelling of names). • DOB: Date of Birth. • Name (first, middle, and last). • Geographic location. 	<p>Microsoft Dynamics CRM is equipped with a tool to make it easy for you to import data into your system. It’s called the Import Data Wizard. Supported files include .xml, .csv and .txt. You can also import a ZIP file containing any of the supported file types. The Import Data Template automatically opens in Excel in XML format, which is supported by the import wizard. It provides all the fields located in the main Dynamics CRM form of the record. Each column header corresponds to a field within CRM. This means you can save time by using the automatic mapping feature of the import wizard. The template includes values for picklists as well as descriptions and data guidelines for each field. The import template sets restrictions based on the data requirements within Dynamics CRM. This means you cannot provide a non-existent value in a picklist, exceed the character limit for fields, or enter text in a number field. This prevents import errors, saving you potentially a lot of time in troubleshooting. You can paste existing data into this file from data sources provided by a third party or exported from another system. The out-of-the-box Dynamics CRM data import feature</p>

	<p>provides some great functionality, such the ability to create records, update existing records, and create attributes for an entity on the fly.</p>
<p>Software must generate reminders for well child visits due based on calculation of age and previous appointment dates.</p>	<p>Using a combination of CRM workflows, tasks, emails, and the Outlook integration, this requirement can be met without any custom development.</p> <p>A Microsoft Dynamics CRM process is a definition for an automated workflow consisting of steps, including the actions the workflow should take at each step, and the rules the workflow should use to proceed to the next step. Dynamics CRM workflows consist of a series of steps and rules that serve to automate a business process. A workflow can run on an out-of-box entity or a custom entity. Workflows can be initiated manually, or they can be initiated automatically, in a number of different ways:</p> <ul style="list-style-type: none"> • Start when: Record is created- workflow will begin when a record is created within the selected entity. • Start when: Record status changes- workflow will begin when a record status is changed within the selected entity. • Start when: Record is assigned- workflow will begin when a record is assigned to someone within the selected entity. • Start when: Record is deleted- workflow will begin when a record is deleted within the selected entity. • Start when: Record fields change- workflow will begin when a record field changes within the selected entity. <p>A workflow in Microsoft Dynamics CRM consists of a series of steps and rules to achieve a goal. The following are the available steps in a workflow:</p> <ul style="list-style-type: none"> • Stage: a stage is used to split a workflow into manageable sections. • Check Condition: a check condition is made up by an if statement, and a then statement. • Conditional Branch: can only be created directly after a Check Condition. Functions as an Otherwise, If, Then statement. • Default Action: used to run a series of steps if the Check Condition and Conditional Branch fail. • Wait: waits until a condition is met, then performs desired step. • Parallel Wait Branch: a wait condition that runs parallel to the original workflow. • Create Record: creates an entity record (or a related entity record) in selected entity.

	<ul style="list-style-type: none"> • Update Record: updates selected entity record (or related entity record) field with desired value, or with a dynamic value. • Assign Record: assigns selected entity record (or a related entity record) to a user or a team. • Send E-mail: sends an e-mail via new e-mail creation or via e-mail template. • Start Child Workflow: starts a Child Workflow. Usually to perform a task outside the original selected entity. • Change Status: changes status field of selected entity record. • Stop Workflow: stops the workflow with a status of cancelled or completed.
<p>Family information must relate to client in a one to many relationship, meaning the client's record is the primary record but information from multiple related records can be linked back to the client's record for easy reference.</p>	<p>Microsoft Dynamics CRM is built on a relational database, allowing parent records to be associated to many child records.</p>
<p>Software must allow users to view premade reports reflecting the client(s) information based upon the user's level of authorization.</p>	<p>Microsoft Dynamics CRM has many tools that allow you to track and analyze your data so you can draw insights into the success of your business processes. Microsoft Dynamics CRM provides a security model that protects data integrity and privacy, and supports efficient data access and collaboration. The security model can be role-based, record-based, field-based, or a combination.</p> <p>Charts/Visualization: Charts in Microsoft Dynamics CRM are a very useful way to display data for quick, high-level, visual analysis. They're great for wrapping your head around huge amounts of data in one easy-to-understand visual snapshot. Here are some of the things you can do with charts:</p> <ul style="list-style-type: none"> • Easily drill down to see the underlying records and data that make up a chart • Customize your dashboards with easy-to-understand visuals of your data • Customize by pie, bar, line, funnel charts and more • Present multi-series charts • Save personal charts that you create and share with others <p>Dashboards: Microsoft Dynamics CRM dashboards are collections of view lists, charts and iFrames that can pull in things like website information that you can modify to show key performance indicators and other important data.</p>

	<p>Advanced Find as a Reporting Tool: Advanced find is used as a search tool within Microsoft Dynamics CRM, but it can also be used as a reporting tool. You can use advanced find to create views of data that meet certain criteria, and save those views for yourself and to share with others.</p> <p>Microsoft Dynamics CRM Report Wizard: A core function of Microsoft Dynamics CRM is the ability to analyze your data to gain meaningful insights. The Microsoft Dynamics CRM report wizard is a tool that helps users quickly and easily create sophisticated reports with charts, tables and drill-through capabilities. With the Dynamics CRM report wizard, you can:</p> <ul style="list-style-type: none"> • Group and summarize data • Share with the entire organization • Add visuals such as charts and tables • Drill-down into the data • Run reports from lists and forms of underlying entities • Download and edit using advanced tools like Microsoft’s Business Intelligence Development Studio
Software must have a limited deletion role – only the System Administrator will be authorized to delete.	Microsoft Dynamics CRM provides a security model that protects data integrity and privacy, and supports efficient data access and collaboration. The security model can be role-based, record-based, field-based, or a combination.
Software must allow for records to be marked as inactive and the information be excluded in reports.	This is out-of-box functionality.
Software must allow for records to be reactivated, at which point all existing information will be included in reports.	This is out-of-box functionality.
Software must track individual transactions for Title V funded services by services and client.	The proposed solution will have the fields necessary to collect, store, and report on transactions for Title V funded services by services and client.
Software must set alerts based on defined formulas calculated using dates or manually entered ones.	A Microsoft Dynamics CRM process is a definition for an automated workflow consisting of steps, including the actions the workflow should take at each step, and the rules the workflow should use to proceed to the next step. Dynamics CRM workflows consist of a series of steps and rules that serve to automate a business process. A workflow can run on an out-of-box entity or a custom entity. Workflows can be initiated manually, or they can be initiated automatically, in a number of different ways:

	<ul style="list-style-type: none"> • Start when: Record is created- workflow will begin when a record is created within the selected entity. • Start when: Record status changes- workflow will begin when a record status is changed within the selected entity. • Start when: Record is assigned- workflow will begin when a record is assigned to someone within the selected entity. • Start when: Record is deleted- workflow will begin when a record is deleted within the selected entity. • Start when: Record fields change- workflow will begin when a record field changes within the selected entity. <p>A workflow in Microsoft Dynamics CRM consists of a series of steps and rules to achieve a goal. The following are the available steps in a workflow:</p> <ul style="list-style-type: none"> • Stage: a stage is used to split a workflow into manageable sections. • Check Condition: a check condition is made up by an if statement, and a then statement. • Conditional Branch: can only be created directly after a Check Condition. Functions as an Otherwise, If, Then statement. • Default Action: used to run a series of steps if the Check Condition and Conditional Branch fail. • Wait: waits until a condition is met, then performs desired step. • Parallel Wait Branch: a wait condition that runs parallel to the original workflow. • Create Record: creates an entity record (or a related entity record) in selected entity. • Update Record: updates selected entity record (or related entity record) field with desired value, or with a dynamic value. • Assign Record: assigns selected entity record (or a related entity record) to a user or a team. • Send E-mail: sends an e-mail via new e-mail creation or via e-mail template. • Start Child Workflow: starts a Child Workflow. Usually to perform a task outside the original selected entity. • Change Status: changes status field of selected entity record. • Stop Workflow: stops the workflow with a status of cancelled or completed.
<p>Conceptual design of web-based performance and case management system to support the coordination and integration of information and services for CYSHCN (0 – 30 calendar days after contract start date)</p>	
<p>Vendor will attend and participate in a meeting at OMCFH located at 350 Capitol Street, Charleston,</p>	<p>Yes.</p>

<p>West Virginia 25301 to develop a conceptual design. This meeting will last no longer than two (2) days. Vendor will be responsible for all costs incurred for its staff to attend the session; including travel expenses, lodging and meals.</p>	
<p>Vendor, OMCFH and West Virginia Office of Technology (WVOT) staff will work together during the meeting to ensure the conceptual design focuses on functional requirements, administrative requirements, system maintenance requirements, and reporting requirements.</p>	<p>Yes.</p>
<p>Written Design of Web-Based Data Collection System (31 – 60 calendar days after contract start date)</p>	
<p>Vendor will complete a written design (blueprint) for the web-based performance and case management system based upon the conceptual design phase and provide copies to OMCFH for review and approval. During the written design phase, vendor will communicate with OMCFH as often as necessary by telephone and will provide progress reports to OMCFH via email every two weeks.</p>	<p>Yes.</p>
<p>Development of Web-Based Data Collection System (61 – 150 calendar days after contract start date)</p>	
<p>Vendor will use the OMCFH approved written design to develop/implement the web-based performance and case management system to support the coordination and integration of information and services for CYSHCN</p>	<p>Yes.</p>
<p>Training (151 – 240 calendar days after contract start date)</p>	
<p>Vendor will provide at least one (1) train-the-trainer workshop for the CSHCN administration team at 350 Capitol Street, Charleston, West Virginia 25301. Vendor will be responsible for all costs</p>	<p>Yes.</p>

incurred for its staff to attend the session; including travel expenses, lodging and meal.	
Advanced User and Basic User Training Guides with step-by-step instructions (in PDF format) for using the web-based data collection system and generating reports.	Yes.
Basic User Training Webinar that includes step-by-step instructions for using the web-based data collection system and generating reports. Webinar will become the property of OMCFH upon delivery; be hosted on OMCFH's website; and will be used as a refresher course tool	Yes.
Advance User Training Webinar that includes step-by-step instructions for system development. Webinar will become the property of OMCFH upon delivery and will be hosted on OMCFH's website.	Yes.
Go-Live for CYSHCN (241 – 270 calendar days after contract start date)	
<p>Vendor will make software available live on its website at which time the WV Office of Technology will link it to OMCFH's website resulting in it being available for full use by OMCFH and authorized local pediatric provider users. All data captured will be owned by OMCFH.</p> <p>Vendor will provide all software source codes or escrow (at vendor's expense) all software source codes to ensure that the State obtains access to the software source codes should the maintenance of the software cannot otherwise be assured.</p> <p>Any escrow agreement will be between the vendor, the OMCFH</p>	Yes.

<p>and the escrow agent. After a mandatory verification by the OMCFH, the escrow agent will hold all software source codes.</p> <p>At the moment the vendor can no longer guarantee business continuity, the escrow agent will ensure that the software source codes are released to the OMCFH.</p>	
Maintenance, Support, and Upgrades (Year 1)	
Vendor will provide live, toll-free support (Monday through Friday from 8:00am to 8:00pm EST) to all authorized users throughout the life of the contract.	Yes.
Vendor will provide maintenance and will include all upgrades of the web-based data system (specific to the license purchased) to CYSHCN. Upgrades will be based only upon the data referenced in Section 4.1.1 and/or Attachment_2 “Business Requirements Document” of this RFQ.	Yes.
Vendor will provide access for all registered users to web-based software trainings offered no less than weekly for the duration of the contract.	Yes.
Vendor will develop and maintain updates to an established project timeline with anticipated completion dates (see 4.1.3.1 for more detail).	Yes.
Maintenance, Support, and Upgrades (Optional Renewal Year 2)	
Vendor will provide live, toll-free support (Monday through Friday from 8:00am to 8:00pm EST) to all authorized users throughout the life of the contract	Yes.
Vendor will provide maintenance and will include all upgrades of the web-based data system (specific to the license purchased) to CYSHCN. Upgrades will be	Yes.

based only upon the data referenced in Section 4.1.1 and/or Attachment_2 “Business Requirements Document” of this RFQ.	
Vendor will provide access for all registered users to web-based software trainings offered no less than weekly for the duration of the contract.	Yes.
Vendor will develop and maintain updates to a project timeline with anticipated completion dates (see 4.1.3.1 for more detail).	Yes.
Maintenance, Support, and Upgrades (Optional Renewal Year 3)	
Vendor will provide live, toll-free support (Monday through Friday from 8:00am to 8:00pm EST) to all authorized users throughout the life of the contract.	Yes.
Vendor will provide maintenance and will include all upgrades of the web-based data system (specific to the license purchased) to CYSHCN. Upgrades will be based only upon the data referenced in Section 4.1.1 and/or Attachment_2 “Business Requirements Document” of this RFQ.	Yes.
Vendor will provide access for all registered users to web-based software trainings offered no less than weekly for the duration of the contract	Yes.
Vendor will develop and maintain updates to a project timeline with anticipated completion dates (see 4.1.3.1 for more detail).	Yes.
Maintenance, Support, and Upgrades (Optional Renewal Year 4)	
Vendor will provide live, toll-free support (Monday through Friday from 8:00am to 8:00pm EST) to all authorized users throughout the life of the contract.	Yes.
Vendor will provide maintenance and will include all upgrades of	Yes.

<p>the web-based data system (specific to the license purchased) to CYSHCN. Upgrades will be based only upon the data referenced in Section 4.1.1 and/or Attachment_2 “Business Requirements Document” of this RFQ.</p>	
<p>Vendor will provide access for all registered users to web-based software trainings offered no less than weekly for the duration of the contract.</p>	<p>Yes.</p>
<p>Vendor will develop and maintain updates to a project timeline with anticipated completion dates (see 4.1.3.1 for more detail).</p>	<p>Yes.</p>
<p>Licensing, Software, Hardware, Support Terms and Conditions</p>	
<p>Vendor should provide with their bid a copy of any hardware or software licensing and/or support terms and conditions either in writing or digitally, that the Vendor requires for the Agency to order and receive the commodities or services offered as part of this contract. All Vendor requirements must be submitted in writing prior to the award of any contract resulting from this solicitation or disqualification of the Vendor’s bid may result.</p>	<p>Yes.</p>

Section V: System Requirements

5.1 System Hardware Requirements

Below are the requirements for the Microsoft Dynamics CRM Online 2016 web application.

Supported versions of Internet Explorer

Microsoft Dynamics CRM will run in the following Internet Explorer versions:

- Internet Explorer 11
- Internet Explorer 10

Supported operating systems when you use Internet Explorer and Microsoft Edge

The following operating systems are supported:

- Windows 10 when you use Internet Explorer 11 or Microsoft Edge
- Windows 8.1 when you use Internet Explorer 11
- Windows 8 and Windows RT when you use Internet Explorer 10
- Windows 7 when you use Internet Explorer 11 or Internet Explorer 10

Other supported web browsers

In addition to Internet Explorer, Microsoft Dynamics CRM will run on the following browsers:

- Mozilla Firefox (latest publicly released version) running on Windows 10, Windows 8.1, Windows 8, or Windows 7
- Google Chrome (latest publicly released version) running on Windows 10, Windows 8.1, Windows 8, Windows 7, or Android 10 tablet*
- Apple Safari (latest publicly released version) running on Mac OS X 10.8 (Mountain Lion), 10.9 (Mavericks), 10.10 (Yosemite), or Apple iPad

Note: Google Chrome is not currently recommended due to changes in the Google Chrome APIs.

Note: Only Firefox and Chrome for Windows operating systems are compatible. If you want to run Microsoft Dynamics CRM Online on Mac, you must use Safari.

Supported versions of Microsoft Office

To use Microsoft Dynamics CRM with Microsoft Office integration features, such as Export to Excel and Mail Merge, you will need to have one of the following versions of office:

- Microsoft Office 365
- Microsoft Office 2016
- Microsoft Office 2013
- Microsoft Office 2010

Note: Microsoft Office 2007 is no longer supported.

Microsoft Dynamics CRM Online Minimum Network Requirements

Microsoft recommends that your network have a bandwidth greater than 50 Kbps and latency under 150 milliseconds.

Microsoft Dynamics CRM Web Application Hardware Requirements

Component	Minimum	Recommended
Processor	2.9 gigahertz (GHz) or faster x86- or x64-bit dual core processor with SSE2 instruction set	3.3 gigahertz (GHz) or faster x86- or x64-bit dual core processor with SSE2 instruction set
Memory	2-GB RAM or more	4-GB RAM or more
Display	Super VGA with a resolution of 1024 x 768	Super VGA with a resolution higher than 1024 x 768

5.2 Mobile Devices

For a mobile device, such as a tablet or smartphone, the following apps are available:

- Microsoft Dynamics CRM for Windows, Android, and iPad tablets
- Microsoft Dynamics CRM for Windows Phone 8.1 and 10, iOS, and Android

5.3 Security

User Access Requirements

Role-based security in Microsoft Dynamics CRM focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. Microsoft Dynamics CRM includes a set of predefined security roles. Each aggregates a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users. Users are added or deactivated in Microsoft Dynamics CRM in the System Administration area. User details, such as contact information, organization, email configuration, team, security role(s), quotas, and work hours, can all be added as needed. Microsoft Dynamics CRM can be configured to support user provisioning and authentication through Active Directory or any STS claims provider for an on-premises solution.

Security Role: Salesperson Working on solution: Default Solution

Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Business Unit	○	●	○	○	○	○		
Channel Access Profile	○	◐	○	○	○	○	○	○
Channel Access Profile Rule	○	◐	○	○	○	○	○	○
Channel Property Group	○	●	○	○	●	●		
Currency	○	●	○	○	●	●		
Document Template	○	●	○	○	○	○		
Email Server Profile	○	●	○	○	○	●	○	○
External Party	○	●	○	○	○	○	○	○
Field Security Profile	○	○	○	○	○	○	○	
Field Sharing	○	○	○	○	○	○		
Goal	○	◐	○	○	○	○	○	○
Goal Metric	○	●	○	○	○	○		
Mailbox	○	◐	◐	○	◐	○	○	○
Mailbox Auto Tracking Folder	◐	◐	◐	◐	◐	○	○	○
Organization		●	○			○		
Personal Document Template	◐	◐	◐	◐	◐	◐	◐	●
Position	○	●	○	○	○	○		
Principal Sync Attribute Map			○					
Rollup Query	○	◐	○	○	○	○	○	○
Security Role	○	◐	○	○	○	○	○	
Sync Attribute Mapping Profile			○			○		
Team	○	●	○	○	○	○		
User	○	●	○		◐	◐		

Key
 ○ None Selected ◐ User ◐ Business Unit ● Parent: Child Business Units ● Organization

Audit Requirements




Out of the box, Microsoft Dynamics CRM maintains an audit trail for cases. Auditing can capture any change within a case, who changed it, what the previous value was, and when they changed it. The audit log can be viewed from within a case in order of the data of the activity.

In addition, the Portal for Microsoft Dynamics CRM solution, which provides self-service capabilities for Microsoft Dynamics CRM, provides organizations with a complete self-service history showing all trouble tickets submitted, knowledge base articles viewed, and any service appointments scheduled.

Microsoft Dynamics CRM change history is maintained with the audit ability. Auditing allows the tracking of all changes that have been made to a record. Auditing can be enabled or disabled for entities, enabled or disabled for all fields on an entity, and enabled or disabled for individual fields on an entity. Microsoft Dynamics CRM allows an administrator to delete audit logs in batches. Auditing data is stored in a single audit table completely separated from other CRM data and thus does not affect system performance.

Audit History

Filter on: 

Changed Date	Changed By	Event	Changed Field	Old Value	New Value
11/5/2013 8:49 AM	Alan Jackson	Update	Credit Limit Credit Limit (Base) Currency	\$6,000.00 \$6,000.00 US Dollar	\$7,000.00 \$7,000.00 US Dollar
11/5/2013 8:48 AM	CRM Administrator	Entity Audit Started			
11/5/2013 8:48 AM	CRM Administrator	Entity Audit Stopped			
11/5/2013 8:47 AM	Alan Jackson	Update	Credit Limit Credit Limit (Base) Currency	\$3,000.00 \$3,000.00 US Dollar	  
11/5/2013 8:46 AM	Alan Jackson	Update	Credit Limit Credit Limit (Base) Currency	\$2,000.00 \$2,000.00 US Dollar	\$3,000.00 \$3,000.00 US Dollar
11/5/2013 8:46 AM	Alan Jackson	Update	Credit Limit Credit Limit (Base) Currency	\$1,000.00 \$1,000.00 US Dollar	\$2,000.00 \$2,000.00 US Dollar
11/5/2013 8:45 AM	Alan Jackson	Update	Credit Limit Credit Limit (Base) Currency	\$1,000.00 \$1,000.00 US Dollar	\$1,000.00 \$1,000.00 US Dollar
11/5/2013 8:45 AM	CRM Administrator	Audit Enabled			

Section VI: Data Migration

Microsoft Dynamics CRM has the ability to migrate historic case information from various data sources into the new Solution. Data can be imported into standard and customized attributes of most system entities and custom entities. This includes related data, such as notes and attachments.

Microsoft Dynamics CRM includes a web application tool called the Data Import Wizard. This tool is used to import data records from one or more comma-separated values (.csv), XML (.xml), or text files. The Data Import Wizard allows administrators to easily map data from the file source columns to CRM attributes. These user-configurable data migration maps can then be used and reused to map imported data to Microsoft Dynamics CRM.

In addition, web services integration provides a programmatic interface for inserting, updating, and deleting records in real time. Microsoft SQL Server Integration Services packages can be used for doing fast batch integration for large volumes of data. The Microsoft Dynamics CRM web services provide additional capabilities that are not available in the Data Import Wizard:

- Create data maps that include complex transformation mapping, such as concatenation, split, and replace.
- Define custom transformation mapping.
- View source data that is stored inside the temporary parse tables.
- Access error logs to build custom error reporting tools with improved error logging views.
- Run data import by using command line scripts.
- Add LookupMap XML tags in the data map to indicate that the data lookup will be initiated and performed on a source file that is used in the import.
- Add custom OwnerMetadata XML tags in the data map to match the user records in the source file with the records of the user (system user) in Microsoft Dynamics CRM.
- Use optional validation checks. Validation is not optional in the Data Import Wizard.

It is through the intelligent application of each of the available data migration utilities that the Aeon team has previously migrated dataset in excess of the 10 million rows of data currently maintained in the OMCFH's existing solution.

6.1 Data Migration Plan

Aeon Nexus will work with the OMCFH on a data migration plan to migrate historic OMCFH data into Dynamics CRM. Aeon Nexus will demonstrate the viability and establish levels of trust that the migration process will succeed via the test environments. Aeon Nexus understands the rationale behind a one (1) time production migration that needs to quickly occur off-hours. Our approach includes:

Migration Scope/Technical Review

At the start of every migration, we scope and identify all potential issues that may occur later on. This enables the migration team to plan for any risks. The aim of scoping is to thoroughly review the migration before it starts.

The migration review evaluates the following areas:

- Are the migration deadlines and objectives clearly defined?
- Have the information requirements of all potential stakeholders been included in the plan?
- Are there communication plans in place for the migration, and do they include all stakeholders?

- Is there enough client involvement in migration and are expectations appropriate?

The technical review is used to check the quality and appropriateness of:

- The proposed migration methodology
- The data security plan during and after migration
- The technical features/constraints of the proposed data migration tools
- The structure, volume and quality of the source data

Data Migration Methodology Definition

A clear methodology is an essential part of a successful data migration. Our methodology consists of the pre-migration scoping mentioned above, followed by migration assessments and a core migration process. The methodology includes:

- Extract design: how the data is extracted, held and verified
- Migration design: how data is transformed into the target structure
- Mapping rules: the details of the migration
- Test overview: tools, reporting, structure and constraints
- Unit test: unit test specification
- Integration test: integration test specification
- Recovery plan: recovery options for each stage of the migration
- Go live plan: actions (including verifications) required to go live

Data Preparation

There are a number of aspects to data preparation:

- Landscape analysis checks how each system works and how the data within each system is structured
- Data assurance validates the data identified in the landscape analysis and ensures that all data is fit for purpose
- Data profiling provides a check of data quality and ensures that any historical data is suitable for the new requirements of the organization
- Data quality definitions are used during the profiling phase to identify whether or not the data is of the correct standard and format
- A retirement plan should be used to define the data no longer required
- Data verification, which is then followed by data cleansing, checks that the data is available, accessible, complete and in the correct format
- Data impact analysis ensures that data cleansing does not project on other elements within the source and target systems

Data Security

The migration team creates data security plans early on and embeds them in the data migration plan.

Areas to consider include:

- How to ensure secure data transfer
- How to create secure server access
- How to ensure secure data access
- The number of permissions required to transfer data
- Clearance and vetting of personnel, including outside consultants
- The training or information sessions required by personnel

- Vetting of the software that will be used for the migration
- Protocols for the use of email and portable storage devices

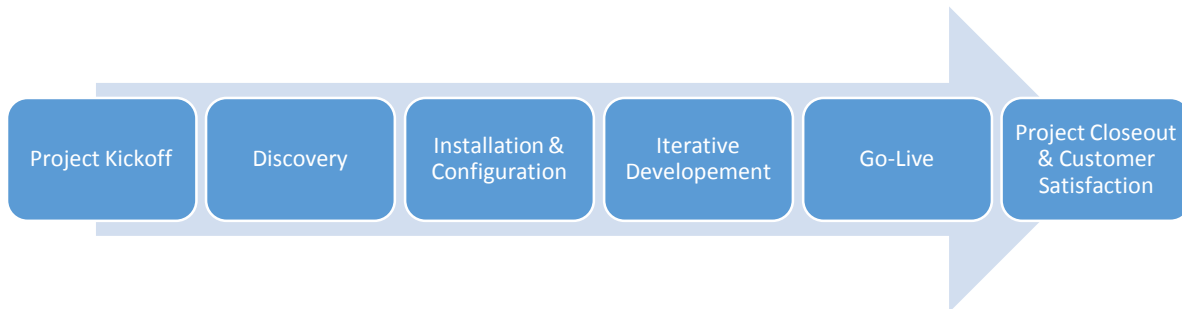
Business Engagement

The involvement of stakeholders will improve the chances of a data migration project going smoothly and ensure that the team has the necessary resources. The key is to communicate that the purpose of the migration is to make the overall business more effective and efficient.

In summary, the extensive database administrator experience of our staff will be leveraged to create a specific process for creating supporting structures and identifying data mapping procedures for ensuring proper data assimilation into the new solution. Our team will monitor and mirror like structures and design a significant number of post transfer queries and system tests to ensure a valid data migration has been completed. A set of data migration tasks will be created to draw out an intelligible path to a successful conversion. A thorough data dictionary (using the OMCFH's approved tools) will be defined with all proper fields and objects mapped appropriately prior to the development of services and scripts needed to complete the process. Through repeated execution of migration testing, and comparative analysis supported by the use of automated and custom data migration tools, our team will ensure the integrity of all data, and the processes required to maintain a valid data state and data security.

Section VII: Our Approach – Brief Overview

Aeon's projects all flow through our well defined process and phases. Our project checklist makes it easy for the project team to get a quick, visual representation of where we are in the project life cycle. A typical project will flow through the following phases.



Project Kick-Off

A successful kick-off meeting sets the tone for a truly successful project. At the project kick-off meeting, the OMCFH will meet Aeon's implementation team that will guide the OMCFH through the implementation and post go-live phases. The goal of the kick-off meeting is to initiate the project, define team members' roles and responsibilities, begin discussing project risks and constraints, discuss the project objectives and success criteria, and get the team excited about the new system.

Discovery

Aeon Nexus will work closely with the OMCFH to elicit, identify, and document business requirements and functional requirements. During this phase, our team will meet with key stakeholders to ensure the resulting solution meets your needs. In addition to the specific requirements, our team will seek to understand and document the workflows that must be in place to ensure successful execution.

Installation & Configuration

Aeon Nexus begins each project by first installing and configuring the product to meet as many requirements as possible. During this phase, the project team will be working closely with the end users to understand the business challenges the new system should address and the day to day operational needs of end users.

Once the initial configuration is complete, Aeon Nexus will train the OMCFH on your "base" system and the OMCFH will have the opportunity to start testing the new system. The project team will work with the OMCFH's end users to identify and prioritize any gaps in functionality. These remaining requirements will define the scope that will drive the iterative development phase.

Iterative Development

Once the scope (aka project backlog) has been defined, Aeon Nexus will begin to document, develop, and test the system in small iterations, involving us as much as possible throughout the development process. We will work with the OMCFH to define the iterations and will typically start with the highest priority items.

For each requirement, the project team will work with end users to document business needs and coordinate with the technical lead to architect an appropriate solution. Each requirement will be

delivered with comprehensive test steps and a complete system walkthrough before user acceptance testing begins.

Before development begins, Aeon Nexus will provide the OMCFH with an online interface for problem | change | incident management. If any bugs are found during development or UAT, this problem would be entered into the problem management interface. If a change request is required during any of the steps outlined here, this change would be entered into the change management interface. If any disruptions in service occur or an application fault is encountered after Go-Live, this incident would be entered into our incident management interface. Please see our Service Levels for more information on issue severity and response time commitments.

Go-Live Preparation and Go-Live

Proper planning before the training and deployment phase is critical to ensure a smooth transition from an existing set of systems and processes to the new system. Aeon Nexus will work with the OMCFH's project champion throughout the project life cycle to prepare end users for the transition and ensure that the training is comprehensive and valuable. Aeon Nexus will provide on-site training to staff which will consist of an instructor led classroom with hands-on lab training. The project team will also provide post go-live support to ensure a smooth transition from the implementation team to the account management team.

Finally, Aeon Nexus will work with the OMCFH to plan for the physical deployment of the new system to your location or a co-located data center facility, as well as the timing for the final data cut-over.

Project Closure & Customer Satisfaction

At the conclusion of all projects, the team conducts a post project debrief that is used to enhance our lessons learned documentation and improve future projects. We are committed to continuous improvement and are always striving to provide better products and services to our customers. Performance feedback is often requested from our customers and is put to use as we constantly work to improve our methodology, products, services, and relationship with the OMCFH.

7.1 Project Schedule

Aeon Nexus will work with the OMCFH project team on a detailed project schedule, which outlines start and completion dates, and sequencing for tasks and milestones. The plan will be developed with considerations of risks and staff availability. Upon finalization, the project team will execute this schedule. Aeon Nexus is aware of the time sensitive nature of the Case Management System and will leverage time and resources accordingly to ensure a viable solution is available.

Based on requirements addressed in the RFP, Aeon Nexus is estimating a nine-month project period. Eight and a half months will be allocated to the initial launching of the system with an additional two weeks for an after launch break fix support period. The following tentative project plan displays the anticipated schedule timelines for this service agreement. A better determination of dates, tasks, and milestones will be made during the Analysis and Design Phase (Phase I). Aeon Nexus is flexible and will work within the needs of the OMCFH.

Please note that although numerically sequential as described in our project schedule below, it is understood that the development process executed by Aeon Nexus is an iterative process that repeats the numerical phases as the solution progresses towards production.

Task Name	Duration	Start	Finish
Project Plan Summary	34 wks	Thu 9/1/16	Wed 4/26/17
(4.1.2) Conceptual Design of web-based performance and case management system to support the coordination and integration of information and services for CYSHCN	4 wks	Thu 9/1/16	Wed 9/28/16
Discovery	2 wks	Thu 9/1/16	Wed 9/14/16
Requirements & User Stories Documentation	2 wks	Thu 9/15/16	Wed 9/28/16
Documentation Sign-Off	0 days	Wed 9/28/16	Wed 9/28/16
(4.1.3) Written Design of Web- Based Data Collection System	4 wks	Thu 9/29/16	Wed 10/26/16
Functional Specifications	4 wks	Thu 9/29/16	Wed 10/26/16
Data Mapping	4 wks	Thu 9/29/16	Wed 10/26/16
Documentation Sign-Off	0 days	Wed 10/26/16	Wed 10/26/16
(4.1.4) Development of Web Based Data Collection System	18 wks	Thu 10/27/16	Wed 3/1/17
Iteration 1	6 wks	Thu 10/27/16	Wed 12/7/16
System Development	3 wks	Thu 10/27/16	Wed 11/16/16
Data Migration Script Development	3 wks	Thu 10/27/16	Wed 11/16/16
Test Cases	3 wks	Thu 10/27/16	Wed 11/16/16
QA	1 wk	Thu 11/17/16	Wed 11/23/16
UAT 1	2 wks	Thu 11/24/16	Wed 12/7/16
Iteration 2	6 wks	Thu 12/8/16	Wed 1/18/17
System Development	3 wks	Thu 12/8/16	Wed 12/28/16
Data Migration Script Development	3 wks	Thu 12/8/16	Wed 12/28/16
Test Cases	3 wks	Thu 12/8/16	Wed 12/28/16
QA	1 wk	Thu 12/29/16	Wed 1/4/17
UAT 2	2 wks	Thu 1/5/17	Wed 1/18/17
Iteration 3	6 wks	Thu 1/19/17	Wed 3/1/17
System Development	3 wks	Thu 1/19/17	Wed 2/8/17
Data Migration Script Development	3 wks	Thu 1/19/17	Wed 2/8/17
Test Cases	3 wks	Thu 1/19/17	Wed 2/8/17
QA	1 wk	Thu 2/9/17	Wed 2/15/17
UAT 3	2 wks	Thu 2/16/17	Wed 3/1/17
System Sign-Off	0 days	Wed 3/1/17	Wed 3/1/17
(4.1.5) Training	4 wks	Thu 3/2/17	Wed 3/29/17
Training Plan Development	2 wks	Thu 3/2/17	Wed 3/15/17
User Manual Development	2 wks	Thu 3/2/17	Wed 3/15/17
Training Sessions	2 wks	Thu 3/16/17	Wed 3/29/17
(4.1.6) Go-Live for CYSHCN	4 wks	Thu 3/30/17	Wed 4/26/17
Production Environment Setup	3 wks	Thu 3/30/17	Wed 4/19/17
Production Deployment	1 wk	Thu 4/20/17	Wed 4/26/17
Project Sign-Off	0 days	Wed 4/26/17	Wed 4/26/17

7.2 Resources

Our team is composed of some of the best consultants and IT professionals in the industry. Our vast and diverse experience in consulting and IT services sets us apart from the competition. With experience in both the public and private sectors, our team is able to develop the right business requirements and project scope to drive the most value. All of our consultants are able to legally work in the United States. Additionally, we are able to accommodate on-site and off-site work as determined by specific tasks.

For this engagement we are proposing a Project Manager, two CRM Developers, Business Analyst, Quality Assurance Analyst, Migration Specialist, and Solution Trainer working full-time and part-time hours as determined by specific tasks. Additionally, Aeon Nexus will invest Executive Management Resources to ensure the overall health of the project.

Account Resources

At Aeon Nexus Corporation, every engagement is supported by a team of key account professionals. This is a value added service and ensures successful completion for all projects. For this engagement, we have enlisted key team members who specialize in a plethora of software products and implementations.

Amir Naghmi, Chief Operating Officer

Mr. Naghmi has spent the better part of a decade delivering value to organizations through Microsoft Dynamics CRM. Mr. Naghmi leverages that experience to drive Aeon Nexus's delivery methodology and ongoing product development so customers derive the most value from their technology investments. Prior to joining Aeon Nexus, Mr. Naghmi spent time working closely with customers in several industries, first as a consultant and implementation manager and later as a product manager overseeing CRM product roadmaps and ensuring that customer needs were being addressed in ongoing product development.

Kiley Wittig, Managing Director, Sales & Marketing

With extensive experience and over ten years in technology and account management, Ms. Wittig excels at analyzing complex issues, creating successful client and partner relationships, and developing and motivating teams and individuals all with an overarching goal of delivering value-added business solutions. Ms. Wittig's recent emphasis is on helping organizations design and implement solutions utilizing the Oracle and Microsoft product lines. Ms. Wittig is a graduate of the State University of New York.

Project Resources

The following describes top members of our team. The names of the individuals provided here are those we currently expect to staff this project. However, by the time of project execution, business or other considerations may make one or more individuals unavailable. In the event of this unlikely situation, we will substitute another person with equal knowledge and experience, with the approval of the OMCHF.

- *Chris McCarty, Development Manager – Project Manager*
- *Kiran Kothamachu, Senior CRM Developer – Technical Lead*
- *Josh Smith, CRM Consultant – Lead Consultant/Trainer*
- *Udayshree Vasa, Associate Consultant – Business/Quality Assurance Analyst*
- *Matthew Bell, Solutions Consultant – Data Migration Specialist*

All proposed resources are fulltime employees of Aeon Nexus and available for any required meetings onsite. Resumes were not a requirement of the RFP, however, they are available upon request.

7.3 Project Management

Project Management Services as defined for the OMCHF Project will ensure the effective flow of the project throughout the life of the project. Key processes include:

- Requirements identification and management
- Issue identification and management
- Balance between competing project constraints (Scope, Quality, Schedule, Resources, Risk)

Aeon Nexus will be the project management lead. Aeon and the OMCFH will work closely together for the overall project via a mutually agreed upon methodology. Each partner will appoint designated Project Managers to lead their efforts for the duration of the project.

Aeon Nexus will work with the OMCFH to develop a project charter with high-level objectives and achievable, measurable success criteria that will help structure the project and steer it in the right direction. At the same time, the project team will keep your day-to-day operational needs in sight by defining your top ten daily tasks within the charter.

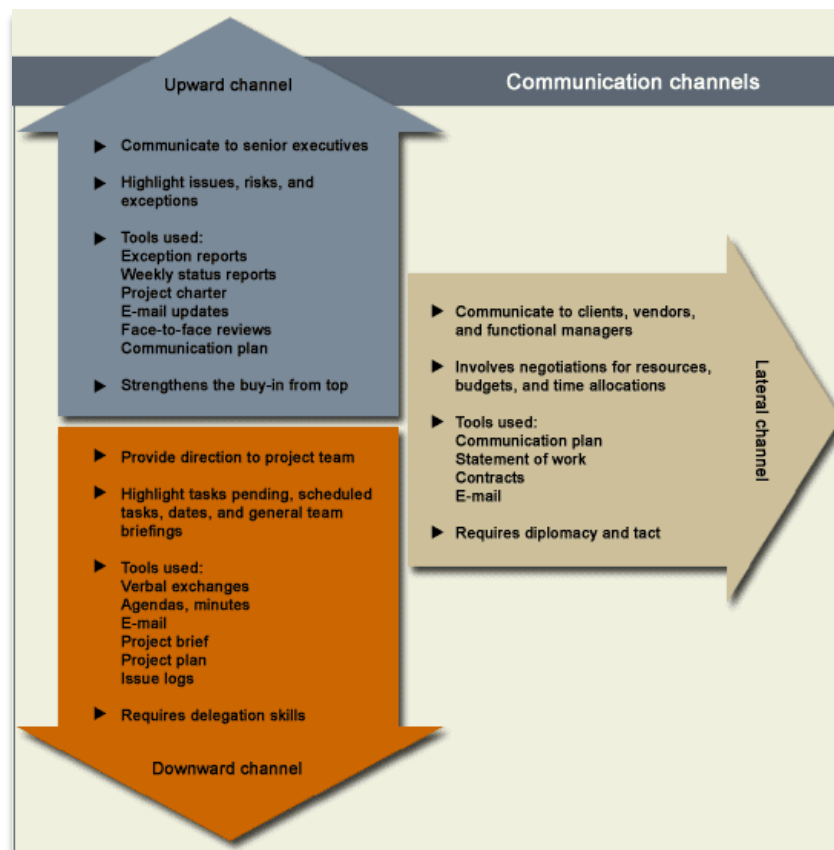
The key to achieving a successful project is frequent, open communication; the project charter will identify assumptions, constraints, risks, and set clear expectations for roles/responsibilities and communication from the start. The Project Manager will manage all project constraints using the project management charter. In some cases, such as quality, budget, and risk, separate detailed plans will be created to define how each of these groups will be managed. In addition, our team will collaborate to develop a weekly and monthly status report for the project team. The report will include project accomplishments, issues, risks, upcoming tasks and timeline updates.

Change Management Plan

Aeon Nexus follows our internal change management process. The purpose of our change management plan is to protect the achievability of the approved project scope. When the original project scope is defined, assumptions and agreements are made as to what the project is going to produce. If the deliverables change during the project, the estimates for cost, effort and duration may no longer be valid. However, if the OMCFH project sponsor agrees to include the requested changes into the project scope, the cost, effort hours and/or duration should be modified to reflect this additional work. This new cost, effort or duration now becomes the approved target. Our processes defined in our change management plan identify how change requests are recognized and reconciled, and ultimately, the plan must be rigorously executed. Aeon Nexus will work with the OMCFH during the Discovery period to execute a mutually agreed upon plan.

Communication Plan

At Aeon Nexus, we firmly believe that the key to successful communication is to keep information flowing in the right direction. During project kickoff, our team will validate key stakeholders and work with the OMCFH to develop a communication plan. The communication plan will contain the following information: project communication strategy, roles and responsibilities of the team, project status meetings and frequency, change control communications, project review meetings, transitioning from deployment to operations, and closure meeting.



Risk Management Plan

In any project, there are risks of delivery, project definition, business impact, business support, technology impact and project management. During the Discovery phase, while further developing the specific project requirements, Aeon Nexus will identify project-specific potential risks. Several unknowns remain based upon the specifics of each system and the age of existing solutions that may contribute to increased complexity and resources required. Should the "in-scope" number of hours prove insufficient for the delivery of all required integrations, Aeon Nexus will work with the OMCFH to determine the cost/benefit of each specific, remaining feature and should the OMCFH wish to proceed with development of the given feature, a formal scope of work change order will be requested. Aeon Nexus will make every effort to identify any possible challenges to the timeline or budget at the conclusion of the Discovery phase based upon our better informed position concerning the OMCFH's existing systems and technology infrastructure.

Project Scope Change Plan

As a result of comparing expected and planned results with actual project results, change requests may be issued which may expand, adjust, or reduce the scope of the Deliverables to implement the DACMS. Changes can impact project management planning, project documents, and other Deliverables. Changes may include, but are not limited to the following:

- Corrective action – A documented change of direction or omitted procedure for executing project work to bring expected future performance of the project work efforts in line with the project management plan.
- Preventative action – A documented change in direction to perform an activity that can reduce the probability of negative consequences associated with project risks.

Change control will be performed from the inception of the project through the project's completion. Our change control process is comprised of the following activities:

- Identification of need for change
- Documenting the change
- Submitting the change request
- Reviewing, approving, or denying change requests promptly. Delays in approvals can delay the project schedule, budget or the opportunity to implement change
- Managing the approved changes once they have been approved
- Coordinating the synergy of changes across the entire project (e.g. a proposed change may also impact cost, risk, quality, and staffing)
- Communicating the approved change and the impact of the change to all employees, contractors, and sub-contractors

A change request is a written request submitted to the OMCFH's Project Manager(s) recommending a change in the Deliverables from those originally defined in this Agreement and the initial project plan. Based upon scope or cost impact, change requests may require additional approval from the Change Control Board (CCB). The CCB may be composed of the DA Project Manager, Project Sponsor, Project Managers and / or members of the Executive Steering Committee Member or IT Technical Teams.

Changes may be requested by any project team member (OMCFH or Aeon) and must be approved by the business owner for the affected area before being submitted to the Project Managers. The Aeon team must estimate the cost and time impact once the change request has been authorized by the DA Project Manager. Cost or time impact may be estimated as zero. The DA Project Manager will approve or deny the change in writing on the Change Request Form. If the change is not feasible for any reason, the Change Request will be rejected and sent back to the requestor. The request may need additional information or rework on the business case or the time and cost estimate.

7.4 Training

Training Overview

Aeon Nexus employs a team of dynamic trainers well versed in the use, customization, and administration of Dynamics CRM. Our trainers will work to develop a comprehensive training schedule based upon the needs of the OMCFH, and provide detailed, scenario-based training services to all pertinent personnel.

Our on-site training leverages hands-on, lab based training techniques delivered in half-day increments to maximize content retention and eliminate oversaturation of the participants. Real-world scenarios

will be customized to match each training group’s predicted daily interactions with the solution. These scenarios will be used at the close of our training sessions as part of a user assessment survey to help identify those staff that may require additional training. The goal of the Aeon Nexus team of trainers is to ensure that each trainee achieves an assessment level of “Sufficient” before being granted access to the system.

In addition to on-site training programs, our trainers will also offer online training for the convenience of those OMCFH staff that need additional instruction, or prefer the environment of an online training medium. Online instruction will be made available through online meetings and incorporate full desktop sharing of the instructors’ environment to communicate screen activities, slide show information, and participant involvement.

Training Plan Overview

For this engagement, our instructor(s) will follow our MS Dynamics CRM 101, Application-Specific Plan, and Dynamics CRM 2016 Customization and Configuration lesson plan. Please note, Aeon Nexus is flexible and we will work with the OMCFH to customize a lesson plan that best fits the agency’s unique needs. Aeon Nexus will provide ten hands-on labs for five consecutive days between the hours of 8:30am-5:30pm EST, to accommodate a maximum of 50 students/users. Additionally, course materials will be created for users to reference during training and for post training support.

In addition, Microsoft Dynamics CRM provides a wealth of knowledge-base access to include E-learning, videos, documentation, and articles. The CRM Resource Center also links to an active online community that provides access to community-based peer and expert help.

The OMCFH will provide the classroom, student computers with proper software preloaded, and overhead projector/screen. Aeon Nexus will host the training environment and provide our own laptop and other equipment to execute the training. Training will be provided for all Internal system users. External system users utilizing the portal will not require any training. Type of training course per type of user can be seen below.

Type of User	Roles	System Admin Training	Train the Trainer Workshop	Case Management Application Training	Portal Training	MS Dynamics CRM 101 Training	Report Writing	Unlimited Access to Web Video Training
Internal Users	System Administrator	X	X	X	X	X		X
	Eligibility Unit			X		X		X
	CSHCN Administration			X		X		X
	Care Coordinator			X		X		X
	Title V Agency Report Writer			X		X	X	X
External Users	Primary Care Physician							
	Medical Home Team							
	Client/Family							

System Administrator (10 Training Days Onsite)

Training courses will include Microsoft Dynamics CRM 101, Case Management System, Train the Trainer Workshop, Portal Training, and our Microsoft Dynamics CRM for Administrator course which teaches administrators the techniques required to customize Microsoft Dynamics CRM to meet the specialized needs of the business applications. Topics covered include security; creation and configuration of entities; design of forms, views and charts; auditing and solutions. These courses are designed for both novice and experienced customizers of Microsoft Dynamics CRM who are familiar with the end-user principals of the software. No programming skills are required, but a basic understanding of database principals will be an advantage.

System Users (5 Training Days Onsite)

Training will provide a basic overview of the Microsoft Dynamics CRM platform and an in-depth training of the Case Management System.

Title V Agency Report Writer (1 Training Day Onsite)

Training will teach users about the reporting capabilities of the product, how to use the report wizard, how to drill down in reports, what reports are included out of box, how users can create their own reports, how reports are shared and delivered, report formats, report security, scheduling reports and publishing reports to the Portal.

Documentation

All training documentation will be provided by Aeon Nexus. Administrators will receive a System Administration Guide, Report Writing Guide, System User Guide, Online Training Video access and a Quick-Start Guide. System users will receive a System User Guide, Online Training Video access and a Quick-Start Guide. The Title V Report Writer will receive a System User Guide, Online Training Video access, Quick-Start Guide, and a Report Writing Guide.

Appendix

Attachment A: Required Forms

Attachment B: MBE Certification

Attachment C: Executed Contract for Proof of Performance

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: This Contract becomes effective on _____ and extends for a period of _____ year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within two hundred seventy-four (274) days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional three (3) successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed thirty-six (36) months in total. Automatic renewal of this Contract is prohibited.

One Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Other: See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of _____. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award. In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

INSURANCE: The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:

Commercial General Liability Insurance: In the amount of _____ or more.

Builders Risk Insurance: In an amount equal to 100% of the amount of the Contract.

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

3.1 Proof of experience in delivering and supporting a performance and case management system, currently in operation, for at least one (1) State.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

9. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

10. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount of

N/A

for N/A.

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

11. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

12. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

13. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

14. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

15. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

16. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

17. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

18. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

19. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

20. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

21. COMPLIANCE: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

22. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

23. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

24. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

25. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

26. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

27. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

28. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

29. BANKRUPTCY: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

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

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:


- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.



(Name, Title)
Meghan Barkley, Director of Operations

(Printed Name and Title)
138 State Street Albany, NY 12207

(Address)
518-708-8971 / 866-252-1251


(Phone Number) / (Fax Number)
meghanbarkley@aeonnexus.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Aeon Nexus Corporation

(Company)



(Authorized Signature) (Representative Name, Title) *MEGHAN A BARKLEY DIR. OPERATIONS*

Meghan Barkley, Director of Operations

(Printed Name and Title of Authorized Representative)

07/12/16

(Date)

518-708-8971 / 866-252-1251

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0506 MCH160000003

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Aeon Nexus Corporation
Company


Authorized Signature

07/12/16
Date

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

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 Vendor Preference, if applicable.

1. Application is made for 2.5% 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% 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% 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% 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% 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% 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: Aeon Nexus Corporation

Signed: 

Date: 07/11/16

Title: Director of Operations

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: Aeon Nexus Corporation

Authorized Signature:  Date: 07/11/16

State of New York

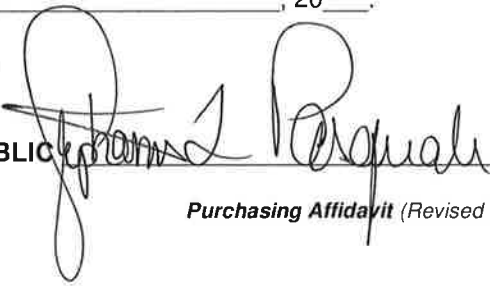
County of Albany, to-wit:

Taken, subscribed, and sworn to before me this 11 day of July, 2016.

My Commission expires October 20, 2018.

AFFIX SEAL HERE

Stephanie Lyn Pasquale
Notary Public, State of New York
Reg. No. 01PA6313329
Qualified in Albany County
My Commission Expires October 20, 2018

NOTARY PUBLIC 
Purchasing Affidavit (Revised 08/01/2015)



October 31, 2014

File ID: 48971

Mr. Omar Usmani
Aeon Nexus Corporation
174 Glen Street
Glens Falls, NY 12801

Dear Mr. Omar Usmani:

The New York State Department of Economic Development, Division of Minority and Women's Business Development (DMWBD) has determined that your firm, Aeon Nexus Corporation, continues to meet eligibility requirements for re-certification, pursuant to Executive Law, Article 15-A and 5NYCRR Section 140 through 145 of the Regulations.

Therefore, we are pleased to inform you that your firm, has once again, been granted status as a **Minority Business Enterprise (MBE)**. Your business will continue to be listed in the State's Directory of Certified Businesses with codes listed on the following page.

This Certification remains in effect for a period of generally three (3) years from the date of this letter or until such time as you are selected again, by this office for re-certification. Any changes in your company that affect ownership, managerial and/or operational control, must be reported to this Office within thirty (30) days of such changes; including changes to company name, business address, telephone numbers, principal products/services and bonding capacity.

The Certification status is not intended to imply that New York State guarantees your company's capability to perform on contracts, nor does it imply that your company is guaranteed any State business.

Thank you for your cooperation. On behalf of the State of New York, I wish you luck in your business endeavors, particularly those involving State agencies.

Sincerely,

A handwritten signature in black ink that reads "Bette Yee". The signature is written in a cursive, flowing style.

Bette Yee
Director of Certification Operations



New York State Department of Economic Development
633 Third Avenue New York New York 10017 Tel 212 803 2414
Web Site: www.esd.ny.gov/MWBE/html

October 31, 2014

File ID: 48971

Mr. Omar Usmani
Aeon Nexus Corporation
174 Glen Street
Glens Falls, NY 12801

Aeon Nexus Corporation will be listed in the State's Directory of Certified Businesses with the following list of codes for products and services:

ESD-F-0454: OFFICE SUPPLIES
ESD-I-2119: INFORMATION TECHNOLOGY DESIGN
ESD-I-2208: BROKER - CONSTRUCTION SUPPLIES
ESD-I-2266: BROKER - OFFICE SUPPLIES
NAICS-42412: STATIONERY AND OFFICE SUPPLIES MERCHANT WHOLESALERS
NAICS-425110: BUSINESS TO BUSINESS ELECTRONIC MARKETS, NONDURABLE GOODS, WHOLESALE TRADE
NAICS-561990: PRINTING BROKERS

<p>STATE AGENCY: Office of Children and Family Services 52 Washington Street Rensselaer, New York 12144</p>	<p>NYS COMPTROLLER'S C027223 ORIGINATING AGENCY CODE: 3400000</p>
<p>CONTRACTOR: AEON NEXUS CORPORATION 174 GLEN ST GLENS FALLS NY 12801</p>	<p>TYPE OF PROGRAM (S): Administrative Services</p>
<p>CHARITIES REGISTRATION NUMBER: If EXEMPT provide Reason: _____ Contractor <input type="checkbox"/> has / <input type="checkbox"/> has not timely filed with the Attorney General's Charities Bureau all required periodic or annual written reports.</p>	<p>CONTRACT PERIOD: From: 03/31/2014 To: 12/31/2014</p>
<p>FEDERAL TAX IDENTIFICATION #: 541983534 -</p>	
<p>OSC Vendor Id #. 1000044962</p>	<p>FUNDING AMT FOR PERIOD: 197,400.00</p>
<p>STATUS: Contractor <input type="checkbox"/> is / <input checked="" type="checkbox"/> is not a sectarian entity. Contractor <input type="checkbox"/> is / <input checked="" type="checkbox"/> is not a not-for-profit organization.</p>	<p>MULTI-YEAR TERM (if applicable): From: To:</p>

APPENDICES ATTACHED AND PART OF THIS AGREEMENT
Revised 4/20/01

AGREEMENT

between

The New York State Office of Children and Family Services having its principal offices at 52 Washington Street, Rensselaer, New York 12144

(hereinafter "OCFS" or the "State"),

and AEON NEXUS CORPORATION

located at 174 GLEN ST GLENS FALLS NY 12801

(hereinafter "the Contractor").

WHEREAS, The OCFS initiated a Procurement (Invitation for Bid/Request for Proposal/single source/sole source) to contractually secure services; and

WHEREAS, the Contractor submitted a proposal; and

WHEREAS, the OCFS, selected the Contractor as a successful respondent to the Procurement to provide services and desires to engage the Contractor to fulfill OCFS's needs under the terms and conditions hereinafter set forth.

NOW, THEREFORE, in consideration of the mutual covenants and provisions contained herein, the parties agree as follows:

Article 1: Agreement Duration and Amendment

- A. This Agreement shall commence on 03/31/2014 and continue until 12/31/2014 unless renewed according to the renewal provisions, if any, as stated in Appendix C.
- B. The State shall have the right to renegotiate the terms and conditions of this Agreement in the event applicable New York State (State) or Federal policy, rules, regulations and guidelines are altered from those existing at the time of this Agreement in order to be in continuous compliance therewith. This Agreement is subject to amendment only upon mutual consent of the parties, reduced to writing and approved by the Comptroller of the State of New York.

Article 2: Executory Provision

- A. The State Finance Law of the State of New York, Section 112, requires that any contract made by a State Agency which exceeds fifty thousand dollars (\$50,000) in amount be first approved by the Comptroller of the State of New York before becoming effective. The parties recognize that this Agreement is wholly executory until and unless approved by the Comptroller of the State of New York.
- B. The State of New York is not liable for any cost incurred by the Contractor in preparation for or prior to the approval of an executed contract by the Comptroller of the State of New York. Additionally, no cost will be incurred by the State for the Contractor's participation in any pre-contract award activity.
- C. This Agreement and the Exhibits and Appendices, attached hereto and incorporated by reference herein, constitute the entire agreement between the parties with respect to the subject matter; all other prior agreements, representations, Statements, negotiations and undertakings are superseded hereby. The terms, provisions, representations and warranties contained in this Agreement shall survive performance hereunder. It is understood that unless the context clearly indicates otherwise, all references herein to this Agreement shall be deemed to include the Exhibits and Appendices attached hereto and incorporated by reference herein.

Article 3: Standard Contract Provisions

- A. Standard New York State Contract Appendix A, attached hereto as Appendix A, is hereby fully incorporated into this Agreement.
- B. The parties agree that this Agreement shall be construed and interpreted in accordance with the Laws of the State of New York. The Contractor shall be required to bring any legal proceeding against the State arising from this Agreement in New York State courts.
- C. Should any provision of this Agreement be declared or found to be illegal, unenforceable, ineffective or void, then each party shall be relieved of any obligation arising from such provision; the balance of this Agreement, if capable of performance, shall remain in full force and effect.
- D. No term or provision of this Agreement shall be deemed waived and no breach consented to, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by a party to, or waiver of, a breach under this Agreement shall not constitute or consent to, a waiver of, or excuse for any other, different or subsequent breach.
- E. It shall be understood that the Contractor is an independent contractor, and the Contractor, its agents, officers and employees, in the performance of this Agreement, shall act in an independent capacity and not as officers or employees of the State.

Article 4: Assurances

- A. The Contractor warrants that it has carefully reviewed the needs of the State for products and services, as described in the Procurement and its attachments and otherwise communicated in writing by the State to the Contractor, that it has familiarized itself with the specifications, and it warrants that it can provide such products and services as represented in its Proposal and the other documents incorporated into this Agreement.
- B. The Contractor agrees that it will perform its obligations hereunder in accordance with all applicable laws, rules and regulations now or hereafter in effect.
- C. The Contractor warrants and affirms that the terms of this Agreement do not violate any contracts or agreements to which it is a party and that its other contractual obligations will not adversely influence its capabilities to perform under this Agreement.

Article 5: Contractor Requirements

- A. The Contractor agrees to assume complete responsibility for the cost effective and timely accomplishment of all activities and duties required by this Agreement and to carry out those activities and duties in a competent and timely manner. The Contractor also agrees to perform in accordance with the specifications contained in the Procurement, as well as its proposal.
- B. The Contractor accepts sole and complete responsibility for the timely accomplishment of all activities required under this Agreement. Contractor shall also:
 - 1. Maintain an adequate administrative organizational structure sufficient to discharge its contractual responsibilities.
 - 2. Provide for normal day-to-day communications and maintain the level of liaison and cooperation with the State as necessary for proper performance of all contractual responsibilities.
 - 3. Replace any employee whose continued presence would be detrimental to the success of the State's efforts with an employee of equal or better qualifications. The State Project Director will exercise exclusive judgment in this matter and will be required to make such a request in writing only upon written request of the Contractor.
 - 4. Notify the State in writing of any changes in the persons designated to bind the Contractor.
 - 5. Ensure that all contacts by Contractor personnel with other external organizations, to fulfill the objectives of this Agreement, are cleared and coordinated by the State. The State will fulfill this role promptly, so as not to impede the Contractor's timely performance hereunder.
 - 6. Assume responsibility for the accomplishment of all activities and duties required by this Agreement and carry out those activities and duties in a competent and timely manner.

7. Notify the State within three business days, in writing, of each problem that threatens the success of the project, including a recommendation for resolution whenever possible.
 8. Agree that no aspect of Contractor performance under this Agreement will be contingent upon State personnel or the availability of State resources with the exception of 1) Those activities specifically identified in this Agreement as requiring State acquisition, approval, policy decisions, or policy approvals, 2) The normal cooperation which can be expected in a contractual relationship. Such actions by the State will not be unreasonably delayed, and except as stated specifically herein, the State shall not be liable for any damages for delays.
 9. Reasonably cooperate with any other contractors who may be engaged by the State to carry out responsibilities associated with this Agreement and immediately take into account changes mandated by Federal regulatory agencies and the State due to changes in policies, regulations, statutes or judicial interpretations, which the State and/or the Contractor may become aware of.
 10. Recognize and agree that any and all work performed outside the scope of this Agreement shall be deemed by the State to be gratuitous and not subject to charge by the Contractor.
 11. Implement changes within the scope of work of this Agreement, in accordance with a State approved schedule, including changes in policy, regulation, statute or judicial interpretation.
- C. The Contractor agrees that it and its personnel will at all times comply with all security regulations in effect at the State's premises, or any premises assigned, and externally for materials belonging to the State or to the Project.
 - D. The Contractor, if a municipal corporation, represents that it is a self-insured entity. If a not-for-profit corporation or entity other than a self-insured municipal corporation, the Contractor agrees to obtain and maintain in effect a general policy of liability insurance in an appropriate amount. The Contractor agrees that it will require any and all Subcontractors with whom it subcontracts pursuant to this contract to obtain and maintain a general policy of liability insurance in an appropriate amount.
 - E. The Contractor agrees to secure and keep in effect during the term of this agreement a policy of comprehensive liability insurance (if required) covering services to be performed pursuant to this agreement and to provide OCFS with a certificate of insurance indicating such coverage is in effect. Such certificate shall name OCFS as an additional insured and shall state that the policy will not be cancelled or changed without 10 days prior written notice to OCFS.
 - F. The Contractor shall secure and keep in effect during the term of this agreement workers compensation and disability benefits coverage as required by law. The Contractor shall provide to OCFS certificates of such coverage, or proof that such coverage is not required, in such form as required by the Worker's Compensation Board.

Article 6: Nonassignability

- A. Full responsibility for the delivery of services provided by another firm acting as a subcontractor to the Contractor under this Agreement shall be assumed by the Contractor. Should the Contractor seek external financing, the State reserves the right to approve the assignment of the contract for financing purposes. The State shall consider the prime contractor to be sole contact with regard to all provisions of this Agreement.
- B. Nothing contained in this Agreement, expressed or implied, is intended to confer upon any person, corporation or other entity, other than the parties hereto and their successors in interest and assigns, any rights or remedies under or by reason of this Agreement.
- C. Subcontracting or assignment of the Contractor's duties and responsibilities will not be allowed without prior written approval of the State as specified in Appendix A. The Contractor shall furnish to the State the following:
 - (1) A description of the supplies or services to be provided under the proposed subcontract;
 - (2) Identification of the proposed subcontractor, including protected class status; and
 - (3) Any other reasonable information or documentation requested by the State.

Article 7: Charges

- A. Payment to the Contractor shall be based on invoices submitted by the Contractor or on a Standard New York State Claim for Payment in a form acceptable to the State and the Comptroller of the State of New York. The State will make best efforts to process all invoices or claims for payment within thirty (30) days of their receipt; however, failure to make payment within said timeframe shall not be considered a breach of contract.
- B. Payment shall be made at the rates, frequency and manner as set forth in Appendix C attached hereto.
- C. The State shall not be liable for the payment of any taxes under this Agreement however designated, levied or imposed. The State represents that the Contractor is not liable for the payment of any transfer taxes including, but not limited to, sales taxes upon goods or services purchased for or provided to the State.

Article 8: Performance Standards and Liquidated Damages

Per specification requirements indicated in Appendix D

Article 9: Reserved for future use

Article 10: Public Officer's Law

- A. The Contractor agrees not to engage in any conduct which the Contractor knows would violate or would assist an employee of the State in violating Sections 73 and 74 of the Public Officers' Law.
- B. The Contractor further recognizes that an administrative or judicial finding that a Contractor has violated any of the statutes specified in the Contractor/Subcontractor Background Questionnaire completed prior to the award of this contract may entitle the State to terminate the contract, at its discretion, within thirty days after the Contractor notifies the State of such finding or the State notifies the Contractor that it has become aware of such finding.
- C. Any termination of the contract by the State under this Article shall be deemed to be a termination of the contract for cause. The remedies set forth in this section shall be in addition to any other remedy available to the State under this contract or under any other provisions of law.

Article 11: Rights of the State

- A. LICENSE/OWNERSHIP/TITLE OF PRODUCTS FURNISHED - contractor warrants full ownership, clear title or perpetual license rights to any and all tangible or intangible products furnished, used or modified by the Contractor or third parties on behalf of the State, and Contractor shall be solely liable for the full cost of acquisition associated therewith. Contractor shall provide the State with appropriate documentation indicating the vesting of such rights in Contractor, and/or the right to transfer or transfer of such rights, as requested by the State. The cost of obtaining such rights for continued perpetual use of such product(s) by the State upon Project completion shall be deemed to have been included by Contractor in its proposal. Such products include, without limitation, all hardware, commodities, custom programming or third party software, training modules, printed materials, source codes, or any other products or services furnished pursuant to this Agreement. The Contractor fully indemnifies the State for any loss, damages or actions arising from a breach of said warranty without limitation. The State and Federal awarding agency reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes: (a) The copyright in any work developed under a grant, subgrant, or contract under a grant or subgrant; and (b) Any rights of copyright to which a grantee, subgrantee or a contractor purchases ownership with grant support.
- B. TITLE TO PROPRIETARY INFORMATION FURNISHED FOR TESTING PURPOSES- Any and

all proprietary written documentation, information, object or source code and software provided to the State for use in conjunction with an evaluation, shall remain the property of Contractor. In such event, Contractor hereby grants the State and its Authorized Users a perpetual, non-transferable and non-exclusive license to use all such documentation, technical information, confidential business information and all software and related documentation, in whatever form recorded (all hereinafter designated "property"), which are furnished to the State for testing purposes only.

- c. OWNERSHIP/TITLE TO CUSTOM PRODUCTS/PROGRAMMING DELIVERABLES - All custom products, including custom programming or any other deliverables, including, without limitation: software source code, object code, user or training manuals, programming, reports, and any other materials, preliminary, final and otherwise, prepared, written or developed for the State in the performance of services under this Agreement (hereinafter "Custom Products") shall be furnished to and shall become the sole and exclusive property of the State and shall be treated as confidential with the reciprocal proprietary obligations in the foregoing paragraph B of Article 11 imposed upon the Contractor, its subcontractors and partners. The State retains ownership rights to modifications developed for the State pursuant to this Agreement, including modifications made or incorporating third party proprietary components, or components transferred under perpetual license to the State pursuant to paragraph A of Article 11. In all such events, Contractor shall be deemed to have granted or secured a perpetual license to the State for Contractor or third party product being furnished and modified, in accordance with the provisions of paragraph A of Article 11. Contractor hereby agrees to take all necessary and appropriate steps to ensure that the custom products, including custom programming or any other deliverables, when completed and delivered to the State are protected against unauthorized copying, reproduction and marketing by or through Contractor.

Article 12: Document Incorporation and Order of Precedence

- A. This Agreement consists of:
- (1) The body of this Agreement (i.e., that portion preceding the signatures of the parties in execution);
 - (2) The Exhibits attached to this Agreement body; and
 - (3) The Appendices attached to or incorporated by reference in this Agreement body.
- B. In the event of any inconsistency in or conflict among the document elements of this Agreement identified in this Section, such inconsistency or conflict shall be resolved by giving precedence to the document elements in the following order:
- (1) First, Appendix A;
 - (2) Second, body of this Agreement and the Exhibits;
 - (3) Third, the Procurement documents; and
 - (4) Fourth, the Contractor's Proposal.
- C. This Agreement as defined in this Section constitutes the entire agreement between the parties with respect to the subject matter; all prior agreements, representations, Statements, negotiations and undertakings are superseded hereby. The terms, provisions, representations and warranties contained in this Agreement shall survive performance hereunder.

Article 13: Interpretation and Disputes

- A. This Agreement shall be construed and interpreted in accordance with the Laws of the State of New York. Except as otherwise provided for in the Agreement, any dispute which is not disposed of by agreement shall be submitted in writing to and decided by the Commissioner of the Office of

Children and Family Services (Commissioner) or his/her duly authorized representative(s) or designee(s).

- B. If the Contractor is unwilling to accept the decision of the Commissioner or a decision is not made in ninety (90) days, it may then pursue its normal legal remedies de nova, but it is specifically agreed that any and all reports made by the Commissioner upon the disagreement at issue shall be admissible as evidence in any court action taken with respect to the matter. Pending conclusion of any dispute or disagreement by whatever procedure, the interpretation placed upon the Agreement by the STATE shall govern operation thereunder and the Contractor shall continue to perform under the Contract. The Contractor shall be required to bring all legal proceedings relating to this Agreement against the OCFS or the State of New York in the courts located in the State of New York.

Article 14: Indemnification of the State

- A. In performance of its duties pursuant to this Agreement, Contractor shall fully indemnify and save harmless the State from suits, actions, damages and costs relating to personal injury, damage to real or personal tangible or intangible property, or any other claim for direct damages arising as a result of acts or omissions of Contractor, its officers, employees, subcontractors, partners or agents.
- B. The State and OCFS may, in addition to other remedies available to them at law, retain such monies from amounts due Contractor, or may proceed against any performance and payment bond under this Agreement, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them; provided, however, that the Contractor shall not indemnify to the extent that any claim, loss or damage arising hereunder is caused by the solely negligent act or failure to act of the State.
- C. As a condition to the foregoing indemnity obligations under this Article, the State shall provide the Contractor with prompt notice of any claims for which indemnification may be sought hereunder, shall reasonably cooperate with Contractor in connection with any such claim and shall be responsible for its compliance with any laws and regulations associated with any deliverables supplied by Contractor hereunder.

Article 15: Force Majeure

Neither party shall be liable or deemed to be in default for any delay or failure in performance beyond its control under this Agreement resulting directly or indirectly from acts of God, civil or military authority not within the control of the State, acts of public enemy, wars, riots, civil disturbances, insurrections, accidents, fire, explosions, earthquakes or flood, or acts of omission or commission of individuals not under the respective parties' control except as specifically stated elsewhere in this Agreement. The parties are required to use best efforts to eliminate or minimize the effect of such events during performance of this Agreement.

Article 16: Record Retention

- A. The Contractor agrees to preserve all Agreement-related records in accordance with the provisions of Paragraph 10 of Appendix A for the term of this Agreement. Records involving matters in litigation shall be kept for a period of not less than three (3) years following the termination of the litigation. Microfilm copies of any Agreement-related documents may be substituted for the originals with the prior written approval of the State, provided that the microfilming procedures are accepted by the State as reliable and are supported by an adequate retrieval system.
- B. The Contractor shall be responsible for assuring that the provisions of this Section shall apply to any subcontract related to performance under this Agreement.

Article 17: Access to And Audit of Agreement Records

- A. All records and information obtained by the State pursuant to the provisions of this Agreement, whether by audit or otherwise, shall be usable by the State solely for the purpose of performing this Agreement in any manner, in its sole discretion, as it deems appropriate and the Contractor shall have no right of confidentiality or proprietary interest in such records or information. Notwithstanding the preceding sentence and in addition to the provisions set forth in Appendix A, the State agrees, in those instances in which it has discretion, not to disclose outside those Government agencies involved in the performance of this Agreement and then only to the personnel who are involved in the performance, the following data:
- (1) Any resume or other description of qualifications which includes the name of the individual;
 - (2) Any individual's actual salary;
 - (3) The Contractor's indirect rates including labor overhead, General and Administrative (G&A) and fee; and
 - (4) The methodology for calculating those indirect rates including the allocation base.
 - (5) The Contractor's corporate financial Statements.
- B. The Contractor shall promptly notify the State of any request by anyone for access to any records maintained pursuant to this Agreement. Access by Federal or State bank regulatory agents, or Contractor's regular outside auditors to Contractor's financial records, pursuant to regularly scheduled or routine audits or inspection of Contractor, shall not require notification to the State provided that rights of confidentiality or proprietary interests are preserved.
- C. The Contractor shall be responsible for assuring that the provisions in this Section shall apply to any subcontract related to performance under this Agreement.

Article 18: Confidentiality of Information

The Contractor, its officers, agents and employees and subcontractors, shall treat all information, with particular emphasis on information relating to recipients and providers, which is obtained by it through its performance under this Agreement, as confidential information to the extent required by the Laws of the State of New York and of the United States and any regulations promulgated there-under.

1. Individually identifiable information relating to any eligible recipient or provider shall be held confidential and shall not be disclosed by the Contractor, its officers, agents and employees or subcontractors, without the prior written approval of the Commissioner or a designee.
2. The use of information obtained by the Contractor in the performance of its duties under this Agreement shall be limited to purposes directly connected with such duties.
3. The Contractor shall promptly advise the State of all requests made to Contractor for information described in paragraph 1., above.
4. The Contractor shall be responsible for assuring that any agreement between the Contractor and any of its officers, agents and employees or subcontractors contains a provision which strictly conforms to the provisions of this subsection.

Article 19: Affirmative Action

Per Appendix M/WBE

Article 20: Termination of the Agreement

The Agreement shall be subject to the following termination provisions:

- A. All or any part of this Agreement may be terminated by mutual written agreement of the contracting parties.
- B. All or any part of this Agreement may be terminated by the State in the event of failure of the Contractor to perform within the time requirements set forth in this Agreement.
- C. All or any part of this Agreement may be terminated by the State for cause upon the failure of the Contractor to comply with the terms and conditions of this Agreement, including the attachments

hereto, provided that the State shall give the Contractor written notice via registered or certified mail, return receipt requested, or shall deliver same by hand-receiving Contractor's receipt therefore, such written notice to specify the Contractor's failure and the termination of this Agreement. Termination shall be effective ten (10) business days from receipt of such notice, established by the receipt returned to the State. The Contractor agrees to incur no new obligations nor to claim for any expenses made after receipt of the notification of termination.

- D. This Agreement may be terminated if the State deems that termination would be in the best interest of the State provided that the State shall give written notice to the Contractor not less than thirty (30) days prior to the date upon which termination shall become effective, such notice to be made via registered or certified mail, return receipt requested or hand-delivered with receipt made. The date of such notice shall be deemed to be the date of postmark in the case of mail or the date of Contractor's receipt for notice in the case of hand delivery. In the case of termination under this subsection, the State agrees to pay the Contractor for reasonable and appropriate expenses incurred in good faith. The Contractor, on its part, agrees to incur no new obligations after receipt of notification of termination and to cancel as many outstanding obligations as possible.
- E. This Agreement may be deemed terminated immediately at the option of the State upon the filing of a petition in bankruptcy or insolvency, by or against the Contractor. Such termination shall be immediate and complete, without termination costs or further obligations by the State to the Contractor.
- F. Should the State determine that Federal and State funds are unavailable, the State may terminate the Agreement immediately upon notice to the Contractor. If the initial notice is oral notification, the STATE shall follow this up immediately with written notice. The State will be obligated to pay the Contractor only for the expenditures made and obligations incurred by the Contractor until such time as notice of termination is received either orally or in writing by the Contractor from the State.
- G. In the event of termination for any reason, the Contractor shall not incur new obligations for the terminated portion and the Contractor shall cancel as many outstanding obligations as possible. Contractor shall take all reasonable measures to mitigate any damages for which the State may be liable.
- H. If this Agreement is terminated for cause, the State shall have the right to award a new contract to a third party. In such event, the Contractor shall be responsible for damages, and for all additional costs incurred in reassigning the contract.
- I. It is understood that the State reserves the right to suspend or reduce Contractor services during the term of the Agreement or during a task order period. Such action(s) by the State shall not be considered a breach of this Agreement or otherwise give rise to damages on the part of the Contractor, provided, however, that Contractor is given written notification of such action.
- J. The State reserves the right to terminate the award resulting from this procurement in the event it is found that the certification filed by the Offeror in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, The State may exercise its termination right by providing written notification to the award recipient.

Article 21: Patent/Copyright Indemnification

Contractor will indemnify, defend and hold the State harmless from and against all Damages, expenses, including reasonable attorney's fees), claims, judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the products furnished, or of any copyright, trademark, trade secret or other third party proprietary right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit; (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense; and (iii) assistance in the defense of any such action at the expense of the Contractor.

If the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion to take action in the following order of precedence: (i) to procure for the State the right to continue using such

item(s) or part(s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance.

The foregoing provisions shall not apply to any infringement occasioned by modification by the State of any tangible or intangible products without Contractor's approval or the use of any equipment with any adjunct device added by the State without the consent of the Contractor.

In the event that an action at law or in inequity is commenced against the State arising out of a claim that the State's use of a product under this Agreement infringes any patent, copyright or proprietary right and Contractor is of the opinion that the allegations in such action in whole or in part are not covered by the indemnification and defense provisions set forth in this Agreement, Contractor shall immediately notify the State and the Office of the Attorney General in writing and shall specify to what extent the Contractor believes it is obligated to defend and indemnify under the terms and conditions of this Agreement. Contractor shall in such event protect the interests of the State and secure a continuance to permit the State to appear and defend its interests in cooperation with Contractor as is appropriate, including any jurisdictional defenses the State may have.

Article 22: Lobbying Certification

Section 1352 of Title 31 of the U.S. Code requires that funds appropriated to a Federal agency be subject to a requirement that any Federal Contractor or grantee (such as the State) must be required to certify that no Federal funds will be used to lobby or influence a Federal officer or a Member of Congress. The certification the State has been required to sign for HHS provides that the language of this certification (shall) be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. The certification also requires the completion of Federal lobbying reports and the imposition of a civil penalty of \$10,000 to \$100,000 for failing to make a required report. As a sub-recipient, the Contractor understands and agrees to the Federal requirements for certification and disclosure.

Article 23: Notification

- A. Any notice or other communication required by or pertaining to this Agreement shall be sent to the destinations indicated by the State's designated Project Director or the Contractor's designated Project Director. If no destination has been so indicated, such notices or communications may be directed to the address(es) or destination(s) at which the parties to this Agreement were located when this Agreement was executed or to the last known address or destination for such party. Contractor shall be responsible for notifying the State of any change of address or destination to which notices and communications should be sent.
- B. Except as otherwise specified elsewhere in this Agreement, notices or communications may be given orally or in writing and shall be effective when received. To remain effective, oral notifications must be confirmed in writing, transmitted in a manner to be received no later than ten (10) working days after the oral notification. Notices or communications may be transmitted by personal delivery, ordinary U.S. Mail, registered or certified mail, overnight delivery service, telegram, telephone, facsimile device, electronic means or any other means of transmission that results in the fixation of the information transmitted in a tangible medium of expression.
- C. Notices or communications shall be considered received on the day such receipt is acknowledged by a signed receipt or by any other means of verification that is recorded in a tangible medium of expression. Notices or communications from the State to the Contractor shall also be considered received as follows:
 - 1. Oral notifications shall be considered received on the date indicated as the date of conversation in any written confirmation or on the day sworn in an affidavit to be the date of such conversation, unless contested.
 - 2. Notices or communications by ordinary, registered or certified U.S. Mail shall also be considered received on the first working day after five (5) days following the day the transmittal

is postmarked or following the day sworn in an affidavit to be the date the transmittal was deposited in a post office or an official depository.

3. Notices or communications dispatched by overnight delivery service shall be considered received one (1) working day after having been dispatched.
4. Transmissions by facsimile device or electronic means shall be considered received, upon the receipt by the State of a signal from the equipment of the Contractor indicating that the transmission was received.
5. Notices or communications transmitted by personal delivery shall be considered received on the day the transmission is delivered to an agent of the Contractor.
6. Any other transmissions shall be considered received no later than five (5) working days after transmission by the STATE is completed.

Article 24: Conflict of Interest

If during the term of this Agreement and any extension thereof the Contractor becomes aware of an actual or potential relationship which may be considered a conflict of interest, the Contractor shall notify the State in writing immediately. Should the Contractor engage any current or former New York State employee as its own employee or as an independent contractor because of such employee's knowledge of New York State finances, operations or knowledge of the State's programs, or any current or former State employee who in the course of his State employment had frequent contact with Management level Contractor employees, the Contractor shall notify the State, in writing, immediately; should the State thereafter determine that such employment is inconsistent with State or Federal Law, the State shall so advise the Contractor, in writing, specifying its basis for so determining, and may require that the contractual or employment relationship be terminated.

Article 25: Other Agency Use

The Contractor must extend the terms and conditions to any State agency in New York State. It must also extend the terms and conditions to (1) County Agencies in New York State providing human services such as income maintenance, job training, employment and social services or health related services as well as (2) Local Social Services Districts in New York State including New York City, which is considered a single LSSD, consisting of the Human Resources Administration, The Administration for Children's Services, and the Department of Homeless Services.

Article 26: Warranty for Deliverables/ Workmanship

Contractor guarantees that any required deliverables, tangible or intangible, regardless of form, shall be unconditionally guaranteed for the full contract term. This warranty will be voided by the misuse, accident, operation in other than the specified operating environment, unauthorized modification of the source code or failure caused by a product for which the Contractor is not responsible.

Article 27: Vendor Responsibility

By signing this contract, the contractor certifies that within the past three years the contractor has engaged in no actions that would establish a basis for a finding by OCFS that the contractor is a non-responsible vendor or, if the contractor has engaged in any such action or actions, that all such actions have been disclosed to OCFS prior to entering into this contract. The actions that would potentially establish a basis for a finding by OCFS that the contractor is a non-responsible vendor include:

- The contractor has had a license or contract suspended, revoked or terminated by a governmental agency.

- The contractor has had a claim, lien, fine, or penalty imposed or secured against the contractor by a governmental agency.
- The contractor has initiated a bankruptcy proceeding or such a proceeding has been initiated against the contractor.
- The contractor has been issued a citation, notice, or violation order by a governmental agency finding the contractor to be in violation of any local, state or federal laws.
- The contractor has been advised by a governmental agency that a determination to issue a citation, notice or violation order finding the contractor to be in violation of any local, state or federal laws is pending before a governmental agency.
- The contractor has not paid all due and owed local, state and federal taxes to the proper authorities.
- The contractor has engaged in any other actions of a similarly serious nature.

Where the contractor has disclosed any of the above to OCFS, OCFS may require as a condition precedent to entering into the contract that the contractor agree to such additional conditions as will be necessary to satisfy OCFS that the vendor is and will remain a responsible vendor. By signing this contract, the contractor agrees to comply with any such additional conditions that have been made a part of this contract.

By signing this contract, the contractor also agrees that during the term of the contract, the contractor will promptly notify OCFS if the contractor engages in any actions that would establish a basis for a finding by OCFS that the contractor is a non-responsible vendor, as described above.

Article 28: State Tax Law Section 5-a

By signing this contract, the contractor agrees to comply with the State Tax Law section 5-a.

Article 29: Consultant Disclosure

Pursuant to Chapter 10, New York State Office of Children and Family Services (OCFS) must require all contractors, including sub-contractors, to submit an annual report. As a result of these changes in law, State contractors are required to disclose, by employment category; the number of persons employed to provide services under a contract for consulting services, the number of hours worked, and the amount paid to the contractor by the State as compensation for work performed by these employees. Be reminded that this includes information on any persons working under a subcontract with the State contractor. The Office of the State Comptroller (OSC) has a prescribed format for reporting.

The legislation also expands the definition of contracts for consulting services to include any contract entered into by a State Agency including: analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health, and mental health services, accounting, auditing, paralegal, legal, or similar services. Additional information can be found in Bulletin No. G-226 issued by OSC. The Bulletin details the requirements under the Consultant Disclosure Legislation. This bulletin can be accessed at: <http://www.osc.state.ny.us/agencies/gbull/g-226.htm>.

The Legislation requires that contractors complete OSC **Form B - State Consultant Services-Contractor's Annual Employment Report** for consultant services for State Fiscal year 2006-07, indexed as form **OCFS-4843**. Contractors are required to report for the period starting April 1, 2006 or the contract start date, whichever is later, to March 31, 2007 and annually thereafter for the duration of the contract.

This Consultant Employment Report provides a format for reporting the actual number of employees providing services on the contract or through subcontracts, and is due to OCFS, OSC and the NYS Department of Civil Service, at the addresses identified below, by May 15, 2007 and annually thereafter. A separate **Form B** must be submitted for each contract. Please submit a copy of this form to each of the following:

Mr. Kevin Sweet
NYS Office of Children and Family Services
Bureau of Contract Management
52 Washington Street South Building, Room 202
Rensselaer, New York 12144

and:

NYS Office of the State Comptroller
Bureau of Contracts
110 State Street 11th Floor
Albany, New York 12236
Attn: Consultant Reporting

and:

NYS Department of Civil Service
Alfred E. Smith Office Building
Counsel's Office, 8th Floor
80 South Swan Street
Albany, New York 12239

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT as of the dates appearing under their signatures.

CONTRACTOR	STATE AGENCY
Contractor:	Office of Children and Family Services
By:	By:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:
	<u>State Agency Certification</u> "In addition to the acceptance of this contract, I also certify that original copies of this signature page will be attached to all other exact copies of this contract."

NOTARIZATION FOR CONTRACTOR:

FOR-PROFIT CORPORATION:

STATE OF NEW YORK)
) SS.:
 County of _____)

On the _____ day of, _____ 20 _____ before me personally appeared _____, to me known, who being by me duly sworn, did depose and say that he/she resides at _____ that he/she is the _____ of the _____

the corporation described herein which executed the foregoing instrument, and that he/she signed his/her name thereto by order of the board of directors of said for-profit corporation.

_____ (Notary)

My Commission expires: _____

ATTORNEY GENERAL'S SIGNATURE

Approved:
 Thomas P. DiNapoli
 State Comptroller

Title: _____

By: _____

Date: _____

Date: _____

APPENDIX A

STANDARD CLAUSES FOR NEW YORK STATE CONTRACTS

**PLEASE RETAIN THIS DOCUMENT
FOR FUTURE REFERENCE.**

January 2014

TABLE OF CONTENTS

	Page
1. Executory Clause	3
2. Non-Assignment Clause	3
3. Comptroller's Approval	3
4. Workers' Compensation Benefits	3
5. Non-Discrimination Requirements	3
6. Wage and Hours Provisions	3
7. Non-Collusive Bidding Certification	4
8. International Boycott Prohibition	4
9. Set-Off Rights	4
10. Records	4
11. Identifying Information and Privacy Notification	4
12. Equal Employment Opportunities For Minorities and Women	4-5
13. Conflicting Terms	5
14. Governing Law	5
15. Late Payment	5
16. No Arbitration	5
17. Service of Process	5
18. Prohibition on Purchase of Tropical Hardwoods	5-6
19. MacBride Fair Employment Principles	6
20. Omnibus Procurement Act of 1992	6
21. Reciprocity and Sanctions Provisions	6
22. Compliance with New York State Information Security Breach and Notification Act	6
23. Compliance with Consultant Disclosure Law	6
24. Procurement Lobbying	7
25. Certification of Registration to Collect Sales and Compensating Use Tax by Certain State Contractors, Affiliates and Subcontractors	7
26. Iran Divestment Act	7

STANDARD CLAUSES FOR NYS CONTRACTS

The parties to the attached contract, license, lease, amendment or other agreement of any kind (hereinafter, "the contract" or "this contract") agree to be bound by the following clauses which are hereby made a part of the contract (the word "Contractor" herein refers to any party other than the State, whether a contractor, licenser, licensee, lessor, lessee or any other party):

1. EXECUTORY CLAUSE. In accordance with Section 41 of the State Finance Law, the State shall have no liability under this contract to the Contractor or to anyone else beyond funds appropriated and available for this contract.

2. NON-ASSIGNMENT CLAUSE. In accordance with Section 138 of the State Finance Law, this contract may not be assigned by the Contractor or its right, title or interest therein assigned, transferred, conveyed, sublet or otherwise disposed of without the State's previous written consent, and attempts to do so are null and void. Notwithstanding the foregoing, such prior written consent of an assignment of a contract let pursuant to Article XI of the State Finance Law may be waived at the discretion of the contracting agency and with the concurrence of the State Comptroller where the original contract was subject to the State Comptroller's approval, where the assignment is due to a reorganization, merger or consolidation of the Contractor's business entity or enterprise. The State retains its right to approve an assignment and to require that any Contractor demonstrate its responsibility to do business with the State. The Contractor may, however, assign its right to receive payments without the State's prior written consent unless this contract concerns Certificates of Participation pursuant to Article 5-A of the State Finance Law.

3. COMPTROLLER'S APPROVAL. In accordance with Section 112 of the State Finance Law (or, if this contract is with the State University or City University of New York, Section 355 or Section 6218 of the Education Law), if this contract exceeds \$50,000 (or the minimum thresholds agreed to by the Office of the State Comptroller for certain S.U.N.Y. and C.U.N.Y. contracts), or if this is an amendment for any amount to a contract which, as so amended, exceeds said statutory amount, or if, by this contract, the State agrees to give something other than money when the value or reasonably estimated value of such consideration exceeds \$10,000, it shall not be valid, effective or binding upon the State until it has been approved by the State Comptroller and filed in his office. Comptroller's approval of contracts let by the Office of General Services is required when such contracts exceed \$85,000 (State Finance Law Section 163.6-a). However, such pre-approval shall not be required for any contract established as a centralized contract through the Office of General Services or for a purchase order or other transaction issued under such centralized contract.

4. WORKERS' COMPENSATION BENEFITS. In accordance with Section 142 of the State Finance Law, this

contract shall be void and of no force and effect unless the Contractor shall provide and maintain coverage during the life of this contract for the benefit of such employees as are required to be covered by the provisions of the Workers' Compensation Law.

5. NON-DISCRIMINATION REQUIREMENTS. To the extent required by Article 15 of the Executive Law (also known as the Human Rights Law) and all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex (including gender identity or expression), national origin, sexual orientation, military status, age, disability, predisposing genetic characteristics, marital status or domestic violence victim status. Furthermore, in accordance with Section 220-e of the Labor Law, if this is a contract for the construction, alteration or repair of any public building or public work or for the manufacture, sale or distribution of materials, equipment or supplies, and to the extent that this contract shall be performed within the State of New York, Contractor agrees that neither it nor its subcontractors shall, by reason of race, creed, color, disability, sex, or national origin: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. If this is a building service contract as defined in Section 230 of the Labor Law, then, in accordance with Section 239 thereof, Contractor agrees that neither it nor its subcontractors shall by reason of race, creed, color, national origin, age, sex or disability: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. Contractor is subject to fines of \$50.00 per person per day for any violation of Section 220-e or Section 239 as well as possible termination of this contract and forfeiture of all moneys due hereunder for a second or subsequent violation.

6. WAGE AND HOURS PROVISIONS. If this is a public work contract covered by Article 8 of the Labor Law or a building service contract covered by Article 9 thereof, neither Contractor's employees nor the employees of its subcontractors may be required or permitted to work more than the number of hours or days stated in said statutes, except as otherwise provided in the Labor Law and as set forth in prevailing wage and supplement schedules issued by the State Labor Department. Furthermore, Contractor and its subcontractors must pay at least the prevailing wage rate and pay or provide the prevailing supplements, including the premium rates for overtime pay, as determined by the State Labor Department in accordance with the Labor Law. Additionally, effective April 28, 2008, if this is a public work contract covered by Article 8 of the Labor Law, the Contractor understands and agrees that the filing of payrolls in a manner consistent with Subdivision 3-a of Section 220 of the Labor Law shall be a condition precedent to payment by the State of

any State approved sums due and owing for work done upon the project.

7. NON-COLLUSIVE BIDDING CERTIFICATION. In accordance with Section 139-d of the State Finance Law, if this contract was awarded based upon the submission of bids, Contractor affirms, under penalty of perjury, that its bid was arrived at independently and without collusion aimed at restricting competition. Contractor further affirms that, at the time Contractor submitted its bid, an authorized and responsible person executed and delivered to the State a non-collusive bidding certification on Contractor's behalf.

8. INTERNATIONAL BOYCOTT PROHIBITION. In accordance with Section 220-f of the Labor Law and Section 139-h of the State Finance Law, if this contract exceeds \$5,000, the Contractor agrees, as a material condition of the contract, that neither the Contractor nor any substantially owned or affiliated person, firm, partnership or corporation has participated, is participating, or shall participate in an international boycott in violation of the federal Export Administration Act of 1979 (50 USC App. Sections 2401 et seq.) or regulations thereunder. If such Contractor, or any of the aforesaid affiliates of Contractor, is convicted or is otherwise found to have violated said laws or regulations upon the final determination of the United States Commerce Department or any other appropriate agency of the United States subsequent to the contract's execution, such contract, amendment or modification thereto shall be rendered forfeit and void. The Contractor shall so notify the State Comptroller within five (5) business days of such conviction, determination or disposition of appeal (2NYCRR 105.4).

9. SET-OFF RIGHTS. The State shall have all of its common law, equitable and statutory rights of set-off. These rights shall include, but not be limited to, the State's option to withhold for the purposes of set-off any moneys due to the Contractor under this contract up to any amounts due and owing to the State with regard to this contract, any other contract with any State department or agency, including any contract for a term commencing prior to the term of this contract, plus any amounts due and owing to the State for any other reason including, without limitation, tax delinquencies, fee delinquencies or monetary penalties relative thereto. The State shall exercise its set-off rights in accordance with normal State practices including, in cases of set-off pursuant to an audit, the finalization of such audit by the State agency, its representatives, or the State Comptroller.

10. RECORDS. The Contractor shall establish and maintain complete and accurate books, records, documents, accounts and other evidence directly pertinent to performance under this contract (hereinafter, collectively, "the Records"). The Records must be kept for the balance of the calendar year in which they were made and for six (6) additional years thereafter. The State Comptroller, the Attorney General and any other person or entity authorized to conduct an examination, as well as the agency or agencies involved in this

contract, shall have access to the Records during normal business hours at an office of the Contractor within the State of New York or, if no such office is available, at a mutually agreeable and reasonable venue within the State, for the term specified above for the purposes of inspection, auditing and copying. The State shall take reasonable steps to protect from public disclosure any of the Records which are exempt from disclosure under Section 87 of the Public Officers Law (the "Statute") provided that: (i) the Contractor shall timely inform an appropriate State official, in writing, that said records should not be disclosed; and (ii) said records shall be sufficiently identified; and (iii) designation of said records as exempt under the Statute is reasonable. Nothing contained herein shall diminish, or in any way adversely affect, the State's right to discovery in any pending or future litigation.

11. IDENTIFYING INFORMATION AND PRIVACY NOTIFICATION.

(a) Identification Number(s). Every invoice or New York State Claim for Payment submitted to a New York State agency by a payee, for payment for the sale of goods or services or for transactions (e.g., leases, easements, licenses, etc.) related to real or personal property must include the payee's identification number. The number is any or all of the following: (i) the payee's Federal employer identification number, (ii) the payee's Federal social security number, and/or (iii) the payee's Vendor Identification Number assigned by the Statewide Financial System. Failure to include such number or numbers may delay payment. Where the payee does not have such number or numbers, the payee, on its invoice or Claim for Payment, must give the reason or reasons why the payee does not have such number or numbers.

(b) Privacy Notification. (1) The authority to request the above personal information from a seller of goods or services or a lessor of real or personal property, and the authority to maintain such information, is found in Section 5 of the State Tax Law. Disclosure of this information by the seller or lessor to the State is mandatory. The principal purpose for which the information is collected is to enable the State to identify individuals, businesses and others who have been delinquent in filing tax returns or may have understated their tax liabilities and to generally identify persons affected by the taxes administered by the Commissioner of Taxation and Finance. The information will be used for tax administration purposes and for any other purpose authorized by law. (2) The personal information is requested by the purchasing unit of the agency contracting to purchase the goods or services or lease the real or personal property covered by this contract or lease. The information is maintained in the Statewide Financial System by the Vendor Management Unit within the Bureau of State Expenditures, Office of the State Comptroller, 110 State Street, Albany, New York 12236.

12. EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITIES AND WOMEN.

In accordance with Section 312 of the Executive Law and 5 NYCRR 143, if this contract is: (i) a written agreement or purchase order instrument, providing for a total expenditure in excess of \$25,000.00,

whereby a contracting agency is committed to expend or does expend funds in return for labor, services, supplies, equipment, materials or any combination of the foregoing, to be performed for, or rendered or furnished to the contracting agency; or (ii) a written agreement in excess of \$100,000.00 whereby a contracting agency is committed to expend or does expend funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon; or (iii) a written agreement in excess of \$100,000.00 whereby the owner of a State assisted housing project is committed to expend or does expend funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon for such project, then the following shall apply and by signing this agreement the Contractor certifies and affirms that it is Contractor's equal employment opportunity policy that:

(a) The Contractor will not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability or marital status, shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on State contracts and will undertake or continue existing programs of affirmative action to ensure that minority group members and women are afforded equal employment opportunities without discrimination. Affirmative action shall mean recruitment, employment, job assignment, promotion, upgradings, demotion, transfer, layoff, or termination and rates of pay or other forms of compensation;

(b) at the request of the contracting agency, the Contractor shall request each employment agency, labor union, or authorized representative of workers with which it has a collective bargaining or other agreement or understanding, to furnish a written statement that such employment agency, labor union or representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of the Contractor's obligations herein; and

(c) the Contractor shall state, in all solicitations or advertisements for employees, that, in the performance of the State contract, all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Contractor will include the provisions of "a", "b", and "c" above, in every subcontract over \$25,000.00 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work") except where the Work is for the beneficial use of the Contractor. Section 312 does not apply to: (i) work, goods or services unrelated to this contract; or (ii) employment outside New York State. The State shall consider compliance by a contractor or subcontractor with the requirements of any federal law concerning equal employment

opportunity which effectuates the purpose of this section. The contracting agency shall determine whether the imposition of the requirements of the provisions hereof duplicate or conflict with any such federal law and if such duplication or conflict exists, the contracting agency shall waive the applicability of Section 312 to the extent of such duplication or conflict. Contractor will comply with all duly promulgated and lawful rules and regulations of the Department of Economic Development's Division of Minority and Women's Business Development pertaining hereto.

13. CONFLICTING TERMS. In the event of a conflict between the terms of the contract (including any and all attachments thereto and amendments thereof) and the terms of this Appendix A, the terms of this Appendix A shall control.

14. GOVERNING LAW. This contract shall be governed by the laws of the State of New York except where the Federal supremacy clause requires otherwise.

15. LATE PAYMENT. Timeliness of payment and any interest to be paid to Contractor for late payment shall be governed by Article 11-A of the State Finance Law to the extent required by law.

16. NO ARBITRATION. Disputes involving this contract, including the breach or alleged breach thereof, may not be submitted to binding arbitration (except where statutorily authorized), but must, instead, be heard in a court of competent jurisdiction of the State of New York.

17. SERVICE OF PROCESS. In addition to the methods of service allowed by the State Civil Practice Law & Rules ("CPLR"), Contractor hereby consents to service of process upon it by registered or certified mail, return receipt requested. Service hereunder shall be complete upon Contractor's actual receipt of process or upon the State's receipt of the return thereof by the United States Postal Service as refused or undeliverable. Contractor must promptly notify the State, in writing, of each and every change of address to which service of process can be made. Service by the State to the last known address shall be sufficient. Contractor will have thirty (30) calendar days after service hereunder is complete in which to respond.

18. PROHIBITION ON PURCHASE OF TROPICAL HARDWOODS. The Contractor certifies and warrants that all wood products to be used under this contract award will be in accordance with, but not limited to, the specifications and provisions of Section 165 of the State Finance Law, (Use of Tropical Hardwoods) which prohibits purchase and use of tropical hardwoods, unless specifically exempted, by the State or any governmental agency or political subdivision or public benefit corporation. Qualification for an exemption under this law will be the responsibility of the contractor to establish to meet with the approval of the State.

In addition, when any portion of this contract involving the use of woods, whether supply or installation, is to be performed by any subcontractor, the prime Contractor will indicate and certify in the submitted bid proposal that the subcontractor has been informed and is in compliance with specifications and provisions regarding use of tropical hardwoods as detailed in §165 State Finance Law. Any such use must meet with the approval of the State; otherwise, the bid may not be considered responsive. Under bidder certifications, proof of qualification for exemption will be the responsibility of the Contractor to meet with the approval of the State.

19. MACBRIDE FAIR EMPLOYMENT PRINCIPLES.

In accordance with the MacBride Fair Employment Principles (Chapter 807 of the Laws of 1992), the Contractor hereby stipulates that the Contractor either (a) has no business operations in Northern Ireland, or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Fair Employment Principles (as described in Section 165 of the New York State Finance Law), and shall permit independent monitoring of compliance with such principles.

20. OMNIBUS PROCUREMENT ACT OF 1992. It is the policy of New York State to maximize opportunities for the participation of New York State business enterprises, including minority and women-owned business enterprises as bidders, subcontractors and suppliers on its procurement contracts.

Information on the availability of New York State subcontractors and suppliers is available from:

NYS Department of Economic Development
Division for Small Business
Albany, New York 12245
Telephone: 518-292-5100
Fax: 518-292-5884
email: opa@esd.ny.gov

A directory of certified minority and women-owned business enterprises is available from:

NYS Department of Economic Development
Division of Minority and Women's Business Development
633 Third Avenue
New York, NY 10017
212-803-2414
email: mwbecertification@esd.ny.gov
<https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp>

The Omnibus Procurement Act of 1992 requires that by signing this bid proposal or contract, as applicable, Contractors certify that whenever the total bid amount is greater than \$1 million:

(a) The Contractor has made reasonable efforts to encourage the participation of New York State Business Enterprises as suppliers and subcontractors, including certified minority and women-owned business enterprises, on this project, and has retained the documentation of these efforts to be provided upon request to the State;

(b) The Contractor has complied with the Federal Equal Opportunity Act of 1972 (P.L. 92-261), as amended;

(c) The Contractor agrees to make reasonable efforts to provide notification to New York State residents of employment opportunities on this project through listing any such positions with the Job Service Division of the New York State Department of Labor, or providing such notification in such manner as is consistent with existing collective bargaining contracts or agreements. The Contractor agrees to document these efforts and to provide said documentation to the State upon request; and

(d) The Contractor acknowledges notice that the State may seek to obtain offset credits from foreign countries as a result of this contract and agrees to cooperate with the State in these efforts.

21. RECIPROCITY AND SANCTIONS PROVISIONS.

Bidders are hereby notified that if their principal place of business is located in a country, nation, province, state or political subdivision that penalizes New York State vendors, and if the goods or services they offer will be substantially produced or performed outside New York State, the Omnibus Procurement Act 1994 and 2000 amendments (Chapter 684 and Chapter 383, respectively) require that they be denied contracts which they would otherwise obtain. NOTE: As of May 15, 2002, the list of discriminatory jurisdictions subject to this provision includes the states of South Carolina, Alaska, West Virginia, Wyoming, Louisiana and Hawaii. Contact NYS Department of Economic Development for a current list of jurisdictions subject to this provision.

22. COMPLIANCE WITH NEW YORK STATE INFORMATION SECURITY BREACH AND NOTIFICATION ACT. Contractor shall comply with the provisions of the New York State Information Security Breach and Notification Act (General Business Law Section 899-aa; State Technology Law Section 208).

23. COMPLIANCE WITH CONSULTANT DISCLOSURE LAW. If this is a contract for consulting services, defined for purposes of this requirement to include analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health, and mental health services, accounting, auditing, paralegal, legal or similar services, then, in accordance with Section 163 (4-g) of the State Finance Law (as amended by Chapter 10 of the Laws of 2006), the Contractor shall timely, accurately and properly comply with the requirement to submit an annual employment report for the contract to the agency that awarded

the contract, the Department of Civil Service and the State Comptroller.

24. PROCUREMENT LOBBYING. To the extent this agreement is a "procurement contract" as defined by State Finance Law Sections 139-j and 139-k, by signing this agreement the contractor certifies and affirms that all disclosures made in accordance with State Finance Law Sections 139-j and 139-k are complete, true and accurate. In the event such certification is found to be intentionally false or intentionally incomplete, the State may terminate the agreement by providing written notification to the Contractor in accordance with the terms of the agreement.

25. CERTIFICATION OF REGISTRATION TO COLLECT SALES AND COMPENSATING USE TAX BY CERTAIN STATE CONTRACTORS, AFFILIATES AND SUBCONTRACTORS.

To the extent this agreement is a contract as defined by Tax Law Section 5-a, if the contractor fails to make the certification required by Tax Law Section 5-a or if during the term of the contract, the Department of Taxation and Finance or the covered agency, as defined by Tax Law 5-a, discovers that the certification, made under penalty of perjury, is false, then such failure to file or false certification shall be a material breach of this contract and this contract may be terminated, by providing written notification to the Contractor in accordance with the terms of the agreement, if the covered agency determines that such action is in the best interest of the State.

26. IRAN DIVESTMENT ACT. By entering into this Agreement, Contractor certifies in accordance with State Finance Law §165-a that it is not on the "Entities Determined to be Non-Responsive Bidders/Offerers pursuant to the New York State Iran Divestment Act of 2012" ("Prohibited Entities List") posted at:
<http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>

Contractor further certifies that it will not utilize on this Contract any subcontractor that is identified on the Prohibited Entities List. Contractor agrees that should it seek to renew or extend this Contract, it must provide the same certification at the time the Contract is renewed or extended. Contractor also agrees that any proposed Assignee of this Contract will be required to certify that it is not on the Prohibited Entities List before the contract assignment will be approved by the State.

During the term of the Contract, should the state agency receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, the state agency will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then the state agency shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not

limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

The state agency reserves the right to reject any bid, request for assignment, renewal or extension for an entity that appears on the Prohibited Entities List prior to the award, assignment, renewal or extension of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the Prohibited Entities list after contract award.

Appendix C

Payment and Reporting Schedule

Contract rate:

The contractor will be reimbursed based upon the deliverable scheduled included in Appendix D, Scope of Work. There will be no other payments authorized under this contract.

Billing:

Invoices for payment shall be submitted to OCFS at the end of each month on a New York State standard voucher or company invoice for services satisfactorily completed during that month with timesheets attached documenting hours worked.

This voucher or invoice will contain the Contract number, the name of the agency (OCFS), and the location where service was performed.

All vouchers and invoices are to be sent to:

Office of Children and Family Services
Attn: Paul Thompson
52 Washington St
Rensselaer, NY 12144

Appendix D



AEON NEXUS

Requirements to results.

NEW YORK STATE OFFICE OF CHILDREN AND FAMILY SERVICES
Child Passport Health Information Solution

RFP#-TBD

Submitted to:
Children & Family Services, NYS Office of
Bureau of Contract Management
Kevin Sweet
CMS 2
South Bldg., Rm. 202
52 Washington Street
Rensselaer, NY 12144
P: (518) 486-7573
kevin.sweet@ocfs.ny.gov

Submitted by: February 24, 2014

Aeon Nexus Corporation
Kiley Wittig, Account Executive
174 Glen Street
Glens Falls, NY 12801
P: 518-338-1551
F: 866-252-1251
kileywittig@aeonnexus.com

NYS Certified MBE
U.S. SBA Small Disadvantaged Business
GSA Schedule: GS-35F-0238M
DUNS ID: 109396627

Table of Contents

Section I: Project Description	3
Section II: Firm Profile	4
2.1 Executive Summary	4
2.2 Key Resource	5
2.2.1 Key Account Professionals.....	5
2.2.2 Key Project Resource.....	6
Section III: Cost Proposal	7
Section IV: Resume	8

Section I: Project Description

Overview

NY OCFS has recently developed a Health Information Solution (CPHIS) component of the Children's Passport (CP) initiative. The CPHIS sources health information from numerous, disconnected systems to create a single authoritative historical health record for children and youth under OCFS care. The CPHIS demonstrates the power of interoperability by transforming existing Medicaid claims information into useable clinical information. The system relies on the use of a Microsoft Dynamics CRM, Microsoft BizTalk Server 2010 and Oracle RDBMS 11g. The CPHIS has been implemented in the OCFS Juvenile Justice program and requirements are being developed to prepare the system for deployment for children in foster care. OCFS is looking for a resource to provide services on a deliverable basis to support the Microsoft Dynamics components.

Description of Work

The contractor will develop and deploy the necessary software and processes to assemble a child's health summary based on their prior Medicaid claims, pharmacy and laboratory data. The implementation will leverage Service Oriented Architecture (SOA) concepts utilizing industry standard web services. The solution will leverage data sources from the NYS Department of Health (DOH) in a manner that satisfies applicable privacy and confidentiality laws, statutes and regulations. The engagement will make changes to the existing Juvenile Justice centric system to support Child Welfare specific business requirements.

Section II: Firm Profile

2.1 Executive Summary

Aeon Nexus Corporation is a certified minority-owned, small disadvantaged business, experienced in providing public and private sector clients with superior software solutions. Our expertise in IT consulting and customer service has made Aeon Nexus a valuable asset to our clients in the commercial and federal sectors for 14 years. Originally headquartered in Washington, D.C., Aeon Nexus Corporation relocated its headquarters to Glens Falls, NY, an approved Empire Zone location, in early 2010. With the revitalization of an 8,000 square foot facility, we are proud to call the Empire State our home.

As a premiere integrator of IT solutions, we pride ourselves on being able to solve our clients' most challenging problems, regardless of the specific platform. Our in-depth understanding of multiple applications and technologies uniquely positions us to deliver exceptional results, specifically in circumstances where the deployed solution requires integration with multiple IT systems, databases, and infrastructure (e.g. on premise or cloud). Our goal is to identify and deliver the solution that best meets our clients' needs. Our extensive experience with both the private and public sectors provides us with a unique perspective for translating best practices (regardless of their origin) so that they can be incorporated and successful under the realities, opportunities, and constraints of the government environment. Having successfully delivered on assignments at all levels of government including international, federal, state, and local, we have the ability to scale and drive success for public sector clients of all sizes.

Aeon Nexus is formally part of Microsoft's Partner Program under its National Solutions Integrator (NSI) business segment. As a managed partner, Microsoft commits management resources, training, and capital in support of our partnership. Additionally, we are part of Microsoft's Supplier Diversity Program. Aeon Nexus is currently a MS Silver Partner and we are actively working towards achieving our Gold Competencies in CRM, Mid-Market Solutions, and Portals & Collaboration. Our most recent Microsoft projects have focused on Microsoft Dynamics CRM and SharePoint.

By combining our technical knowledge, consulting experience and partner network Aeon Nexus easily differentiates our solutions from competitors. Our team's best-in-class resources and leading customer service enables us to deliver above and beyond our customers' expectations for less.

Our Philosophy

Aeon Nexus' commitment to excellence reaches beyond products and services and touches every aspect of our work.

Expert development meets perfect design: Aeon Nexus' unique capabilities let us expertly engineer software and the user experiences that accompany them, improving quality and delivering fast with improved solutions.

Consistent speed and quality of execution: Aeon Nexus employs experienced consultants, resulting in a higher level of confidence and comfort between team members and enabling us to invest heavily in the education of our consultants.

Driving results in a complex environment: Aeon Nexus recognizes there are many departments and stakeholders in any effort and works with them all to generate consensus, ensuring clients the best possible solution – on time and on budget.

Distinguishing Information

Aeon Nexus Corporation is committed to New York State and the City of Albany. Since moving our headquarters to Glens Falls, NY, we have experienced great success on all fronts and have found this region to offer an ideal environment for growing our company and our staff. In the summer of 2013, we plan to make a significant investment in downtown Albany with the expansion of a second and third office location in New York State. Our commitment to New York and the City of Albany extends beyond monetary investments. Our executive partner, Omar Usmani, volunteers extensive time assisting various boards and committees within our region to include: Capital Region Economic Development Council (Appointed by Governor Cuomo), Albany Medical Center Board of Directors, and the Tech Valley School Foundation Board.

2.2 Key Resource

2.2.1 Key Account Professionals

At Aeon Nexus Corporation, every project is led by a team of key account professionals. For this project, we have enlisted key team members who specialize in the Microsoft Dynamics CRM tool.

Brian Duncan, Managing Director, Solutions- Aeon Nexus Corporation

Brian Duncan has spent the last twelve years earning recognition as a leading IT expert specializing in state and federal human services programs. Having led the early development of Microsoft technologies in the NYS Office for Temporary and Disability Assistance, Brian directed the development of five of the agencies largest internet IT solutions. From the success of these efforts, Brian moved on to fill an advisory role to IT management as an expert in web application architecture, software evaluation and POC. Working with a select group of consultants and state administrators, Brian authored the agency's SSDLC and was invited to be guest speaker at the New York State Forum for project management. Mr. Duncan is a graduate of the State University of New York and currently holds multiple Microsoft Certifications. Mr. Duncan would be acting as Project Manager for this engagement.

Kiley Wittig, Engagement Manager- Aeon Nexus Corporation

With extensive experience over five years in technology and account management, Ms. Wittig excels at analyzing complex issues, creating successful client and partner relationships, and developing and motivating teams and individuals all with an overarching goal of delivering value-add business solutions. Ms. Wittig's recent emphasis is on helping organizations design and implement solutions utilizing the Microsoft product line. Ms. Wittig is a graduate of the State University of New York and is currently pursuing certifications in Microsoft Dynamics CRM. Ms. Wittig would act as Account Manager for this engagement and has held a similar role on all Microsoft Dynamic CRM engagements at Aeon Nexus.

Key account professionals discussed above have worked on recent Microsoft Dynamics CRM projects to include Albany County, NYS Office of Children and Family Services, and NYSERDA.

2.2.2 Key Project Resource

Aeon Nexus was previously engaged with the New York State Office of Children and Family Services (OCFS). We provided a resource to assist with the development of the Incident Reporting Information System (IRIS). IRIS was written in Microsoft Dynamics CRM and utilizes a combination of supported customizations and code to provide functionality consistent with IRIS' requirements. This system collected data on various cases and allowed necessary parties to track and report on the data collected. Our proposed resource for this engagement was Mr. Kiran Kothamachu, Sr. CRM Consultant at Aeon Nexus. Mr. Kothamachu's role entailed the implementation of Microsoft Dynamics CRM, the design and implementation of plug-ins, analyzing and executing requirements documents, identify and analyzing business logic needs, and dashboard/screen development.

More recently, Mr. Kothamachu has been working at OCFS on the Health Information Solution (CPHIS) component of the Children's Passport (CP) initiative. The CPHS sources health information from numerous, disconnected systems to create a single authoritative historical health record for children and youth under OCFS' care. The system relies on the use of a Microsoft Dynamics CRM, Microsoft BizTalk Server 2010 and Oracle RDBMS 11g. The CPHIS was recently implemented in the OCFS Juvenile Justice's program area. Mr. Kothamachu was involved in the initial pilot for the system and has recently been involved in multiple enhancements, as well as been identifying deficiencies to the existing system. Mr. Kothamachu continues to provide Microsoft Dynamics CRM support to maintain and enhance the system.

To successfully complete this project and expand the CPHIS to the Child Welfare program area, Aeon Nexus is proposing Mr. Kothamachu continue to provide services of senior level CRM Dynamics with his unique combination of skills, including: knowledge of health and human services, information technology (IT) technical and business process expertise, and in-depth working knowledge of the State of New York Health, Medicaid, Juvenile Justice and Child Welfare agencies, programs and IT environments.

Section III: Cost Proposal

Aeon Nexus Corporation has provided a fixed-fee for this engagement based on the deliverable listed below. We are anticipating this engagement to take approximately 9 months, averaging about 235 hours per deliverable. Should any change requests and/or additional time be needed, our resource will be billed at an hourly rate of \$140 (inclusive of travel and expenses).

Deliverable	Description	Extended Cost
Deliverable I	Submission of review and assessment document that includes recommended corrective action and remediation.	\$32,900
Deliverable II	Implementation of recommended corrective actions.	\$32,900
Deliverable III	Submission of security review and corrective action document.	\$32,900
Deliverable IV	Implementation of recommended security actions.	\$32,900
Deliverable V	Completion of unit, system and integration testing.	\$32,900
Deliverable VI	Submission of a Concept of Operations document that details CRM components of the system.	\$32,900
	TOTAL COST	\$197,400.00

Section IV: Resume

Technology Skills

Technical Competencies

Microsoft .NET Framework version 1.0/2.0/3.0/3.5/4.0, ASP.NET, ASP.NET MVC, C#.NET, VB.NET, ADO.NET, Web Services, Enterprise Library, Microsoft AJAX, Microsoft SQL Server 2000/2005/2008, Oracle 9i/10g, MS-Access, HTML, DHTML, Classic ASP, JavaScript, Jscript, JQuery, VBScript, XML, XSL, XSLT, XHTML, CSS, AJAX, SOAP, WSDL, UDDI, Microsoft Visual Studio 2005/2008/2010, Microsoft Team Foundation Server, Microsoft Office SharePoint Server 2007, SQL Enterprise Manager, Microsoft, Visio, Edit-Plus, Microsoft Dynamics CRM Developer Kit, AJAX Control, Toolkit, Visual Source Safe, CVS, C#, VB.NET, Java, SQL, PL-SQL, COM, Windows 2000/XP/7, NT Server, UNIX, Linux, IIS 5.0, 6.0, 7.0, Windows Server 2008/2003/2000, SQL Server Reporting Services (SSRS), Crystal Reports 10/11, OOD, OOA, OOD&A, Design Patterns, UML

Microsoft Dynamics CRM Consultant
NYS Office of Children and Family Services
Rensselaer, NY
06/2012 –Present

Kiran Kothamachu

Sr. Microsoft Dynamics CRM Consultant

SUMMARY OF EXPERIENCE

Kiran has more than six years of programming experience in analysis, design, development and testing of various client-server and web-based applications and over two years of working experience in Microsoft Dynamics CRM 4.0/CRM 2011. Kiran has hands-on experience in Microsoft .NET technology including .NET Framework v1.0 through v4.0, Classic ASP, ASP.NET, ADO.NET, ASP.NET MVC, C#, VB.NET, XML, LINQ, Entity framework 4.1 and a deep conceptual understanding and experience in object oriented programming (OOP) and agile/spiral methodologies. Kiran is proficient in visualizing the system design using the UML Diagrams, UML modeling, data flow diagrams and ER diagrams with experience in gathering customer requirements, functional requirements and good understanding of service oriented architecture (SOA). He is an expert in SOAP and REST based web service programming. Developed web applications using .NET, HTML, Enterprise library 4.1, Silverlight, AJAX, JavaScript, JQuery, ASP, CSS, DevExpress, Telerik, XHTML, XML, XSL and XSLT. He has extensively used SQL Server 2000/2005/2008 and Oracle databases. Involved in SQL Server data modeling involving creating objects like databases, schemas, tables, transact-SQL queries, stored procedures, triggers and views in RDBMS with Microsoft SQL Server. Kiran can Design and Deliver highly customized reports via SQL Server Reporting Services (SSRS).

EDUCATION AND ACHIEVEMENTS

Certifications

- Microsoft Certified Technology Specialist (MCTS) - Microsoft Dynamics CRM 2011 Customization and Configuration
- Extending Microsoft Dynamics CRM 2011
- Microsoft Certified Technology Specialist (MCTS) – Microsoft .NET Framework 2.0 - Application Development Foundation.
- Microsoft Certified Technology Specialist (MCTS) – SQL Server 2005 – Administration and Development.

CURRENT WORK EXPERIENCE

IRIS Project

- Customized Microsoft Dynamics CRM 2011 application based on the business requirement.
- Automated business process by creating plug-ins and custom workflows using CRM SDK plug-in/workflow assembly.
- Implemented business logic such as automatically populating fields in custom entities by creating various functions using JavaScript, JSON, JQuery.
- Extensively used CRM 2011 SDK and retrieved data from CRM using REST Endpoint with JavaScript and JQuery.
- Customized Site-Map and modified the Navigation structure, Navigation areas on entity forms.
- Created custom attributes and modified form views on entity forms.
- Created Security roles based on the requirements.
- Worked on creating complex CRM reports using SQL Server Reporting Service.
- Integrated MS CRM with external applications using custom workflow assemblies.

PAST WORK EXPERIENCE

Microsoft Dynamics CRM/ .NET
Consultant
**Risk Management Agency (United
States Department of Agriculture),**
Kansas City, MO
05/2011 – 06/2012

- Configure and Implement Microsoft Dynamics CRM 2011 system, SharePoint 2010 and SQL Server 2008 R2 to support Regional office exception (ROE) application.
- Involved in the Microsoft CRM 4.0 upgrade to MS CRM 2011.
- Involved in creating design document artifacts based on use cases to effectively implement defined requirements.
- Import and migrate domain data from source system into Microsoft Dynamics CRM using Data Migration manager and Scribe data maps.
- Involved in creation of new organization, customized entities, web resources, views, dashboards, checklists (queues and task activities), email alerts and document management.
- Extensively used CRM 2011 SDK and retrieved data from CRM using REST Endpoint with JavaScript and JQuery.
- Involved in complex and effective security design of ROE Application based on customized security roles and role tailored forms.
- Used Microsoft Dynamics CRM 2011 Developer Toolkit to create, view and update CRM custom entities and deploy CRM Plug-in's/Workflows.
- Automated business process by creating custom workflows using CRM SDK workflow assembly.
- Involved in creation of SQL dynamic queries, views and stored procedures in SQL Server 2008 R2.
- Customize CRM reports to specific business requirements need by using SQL Server Reporting Services (SSRS).
- Microsoft Team foundation Server (TFS) is used for collaboration and version control.

Application Developer/ Microsoft
Dynamics CRM 4.0
Vance Publishing, Inc.,
Lincolnshire, IL
08/2010 – 05/2011

- Design and develop application based on Microsoft Dynamics CRM 4.0 solution, SharePoint and SQL Server 2008.
- Involved in configuring and customizing Microsoft Dynamics CRM 4.0.
- Involved in design and development of Greenbook and Redbook interfaces using Microsoft Dynamics CRM, Microsoft SQL Server, SharePoint 2007, JScript, CSS and HTML.
- Involved in Dynamics CRM data capture, integration, customization, auditing, data mapping, importing data and creation of interfaces.
- Involved in creation of new organization, customized entities, sitemaps, ISV and modified the Navigation structure, Navigation areas on entity forms.
- Created interfaces for data conversion and integration processes with systems including XML files using various data integration methods like CRM Import wizard and SQL Server Integration Services (SSIS).
- Integrated Custom WCF Service with other applications.
- Created business units, Security roles and queues based on the requirements.
- Microsoft Dynamics CRM 4.0 database configuration and management, email router configuration, Workflows and Plug-in development.
- Developed reports using Microsoft reporting services (SSRS) for greenbook applications.
- Used Visual Source Safe for version control.

Application Developer
Vance Publishing, Inc.,
Lincolnshire, IL
05/2009 – 08/2010

- Involved in the development and production support of various applications in Information technology department. Applications include Greenbook, Redbook, e-media, and accounting.
- Involved in design of a user-friendly GUI in Classic ASP, C#, ASP.NET, ADO, ADO.NET, Visual Studio 2005/2008, SQL Server 2005, DHTML, JavaScript, JQuery, CSS and HTML.
- Involved in the complete migration of website from Classic ASP to ASP.NET.
- Involved in optimization and tuning of SQL Queries for increased performance.
- Involved with data model design team, pioneered the design and had also written several PL/SQL dynamic queries, cursors, views, triggers and stored procedures in SQL Server 2005.
- Used web accessibility tools like WAVE, WAT, FAE, FANG and JAWS for migration of application.
- Developed reports using Microsoft reporting services (SSRS), also involved in development of complex Reports using C#.
- Implemented stored procedures, triggers and transaction SQL features to maintain data Integrity & avoid data redundancy.
- Used SQL profiler to diagnose the problem related to transact SQL statements.
- Used Visual Source Safe for version control.

Application Developer
Vance Publishing, Inc. (Environmental Protection Agency),
Lincolnshire, IL
01/2009 – 05/2009

- Designed and developed web application for Environmental Protection Agency in team environment. It was also responsible for fetching, viewing and updating data in the database.
- The application was developed as using .NET Framework 2.0/3.5, developed series of AJAX oriented modules using ASP.NET, ASP, Ajax, C#, Visual Studio 2008 Team system, Microsoft SQL Server
- 2005, JavaScript, HTML, UML and ADO.NET, with extensive implementation of object oriented concepts in application architecture development.
- Integration of various business systems using Service Oriented Architecture (SOA) and Windows Communication Foundation (WCF).
- Implemented Windows Communication Foundation (WCF) and ASP.NET/XML Web Services(ASMX) to enable platform and application communication.
- Involved in implementation and modifying custom data access component to give existing .NET data providers a common factory and base class.
- Extensively used T-SQL stored procedures to protect data integrity through permissions and table abstraction while increasing application speed and ADO.NET technology for data retrieving, querying, storage and manipulation.
- Implemented state management for application including client side and server side state management techniques like session management, cookies, and application state and http context.
- All the user interface layers, web pages are created and integrated to maintain the performance of dataflow and data integrity using ASP.NET user controls, web server controls and ADO.NET.
- Prepared technical design document, use cases, test cases and user manuals involved in bug fixing, code reviews and unit, integration and system testing.
- Used SQL Server Reporting Service (SSRS) for developing reports.
- Extensively used JavaScript for front end validations and for browsers compatibility, Ajax, ASP and cascading style sheets (CSS) were used for consistent look of the site.
- Used Visual Source Safe for version control and source code management.

Application Developer
Vance Publishing, Inc.,
Lincolnshire, IL
08/2008 – 01/2009

- Designed and developed components for enterprise-level windows forms built with extensive use of Object Oriented concepts in application architecture.
- The application was developed using .NET Framework 2.0/3.0, VB.NET, WPF and ADO.NET.
- Participated in gathering, documenting user requirements and developed UML diagrams simulating the interaction between objects.
- Download manager makes use of background worker processes, event handlers and threads for allowing users to pause, stop or resume the download anytime during the downloading process.
- Used Click Once Deployment to publish Software CD application to one of the Greenbook Web Server for simplified installation.
- Involved in creating the software installation files using bootstrapper packages.
- Developed unit test cases and implemented unit test cases with NUNIT.
- Enabled communication between application tiers through interfaces using SOAP facilitates the asynchronous communication.
- Architected and implemented Windows Communication Foundation (WCF) and XML Web Services(ASMX) to enable platform and application communication.
- Developed reports using Crystal report engine 9.0, and integrated with Application.
- Used visual source safe for version control.

Graduate Assistant/ >NET Programmer
University of Nebraska (Department of Arts and Sciences)
Redwood City, CA
12/2005 – 08/2008

- Designed and developed web applications for various Arts & Sciences departments using .NET framework 2.0/3.0, ASP.NET and ADO.NET.
- Worked on User interface design using HTML, CSS, Master Page and code behind using C#.
- Involved in the design of the database and developed stored procedures using SQL for all the interaction with the database and tuning of queries for optimal performance.
- Interacted with core team and gathered software requirements. Prepared technical design documents and proposed cost- effective solutions.
- Involved in debugging and testing using various testing methods.
- Used concurrent version systems for version control.

APPENDIX X

MODIFICATION AGREEMENT

Agency Code: Contract No. Period: -

Funding Amount for Period \$

This contract is funded with non-Federal funds only

This contract is funded in whole or in part with Federal funds (see Appendix A3, paragraph 14 for Federal audit information))

OCFS has determined that the Contractor is NOT a subrecipient)

OCFS has determined that the Contractor is a subrecipient

The Federal Funds for this contract are from Catalogue of Federal Domestic Assistance (CFDA) Number(s):

This is an AGREEMENT between THE STATE OF NEW YORK, acting by and through the Office of Children and Family Services, having its principal office at 52 Washington Street, Rensselaer, New York 12144 (hereinafter referred to as the STATE), and
(hereinafter referred to as the CONTRACTOR), for modification of Contract Number _____ ,
as amended in attached Appendix(ices)

All other provisions of said AGREEMENT shall remain in full force and effect.

MODIFICATION AGREEMENT

Agency Code: 3400000
Contract increase \$0

Contract No.: C027223

Period: 3/31/14 – 10/1/15
Renewal Period: 1/1/15 – 10/1/15

Funding Amount for Period: Per original terms and conditions

This is an AGREEMENT between THE STATE OF NEW YORK, acting by and through the new Office of Children and Family Services, having its principal office at 52 Washington Street, Rensselaer, New York 12144(hereinafter referred to as the STATE), and Aeon Nexus, Inc. (hereinafter referred to as the CONTRACTOR), for modification of the above referenced contract, for the above referenced renewal period.

All provisions of said agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT as of the dates appearing under their signatures.

CONTRACTOR SIGNATURE	STATE AGENCY
Contractor: <u>AEON NEXUS CORPORATION</u>	New York State Office of Children and Family Services
By: <u>[Signature]</u>	By: <u>[Signature]</u>
Printed Name: <u>MEGHAN A. BARKLEY</u>	Printed Name: Richard P. DiMezza Director
Title: <u>OPERATIONS DIRECTOR</u>	Title: Bureau of Contract Management
Date: <u>12/30/14</u>	Date: <u>1/5/15</u>
	<u>State Agency Certification</u> "In addition to the acceptance of this contract, I also certify that original copies of this signature page will be attached to all other exact copies of this contract."

STATE OF NEW YORK)
)
 County of Warren) SS.:

On the 30 day of December, 2014, before me personally appeared Meghan Barkley, to me known and known to me to be the person who signed the foregoing instrument and he acknowledged to me that he signed the same.

(Notary) Michelle L. Smith
MICHELLE L. SMITH
NOTARY PUBLIC-STATE OF NEW YORK
 No. 01SM6225215
 Qualified in Saratoga County
 My Commission Expires July 19, 2018

STATE COMPTROLLER'S SIGNATURE
APPROVED
 DEPT. OF AUDIT & CONTROL
 Title: _____
 Date: JAN 26 2015
[Signature]
 FOR THE STATE COMPTROLLER



STATE OF WEST VIRGINIA
Web-Based Case Management System

Cost Response
Solicitation # CRFQ-0506-MCH-1600000003

Submitted to:
Mark Atkins
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Submitted by: August 11, 2016 by 1:30PM EST

Submitted by:
Aeon Nexus Corporation
Kiley Wittig, Managing Director of Sales & Marketing
138 State Street
Albany, NY 12207
518.708.8971
kileywittig@aeonnexus.com

NYS Certified Minority Business Enterprise
U.S. SBA Small Disadvantaged Business
Federal Tax ID: 54-1983534
DUNS ID: 109396627
GSA Schedule: GS-35F-0238M

Table of Contents

Section I: Exhibit A – Pricing Page	3
Section II: Software Licensing	5
Microsoft Dynamics CRM Online Licensing (estimated).....	5
Adxstudio Enterprise Portal	5
Appendix	6

Section I: Exhibit A – Pricing Page

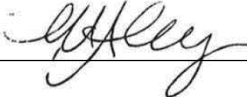
Contract Item#	Description	Quantity	Unit Price	Extended Price
4.1.2	Conceptual Design of web-based performance and case management system to support the coordination and integration of information and services for CYSHCN (Month 1).	1	\$ _____	\$ <u>28,000.00</u>
4.1.3	Written Design of Web-Based Data Collection System (Months 1-2).	1	\$ _____	\$ <u>56,000.00</u>
4.1.4	Development of Web Based Data Collection System (Months 2-5).	1	\$ _____	\$ <u>252,000.00</u>
4.1.5	Training (Months 6-8).	1	\$ _____	\$ <u>28,000.00</u>
4.1.6	Go-Live for CYSHCN (Month 9)	1	\$ _____	\$ <u>28,000.00</u>
4.1.7	Maintenance, Support and Upgrades (Year 1)	1	\$ _____	\$ <u>58,000.00</u>
4.1.8	Maintenance, Support and Upgrades (Year 2)*	1	\$ _____	\$ <u>58,000.00</u>
4.1.9	Maintenance, Support and Upgrades (Year 3)*	1	\$ _____	\$ <u>58,000.00</u>
4.1.10	Maintenance, Support and Upgrades (Year 4)*	1	\$ _____	\$ <u>58,000.00</u>
			Grand Total Price	\$ <u>624,000.00</u>

*Contract will be issued for only the Year one (1) costs. Optional contract renewals for Maintenance, Support, and Upgrades for Year two (Y2), Year three (Y3), and Year four (Y4) will be included in the Grand Total Price cost for bid evaluation only and will be added annually by Change Order upon mutual agreement between the Agency and the successful bidder.

Contract will be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall Total Bid Amount.

Delivery of orders will be F.O.B. Destination.

Vendor Name: Aeon Nexus Corporation
Physical Address: 138 State Street Albany, NY 12207
Remit to Address: 138 State Street Albany, NY 12207
Telephone: 518-708-8971
Fax: 866-252-1251
Email: meghanbarkley@aeonnexus.com
Vendor Representative (print name): Meghan Barkley, Director of Operations

Signature: 	Date: 08/05/16
---	-----------------------

Section II: Software Licensing

Software licensing for the Microsoft Dynamics CRM platform and Adxstudio portal will need to be procured by the department. To obtain best value, the department should work with their Microsoft Account Representative as the department may have an existing Enterprise Agreement with Microsoft.

Aeon Nexus is an Adxstudio partner and will be able to provide the department this platform. We have provided estimated pricing below for all software licensing. However, further conversation with the agency is necessary to obtain best and exact pricing.

Microsoft Dynamics CRM Online Licensing (estimated)

Includes hosting, maintenance and support. Please see *Attachment A* for information regarding licensing.

Item	# of Users	Annual Cost Per License Per User	Total
Microsoft Dynamics CRM Online Professional User License	50	\$600.00	\$30,000.00

Adxstudio Enterprise Portal

Item	# of Users	Onetime License	Total
Adxstudio Enterprise Portals Software License <i>(Onetime fee – Unlimited Users – 1 Production and unlimited non production environments)</i>	Unlimited	\$23,990.00	\$23,990.00
Adxstudio Portal Support and Maintenance Year 1 - Optional		N/A	\$4,318.00
Adxstudio Portal Support and Maintenance Year 2 – Optional		N/A	\$4,318.00
Adxstudio Portal Support and Maintenance Year 3 – Optional		N/A	\$4,318.00
Adxstudio Portal Support and Maintenance Year 4 - Optional		N/A	\$4,318.00

Appendix

Attachment A: Microsoft Dynamics CRM Online Licensing & Pricing Guide

Attachment B: CRFQ Form

Microsoft

Microsoft
Dynamics
CRM Online

Licensing and Pricing Guide

 Microsoft
Dynamics CRM

February 2016



Using This Guide

Use this guide to improve your understanding of how to license Microsoft Dynamics CRM Online. It is not intended to guide you in choosing your products and services. The examples presented in this guide are illustrative. Microsoft Corporation reserves the right to revise the existing version without prior notice.

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft Dynamics Certified Partner or your Microsoft account team.

This guide does not supersede or replace any of the legal documentation covering use rights.

Contents

What's New in this Edition	3
Introduction	3
User-based Subscription Licensing Requirements	4
Internal and External Users.....	4
Licensing Requirements for Internal Users	4
Other Product Licenses	5
Multiplexing	5
Dual Use Rights	6
Available USLs for Microsoft Dynamics CRM Online	7
Microsoft Dynamics CRM Online Enterprise	8
Microsoft Dynamics CRM Online Professional	8
Microsoft Dynamics CRM Online Basic	8
Microsoft Dynamics CRM Online Essential	8
Microsoft Dynamics Employee Self-Service	8
Custom Entities.....	9
USL Comparison.....	9
Additional Services and Software	10
Microsoft Social Engagement.....	11
Microsoft Dynamics Marketing.....	11
Parature, from Microsoft.....	12
Unified Service Desk.....	12
Interactive Service Hub.....	13
Recent Acquisitions.....	13
Subscription Capacities and Optional Add-ons for Microsoft Dynamics CRM Online	13
Subscription Capacities	14
Optional Add-ons	15
Stepping-up to a Higher Level Support Plan	21
Support Policies.....	21
Pricing and Availability	21
International Pricelist.....	21
Availability by Language.....	21
Licensing Programs	22
Microsoft Volume Licensing.....	22
Eligible Volume Licensing Programs	22
Microsoft Online Subscription Program (MOSP)	24

Adding Access to Microsoft Dynamics CRM Online for Microsoft Dynamics CRM On-Premises Users via the USL for Software Assurance	26
Transitioning from Microsoft Dynamics CRM CALs to USLs under the Enterprise Agreement	28
Free Trial	28
Links for Additional Information	28
Appendix A: Use Rights by Microsoft Dynamics CRM Online USL	30
Appendix B: Dynamics CRM Online Product Offerings.....	34
Appendix C: Support Policies	34

What's New in this Edition

This edition of the Microsoft Dynamics CRM Online Licensing and Pricing guide contains the following changes:

- Microsoft Dynamics Employee Self-Service
- Microsoft Dynamics CRM Online Professional Add-On to Office 365
- Clarifications and updates to Figure 5: Including new service functionality - Voice of the Customer surveys, knowledgebase authoring, and Interactive Service Hub
- Recent Microsoft Dynamics acquisitions: FieldOne, Adxstudio, and Fantasy Sales Team (FST)
- Microsoft Dynamics Mobile Marketing
- Discontinuation of EA Transition Motions
- Clarifications and updates to Appendix A: Microsoft Dynamics CRM Use Rights
- Microsoft Dynamics CRM Online Product Availability
- Voice of the Customer

Introduction

Microsoft Dynamics CRM provides flexible, high value, and simple-to-understand licensing for Dynamics CRM in the cloud. The new multi-tiered licensing model offers a variety of benefits, including:

- **Flexibility.** Customers can mix and match various types of user licenses within a deployment to accommodate the specific needs of their businesses.
- **High value.** Customers can choose from highly competitive licensing offerings to optimize the Total Cost of Ownership.
- **Easy-to-Understand.** Customers can obtain licenses based on the functionality that users require (rather than how users access the application).
- **Choice.** Equivalency in the licensing use rights of online and on- premises licenses makes it easier for customers to compare and decide what works best for them.

User-based Subscription Licensing Requirements

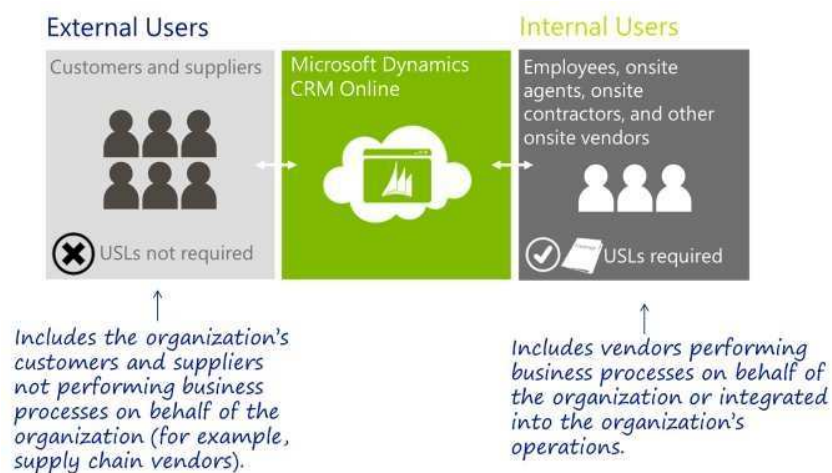
Internal and External Users

With Microsoft Dynamics CRM Online and Parature, from Microsoft, you must license each internal user who will access the service with a USL. Access by external (third party) users is included with the subscription; these users do not require USLs unless using Microsoft Dynamics CRM client applications and graphical user interface (GUI). Third party users are users that are not either (i) the customer's or the customer's affiliates' employees, or (ii) the customer's or the customer's affiliates' contractors or agents. In this sense, the definition of third party users does not extend to onsite contractors, vendors, and users performing business processes on the customer's behalf.

Microsoft Dynamics Marketing and Microsoft Social Engagement do not distinguish internal and external users in their licensing terms. You must license external users as well as internal users who will access these services.

Note: Offsite vendors are considered external users when their time is shared in between multiple customer organizations (for example, IT support service vendors serving multiple customer organizations) and they are not in an employee-like relationship.

Figure 1: Internal vs. external users



Licensing Requirements for Internal Users

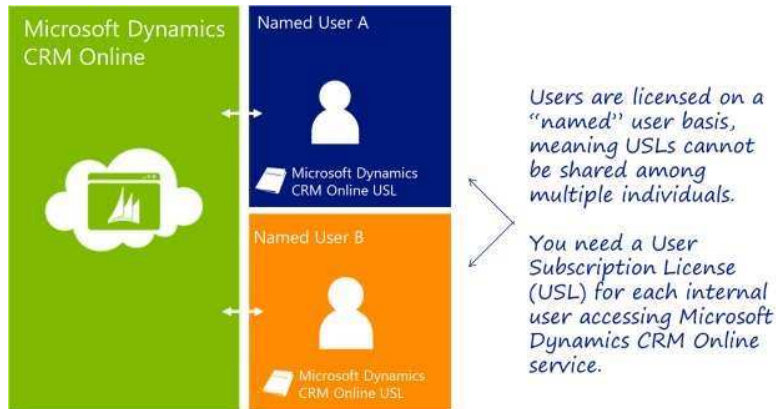
You license access to the Microsoft Dynamics CRM Online service by purchasing a USL for every internal user who will access the service.

Note: Microsoft Dynamics CRM Online does not support device-based licensing.

USLs are assigned on a "named user" basis, meaning each user requires a separate USL; USLs cannot be shared.

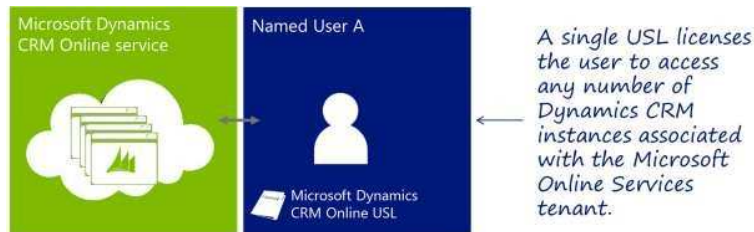
The USL grants users non-perpetual rights (with no buy-out rights) to the use of the Microsoft Dynamics CRM Online service. As long as you are current on your subscription payments and adhere to the Terms of Service, you will have access to the most up-to-date version of Microsoft Dynamics CRM Online.

Figure 2: Basic licensing requirements for Microsoft Dynamics CRM Online



The license includes access rights to the default Microsoft Dynamics CRM Online instance included in the subscription account, and every additional Microsoft Dynamics CRM Online instance associated with the same Azure AD tenant. For more information on Azure AD tenants, please see [here](#).

Figure 3: Accessing multiple instances



Other Product Licenses

Licenses for Microsoft Dynamics CRM Online do not include licenses for other products that may be required for your installation; product licensing rights for these must be established separately. For example, a user needs to be properly licensed for Microsoft Office products to be able to edit Microsoft Excel charts embedded in Microsoft Dynamics CRM Online. The following resources can help you to determine the required products:

Implementation Guide and System Requirements for Microsoft Dynamics CRM 2016:

<http://go.microsoft.com/fwlink/?LinkID=627526>

Microsoft License Advisor Tool: <http://mla.microsoft.com/default.aspx>

Multiplexing

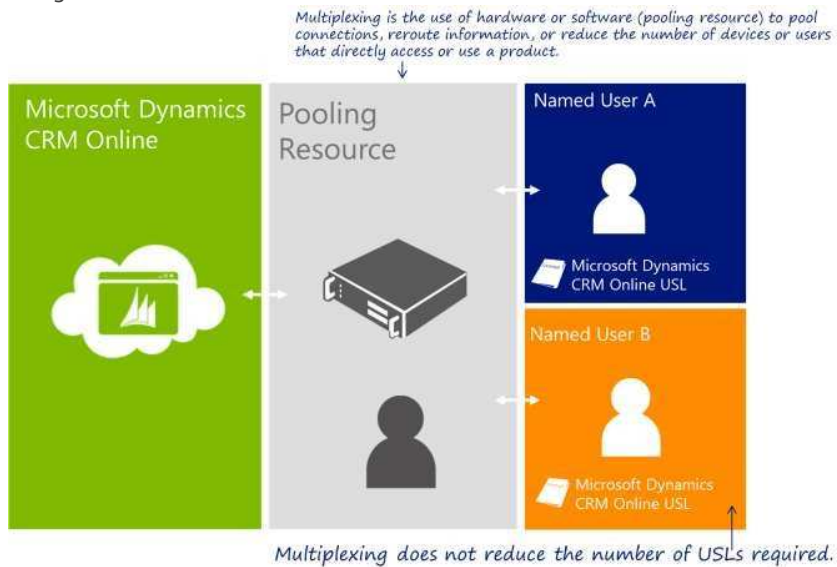
Multiplexing is the use of hardware or software (including manual procedures) to reduce the number of devices or individuals that access or use the Microsoft Dynamics CRM Online service by pooling connections. Multiplexing does not reduce the number of licenses required to access the Microsoft Dynamics CRM Online service. Any internal user who accesses the Microsoft Dynamics CRM Online service—whether directly or indirectly—must be properly licensed.

Pooled connections use a non-interactive user account in Microsoft Dynamics CRM Online that can access the system but only via the web service layer. A non-interactive “user” who is not a person does not need a license. However, all users of the pooled connection do require a license.

Users with a Microsoft Dynamics AX Enterprise User SL have the right to indirectly read Microsoft Dynamics CRM Online application data without a Microsoft Dynamics CRM Online USL. They are, however, not licensed to copy such data to Microsoft Dynamics AX, nor access the Microsoft Dynamics CRM Interface.

Note: Licensed users may manually rekey information (when coming from non-licensed users) into the Microsoft Dynamics CRM Online service. This scenario is not considered to be multiplexing.

Figure 4: Multiplexing



Note: For additional information about Multiplexing, please refer to the Microsoft Volume Licensing Brief [Multiplexing—Client Access License \(CAL\) Requirements](#).

Dual Use Rights

One of the advantages of Microsoft Dynamics CRM is the option to deploy either in Microsoft’s Cloud as CRM Online or in a private on-premises or partner-hosted cloud with CRM Server. In some cases, customers may want to deploy both modes simultaneously, for migrating a CRM Server deployment to CRM Online, running private Dev/Test deployments in Azure, or other applications. In the past, customers had to acquire both CALs for CRM Server and CRM Online USL’s to allow such hybrid deployments. However, with Dual Use Rights, CRM Online Users no longer need to acquire CALs to access CRM Server instances.

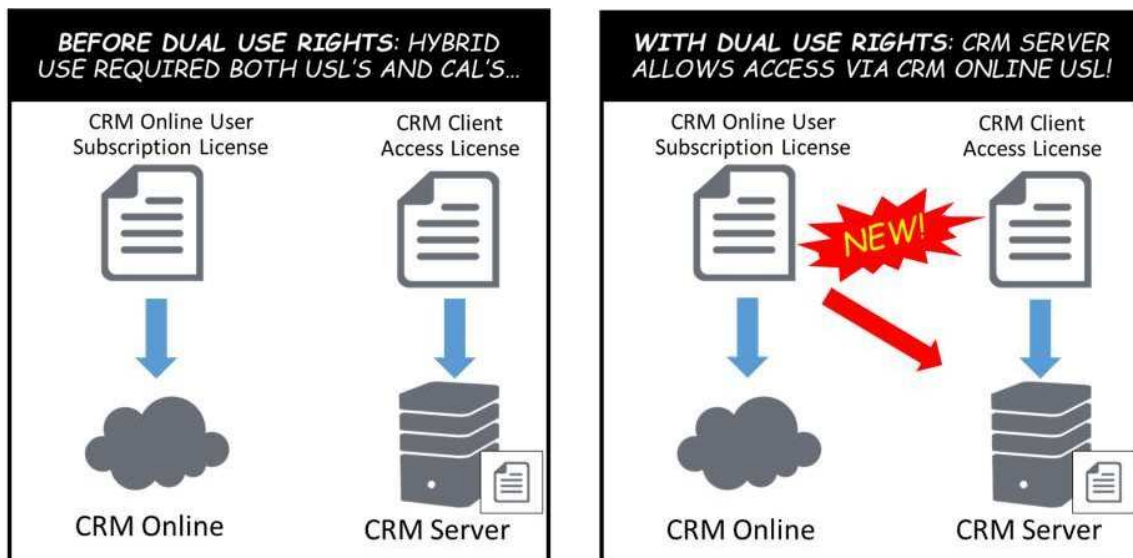
Users licensed with Microsoft Dynamics CRM Online USLs have use rights equivalent to a CAL for the purpose of accessing equivalent on premises workloads. Dynamics CRM Server instances must still be licensed normally, as must all related CALs and supporting servers (e.g., Windows Server and CAL(s)).

Dual Use Rights convey Microsoft Dynamics CRM Server access rights to Microsoft Dynamics CRM Online USL’s; Microsoft Dynamics CRM Server client access licenses have no reciprocal rights to access functionality provided exclusively to Microsoft Dynamics CRM Online USL’s, nor do Dual Use Rights imply equivalent capabilities between Microsoft Dynamics CRM Server and Microsoft Dynamics CRM Online licenses. For example, access to Microsoft Social Engagement capabilities are included with Microsoft Dynamics CRM Online Professional USL, but not with Microsoft Dynamics CRM Professional CAL.

Qualifying License:	CRM 2016 Server CAL Right:
CRM Online Enterprise USL CRM Online Professional USL CRM Online Professional Add-On to Office 365	CRM 2016 Professional CAL
CRM Online Basic USL	CRM 2016 Basic CAL
CRM Online Essential USL	CRM 2016 Essential CAL
Dynamics Employee Self Service ¹ USL	

¹ Dynamics Employee Self-Service USL applies to On-Premises and Online deployments.

Dual Use Rights are conveyed through Dynamics CRM 2015 and later Server licenses, so Dual Use Rights may only be exercised with servers licensed with Dynamics CRM 2015 or later. However, customers may use downgrade rights to deploy a qualifying server license with an earlier version of Dynamics CRM Server and use Dual Use rights to access it with CRM Online USL's.



Available USLs for Microsoft Dynamics CRM Online

Microsoft Dynamics CRM Online offers five levels of user subscription licenses (USLs). To provide you with the flexibility to license the solution based on how your users use Dynamics CRM functionality you have the ability mix-and-match these licenses within a deployment.

Microsoft Dynamics CRM Online Enterprise

For your marketing and customer service departments, Microsoft Dynamics CRM Online Enterprise provides licensed users with access to all of the capabilities of Microsoft Dynamics CRM Online Professional plus Microsoft Dynamics Marketing Enterprise, Microsoft Social Engagement Enterprise, and Parature Enterprise functionality as well as the right to create and publish Voice of the Customer surveys.

Microsoft Dynamics CRM Online Professional

Microsoft Dynamics CRM Online Professional is the recommended choice for your sales teams. It provides licensed users with access to sales, service, and marketing capabilities for a significantly lower price than comparable offerings from other vendors¹. Each CRM Online Professional USL includes rights to Microsoft Social Engagement Professional, Microsoft Dynamics Marketing Sales Collaboration, Unified Service Desk, survey results, and Parature Knowledge Management. Subscriptions licensed through Microsoft Online Services Program (MOSP), Open Program, and Cloud Solution Provider (CSP) Program require a 10-seat minimum purchase of CRM Online Professional to qualify for Microsoft Social Engagement functionality. There is no minimum purchase of CRM Online Professional required for Enterprise Agreement customers to qualify for Microsoft Social Engagement functionality. Microsoft Dynamics CRM Online Professional and Enterprise USL may only read AX application data, but are not licensed to copy such data to Microsoft Dynamics CRM Online, nor access the Microsoft Dynamics AX interface.

Microsoft Dynamics CRM Online Professional Add-On to Office 365 provides the same set of capabilities and services as Microsoft Dynamics CRM Online Professional, at a discounted price for customers with qualifying Office 365 licenses. Microsoft Dynamics CRM Online Professional Add-On to Office 365 licenses may only be assigned to users to whom a Microsoft Office 365 Plan E3, E4, E5, Business Premium, or Enterprise Cloud Suite license (either full USL or Add-On USL) has also been assigned. Qualifying Office 365 licenses may be purchased and assigned at the same time or prior to the purchase of Microsoft Dynamics CRM Online Add-On to Office 365, but must be assigned to the same users.

Microsoft Dynamics CRM Online Basic

Microsoft Dynamics CRM Online Basic is designed for entry level CRM users who need access to basic CRM functionality such as accounts, contacts, leads, reporting and dashboards, Interactive Service Hub, and case management. This license is also designed for business analysts who require reporting capabilities of Microsoft Dynamics CRM.

Microsoft Dynamics CRM Online Essential

Microsoft Dynamics CRM Online Essential is designed for organizational users who are not necessarily tied to sales, services, or marketing functions but require access to activities management, feeds, custom applications, accounts, contacts, and reading knowledge articles.

Microsoft Dynamics Employee Self-Service

Microsoft Dynamics Employee Self-Service is a cloud-based knowledge management solution that provides authoritative, accessible and consistent knowledge for all employees to address important and common employee needs and inquiries, for cross-organizational scenarios like Human Resources and IT helpdesk portals, or for role or function-specific knowledgebases. With an effective knowledgebase, you can deliver

¹ Microsoft Dynamics CRM Professional U.S. list price of \$65/user/month via MOSP compared to Salesforce.com Enterprise list price of \$125/user/month listed at <http://www.salesforce.com/sales-cloud/overview/> as of November 5, 2015.

the right answer, at the right time, across multiple channels including portals, devices, productivity tools and enterprise applications.

A Microsoft Dynamics Employee Self-Service license may access CRM data from online and on-premises Microsoft Dynamics CRM deployments. Capabilities vary by available functionality for a given Online or On-Premises deployment choice. Employee Self-Service knowledgebase capabilities require at least one user to be licensed with either Microsoft Dynamics CRM Online Enterprise or Parature Enterprise. Microsoft Dynamics Employee Self-Service is not licensed for Microsoft Dynamics CRM's user interface; access is only allowed via portal or another application.

Custom Entities

Microsoft Dynamics CRM Online Essential and higher provide the right to use custom entities. Custom entities may be based on entities included in Dynamics CRM, or created by a customer or partner. If the custom entity is based on or replicates the functionality of entities included in Dynamics CRM, or if the entity links to entities included in Dynamics CRM, then users accessing the custom entity must also be licensed to access the included entity. In other words, customizations may only be performed against entities users are licensed to access.

USL Comparison

The following provides a summary of the use rights associated with each of the five USL levels. For a detailed comparison, refer to [Appendix A](#).

Figure 5: Available USLs and Capabilities

	Enterprise \$200/u./mo.	Professional or Professional Add- On to Office 365, \$65/\$50 u./mo.	Basic \$30/u./mo.	Essential \$15/u./mo.	Employee Self- Service \$3/u./mo.
Accounts and Contacts	●	●	●	●	●
Cases and Leads	● ⁷	●	●	○ ₅	○ ₅
Chat	●	○	○	○	○
Knowledge Management	●	○ ₆	○	○	○
Custom entities	●	● ₄	● ₄	● ₄	✘
Activities, notes	●	●	●	●	✘
Dual Use Rights for equivalent CRM CAL	●	●	●	●	✘
Run workflows ³	●	●	○	○	✘
Interactive Service Hub	●	●	●	✘	✘
User reports, dashboards, and charts	●	●	●	✘	✘
System reports, system charts, system dashboards, CRM application data	●	●	○	✘	✘
Opportunities, goals, contracts, quotes, orders, invoices, competitors	●	●	○	✘	✘
Sales Campaigns, quick campaigns, marketing lists, prices lists, product lists	●	●	○	✘	✘
Services, resources, work hours, facility, equipment, articles	●	●	○	✘	✘
Unified Service Desk	●	●	✘	✘	✘
Dynamics Marketing Sales Collaboration	●	●	✘	✘	✘
Microsoft Social Engagement Professional	●	● ₂	✘	✘	✘
Create workflows, bulk data import, and customizations across any entity	●	●	✘	✘	✘
Marketing Enterprise, Parature Enterprise	●	✘	✘	✘	✘
Microsoft Social Engagement Enterprise	●	✘	✘	✘	✘
AX Application Data	○	○	✘	✘	✘

● Full Access Rights ○ READ only/Limited access rights ✘ No access rights

See Appendix A for a complete list of capabilities. U.S. List prices through Microsoft Online Services Portal (MOSP) shown.

¹ Microsoft Dynamics CRM Online Add-On to Office 365 may only be assigned to a user to whom an Office 365 Enterprise E3, E4, E5, Business Premium, or Enterprise Cloud Suite license has been assigned.

² Ten-seat minimum deployment of CRM Online Professional to qualify when purchasing through MOSP and Open. There is no minimum purchase of Microsoft Dynamics CRM Online Professional required for Enterprise Agreement customers to qualify for Microsoft Social Engagement functionality.

³ Creating, updating and deleting via workflows can only be performed against entities included in the use rights (i.e. update an opportunity requires Professional).

⁴ Custom entities (either based on entities included in CRM or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights.

⁵ User can only create and read own cases. With ESS USL a user may not access leads

⁶ Knowledgebase authoring capabilities only.

Additional Services and Software

Microsoft offers additional services and software that work in tandem with Microsoft Dynamics CRM Online, including Microsoft Social Engagement, Microsoft Dynamics Marketing, Parature, from Microsoft, Interactive Service Hub and Unified Service Desk. With the exception of Unified Service Desk and Interactive Service Hub, these are separate services that you can license independently or as part of Microsoft Dynamics CRM Online.

Microsoft Social Engagement

Microsoft Social Engagement Enterprise and Professional provide volume and sentiment analysis of social networking data and is recommended for sales, marketing and customer service workers interested in social media discussion of their products, competitors, and industry.

Microsoft Social Engagement Enterprise functionality is included with the Microsoft Dynamics CRM Online Enterprise USL and Microsoft Social Engagement Professional functionality is included with the Microsoft Dynamics CRM Online Professional and Enterprise USLs (subject to minimum purchase requirements in some programs as indicated above). Microsoft Social Engagement Professional is also available as a standalone USL or as an Add-On USL for Dynamics CRM Professional CALs with Software Assurance. For more on the Add-On USL, please see "Adding Access to Microsoft Dynamics CRM Online for Microsoft Dynamics CRM On-Premises Users via the USL for Software Assurance" [below](#).

Microsoft Dynamics Marketing

Microsoft Dynamics Marketing Enterprise provides a full suite of data segmentation, behavioral tracking, digital asset management, and brand management capabilities. It is recommended for users in marketing roles, and when delivered as part of Microsoft Dynamics CRM Online Enterprise, allows users to combine Microsoft Dynamics Marketing's capabilities with the marketing and sales capabilities of Dynamics CRM Online.

Microsoft Dynamics Marketing Enterprise functionality is included with the Microsoft Dynamics CRM Online Enterprise USL or as a standalone USL. Users configured as Portal Users do not require a USL.

Microsoft Dynamics Marketing Enterprise includes rights to the Dynamics Marketing Connector, which provides resources that allow administrators to connect Microsoft Dynamics Marketing with Microsoft Dynamics CRM, install additional languages, and build marketing analytics with Microsoft Excel and Power BI. When Dynamics Marketing is connected with Dynamics CRM or Dynamics CRM Online, Dynamics Marketing users must also have the appropriate Dynamics CRM or CRM Online license. However, the non-interactive user account that connects Dynamics Marketing with Dynamics CRM does not require its own license.

If there is a need for additional storage and/or messages above and beyond what is included with the license, they can be purchased via add-ons. More details are provided below.

Microsoft Dynamics Marketing Sales Collaboration provides sales teams with visibility into the marketing calendar. Sales now can offer more insights into campaigns and targeting. Both sales and marketing can share the same view of the customer journey.

Microsoft Dynamics Marketing Sales Collaboration is included with the Microsoft Dynamics CRM Online Professional USL or as a standalone USL. However, customers need at least one USL for either Microsoft Dynamics Marketing Enterprise or CRM Online Enterprise in order to access Microsoft Dynamics Marketing with a Sales Collaboration user. Microsoft Dynamics Marketing Sales Collaboration is not included with Microsoft Dynamics CRM Server Professional CAL (on-premises); the standalone USL must be purchased separately.

Marketing Connector for Microsoft Dynamics CRM is provided at no additional cost to licensed Microsoft Dynamics Marketing customers and synchronizes marketing data between Microsoft Dynamics Marketing and Microsoft Dynamics CRM (either online or on-premises). While a prior version of Microsoft Dynamics Marketing Connector required customers to separately purchase Microsoft Azure cloud computing services in order to run the Connector, this separate purchase is no longer necessary for Microsoft Dynamics CRM Online; however, Microsoft Dynamics CRM On-Premises customers must purchase Microsoft Azure cloud computing services in order to run the Connector.

Mobile Marketing provides organizations the ability to deliver marketing messages and campaigns to their customers via SMS. One license of Microsoft Dynamics CRM Online Enterprise or Microsoft Dynamics Marketing Enterprise is required to purchase and enable this functionality. Availability of this capability is initially limited to the United States, Canada, Singapore, and United Kingdom, with plans to offer on a larger scale still being defined. Organizations sending marketing messages and/or campaigns to US or Canadian numbers must purchase their own unique dedicated short code or if they already have a unique dedicated short code, they can re-register it to the Microsoft account at no additional cost. Organizations sending messages to customers in all other countries can access a shared short code through Microsoft at no additional cost.

Parature, from Microsoft

Parature, from Microsoft delivers multi-channel customer service capabilities. Parature’s complete offering of cloud-based, multi-channel customer support solutions is enhanced by seamless integration, robust reporting, a wealth of on-demand support services and affordable pricing.

Parature Enterprise functionality is included with the Microsoft Dynamics CRM Online Enterprise USL or as a standalone USL.

Parature Self-Service gives tenants the ability to search and read Parature Knowledgebase through a website for self-service applications. This functionality is included with all five Microsoft Dynamics CRM Online USLs.

Parature Knowledge Management provides dynamic, read only access from within Dynamics CRM Online’s user interface. This functionality is included with Microsoft Dynamics CRM Online Professional, Microsoft Dynamics CRM Online Professional Add-On to Office 365, Microsoft Dynamics CRM Online Enterprise, and Parature Enterprise.

Figure 6: Parature Roles and Use Rights

	Customer	Employee
Self-Service Portal Search and read Parature knowledgebase CRM UI access to KB not permitted Chat with support team	No user license required. Page view additional capacity charges apply.	Dynamics EmployeeSelf-Service (or higher) Page view additional capacity charges apply
Integrated Knowledge Read and author Parature knowledgebase articles. Access knowledgebase from within Dynamics CRM Online’s User Interface	N/A	Dynamics CRM Online Professional, or Dynamics CRM Online Enterprise Page view additional capacity charges apply.
All Other Parature Access Parature Administration Customer Service Engagement Chat with customers and employees Publish knowledgebase articles Customer feedback management	N/A	Dynamics CRM Online Enterprise, or Parature Enterprise <i>Note: Parature Enterprise does not include access to Dynamics CRM Online Cases</i> Additional capacity charges apply.

Unified Service Desk

Unified Service Desk (USD) consolidates numerous communication channels (such as phone, chat, email, and social media) and relevant services into a single interface to enable greater efficiency and productivity.

USD installation rights are included with Microsoft Dynamics CRM Online Professional and Enterprise USLs and with Microsoft Dynamics CRM 2015 and above Professional CAL Software Assurance. USD is not available as a standalone license.

USD software is installed and run locally on the user's device. The use rights expire upon expiration of the qualifying USL subscription term or Software Assurance subscription. Only licensed users may use the software.

Interactive Service Hub

Interactive Service Hub provides a modern and intuitive end user experience for customer service roles through a new online user experience (UX) design. The new design allows customers to find and act on data with reduced clicks and navigation. It unifies customer interactions and pulls together all related information, enabling customers to be productive and view what's most relevant at all times. The interactive service hub includes a multi-stream dashboard where users can view and act on their workload across multiple data streams as well as a single-stream dashboard where users are provided an aggregate view of the workloads.

Interactive Service Hub is licensed with Microsoft Dynamics CRM Online Basic and higher USLs and Microsoft Dynamics CRM Server 2016 for Basic and Professional CALs.

Voice of the Customer

Voice of the Customer provides general sentiment, contextual feedback, and transactional understanding based on insight captured through feedback and surveys. Customer feedback is captured and leveraged to shape engagements with easy to use, mobile, and touch-enabled tools. Feedback is analyzed as part of a single customer record, enabling a direct response to a specific customer concern, or as a whole, so that organizations can better understand their market and programmatically respond to customer needs.

Voice of the Customer is licensed with Microsoft Dynamics CRM Online Professional and higher USL's. Note that customers must have at least one Enterprise license in order to design and publish surveys. A Professional license provides read-only access to survey results. Voice of the Customer will be available to purchase in all Programs with the exception of Government Community Cloud (GCC).

Recent Acquisitions

Microsoft recently acquired FieldOne, Adxstudio, and Fantasy Sales Team (FST). These products and their capabilities are not available through Volume License agreements at this time. Licensing details will be made available prior to general availability of these capabilities.

Subscription Capacities and Optional Add-ons for Microsoft Dynamics CRM Online

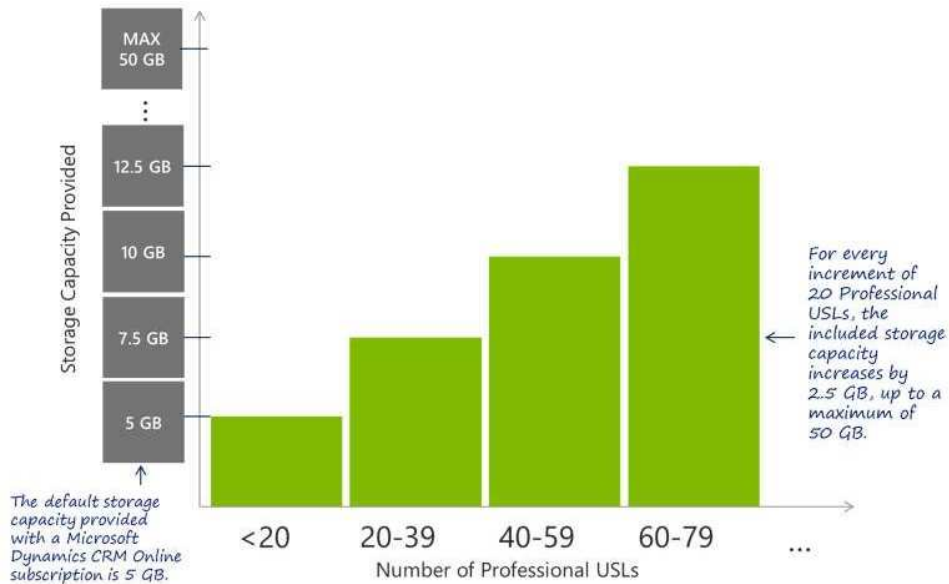
Each customer enrolled in a Microsoft Dynamics CRM Online subscription receives default storage and one production instance of Microsoft Dynamics CRM Online.

Subscription Capacities

DEFAULT STORAGE CAPACITY

At a minimum, Microsoft Dynamics CRM Online subscription includes 5 GB of storage at no additional charge per tenant. Additional storage capacity is granted at no charge as an organization increases the number of Professional USLs. For every increment of 20 Professional USLs, the included storage capacity increases by 2.5 GB. So a customer with 20 Professional USLs receives a default storage capacity of 7.5 GB. At 40 Professional USLs, the included storage capacity increases of 10 GB, and so on. The maximum default storage included in a subscription is capped at 50 GB per tenant.

Figure 7: Storage Capacity



DEFAULT PRODUCTION INSTANCE CAPACITY

Microsoft Dynamics CRM Online subscription offers one production instance per tenant.

DEFAULT NON-PRODUCTION INSTANCE CAPACITY

Microsoft Dynamics CRM Online subscription offers one non-production instance per customer with a minimum purchase of 25 Professional or Enterprise USLs.

MICROSOFT DYNAMICS MARKETING ENTERPRISE CAPACITY

Microsoft Dynamics Marketing has the same Default Storage Capacity policy as Dynamics CRM Online, scaling with the number of Dynamics Marketing Enterprise users to a maximum included capacity of 50GB. However, included subscription capacity for CRM Online and Dynamics Marketing are calculated and allocated independently of one another, as the services are run from distinct data centers

Microsoft Dynamics Marketing deployments include 50,000 messages per month, per tenant. Unused message capacity expires at the end of the month; they do not roll over to the next month. Additional messaging capacity is available for purchase as a subscription add-on to Microsoft Dynamics CRM Online Enterprise USL or Microsoft Dynamics Marketing Enterprise stand-alone USL in increments of 10,000 additional messages per month.

PARATURE ENTERPRISE CAPACITY

Parature, from Microsoft deployments include the following capacities for each tenant, with additional capacity available for purchase as a subscription add-on to Microsoft Dynamics CRM Online Enterprise USL or Parature Enterprise stand-alone USL in the increments shown below. Unused capacity expires at the end of the month and does not roll over to the next month.

Subscription Capacity	Included Capacity	Additional Increment
File Storage: Applicable to downloadable files and ticket attachments stored in Parature	2GB	1GB
Records: Total number of tickets submitted (including emails converted to tickets, articles, contacts, accounts, product/assets, etc.) stored by Parature	1 million/month	500,000/month
Page views: Access/utilization of the Parature Support Portal	1 million/month	500,000/month
Departments	1 Department	1 Department

MICROSOFT SOCIAL ENGAGEMENT PROFESSIONAL CAPACITY

Microsoft Social Engagement deployments include 10,000 posts per month, per tenant. Unused posts expire at the end of the month and do not roll over to the next month. Additional capacity is available for purchase as a subscription add-on to Microsoft Dynamics Online Professional USL or Microsoft Social Engagement Professional stand-alone USL in increments of 10,000, 100,000 and 1 million additional posts per month.

Optional Add-ons

If you require additional subscription capacity (such as additional instances or storage), you can include the add-on licenses to your subscription.

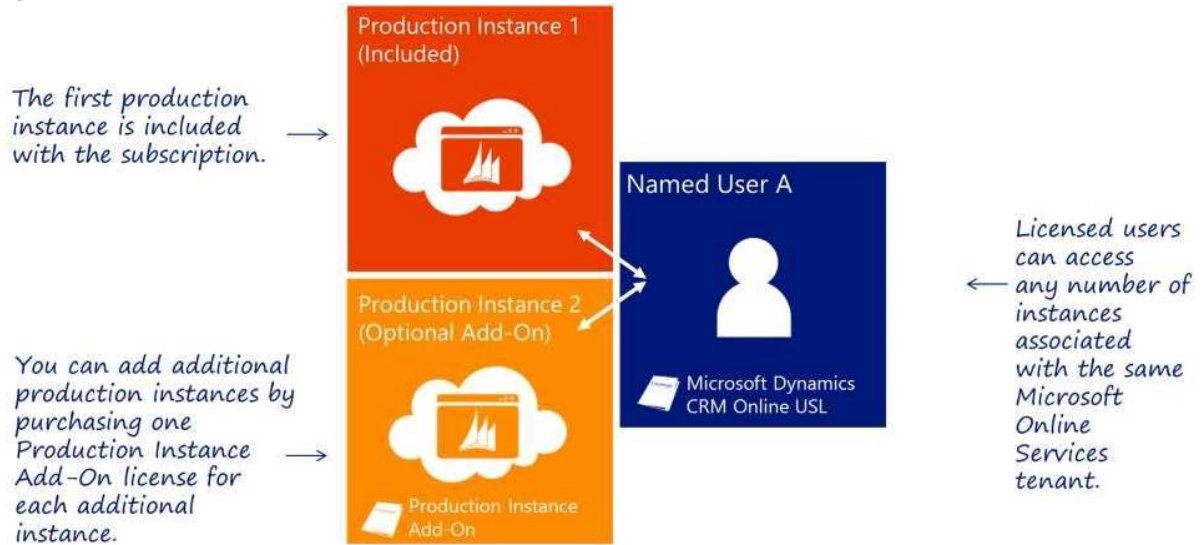
Subscription add-ons apply across an entire organization; they are not tied to a specific user. Subscription add-ons can be purchased at any time and remain a part of the subscription for the remainder of the subscription term.

PRODUCTION INSTANCE ADD-ON

The Production Instance Add-On is well suited for multi-instance deployments such as departmental applications configured within an organization. Licensed users associated with a Microsoft Dynamics CRM Online subscription can access the default Microsoft Dynamics CRM Online instance included in the subscription, and every Microsoft Dynamics CRM Online additional instance associated with the same tenant.

The Production Instance Add-On license does not include any default storage capacity.

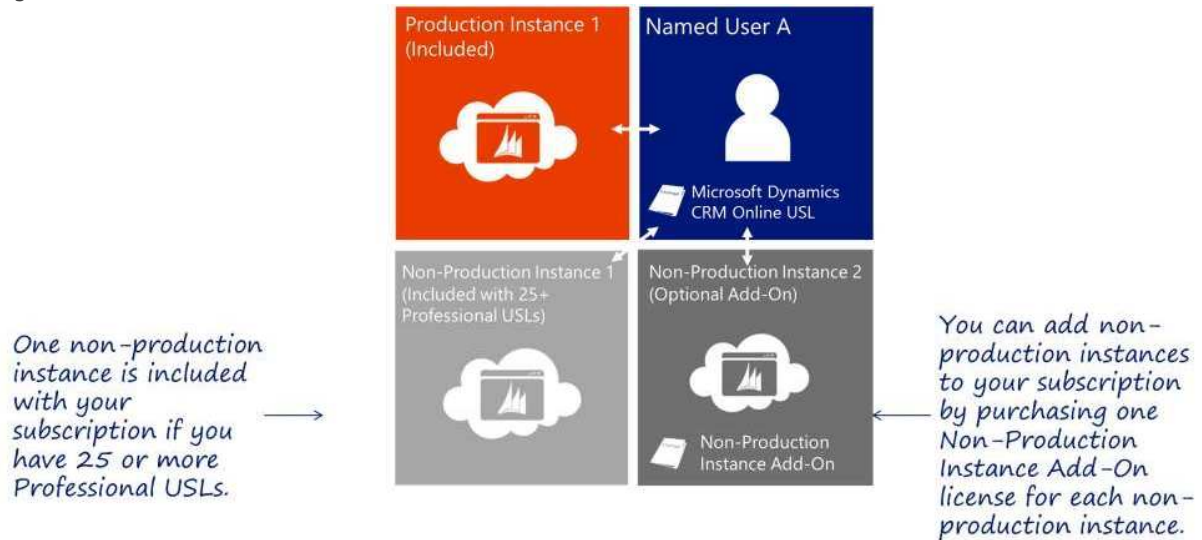
Figure 8: Production Instance Add-on



NON-PRODUCTION INSTANCE ADD-ON

The Non-Production Instance Add-On is well suited for deployments such as test environments, training applications, and sandbox environments configured within an organization. Licensed users associated with a Microsoft Dynamics CRM Online subscription can access the default Microsoft Dynamics CRM Online instance included in the subscription, and every Microsoft Dynamics CRM Online additional instance associated with the same tenant. The additional Non-Production Instance Add-On license does not include any default storage capacity.

Figure 9: Non-Production Instance Add-On



DYNAMICS CRM ONLINE, DYNAMICS MARKETING, AND PARATURE ADDITIONAL STORAGE ADD-ONS

The Additional Storage Add-On provides flexibility to increase the storage capacity associated with your Microsoft Dynamics Online subscription in increments of 1 GB per Additional Storage Add-On license, up to 5,000 GB (5 TB) of storage.

Note: The subscription storage corresponding to a customer subscription is tracked against all the Microsoft Dynamics CRM Online instances associated with the tenant.

Figure 10: Storage Add-On



DYNAMICS MARKETING EXTRA MESSAGES ADD-ON

The Extra Messages Add-On provides additional capacity to a Microsoft Dynamics Marketing Subscription in increments of 10,000 email messages per month. On the first day of the month, the number of purchased extra messages are added to the included capacity of 50,000 messages. All unused messages expire at the end of each month.

Figure 11: Extra Messages Add-on



DYNAMICS MARKETING MOBILE MARKETING ADD-ON

The Mobile Marketing Add-On provides capacity to a Microsoft Dynamics Marketing or Microsoft Dynamics CRM Online Enterprise subscription in increments of 10,000 credits per month. The redemption rate of credits per SMS varies depending on the destination country, and is subject to change based on prevailing SMS messaging rates.

Figure 12: Dynamics Marketing Mobile Marketing Credit Redemption Rate (Subject to change)

SMS Destination	Uses X Credits	SMS Messages
North America	1 credit	10,000 messages
Asia	5 credits	2,000 messages
Europe	9 credits	1,111 messages

DYNAMICS MARKETING MOBILE MARKETING DEDICATED SHORT CODES

For SMS messages sent to the US or Canada, purchase of a Dedicated Short Code is required before they can be sent. This can be purchased through Microsoft, with an additional customer amendment obtained through Microsoft's Business Desk, or if a customer pre-owns a dedicated short code, they can use that.

Once a dedicated short code is obtained and configured, keywords can be created and customer numbers can be collected. For dedicated short codes, there is no limitation on keywords. For SMS messages sent to UK and Singapore, a shared short code can be used. The number of available keywords is based on total credits purchased. This is counted as total active keywords at one time.

Figure 13: Dynamics Marketing Mobile Keyword Allocation – Shared Short Codes

# Credits	# Keywords
10,000–49,999	10
50,000–99,999	20
100,000–199,999	30
200,000–499,999	50
500,000–999,999	80
>1,000,000	100

SOCIAL ENGAGEMENT ADDITIONAL POSTS ADD-ON

The Additional Posts Add-On provides additional capacity to a Microsoft Social Engagement subscription in increments of 10,000, 100,000, and one million posts per month. On the first day of the month, the number of purchased additional posts is added to the included capacity of 10,000 posts. All unused posts expire at the end of each month.

Figure 14: Social Engagement Additional Posts Add-on



PREMIUM SUPPORT OFFERINGS

Microsoft Dynamics CRM Online, Microsoft Dynamics Marketing, Microsoft Social Engagement, and Parature, from Microsoft offers four levels of subscription support offerings—Subscription, Enhanced Support, Professional Direct Services and Premier Services—each of which provides increasing benefits. The support offering allows you the flexibility to choose the offering that best fits your support needs.

- **Subscription:** Support is included for in the base subscription for all Dynamics CRM Online, Microsoft Dynamics Marketing, Microsoft Social Engagement and Parature, from Microsoft customers, and provides small and medium businesses with unlimited technical support incidents, accelerated response times and access to subject matter experts to help creatively solve technical issues.
- **Enhanced Support:** Provides support for small and medium businesses, providing faster response times, and E-Learning development materials.
- **Professional Direct Support:** Provides first-class support designed especially for mid-sized customers that require elevated support, access to experts, Service Delivery Management, case wellness, enhanced service interruption event handling, limited onboarding services, advisory cases and educational events.
- **Premier Support:** Provides support for complex or business-critical applications with mentoring, technical account management, dedicated support engineers and onsite services.

The following provides a summary of the benefits associated with each of the support levels, with price points in U.S. Dollars.

Figure 15: Microsoft Dynamics Online Support Offerings

Microsoft Dynamics Online Services support options

Features	Subscription* Datasheet	Enhanced support Datasheet	Professional Direct support Datasheet	Premier support Learn about Premier
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Web and Phone Support Incident Submission	X	X	X	X
Access to self-help customer portals	X	X	X	X
Unlimited Break/Fix incidents	X	X	X	X
24x7 Support			X	X
Fastest Response Time	Next Business Day	< 2 hours	< 1 hour	< 1 hour
Deliverability Services	X	X	X	X
Unlimited online training	Get Started and Self-Help Resources	X	X	X
Technical Account Management			Pooled	Assigned
Priority Handling			X	X
Escalation Phone Line			X	X
Advisory Support			Limited	Full
Monthly Review			X	X
Onsite Services				X
Cost	Included	\$5 user/month	\$9 user/month Min \$900/month	Starts at \$30K/year

Notes:

- Premium Support offerings will be available for purchase only for customers enrolled in MOSP, EA, EAS, and EES licensing programs.
- Customer can only choose one (1) Premium Support offering. Mixing and match of support offerings is not allowed.
- Enhanced or Professional Direct Support rights require each user licensed with Microsoft Dynamics CRM Online USL (or equivalent service) to also be licensed for that support option.
 - Example: Customer purchases 3 Essential, 2 Basic and 5 Professional USLs for Microsoft Dynamics CRM Online for a total of 10 seats of CRM Online. The customer's needs best fit the Enhanced Support plan. The purchase must include 10 seats of Enhanced Support.
 - Example: Customer purchases 55 Professional and 5 Essential USLs for a total of 60 seats of CRM Online. The customer's needs best fit the Professional Direct Support plan. The customer will be automatically charged for 100 seats of Professional Direct support when purchasing via MOSP, to meet the minimum threshold for the support offering. When purchasing through Volume Licensing, ensure the minimum threshold is entered when placing the order.
- Premium Support offerings are available with the following configurations:
 - Stand-alone for Parature, from Microsoft, Microsoft Dynamics Marketing, Microsoft Social Engagement or Microsoft CRM Online
 - Sold with Microsoft Dynamics CRM Online Enterprise, which also unlocks capabilities for Microsoft Dynamics Marketing, Microsoft Social Engagement and Parature, from Microsoft

- Sold with Microsoft Dynamics CRM Online Professional, which also includes support for Microsoft Social Engagement (if customer has greater than 10 CRM Online Professional USLs)
 - Example: Customer purchases 15 Professional USLs for Microsoft Dynamics CRM Online and receives an equivalent amount of Microsoft Social Engagement USLs. Customer purchases Enhanced Support for CRM Online. Customer will receive the Enhanced Support benefits across all both services.

Stepping-up to a Higher Level Support Plan

Volume Licensing customers can step-up from a lower level plan to higher level plan using step-up licenses. The following step-up licenses are available through the applicable Volume Licensing programs:

- Microsoft Dynamics CRM Online Step-Up from Enhanced Support for Microsoft Dynamics CRM Online to Professional Direct Support for Microsoft Dynamics CRM Online
- Microsoft Dynamics Marketing Step-Up from Enhanced Support for Microsoft Dynamics Marketing to Professional Direct Support for Microsoft Dynamics Marketing
- Microsoft Social Engagement Step-Up from Enhanced Support for Microsoft Dynamics Social Engagement to Professional Direct Support for Microsoft Social Engagement
- Parature, from Microsoft Step-Up from Enhanced Support for Microsoft Dynamics Social Engagement to Professional Direct Support for Parature, from Microsoft

Support Policies

Microsoft guarantees support in International English and provides local language support in select markets around the world, wherever possible.

Response times for technical support incidents vary by case severity. Definitions are included in [Appendix C](#).

More information about Microsoft Dynamics CRM Online Support options can be viewed [here](#).

Pricing and Availability

International Pricelist

Country availability and MOSP pricing for Dynamics CRM Online is available here:

<http://www.microsoft.com/en-us/dynamics/pricing-list.aspx>

Notes:

- Enhanced support offering is available in all countries where Microsoft Dynamics CRM Online, Microsoft Social Engagement, Microsoft Dynamics Marketing or Parature, from Microsoft service is currently available.
- Professional Direct service is currently available in Canada, United States, and EMEA regions only.

Availability by Language

Localized/translated versions of Microsoft Dynamics CRM Online USLs are available for the following languages (alphabetic listing):

- | | | | |
|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Estonian | <input type="checkbox"/> Italian | <input type="checkbox"/> Romanian |
| <input type="checkbox"/> Basque | <input type="checkbox"/> Finnish | <input type="checkbox"/> Japanese | <input type="checkbox"/> Russian |

- | | | | |
|--|-------------------------------------|---|---|
| <input type="checkbox"/> Bulgarian | <input type="checkbox"/> French | <input type="checkbox"/> Kazakh | <input type="checkbox"/> Serbian (Cyrillic) |
| <input type="checkbox"/> Catalan | <input type="checkbox"/> Galician | <input type="checkbox"/> Korean | <input type="checkbox"/> Serbian (Latin) |
| <input type="checkbox"/> Chinese (Hong Kong) | <input type="checkbox"/> German | <input type="checkbox"/> Latvian | <input type="checkbox"/> Slovak |
| <input type="checkbox"/> Chinese (PRC) | <input type="checkbox"/> Greek | <input type="checkbox"/> Lithuanian | <input type="checkbox"/> Slovenian |
| <input type="checkbox"/> Chinese (Taiwan) | <input type="checkbox"/> Hebrew | <input type="checkbox"/> Malay | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Croatian | <input type="checkbox"/> Hindi | <input type="checkbox"/> Norwegian | <input type="checkbox"/> Swedish |
| <input type="checkbox"/> Czech | <input type="checkbox"/> Hungarian | <input type="checkbox"/> Polish | <input type="checkbox"/> Thai |
| <input type="checkbox"/> Danish | <input type="checkbox"/> Indonesian | <input type="checkbox"/> Portuguese (Br) | <input type="checkbox"/> Turkish |
| <input type="checkbox"/> Dutch | | <input type="checkbox"/> Portuguese (Ptg) | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> English | | | <input type="checkbox"/> Vietnamese |

Additional information on Language and Country availability can be found [here](#).

Licensing Programs

Microsoft Dynamics CRM Online is licensed through the Microsoft Volume Licensing and Microsoft Online Services Program channels.

Microsoft Volume Licensing

WHAT IS VOLUME LICENSING?

Microsoft Volume Licensing is the most cost-effective, flexible, and manageable way to license Microsoft software and cloud services. Simply stated, volume licensing makes it easier and more affordable to use software and online services across an organization.

Licensing online services through your Volume Licensing agreement allows you to:

- Transition to cloud services at your own pace
- Match and adjust online service plans to meet users' needs

Microsoft offers several Volume Licensing programs, each tailored to the needs of different sizes of businesses and types of organizations. To find the right program for your organization, you'll first need to determine the type and size of your organization, the software that you want to license, and how you will use it. [Learn more about how Volume Licensing works.](#)

Participating in a Volume Licensing program typically involves signing an agreement and/or enrollment, meeting a minimum purchase requirement, and ordering licenses through a Microsoft Reseller. Visit the [Microsoft Volume Licensing website](#) to learn more about how to buy through Volume Licensing, find a reseller partner, and more.

Eligible Volume Licensing Programs

Microsoft Dynamics CRM Online is available through the following Volume Licensing programs:

- **Enterprise Agreement** – The Microsoft Enterprise Agreement (EA) is the best licensing program for commercial and government organizations that want to standardize IT across the enterprise yet retain the flexibility to choose from on-premises and cloud services. The EA includes attractive volume pricing, the flexibility to transition to cloud services at your own pace, and simplified license management through a single company-wide agreement. [Learn more.](#)

- **Enterprise Subscription Agreement** – An option under the Enterprise Agreement that provides lower initial cost based on a three-year subscription, the ability to increase or decrease subscription counts on an annual basis, and non-perpetual licenses that end with your subscription term. [Learn more.](#)
- **Open License** - Open License is a good choice if you are a corporate, academic, charitable, or government organization that wants to pay as you go. You must have a minimum initial purchase of one software license for an Open License agreement, but you can obtain additional licensed products through Open License in any quantity at any time during the two-year agreement term. Microsoft Dynamics CRM Online Professional with Social Engagement and USD, Microsoft Dynamics CRM Online Basic, and Microsoft Dynamics CRM Essential are all available for purchase in Open License. [Learn more.](#)
- **Open Value** – Open Value is the recommended program if you have a small to midsize organization with five or more desktop PCs and want to simplify license management, manage software costs, and get better control over your investment. It also includes Software Assurance, providing access to valuable benefits such as training, deployment planning, software upgrades, and product support help you boost the productivity of your entire organization. [Learn more.](#)
- **Open Value Subscription** – Open Value Subscription provides the lowest up-front costs of the Open Program options with the flexibility to reduce the total licensing costs in years when the desktop PC count declines This option gives your organization the rights to run the software throughout your organization only during the term of the agreement with Microsoft. You also have the ability to add the single platform option to an Open Value Subscription agreement. [Learn more.](#)
- **School Enrollment** – The School Enrollment is for primary/secondary schools and preschools and offers the simplicity of licensing all products organization-wide where you can order any product for a quantity that matches the annual count of your organization's PCs/devices. [Learn more.](#)
- **Enrollment for Education Solutions (under the Campus and School Agreement)** – The Enrollment for Education Solutions (EES) is a subscription licensing offering available to both primary/secondary and higher education institutions and offers the simplicity of counting people instead of PCs/devices and the flexibility to add additional products in any quantity as needed. [Learn more.](#)
- **Microsoft Products and Services Agreement (MPSA)** - The new Microsoft Products and Services Agreement (MPSA) is a single agreement for your Online Services, software, and Software Assurance purchases across your organization. It can save time and money by combining purchase points for the best price level and reducing the administrative overhead associated with managing multiple agreements. [Learn more.](#)
- **Microsoft Dynamics CRM Online Government** – Microsoft's Government Community Cloud (GCC) is a cloud-based solution, that is delivered on federally certified cloud data centers and intended for United States federal, state, and local government customers and government authorized entities helping leaders, policy makers and those they serve to achieve greater impact within their communities. Bringing together the Microsoft Cloud platform and productivity applications with an easy to use CRM solution that helps U.S. government organizations streamline infrastructure and management, get greater insights from their data, enable greater communication and collaboration, and better engage with constituents through new services. [Learn more.](#) Access to CRM Online Government plans is restricted to the offerings described below, each plan is offered as a monthly subscription and can be licensed to an unlimited number of users:

- Dynamics Employee Self-Service
- Dynamics CRM Online Essential for Government
- Dynamics CRM Online Basic for Government
- Dynamics CRM Online Professional for Government
- Dynamics CRM Online Storage for Government
- Dynamics CRM Online Production Instance for Government
- Dynamics CRM Online Test Instance for Government
- Dynamics CRM Online Enhanced Support for Government
- Dynamics CRM Online Professional Direct Support for Government
- Parature Enterprise Government (**Note:** Parature Enterprise Government does not run in Government Community Cloud datacenters. Parature Enterprise Government provides pricing and support policies aligned to GCC. More details are available through Microsoft Public Sector sales representatives.)

Cloud Solution Provider Program (CSP)

A managed services offer intended for SMB and mid-market customers who want to outsource the deployment, management, and support of their online services. This Program allows the Partner to own the customer relationship, to service the complete customer lifecycle, and to attach Partner Services.

MINIMUM LICENSE PURCHASE REQUIREMENT FOR CLOUD SOLUTION PROVIDER PROGRAM

- New customers enrolling in Microsoft Dynamics CRM Online subscription must purchase a minimum of 5 Professional to activate the paid subscription. Upon meeting this requirement, customers can add any number of Basic and Essential user licenses to the online service subscription.

Microsoft Online Subscription Program (MOSP)

Customers not purchasing through one of the Programs listed above can purchase Microsoft Dynamics CRM Online directly through the Microsoft Online Subscription Program.

MINIMUM LICENSE PURCHASE REQUIREMENT FOR MICROSOFT ONLINE SUBSCRIPTION PROGRAM

- New customers enrolling in Microsoft Dynamics CRM Online subscription must purchase a minimum of 5 Professional or 1 Enterprise user licenses to activate the paid subscription. Upon meeting this requirement, customers can add any number of Basic and Essential user licenses to the online service subscription.
- The 5-minimum Professional license requirement does not apply to existing customers who have previously enrolled in Microsoft Dynamics CRM Online subscription on or before September 30, 2013.

CANCELLATION POLICY FOR MICROSOFT ONLINE SUBSCRIPTION PROGRAM

- The term of a CRM Online subscription is twelve months. Extra users or capacity added mid-term renew at the end of the original subscription term.
- Cancellation fees plus applicable taxes per user will be applicable after the first month of a new CRM Online subscription. Local pricing and currency varies by geography.
- Microsoft will not charge a cancellation fee if the cancellation occurs during the first and last month of the purchased subscription. This also applies to new subscriptions which occur as a result of a renewal.
- Microsoft will not charge a cancellation fee when a customer migrates from a 12-month subscription plan to an on premises version of Microsoft Dynamics CRM.
- There is no fee for customers who cancel the trial subscription before the end of the 30-day trial period.
- When customers cancel their subscription they are given a 30 day grace period and a 90-day data retention period.
 - The grace period allows additional time for customers to reactivate their subscription should they decide to continue with CRM Online.
 - The 90-day data retention period also provides the customer a window in which they can export their data.
 - If a customer reactivates their subscription within the 30-day grace period any cancellation fees which were charged will be refunded.
- Cancellation fees applies to all paid Microsoft Dynamics CRM Online subscriptions
- No cancellation fees charged if subscription is cancelled in the last month of a commitment term.

USER REDUCTION POLICY FOR MICROSOFT ONLINE SUBSCRIPTION PROGRAM

- Cancellation fees plus applicable taxes per user will be applicable after the first month of a new CRM Online subscription. Local pricing and currency varies by geography.
- No fees charged if the customer reduces users within the first month of the subscription.
- Cancellation fees apply to all paid Microsoft Dynamics CRM Online subscriptions.

Adding Access to Microsoft Dynamics CRM Online for Microsoft Dynamics CRM On-Premises Users via the USL for Software Assurance

If you have Microsoft Dynamics CRM CALs covered by active Software Assurance (SA), you can add access to Microsoft Dynamics CRM Online by acquiring the USL for SA licenses, thus protecting your on-premises investments in Microsoft licensing, and permitting you to maintain non-perpetual rights to online service for the duration of your service agreement.

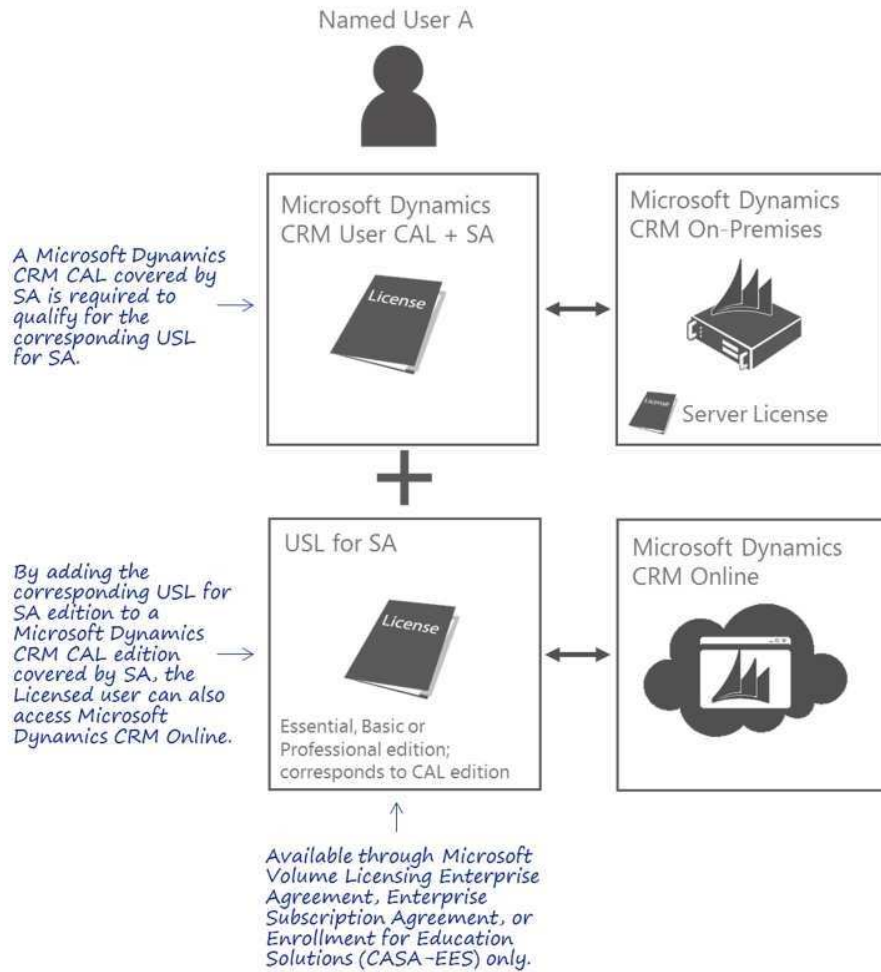
USLs for SA are available for purchase through the Microsoft Volume Licensing Enterprise Agreement, Enterprise Subscription Agreement, and Enrollment for Education Solutions (under a Campus and School Agreement).

For each User CAL or Device CAL to which you assign a USL for SA, you will receive a CRM Online USL. Pricing for the USL for SA is set to provide credit for your SA investment.

Notes:

- The USL must be used for the same user of the User CAL. The USL cannot subsequently be transferred to another user unless the corresponding CAL is also transferred to the new user.
- The USL level will correspond to the CAL level. For instance, a Professional CAL with USL for SA will be granted the Professional USL use rights.
- Device CALs that you have purchased as part of an Enterprise Agreement or Enrollment qualify USL for SA on a 1:1 basis: One Device CAL qualifies for one USL for SA.

Figure 16: USL for Software Assurance



The USL for SA model includes two parallel agreements:

1. A new or existing Software Assurance agreement that the customer will continue to maintain and renew, and
2. An additional USL for SA License Agreement that provides rights to the Microsoft Dynamics CRM Online service.

The following Microsoft Dynamics CRM Online USL for SA licenses are available for Microsoft Dynamics CALs active on Software Assurance:

Qualifying License:	Qualifies for:
Professional CAL with SA	Enterprise USL for SA Professional USL for SA Social Engagement Add-on for SA Professional Add-On to Office 365 USL for SA
Basic CAL with SA	Basic USL for SA
Essential CAL with SA	Essential USL for SA

Transitioning from Microsoft Dynamics CRM CALs to USLs under the Enterprise Agreement

As part of ongoing efforts to simplify licensing and respond to partner and customer feedback, Transitions have been removed from November 2015 Enterprise Agreement Enrollments. CRM Online “For SA” Add-ons, which recognize customer investments in on-premises licensing, are the recommended path for customers interested in licensing Online Services during the term of their Enrollment. Transitions will remain available as quoted for customers with active Enrollments (versions 2011 through 2014) for the remainder of their Enrollment term.

Free Trial

You can sign-up for a free 30-day trial of Microsoft Dynamics CRM Online for up to 25 users through Microsoft Online Services. At any time during your trial you can activate your subscription and keep your data and customizations. Get details at <http://www.microsoft.com/en-us/dynamics/crm-free-trialoverview.aspx>.

Note: Support included for Trial is the same as what customers receive when purchasing Microsoft Dynamics CRM Online Services. Premium level support options are not available for purchase during the trial period.

Links for Additional Information

Microsoft Dynamics CRM	crm.dynamics.com
CRM Connection Blog	https://community.dynamics.com/crm/b/crmconnection/default.aspx
Microsoft Volume Licensing	www.microsoft.com/licensing
Software Assurance	http://www.microsoft.com/licensing/software-assurance/default.aspx
Activate Software Assurance Benefits	http://www.microsoft.com/licensing/sa/activate.aspx
Microsoft License Advisor	http://www.microsoft.com/licensing/mla/default.aspx
Contact a Licensing Specialist	www.microsoft.com/licensing/contact/default.aspx
Microsoft Dynamics Premium Support	http://www.microsoft.com/en-us/dynamics/dynamics-onlinesupport.aspx
CustomerSource	https://mbs.microsoft.com/customersource/
Microsoft Download Center	http://www.microsoft.com/downloads
PartnerSource	https://mbs.microsoft.com/partnersource/northamerica/pricingordering/pricesheets/dynCRMpricesheet
Pricing and Country Availability	http://go.microsoft.com/fwlink/p/?LinkId=396679

Cloud Solution Provider Program (MPN) <https://mspartner.microsoft.com/en/us/Pages/solutions/cloud-reseller-overview.aspx>

Dynamics Customer Center <http://www.microsoft.com/en-us/dynamics/crm-customercenter/default.aspx>

CRM Trust Center <http://www.microsoft.com/en-us/trustcenter/CloudServices/Dynamics>

Appendix A: Use Rights by Microsoft Dynamics CRM Online USL

The following table lists the use rights corresponding to the Client Access Licenses (CALs) that are available in Microsoft Dynamics CRM 2015 and User Subscription Licenses (USLs) available in Microsoft Dynamics CRM Online.

Use Right	Enterprise	Professional	Basic	Essential	Employee Self Service
Accounts and Contacts	✓	✓	✓	✓	✓
Read Knowledgebase Articles	✓	✓	✓	✓	✓
Submit cases and read/update cases user has submitted	✓	✓	✓	✓	✓
Chat with support team (chat client only) ****	✓	✓	✓	✓	✓
View Announcements	✓	✓	✓	✓	
Saved views	✓	✓	✓	✓	
Use relationships and connections between records	✓	✓	✓*	✓*	
Create personal views	✓	✓	✓	✓*	
Advanced Find search	✓	✓	✓	✓*	
Search	✓	✓	✓	✓*	
Use a queue item	✓	✓	✓*	✓*	
Export data to Microsoft Excel	✓	✓	✓	✓	
Perform Mail Merge	✓	✓	✓	✓	
Start dialog	✓	✓	✓*	✓*	
Run as an On-demand process	✓	✓	✓*	✓*	
Run an automated workflow	✓	✓	✓*	✓*	
Read articles	✓	✓	✓	✓	
Notes	✓	✓	✓	✓	
Activities Entity	✓	✓	✓	✓	
Yammer collaboration**	✓	✓	✓	✓	
Post activity feeds	✓	✓	✓	✓	
Follow activity feeds	✓	✓	✓	✓	
Shared calendar	✓	✓	✓	✓	
Write custom entity records	✓	✓***	✓***	✓***	
Read custom entity data	✓	✓	✓	✓	

Use Right	Enterprise	Professional	Basic	Essential	Employee Self Service
Dynamics CRM Mobile Client Application	✓	✓	✓	✓	
Microsoft Dynamics CRM for iPad & Windows 8	✓	✓	✓	✓	
Microsoft Dynamics CRM for Outlook	✓	✓	✓	✓	
Microsoft Dynamics CRM Web application	✓	✓	✓	✓	
User reports, charts, and dashboards	✓	✓	✓		
Run reports	✓	✓	✓		
Create, update, and customize Reports	✓	✓	✓		
Create and update announcements	✓	✓	✓		
Read Dynamics CRM application data	✓	✓	✓		
User dashboards	✓	✓	✓		
User charts	✓	✓	✓		
User Interface Integration for Microsoft Dynamics CRM	✓	✓	✓		
Convert an activity to a case	✓	✓	✓		
Case management	✓	✓	✓		
View SLAs	✓	✓	✓		
Add or remove a customer relationship for a contact	✓	✓	✓		
Associate an opportunity with a contact or account	✓	✓	✓		
Qualify and convert a lead to a contact	✓	✓	✓		
Lead scoring, routing, assignment	✓	✓	✓		
Lead capture	✓	✓	✓		
Add or remove a customer relationship for an account	✓	✓	✓		
Associate a contact or account with a marketing list	✓	✓	✓		
Qualify and convert a lead to an account	✓	✓	✓		
Interactive Service Hub	✓	✓	✓		
Import data in bulk	✓	✓			
Configure auditing	✓	✓			
Configure duplicate-detection rules	✓	✓			
Define relationships between entities	✓	✓			

Use Right	Enterprise	Professional	Basic	Essential	Employee Self Service
Define and configure queues	✓	✓			
Define and configure dialogs	✓	✓			
Define and configure workflows	✓	✓			
System reports, charts, and dashboards	✓	✓			
Customize forms and views	✓	✓			
Create Dynamics CRM forms, entities, and fields	✓	✓			
Administer CRM	✓	✓			
Article templates	✓	✓			
Create and publish articles	✓	✓			
Goals	✓	✓			
Contract templates	✓	✓			
Contracts	✓	✓			
Territories	✓	✓			
Sales literature	✓	✓			
Quotes	✓	✓			
Configure SLA policies	✓	✓			
Unified Service Desk	✓	✓			
Price lists	✓	✓			
Product tracking	✓	✓			
Orders	✓	✓			
Invoices	✓	✓			
Competitor tracking	✓	✓			
Opportunities	✓	✓			
Qualify and convert a lead to an opportunity	✓	✓			
Convert an activity to an opportunity	✓	✓			
Create Marketing lists	✓	✓			
Quick campaigns	✓	✓			
Marketing campaigns	✓	✓			
Facilities/Equipment	✓	✓			
Define and configure business units	✓	✓			
Define and configure teams	✓	✓			

Use Right	Enterprise	Professional	Basic	Essential	Employee Self Service
Define and configure services, resources, and work hours	✓	✓			
View Knowledgebase in CRM UI	✓	✓			
Author Knowledgebase articles	✓	✓			
Publish Knowledgebase articles	✓				
Create and Publish Voice of the Customer surveys	✓				

*Actions can be performed only against records corresponding to entities included in the use rights

**Use of Yammer within the Dynamics CRM application requires a Yammer Enterprise license (acquired separately)

*** Custom entities (either based on entities included in CRM or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights

****One or more licenses of Parature Enterprise or CRM Online Enterprise is required.

Appendix B: Dynamics CRM Online Product Offerings

	Direct (MOSP)				Volume Licensing (EA, EA-S, MPSA, EES)				Volume Licensing (Open)				Cloud Solution Provider			
	Comm	Pub Gov't	Edu	Charity	Comm/ Pub Gov	GCC	Edu	Charity	Comm/ Pub Gov	GCC	Edu	Charity	Comm	GCC	Edu	Charity
CRM	Enterprise	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N
	Professional	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	N	N
	Basic	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	N	N
	Essential	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	N	N
	Employee Self-Service	N	N	N	N	Y	Y	Y	N	N	N	N	N	N	N	N
	Additional Storage	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	N
	Additional Prod Instance	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	N
	Additional Non-Prod Instance	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	N
	Enhanced Support	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	N	N	N
	Pro Direct Support	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	N	N	N
Marketing	Enterprise	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N
	Sales Collaboration	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Additional Storage	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Additional Email Messages	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Mobile Marketing Credits	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Short Code (US)	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Short Code (Canada)	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Enhanced Support	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Pro Direct Support	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
Social	Enterprise	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Professional	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Additional Posts (min 10k)	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	N	N	N
	Additional Posts (min 100k)	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	N	N
	Additional Posts (min 1M)	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	N	N
	Enhanced Support	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
	Pro Direct Support	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N
Parature	Enterprise	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N	N
	Additional Departments	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N
	Additional Records	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N
	Additional Page Views	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N
	Additional File Storage	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N
	Enhanced Support	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N
	Pro Direct Support	Y	Y	Y	Y	Y	Y**	Y	N	N	N	N	N	N	N	N

** These offers will be transacted like GCC and support will be done by US citizens only but the service will NOT be provisioned in the GCC

Appendix C: Support Policies

SEVERITY	CUSTOMER'S SITUATION	EXPECTED MICROSOFT RESPONSE	EXPECTED CUSTOMER RESPONSE
----------	----------------------	-----------------------------	----------------------------

A	<p>Critical business impact:</p> <ul style="list-style-type: none"> -Customer's business has significant loss or degradation of services. -Needs immediate attention 	<p>Initial response:</p> <ul style="list-style-type: none"> -1 hour or less for Professional Direct and Premier -2 hours or less for 	<ul style="list-style-type: none"> -Allocation of appropriate resources to sustain continuous efforts all day, every day¹ -Accurate contact
		<p>Enhanced</p> <ul style="list-style-type: none"> -Next business day for Subscription 	<p>information on case owner</p>
B	<p>Moderate business impact:</p> <ul style="list-style-type: none"> -Customer's business has moderate loss or degradation of services but work can reasonably continue in an impaired manner 	<p>Initial response:</p> <ul style="list-style-type: none"> -2 hours or less for Professional Direct and Premier -4 hours or less for Enhanced -Next business day for Subscription 	<ul style="list-style-type: none"> -Allocation of appropriate resources to sustain continuous effort unless customer requests to optout of 24x7² -Accurate contact information on case owner
C	<p>Minimum business impact:</p> <ul style="list-style-type: none"> -Customer's business is substantially functioning with minor or no impediments of services 	<p>Initial response:</p> <ul style="list-style-type: none"> -4 hours or less for Professional Direct and Premier -8 hours or less for Enhanced -Next business day for Subscription 	<ul style="list-style-type: none"> -Accurate contact information on case owner

¹ 24x7 support is only available for Professional Direct and Premier. Premier customers, login to your Premier portal to [submit](#).
24x7 support for Severity B incidents is only available for Premier

² Microsoft may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts.

© 2015 Microsoft Corporation. All rights reserved.

This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This information is provided to help guide your authorized use of products you license; it is not your agreement. Your use of products licensed under your license agreement is governed by the terms and conditions of that agreement. In the case of any conflict between this information and your agreement, the terms and conditions of your agreement control. Prices for licenses acquired through Microsoft resellers are determined by the reseller.

0614



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

State of West Virginia
 Request for Quotation
 21 - Info Technology

Proc Folder: 170611

Doc Description: ADDENDUM_3 Web-based, performance & case management system

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2016-07-25	2016-08-11 13:30:00	CRFQ 0506 MCH1600000003	4

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Aeon Nexus Corporation
 138 State Street
 Albany, NY 12207
 518-708-8971

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X

FEIN # 54-1983534

DATE 07/27/16

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

ADDITIONAL INFORMATION:

ADDENDUM_3: Is issued to change the bid opening date from July 28, 2016 to August 11, 2016 at 1:30 pm EST.

NO OTHER CHANGES

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	World wide web WWW site design services	1.00000	EA	\$28,000	\$28,000

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description :

4.1.2 Conceptual design of web-based performance and case management system to support the coordination and integration of information and services for CYSHCN (Month 1).

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	World wide web WWW site design services	1.00000	EA	\$56,000	\$56,000

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description :

4.1.3 Written Design of Web-Based Data Collection System (Months 1-2).

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	World wide web WWW site design services	1.00000	EA	\$252,000	\$252,000

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description :

4.1.4 Development of Web-Based Data Collection System (Months 2-5).

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Training workshop services	1.00000	EA	\$28,000	\$28,000

Comm Code	Manufacturer	Specification	Model #
86132201			

Extended Description :

4.1.5 Training (Months 6-8).

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	World wide web WWW site design services	1.00000	EA	\$28,000	\$28,000

Comm Code	Manufacturer	Specification	Model #
81112103			

Extended Description :

4.1.6 Go-Live for CYSHCN (Month 9).

INVOICE TO	SHIP TO
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US	PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Maintenance or support fees (Y1)	1.00000	EA	\$58,000	\$58,000

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :

4.1.7 Maintenance, Support, and Upgrades (Year 1)

INVOICE TO	SHIP TO
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US	PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Maintenance or support fees (Y2)	1.00000	EA	\$58,000	\$58,000

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :

4.1.8 Maintenance, Support, and Upgrades (Year 2)

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Maintenance or support fees (Y3)	1.00000	EA	\$ 58,000	\$ 58,000

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :

4.1.9 Maintenance, Support, and Upgrades (Year 3)

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR - 304-356-4095 HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Maintenance or support fees (Y4)	1.00000	EA	\$ 58,000	\$ 58,000

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :

4.1.10 Maintenance, Support, and Upgrades (Year 4)

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions due by 4:00 pm EST	2016-06-28

MCH160000003	Document Phase Final	Document Description ADDENDUM_3 Web-based, performance & case management system	Page 6 of 6
---------------------	---------------------------------------	--	------------------------------

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions