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## Header 4

List View

### General Information

### Contact

### Default Values

### Discount

### Document Information

Procurement Folder: 355301

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 1600

Vendor ID: VS0000014063

SO Doc ID: SOS1800000004

Legal Name: Cetrix Technologies LLC

Published Date: 9/15/17

Alias/DBA:

Close Date: 9/21/17

Total Bid: \$176,600.00

Close Time: 13:30

Response Date: 09/21/2017

Status: Closed

Response Time: 13:12

Solicitation Description: Addendum No. 1 - Case Management software and

Total of Header Attachments: 4

Total of All Attachments: 4



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

State of West Virginia  
Solicitation Response

Proc Folder : 355301

Solicitation Description : Addendum No. 1 - Case Management software and Annual Support

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-09-21 13:30:00	SR 1600 ESR09211700000001175	1

VENDOR

VS0000014063

Cetrix Technologies LLC

Solicitation Number: CRFQ 1600 SOS18000000004

Total Bid : \$176,600.00

Response Date: 2017-09-21

Response Time: 13:12:20

Comments:

FOR INFORMATION CONTACT THE BUYER

Tara Lyle  
(304) 558-2544  
tara.l.lyle@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	Case Management Software	1.00000	EA	\$176,600.000000	\$176,600.00

Comm Code	Manufacturer	Specification	Model #
43232616			

Extended Description :	Case management System including License, Software, Set-up and Configuration, Historical Data Migration and System Training, including First Year Maintenance and Support/Warranty
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**EXHIBIT A- Pricing Page**  
**CRFQ SOS1800000004**  
**West Virginia Secretary of State**  
**Case Management System**

Item #	Item	Vendor Description	Unit of Measure	Quantity	Unit Price	Extended Cost
1	Case management System including License, Software, Set-up and Configuration, Historical Data Migration and System Training, including First Year Maintenance and Support/Warranty		Lump Sum	1	\$128,270.00	\$128,200.00
2	Second Year Maintenance and Support/Warranty		Year	1	\$12,800.00	\$12,900.00
3	Third Year Maintenance and Support/Warranty		Year	1	\$12,800.00	\$12,900.00
4	Fourth Year Maintenance and Support/Warranty		Year	1	\$12,800.00	\$12,900.00

**UNIT PRICES**

Item	Unit Prices are to be provided for the following two (2) items, and will only be used to execute formal Change Orders during the life of the contract, if required. Estimated Quantities are included for bid evaluation only; there is no guarantee that any quantity if the Item(s) will be purchased.					
5	Customization Programing		Hour	80	\$9,360.00	\$9,700.00
<b><u>Lowest Overall Total Cost (Item # 1+2+3+4+5) =</u></b>					\$176,600.00	\$176,600.00

Contract evaluation will be of the lowest overall total cost. Award will be the lump sum amount, implementation and year one maintenance only. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

Vendor Name: Mr. Qahtan J. Khalaf (President)

Authorized Signature: 



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: 355301

Doc Description: Case Management software and Annual Support

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2017-09-06	2017-09-21 13:30:00	CRFQ 1600 SOS1800000004	1

**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:

Cetrix Technologies LLC  
8 The Green, Suite 5945  
Dover, DE 19901  
302-480-9399

**FOR INFORMATION CONTACT THE BUYER**

Tara Lyle  
(304) 558-2544  
tara.l.lyle@wv.gov

Signature X

Qahtan J. Khalaf

FEIN #

364811309

DATE

September 21, 2017

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



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: 355301

Doc Description: Addendum No. 1 - Case Management software and Annual Support

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2017-09-15	2017-09-21 13:30:00	CRFQ 1600 SOS1800000004	2

**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:

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FEIN #

364811309

DATE

September 21, 2017

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# PROPOSAL FOR WEST VIRGINIA SECRETARY OF STATE'S OFFICE

*CRFQ 1600 SOS1800000004*

# CASE MANAGEMENT SYSTEM & ANNUAL SUPPORT

**SEPTEMBER 21, 2017**

**Cetrix Cloud Services** *(a BU of Cetrix Technologies LLC)*

**Tel** 302.480.9399  
**Fax** 302.480.9430

8 The Green, Suite 5945  
Dover, DE 19901

[www.cetrixcloudservices.com](http://www.cetrixcloudservices.com)  
[info@cetrixcloudservices.com](mailto:info@cetrixcloudservices.com)

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## 1.Introduction

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Cetrix Cloud Services is pleased to have the opportunity to present its preferred solution for Case Management to West Virginia Secretary of State's office..

Cetrix has collaborated with Ways Software of India, a leading developer of legal case management software with many implementations in government as well as private sector clients, to present a proven software that is robust, functional, highly customizable and at the same time very cost efficient.

### 1.1 Time and Cost

We will install and prepare the software for running in 90 days from contract award.

The cost, including on-site training, four years of support, and customization is \$176,600.00. (one-time payment).

### 1.2 What Sets Our Solution Apart?

1. Flexible pricing and low cost services resulting in high value to our customers.
2. Proven solution with many implementations.
3. Highly customizable and scalable software.
4. Proven project management skills and methodology.
5. Full support for the next four years, and flexible long-term support plans.

### 1.3 About Cetrix

Cetrix Cloud Services is one of the fastest growing cloud technology and business automation companies during the past two years. It is a business unit of Cetrix Technologies LLC, a leading designer, and manufacturer of computing equipment for education, telecommunication, and government sectors.

Investing on its executives and staff who gained their knowledge and experience of while working on large business and government projects, CCS quickly expanded into enterprise application arena. We partner with leading professional and vertical software development companies from around the world to provide our customers with functional technology products utilizing the latest technologies in software and data science, that are very affordable and customizable to fit specific needs of every client.

## **2. Approach & Workplan**

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### **2.1 Current Work Environment & Requirements of Proposed Web Application**

Presently Secretary of State's Office (SOS) using Desktop Application developed in C# and having database in SQL for their Case Management System.

Now SOS required one time purchase of a Case Management System for managing their work. SOS required a Web Based Application which should support Firefox, Chrome, IE, Safari, Windows Edge and should be compatible in Windows 2008, Windows 7 and above. The proposed application should be quick enough to run in the computer with processor like i3, i5 or i7 and other basic hardware requirements. It must be accessible from dial-up (56k) or better internet connection. It must be responsive and can able to run from web browser of Smart Phones, Tablet etc.

Web based Case Management System should manage the receipt & tracking of information relating to Election Violations, in addition to complaint filed against private investigators / security guards, notary publics, charities, and athletic agents and more.

### **2.2 Need & Role of a New Robust Application**

SOS wants to make complete digitalization of Case Management System for quick, accurate and easily accessible to all the stakeholders. That is why The SOS wants to go for an integrated, robust application that will be securely operated from anywhere and keeping data centralized. The SOS also wants to accept complaint from outside sources like private citizens, organizations etc. and to automatically generate case records.

### **2.3 Objectives of the Proposed Application - Summary of Our Understanding**

SOS wants to develop an application called Case Management System for managing work more smoothly and faster with the aid of technology. The SOS wants an application that enabled them to improve work practices in relation to the operations of their Offices. The application should cover current office functions, operations and data management into a single, coordinated, secure program with easy & simple user interface that increases

productivity of office staff and provide them with alerts, milestone, status updates, and case reporting including case specific reports, volume reports, strategic reports, periodic performance reports and more management related reports. The application should manage complete case management system documents, and providing secure access to internal, external & other users.

Cases Management System, proposed secured and fast web application that will manage:

- Complete Cases Management System
  - Internal creation of inquiries via web form key entry from phone conversation
  - Must have the ability to generate a record for complaints, without opening a case for investigation
  - Must have a web form used to accept complaints from outside sources like private citizens, organizations etc. and to automatically generate case records.
  - Also allowing attaching any digital documents like audio, video, images, PDFs, Excel, Word etc.
  - Ability to link & merge complaints with cases opened for investigation
  - Managing all actions taken during investigation and keeping history of each steps
  - Should be able to label each action with Action Type, which can be managed by Program Manager
  - Should maintain time spent for each action and case
  - Time tracking and Expenses for Billable Hours
  - Assignment of tasks to various stack holders along with dead line
  - Setting reminders
  - Email alerts & notifications
  - Ability to define data requirements for various contact type
  - Assignment, Un-assignments and Re-assignments of cases
  - To Update of Investigation Status and able to keep records of outcome of investigation
  - After Investigation completed by Investigator, ability to close case after approval from Manager
  - Manager can allow / deny for closure recommendation
  - General communication templates management



- Ability to Re-Opening of closed cases
- Must be able to print cases & reports, and also having option for customizing print format
- Enhanced searching on various key words
- Ability to produce various reports like Volume Reports, Strategic Reports, Performance Reports,
- Aging Reports, Exceptions Reports, Ad-Hoc Reports
- All the reports must be exported to PDF, Excel etc.
- Users Management
- User wise Rights and access control management
- Due Dates & Escalation Notices
- Complete Audit Trail Management
- Various MIS [Management Information System] Reports for Planning & Analysis
- Case Information System to Internal, External & Other Users
- Highly secured, accurate, speedy, simple and robust application
- DATA MIGRATION from Legacy Case Management System

## **2.4 Technical Approach & Work Plan:**

We will gather requirement, understand exact needs, understand existing working style, understand & suggest alteration if required in existing working style, understand existing application for migrating data by doing site visits.

After understanding SRS, we will prepare wire frame that will clear our understanding, that will also useful to you in visualizing proposed application and you can suggest alteration, if any.

After approval of wire frame, we will start designing database structure and design interface layout for proposed application, we will get approve design layout from you, we can also share database structure designed by us with you, if required.

We will start phase wise coding and our tester will test it accordingly. Team Leaders headed by Project Manager will keep track of things are going on smoothly, accurately and on time. We have also planned spare resources for uninterrupted work.

After preparing whole application, we will perform various testing at our premises [other than phase wise testing and making it robust, secured and fast performing application.

Then we will prepare plan for implementation of migrating data from your existing system to newly developed application, then we will do testing on sample data at our premises, and then we will perform at your premises as a test run. After successfully migrating data from your existing system, we suggest to run both the system parallel for some specified time period and then changing over to the newly developed application.

Training to all or specified stakeholders will be scheduled with coordination with your team and we will do that.

Though our application will be very simple in use along with very powerful in performance, we will also provide operating manual with screen shots for better understanding to your staff in operating and smooth change over to newly developed application.

Our support team will always be there for any queries or problems. Support team will also consist of technical persons for better & quick management

### **3. Advoffice Case & Data Management**

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Cetrix, in partnership with Way Software, proposes Advoffice Legal Case and Data Management software by Ways Software.

Advoffice has a proven record of robustness and scalability in handling legal cases for large organizations, as well as small to medium law offices.

Some of the highlights of Advoffice features and functionalities are listed below:

- Advoffice is a robust solution that helps Advocates, Lawyers, Law Firms, Solicitors and Legal Department of Government & Corporate Companies to maintain their Legal Cases Data more efficiently & accurately.
- Advoffice gives real time, fast & accurate reporting system that will assist a lot to management in planning & analysis.
- Advoffice enables you to know your legal practice inside out. Get clear insight into your legal practice with our plenty of MIS Reports.
- Desktop Application: Storing data in your computer
- Advoffice supports multiple users to operate the software from different computers with in LAN
- Advoffice provides Fast Access & Easy Operating Interface
- Advoffice is built using future-proof technologies
- Safety, Security & reliability are at the core of Advoffice
- Helps you maintain all your Legal Cases: Date wise, Court wise, Case Type wise, Stage wise, Client wise and more
- Includes a complete Document Management
- Has a complete Accounts & Billing Management system
- Includes Email & SMS alerts to various stakeholders like clients, your office advocates, opposite advocates etc.

Please see more details of the functionalities and features of Advoffice in the next pages.

# *Advoffice*®

**Legal Cases Data  
Management Software**

Now improve your legal practice, data & records management, operating efficiency & business intelligence  
with

## **Advoffice : Legal Cases Data Management Software**

for Advocates , Lawyers, Law Firms, Solicitors, Legal Department of Government & Corporate Companies &  
Judiciary System.

## **S O L U T I O N**



**Advocates, Lawyers &  
Law Firms**



**Corporate  
Companies**



**Courts &  
Tribunals**



**Legal  
Entities**

### **Perfect solution for Legal Practice & Legal Data Management**

- ✓ Our robust solution helps Advocates, Lawyers, Law Firms, Solicitors and Legal Department of Government & Corporate Companies to maintain their Legal Cases Data more efficiently & accurate
- ✓ Software gives real time, fast & accurate reporting system that will assist a lot to management in planning & analysis.
- ✓ Know your legal practice inside out. Get clear insight into your legal practice with our plenty of MIS Reports.
- ✓ Desktop Application: Storing data in your computer
- ✓ Supports multiple users to operate the software from different computers with in LAN
- ✓ Fast Access & Easy Operating Interface
- ✓ Built using future-proof technologies
- ✓ Safe, Secured & reliable
- ✓ Maintain all your Legal Cases: Date wise, Court wise, Case Type wise, Stage wise, Client wise and more
- ✓ Document Management
- ✓ Accounts & Billing Management
- ✓ Email & SMS alerts to various stake holders like clients, your office advocates, opposite advocates etc.

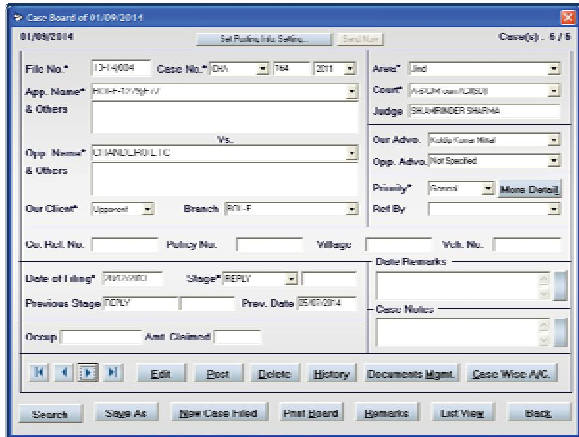
Advoffice is a powerful tool for managing your legal practice and all your legal cases along with plenty of features that makes Advoffice: the complete legal office management suit.



## Legal Practice Management & Legal Cases Data Management

Our calendar view gives you a quick idea about your scheduling & work load

- New Case Entry
- Get your Daily Board / Cause List ready
- Posting the Case / Updating Status of the Case
- Get notified or send notification to your client automatically by Email or SMS on updating case status for all or specified cases
- Get automatically maintained Date wise History for each case
- Maintaining Sine-die Register, Disposal Register & Undated Register
- Case wise Document Management that enables you to maintain case wise e-filing and gives you flexibility to open, edit, print & email the attached document from the software
- Manage & create Master Templates of commonly used documents and get data merged with any specified case as and when needed
- Enhanced & powerful search feature that allow you to search on any data entered
- Case wise Fees Accounts & Expenses Accounts
- Client Register
- Billing & Receipt Management
- Plenty of MIS Reports
- Control Panel: More Power to You

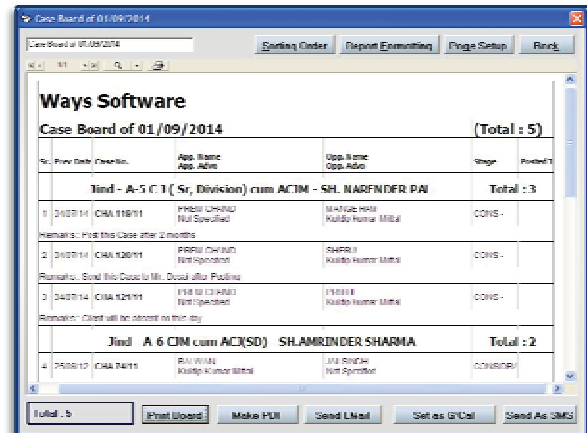


## New Case Entry

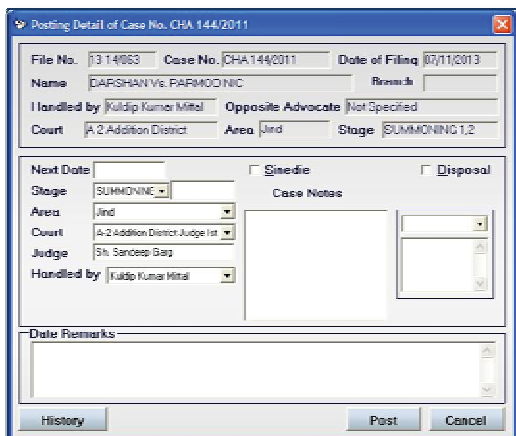
You can enter all the details related to case like your Office File No., Case No., Party Names, Court where you have filed the case, Your Office Advocate, Opposite Advocate, Date of Filing, Stage, Date Remarks, Case Remarks and so on. These details you need to enter only once.

## Daily Board / Cause List

You will get your Daily Board / Cause List / Case Board ready from the software. Before going to court, you can take the printout on paper or you can get it in PDF format and can also email to your email id for even viewing it on your smart phone.



Sl. No.	File No.	Case No.	Area	Court	Judge	Opp. Name	Opp. Advocate	Stage	Remarks	Total
<b>Ways Software</b> <b>Case Board of 01/09/2014 (Total : 5)</b>										
<b>Jind - A-5 C-1 (Sr. Division) cum ACIM - SH. NARINDER PAI</b> <b>Total : 3</b>										
1	01/09/14	CHA 118/11	Jind	1st Division	Sh. Nand Lal	Kuldip Kumar Mittal	CONV.			
Remarks: Post this Case after 2 months										
2	01/09/14	CHA 120/11	Jind	1st Division	Sh. Nand Lal	Kuldip Kumar Mittal	CONV.			
Remarks: Send this Case to Mr. Dhillon after 2 months										
3	01/09/14	CHA 121/11	Jind	1st Division	Sh. Nand Lal	Kuldip Kumar Mittal	CONV.			
Remarks: Client will be present on this day										
<b>Jind - A-6 CIM cum ACI(SD) - SHAMRINDER SHARMA</b> <b>Total : 2</b>										
4	01/09/14	CHA 141/11	Jind	1st Division	Sh. Nand Lal	Kuldip Kumar Mittal	CONV.			
Remarks: Client will be present on this day										
<b>Total : 5</b>										

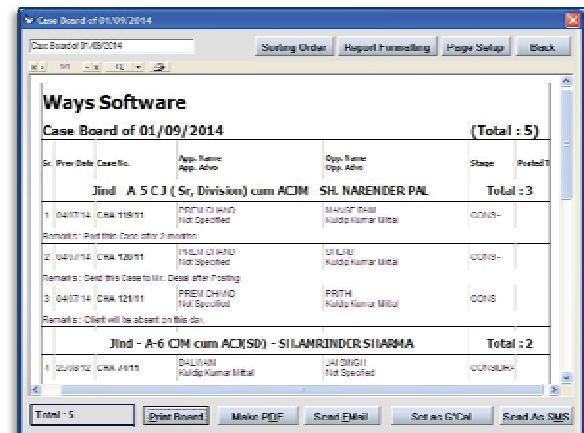


## Posting Case / Updating Case Status

After returning from Court, you can update the status of each case. You can post the case to Next Date or Sine-die or even dispose the case. You can write remarks for what next to do in that case, that will be visible on your Daily Board with each case. Software is also providing interface to post the case in mass.

## Notification on Posting by Email / SMS

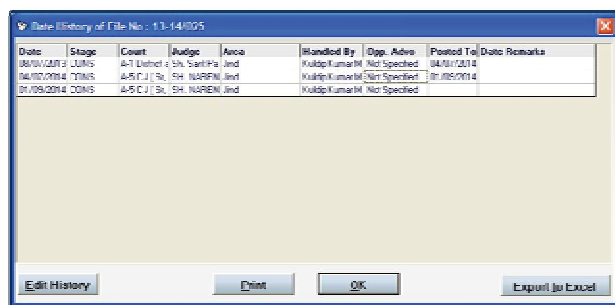
You can specify for each case whether to send notification to your client or opposite advocate or even to your office advocate when you post the case. Notification can be sent by Email or SMS or even by printing a letter. You can also send notification to your office advocate by adding an event in his / her Google Calendar.



**Ways Software**  
Case Board of 01/09/2014 (Total : 5)

Sr.	Prev Date	Case No.	App. Name App. Adv.	Opp. Name Opp. Adv.	Stage	Posted To
<b>Jind - A-5 C.J. (Sr. Division) cum ACIM</b> <b>SH. NARENDER PAL</b> <b>Total : 3</b>						
1	04/07/14	CRA 118/11	PREM CHAND (Not Specified)	MAHESH (Kuldip Kumar Mittal)	CONS-	
Remarks : Part Mer Case after 2 months						
2	04/07/14	CRA 120/11	PREM CHAND (Not Specified)	SHILPA (Kuldip Kumar Mittal)	CONS-	
Remarks : Send this Case to Mr. Desai after Posting						
3	04/07/14	CRA 121/11	PREM CHAND (Not Specified)	PRITHI (Kuldip Kumar Mittal)	CONS-	
Remarks : Client will be absent on this day						
<b>Jind - A-6 CIM cum ACI(SD) - SHAMRINDER SHARMA</b> <b>Total : 2</b>						
4	02/09/12	CRA 4/11	DALJIT (Kuldip Kumar Mittal)	JAI SINGH (Not Specified)	CONS-	
<b>Total : 5</b>						

Buttons: Print Report, Make PDF, Send Email, Set as CYCL, Send As SMS



**Date History of File No. : 11-14/005**

Date	Stage	Count	Judge	Area	Handled By	Opp. Adv.	Posted To	Date Remarks
08/09/2013	JURIS	4-1	District & Sd. Narender	Jind	Kuldip Kumar Mittal	Not Specified	04/07/2014	
04/07/2014	JURIS	4-5 C.J. (Sr. Division)	SH. NARENDER	Jind	Kuldip Kumar Mittal	Not Specified	01/09/2014	
01/09/2014	CONS	4-5 C.J. (Sr. Division)	SH. NARENDER	Jind	Kuldip Kumar Mittal	Not Specified		

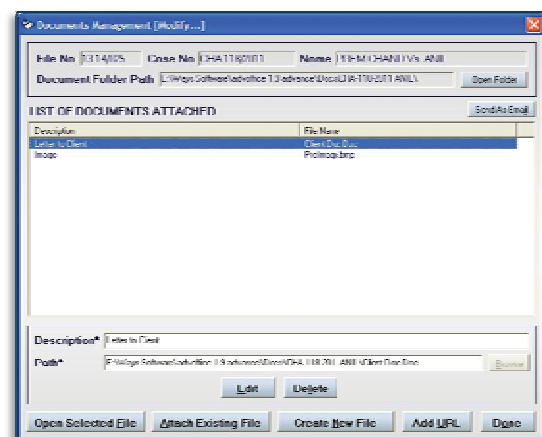
Buttons: Edit History, Print, OK, Export to Excel

## Case History

Date wise history for each case will automatically maintained by software on posting the case. You can view the history, print or even can export to Excel. You can also add or edit history details any time.

## Document Management

You can attach all or selected documents related to each case. Any digital format documents like Word, Excel, PDF, Scanned Document Image File, Audio, Video and more formats can be attached to the case for quick access. You can open, edit, print the document or even can send via email. You can also create new documents directly from the software.



**Document Management [Modify...]**

File No: 11-14/005 Case No: SHA 118/2011 Name: SH. NARENDER PAL

Document Folder Path: C:\Users\Software\Documents\11-14/005\SHA 118/2011\ANIL Mittal Case No.

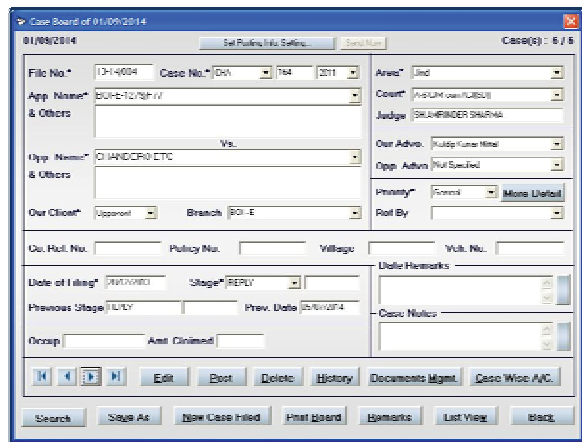
Buttons: Open Folder, Send As Email

**LIST OF DOCUMENTS ATTACHED**

Description	File Name
Letter to Client	Client Case No.
Image	Profilepic.jpg

Description: Letter to Client  
Path: F:\Village Software\Software\11-14/005\SHA 118/2011\ANIL Mittal Case No.

Buttons: Edit, Delete, Open Selected File, Attach Existing File, Create New File, Add URL, Done



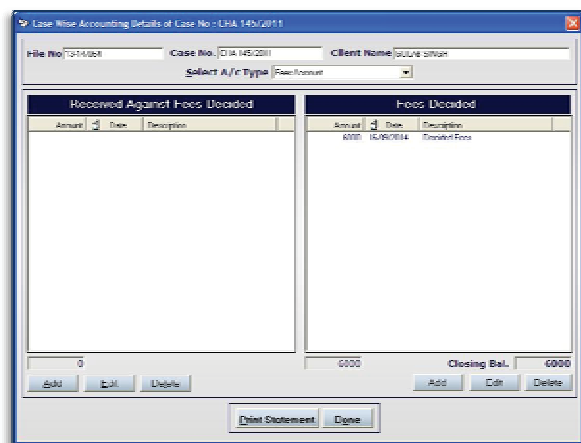
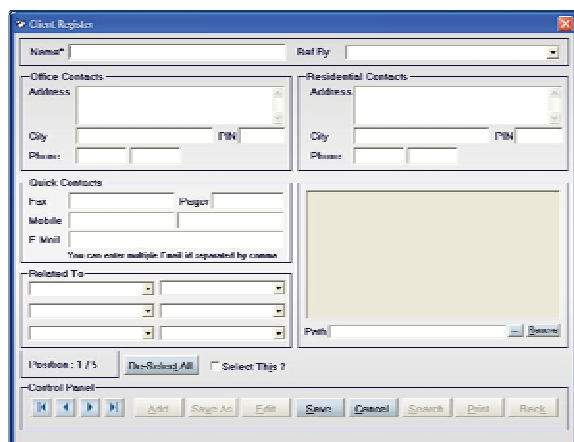
## Master Template

You can create Master Templates for each document those are used frequently in your legal practice. Later on you can create document from saved Master Template and getting data merged for any specified case and that created document will be attached with that case for future reference.

## Case wise Accounting

You can maintain case wise accounting of fees & expenses. You can specify the amount of fees decided and also make entries of amount received against fees. You can also make expense entries and received against expenses. Software can also maintain fees account and expense account separately.

You can define to access accounting section by authorized persons only by specifying additional password for Accounting & Billing Section.

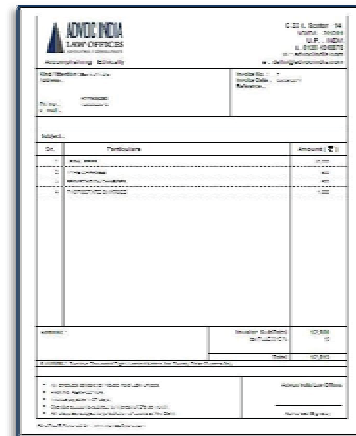
## Client Register

You can keep contact details of all your clients by adding their details in Client Register. You can maintain details like Name, Reference By, Addresses, Mobile Nos., Email Ids and many more details.



## Billing Register

You can create invoices and maintain invoice register. You can keep separate your invoice register and accounting for each case. So for creating new invoice, you need not to maintain case wise accounting. However you can also get entries from case wise accounting to generate new invoice.



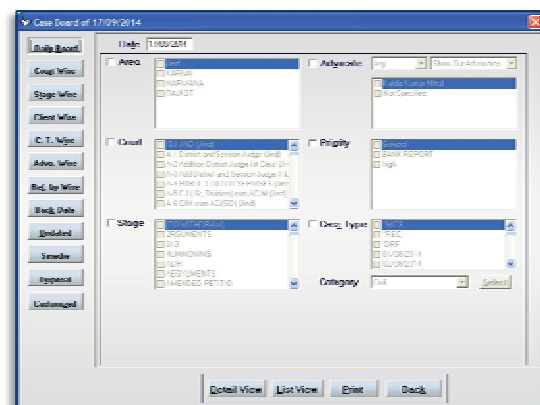
## Receipt Register

You can generate receipt for your clients on received payment from them. You can specify amount and payment details like cheque number, bank, date etc.



## MIS Reporting

Software provides you with a plenty of management information system that will assist you in planning & analysis, and gives you inside out of your legal practice. You can customize your filtration criteria and get reports in printable form or generated in PDF format or even exported to Excel.





## Control Panel (Utility Box)

### More Power to You

- Get more control over how the software works for you.
- SMS: You can send SMS to client about informing Next Date & Stage, directly on posting the case.
- SMS: You can send Daily Board to your mobile by SMS.
- Decide how to send SMS i.e. by using Modem [Mobile or SIM Card base Dongle connected with PC] or even by using Web based SMS Services API of any service provider.
- EMAIL: You can send Email to client about informing Next Date & Stage, directly on posting the case.
- EMAIL: You can send Daily Board as Email.
- You can specify details of your Email Id in software from which all email will be send.
- You can specify which calendar service to use i.e. Google Calendar / Outlook Calendar.
- CALENDAR EVENT: You can set your Daily Board as calendar event and get it exported in your mobile.
- You can customize the format and what data to send as SMS, Email or Calendar Events on various actions.
- Configuring auto backup on closing the software.
- You can send backup files as an Email for more security of your data.
- Can also take back-up of documents attached with cases.
- MORE COLORFUL: Now choose the color theme of your choice from our pre-specified list of themes and make your software copy colorful.