From:

PCC Technology Inc.

July 16, 2018

Response: RFQ SOS 1800000007

Pgs# 157

To: Tara Lyle

State of West Virginia

(304) 558-3970

A GCR COMPANY

OPEN

Enterprise Registration and Licensing System

West Virginia Secretary of State

July 2018

Response to CRFQ SOS1800000007

Submitted by:
PCC Technology Inc.
100 Northfield Drive, Suite 300A
Windsor, CT 06095

Proposal Contact:
Seth Klaskin
Seth.Klaskin@pcctg.com
(860) 580-7301

PCC | A GCR COMPANY

July 13, 2018

Ms. Tara Lyle
State of West Virginia, Purchasing Department
2019 Washington Street, East
Charleston, WV 25305
Email: Tara.L.Lyle@wv.gov

RE: Enterprise Licensing and Registration System, CRFQ SOS1800000007

Dear Ms. Lyle:,

PCC Technology Inc. (PCC) is pleased to respond to the above referenced RFQ and is enthusiastic about the prospect of expanding its partnership with the West Virginia Secretary of State (WVSOS). With a proven track record working with the WVSOS as well as throughout the United States, PCC has the people, the process, and the product to most skillfully meet the requirements of this RFQ. We are pleased to offer aspects of our Cenuity® Business Services Suite, along with our honed software development life cycle skills and our experience with successful migration and data conversion services to meet the Qualifications and Requirements of the RFQ.

With 16 United States business services-related contracts and our 100% success rate implementing enterprise registration and licensing systems across the nation, PCC is easily the market leader in this arena and presents the least risk to accomplish the Agency's important objectives. More specifically, PCC has a wealth of experience with registration and license filings and registries (including occupational and business licensing), notary administration (with authentications and apostille), trademarks/service marks, public records requests, charities and fundraisers, and athletic agents, making PCC the best match to ensure project success and low risk. The Secretary requires a rapid deployment of the functional requirements set forth in this RFQ. PCC recently deployed the Secretary's Campaign Finance Reporting System on a tremendously truncated project timeline, saving the Agency money, helping to meet the Agency's pressing goals, and proving we can successfully deploy systems on a compressed timeframe.

If you have any questions you can refer them to Seth Klaskin at (860)580-7301 (o), (203)376-6463 (m), or seth.klaskin@pcctg.com.

Sincerely,

John T. Bastin

Chief Sales Officer

PCC Technology Inc.
100 Northfield Dr, Ste 300A
Windsor, CT 06095

PCCtechnologyinc.com
t: 860 242 3299
info@pcctechnologyinc.com

TABLE OF CONTENTS

ADDENDUM ACKNOWLEDGEMENT

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ SOS1800000007

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)

[X] Addendum No. 1 [ ] Addendum No. 6
[X] Addendum No. 2 [ ] Addendum No. 7
[X] Addendum No. 3 [ ] Addendum No. 8
[X] Addendum No. 4 [ ] Addendum No. 9
[ ] Addendum No. 5 [ ] 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 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.

PCC Technology Inc.
Company

Authorized Signature

July 13, 2018
Date

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

1. GENERAL TERMS AND CONDITIONS

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 ofthis Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

@Term Contract

Initial Contract Term: Initial Contract Term: This Contract becomes effective on upon award and ______ extends for a period of five (5) ______) ear(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 delivered to the Agency and then 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. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ Alternate Renewal Term — This contract may be renewed for ______ successive year periods or shorter ______ periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

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 withindays.

☑ 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 30 days. Upon completion of the ______ work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for see above term contract year(s) thereafter.

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.

[3 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 ofthe 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 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

C] 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. Notwithstanding the foregoing, West Virginia Code 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ 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.

C] LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, 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.

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. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. 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 in this section.

Vendor must maintain:

☑ Commercial General Liability Insurance in at least an amount of: 1,000,000.00 per occurrence.

☐ Automobile Liability Insurance in at least an amount Of: ______ Per occurrence.

☐ Professional/Malpractice/Errors and Omission Insurance in at least an amount of: ______ per OCCurrence.

☐ Commercial Crime and Third Party Fidelity Insurance in an amount of: per ______ occurrence.

☐ Cyber Liability Insurance in an amount of: $1,000,000.00 per occurrence.

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

Pollution Insurance in an amount of: ______ per occurrence.

☐ Aircraft Liability in an amount of: ______ per occurrence.

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. 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.

10. [Reserved]

11. LIQUIDATED DAMAGES: 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. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ ______ for ______

☐ Liquidated Damages Contained in the Specifications

12. 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.

13. 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.

14. PAYMENT IN ARREARS: 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.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. 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.

17. 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.

18. 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.

19. 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 148-1-5.2.b.

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

21. 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.

22. COMPLIANCE WITH LAWS: 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.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. 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.

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

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. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. 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.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

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 and 5-22-1 (i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

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"), provided that both the Other Government Entity and the Vendor agree. 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. 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:

C] 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-

44. INTERESTED PARTY SUPPLEr•dENTAL DISCLOSURE: W. Va. code 0-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original preaward interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

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.

Seth Klaskin, Client Executive
(Name, Title)
Seth Klaskin, Client Executive
(Printed Name and Title)
100 Northfield Drive, Suite 300A, Windsor, CT 06095
(Address)
(860) 580-7301 / (860) 219-0615
(Phone Number) / (Fax Number)
seth.klaskin@pcctg.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.

PCC Technology Inc.
(Company)

John T. Bastin, Chief Sales Officer
(Authorized Signature) (Representative Name, Title)

John T. Bastin, Chief Sales Officer
(Printed Name and Title of Authorized Representative)

July, 13, 2018
(Date)

(860) 580-7318 / (860) 219-0615
(Phone Number) (Fax Number)

2. EXECUTIVE SUMMARY

2.1 WEST VIRGINIA'S VISION

The West Virginia Office of the Secretary of State, Business and Licensing Division (Division) is a diverse division that houses many crucial functions. Among those functions are Occupational and Charitable Licensing. Within the Division's organizational structure, Notaries administration falls within the Occupational Licensing category. This RFQ seeks an Enterprise Registration and Licensing System (ERLS) that can address, largely out of the box, business and occupational licensing, charitable organization licensing, Notaries administration, and Public Records Requests (including FOIA administration and online document search).

Although administered by one Division, these various functions presently operate as distinct applications on various legacy, intermediary, and existing online customer-facing systems. The Division requires an experienced vendor partner to modernize, unify, and integrate these functions, allowing them to work in a systematic way on a cloud platform. Moreover, the Division requires a skilled vendor partner that can support the new system and offer additional business registry enhancements over the course of the contract.

PCC understands that the West Virginia Legislature took up a measure to add a Morticians License/Funeral Directors Registry to the mission of the Secretary this session. While the measure did not pass, there is a chance it will next year. PCC stands ready, willing, and able to implement that registry and its related filings through an enhancement, should that initiative pass into law.

2.2 ENTERPRISE REGISTRATION AND LICENSING SYSTEM (ERLS)

In response to the expressed Requirements in this Request for Quotation (RFQ), PCC proposes to implement aspects of its field-tested, feature-rich, and mature Cenuity® Business Services Suite (Cenuity) that contains domain modules for Notaries Public, Charitable Organizations, and Trademarks and Service Marks. In addition to the Enterprise Registration and Licensing System, PCC offers its experienced software development and migration/data conversion services to the Office of the West Virginia Secretary of State Business and Licensing Division.

Our experience in implementing 16 enterprise registration and licensing solutions provides the Division with the confidence that PCC is capable of unifying the service areas identified in the RFQ into one integrated platform. This platform will also serve to support future enhancements to the occupational and charitable licensing databases, as well as providing the potential to support future business registry needs of the Division.

PCC has developed a strong reputation and the largest market position in the U.S. commercial registry field with no failed registry implementations in our company's 22 year history, and a record of success with the most complex implementations involving third-party agencies and service providers. PCC and Cenuity represent the best value for the State of West Virginia by deploying a highly matched product that is proven across many implementations, thereby minimizing the State's risk.

The table below illustrates the eight service areas identified in the RFQ, and the corresponding functionality of Cenuity.

Service Area(s)	How PCC Meets the Need
• Notary & Authentications/Apostille Administration • Trademarks and Service Marks	Cenuity incorporates these service areas in most of its 16 enterprise registration-related implementations across the U.S. PCC has implemented eight Notary & Authentication/Apostille systems and several Trademark &

Service Area(s)	How PCC Meets the Need
• Public Record Requests (Plain & Certified Copies)	Service Mark applications, while every business registry and UCC filing system implementation includes Public Records Requests. Our work has set the standard for leveraging automation to turn legacy, paper-based filing offices into business process models of efficiency. PCC's online filing interfaces are intuitive and welcoming, driving better than 90% online filing rates in our partner jurisdictions (most often between 95% to 99% adoption). PCC's technology virtually eliminates loathsome rejections by guiding filers with prompts and well-placed assistance, and by blocking the submission of a filing unless the proper fields are completed.
• Charitable Organizations • Athletic Agents	PCC has implemented two Charities & Solicitors systems (for Washington and New Hampshire). We have implemented Athletic Agents registries in three states (Vermont, New Hampshire, and Georgia). While these are not always standard additions to the Business Divisions of many states, we nevertheless have amassed experience in these service areas and will be able to accelerate implementation to meet the rapid deployment requirement of this RFQ.
• Marriage Celebrants (Minister Registry) • Scrap Metal Dealers • Private Investigators and Security Guards	PCC is a full-service software development company with emphasis in Secretary of State markets and expertise in registry systems. In our 22-year company history we have never encountered a registry filing type we could not automate. We have reviewed the requirements associated with these registries and their respective filing types and we are confident we can successfully utilize our "Miscellaneous Filings Module" to implement these to the State's specifications to meet the Secretary's needs.

2.3 QUALIFICATIONS

PCC Enterprise Registration and Licensing Experience

- Enterprise Registration: 16 implementations
- Notary Public: 10 implementations
- Charitable Organization: 2 implementations
- Athletic Agents: 3 implementations

PCC is the market leader in US implementations of enterprise registration and licensing software. We are proud of our 16 US contracts for enterprise registry systems, and component systems, many of which contain modules for notaries public, apostille, and licensing. Figure 1 below, provides a detailed breakdown of our enterprise registry modules by client.

PCC became a leader in this field in 2003 with our implementation of the Connecticut ONLine COmmercial Recording Database (CONCORD) business registration filing system that was comprised of modules for notaries public, business registration, UCC and liens register, trademarks and service marks, and service of process. We have continually enhanced our product offering by working side-by-side with filing offices to become subject matter experts in the areas of enterprise registration, notary public, apostille, filing, and licensing, as well as additional services like UCC, writs/service of process (SOP), and trademarks. Thirteen years and numerous registry implementations later, we implemented a Corporation and Charities Filing System for the State of Washington Corporations Division that replaced their legacy system with one portal for the distribution and management of charitable organization information.

PCC has a 100% success rate in delivering solutions to state governments dating back to 1995. This success is a testament to the dedication of our experienced, professional staff, to the company's devotion to partnership with our state agency clients, and to our skill in delivering complex systems with complicated migration and data conversion scenarios, on time and within budget.

	CENUITY MODULES					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Arizona	▶					▶
Arkansas			▶			
Connecticut	▶		▶	▶		▶
Georgia	▶			▶	▶	▶
Indiana	▶		▶	▶		
Louisiana	▶		▶	▶		▶
Michigan		▶				
Nebraska	▶		▶	▶		▶
Nevada	▶	▶	▶	▶		▶
New Hampshire	▶	▶	▶	▶		▶
New Mexico	▶	▶	▶	▶		▶
North Dakota		▶				
Vermont	▶	▶	▶	▶		
Virginia	▶	▶				▶
Washington	▶		▶	▶		▶
Wisconsin				▶		

KEY

▶ = IN PRODUCTION

Figure 1: PCC Enterprise Registration and Licensing System Clients

2.3.1 A TRUSTED PARTNER

PCC has been a trusted partner to WVSOS since 2004 when we implemented the Secretary's Statewide Voter Registration System (SVRS). We have displayed our ability to deploy our services and our applications rapidly (most recently with the 4-month implementation of the Secretary's Campaign Finance Reporting System that went live in January 2018), which evidences PCC's ability meet the tight project timing requirement of the RFQ. We have proven our ability to work successfully within the laws and policies of your State, and to migrate and convert high volumes of disparately situated data when replacing crucial WVSOS systems. PCC can be trusted in this case to accurately and timely migrate and convert data in support of an on time go-live for each segment of the project.

2.3.2 ENTERPRISE REGISTRATION AND LICENSING LEADERSHIP

PCC brings the industry's best resources to each project by providing skilled and experienced professionals to meet the project deliverables and tasks envisioned for the project. Our people are the key to our success and have experience in successfully implementing large business filing and registration projects with demonstrated ability to meet deadlines and deliver projects on time. Supporting project professionals are Business Services Leaders as described below who will provide guidance and expertise to oversee a successful implementation and transition to the State, as well as follow-on maintenance and support.

Business Services Leader	Expertise
David Montgomery **Senior Delivery Executive**	David is an accomplished senior-level information technology executive with over 20 years of experience in various industries including corporate, government, and solution consulting. David held the position of CIO for the State of Ohio, Secretary of State. David is a member of the National Association of State Chief Information Officers (NASCIO) and is a certified project manager. David provides executive oversight and governance to implementation project teams supporting state government solutions on business services and elections projects. David functions as the primary contract owner for decision making and client escalations on these projects, and he gained experience with specific oversight of a large ERLS at PCC when he oversaw delivery of the Washington State Charities & Corporations project.
Dean Charbonnet **Project Delivery Executive**	Dean Charbonnet has over 13 years of project management experience and most recently served as the Director of the Project Management Office. His area of expertise is managing large software development, implementation, and data migration projects, and analyzing client needs to develop customized technology solutions. Dean has recently provided the executive oversight for PCC's Business Services implementation for the State of Nebraska, a project that includes notaries and apostille, among other registry functions).
Sreeji Vijayan **Senior Development Advisor**	Sreeji has worked in many different roles, including developer, technical manager, project manager, and project executive. Most recently, he was the technical manager for the State of Washington's Charities and Corporations Project. Sreeji was the project executive on our ElectioNet suite for the State of Vermont implementation. He has a Bachelor of

Business Services Leader	Expertise
	Engineering in Computer Science, Bangalore University, is a Microsoft Certified Solutions Developer (MCSD) and has a wealth of technical skills.
Vishal Hanjan **Product Manager**	Vishal oversees product development of PCC's Cenuity Business Services Suite and provides expertise to development teams as needed. He has nine years of experience and has served in a variety of roles for business services and enterprise licensing projects including project manager, project executive, solution architect, and product manager. In 2014, Vishal architected the award-winning Indiana One-Stop Solution (InBiz) and Business Services Registry Solution. He worked at the ground level as the project manager for the Vermont Business Portal and continues to provide oversight to business services projects and product development.
Raghu Chandra **Maintenance and Operations Manager**	Raghu has over 16 years of experience in the IT industry with a focus on Business Services solutions and PCC's Cenuity Business Services Suite. Through his extensive experience working on many of our business solution related projects, Raghu is our resident SME and a trusted source of expertise and experience for our business registration, notary, trademark, and UCC filing projects.

2.3.3 QUALIFICATION CRITERIA

PCC exceeds the following basic qualification criteria:

- PCC has successfully deployed at least one (1) business registry solution for at least one (1) Secretary of State Office (or their equivalent) in the United States or its territories and has maintained the system for at least four (4) years, and currently still does. See Figure 1, PCC Enterprise Registration and Licensing System Clients, for an indication that PCC's depth, and breadth of experience clearly demonstrates a dominant position in meeting this qualification and far exceeds the one (1) system, four (4) years of maintenance requirement. PCC's billing from the State of Vermont is funded through Transactional fees.
- PCC can configure its COTS system to meet the laws, rules, regulations, administrative codes, and processing requirements of the State of West Virginia. PCC already has demonstrated its ability to do so with the implementation of the COTS ElectioNet solution (SVRS) and the COTS Campaign Finance solution (CFRS) in the WVSOS' Elections Division. To provide compliance in a minimal amount of time, our Cenuity product uses a highly flexible .Net and database-driven architecture that has been proven flexible to adhere to the unique statutory requirements of 15 states.

2.4 SCOPE SUMMARY

Scope Item	PCC Comments

Implementation	10-Month Implementation of ALL requested business services areas.
	• **Gap Analysis**
	  o BRD
	  o FSD
	• **Configuration/Customization**
	• **Data Conversion**
	  o Data sources identified in Section 4.1.1.1.10 of Solicitation Document.
	• **Testing**
	  o Unit (PCC)
	  o SIT (PCC)
	  o User Acceptance (WVSOS)
	• **Training**
	  o 1-Week Administrator/Train-the-Trainer/IT Training
	  o 1-Week User Training with shadowing by WV Trainers
	• **Rollout**

Technical Support and Maintenance	PCC is proposing a transactional-based model that will provide post-go-live maintenance, technical support and hosting managed services in accordance with provisions of Appendix 1-SaaS Software License Hosting Maintenance and funded through the sharing of the customer's transaction fees over the full 5-year contract.
Hosting	4.5 years of Hosting (Starting at UAT) on the Azure GovCloud Environment based on specifications and provisions of Appendix 1-SaaS Software License Hosting Maintenance. These charges are covered under the per-transaction fees provided for in our Pricing Pages.

3. QUALIFICATIONS (RFQ 3.1 – 3.4)

Our core mission is focused on work with the Secretary of State community. We are involved sponsors of the National Organization of Secretaries of State (NASS), the International Association of Commercial Administrators (IACA) and the Council on Governmental Ethics Laws (COGEL). This experience allows us to provide the right combination of technology, people, and process to best meet the needs of our customers and gives our clients the satisfaction that they will receive topical and timely advice from experts who follow the industry trends and shape our systems to address them.

GCR, Inc.

GCR is listed on the GovTech 2018 Top 100 in State and Local Government, **http://www.govtech.com/100/**

GovTech 100

We are a full-service systems integrator and implement our products ourselves. We do not have to rely on third party system integrators to prime our bids or provide project management services. In addition, we also provide other services, such as Maintenance-as-a-Service (MaaS), Infrastructure-as-a-Service (IaaS), and Software-as-a-Service (SaaS) as shown in Figure 2.

PCC | A GCR COMPANY

CENUITY	ElectioNet	ETHICS & DISCLOSURE	LIMS
BUSINESS FILING	VOTER REGISTRATION	ETHICS AND DISCLOSURE	LAND INFORMATION MANAGEMENT SYSTEM
UCC	ELECTION MANAGEMENT	CAMPAIGN FINANCE	
NOTARY PUBLIC	ONLINE VOTER REGISTRATION	LOBBYIST TRACKING	
NOTARY & AUTHENTICATIONS	ELECTION NIGHT REPORTING	STATEMENT OF FINANCIAL INTEREST	
TRADEMARKS/SERVICE MARKS	MY VOTER PORTAL		
WRITS/SERVICE OF PROCESS			
PUBLIC RECORDS REQUEST			
CHARITABLE ORGANIZATIONS & FUNDRAISERS			
BUSINESS ONE STOP			

Figure 2: PCC Services

3.1 BUSINESS SERVICES REGISTRATION SYSTEM

Sixteen states have chosen PCC's Cenuity product for their business filing and registry solution as shown in Figure 1, PCC Enterprise Registration and Licensing System Clients. For all projects, PCC provided project management, requirements gathering, development and configuration, testing, and training. We continue to provide maintenance and support for each of these clients.

Indiana's INBiz, a multi-award winning Business One Stop and Corporations Registry portal built with PCC's Cenuity Suite, was named one of four national finalists for the 2018 NASS IDEAS Award, which recognizes innovation, dedication, excellence and achievement in service in state programing.

3.1.1 HOSTED BY THE VENDOR OR A THIRD PARTY

Of the sixteen business service solutions clients that PCC has, we host four of these solutions (the States of Connecticut, Vermont, Indiana and Arkansas) in cloud or PCC-provided colocation facilities. The remaining systems are client hosted.

3.1.2 FUNDED ENTIRELY OR PRIMARILY VIA A TRANSACTIONAL MODEL

Our implementation for the State of Vermont Business Filing and Registration System in 2013 included a transaction model deployment. PCC's contract with the State provides an unlimited transaction license that occurs monthly for 60 months.

In addition, the majority of our systems are funded through transaction fees collected by the state for their service offerings. Most of these implementations pay PCC using an implementation fee and ongoing M&O model exactly as required by West Virginia in the Pricing Pages of this RFQ.

3.2 CURRENTLY MAINTAINS BUSINESS SERVICES REGISTRATION SYSTEM

PCC continues to maintain our clients' business services systems. PCC provides a full-time maintenance and support organization for our Business Services clients, staffed by professionals previously seasoned through the experience of implementing and/or developing these solutions during the original projects.

3.3 MAINTAINED THE SYSTEM FOR A MINIMUM OF 4 YEARS

PCC has implemented and maintained business services solutions for over 15 years. As stated in 3.2 PCC continues to maintain our client's business services system.

Our oldest business service client is the State of Connecticut with their Connecticut Online Commercial Recording Database (CONCORD). First implemented in 2003, this turn-key system has been continually updated to adhere to the latest application and database technology standards.

3.4 CONFIGURABILITY OF COTS TO MEET STATE REGULATIONS

Since each state is unique, this has been a key requirement of each of the 16 successful clients we call partners. To provide compliance in a minimal amount of time, our product uses a highly flexible .Net and database-driven architecture. During Gap Analysis sessions, our experts lead exercises with WV staff to find and document the distinctions in West Virginia's laws compared to the pre-configured system business rules. Our experienced development team uses configuration tools and proven development techniques to ensure processes, rules and compliance checks are in line with the State's requirements upon Go-live.

4. GENERAL REQUIREMENTS

4.1 MANDATORY CONTRACT ITEM REQUIREMENTS (RFQ 4.1)

Mandatory Requirement	How PCC Meets or Exceeds
4.1.1 Enterprise Registration and Licensing System Marriage Celebrants (Minister Registry) Notaries Public Athletic Agents Private Investigators and Security Guards Trademarks and Service Marks Scrap Metal Dealers Charitable Organizations Apostilles Public Records Request	PCC meets this requirement. The Cenuity Business Services Suite is a modern .NET MVC system with a singular SQL Server 2014 database and utilizes a standard technology stack to avoid pitfalls that can come with proprietary technology. Instead of using disparate systems for each line of business, the Cenuity Business Services Suite is designed to contain "Suite Components" which are effectively business layer modules that address a particular line-of-business need. These Suite components include Business Registrations, Authentications and Notaries Public, Liens, Service of Process, Trademarks/Service Marks, and Cable Franchises. The base solution contains "core" components that are used across the various Suite components.
4.1.2 Cloud Hosting	PCC meets this requirement. PCC will host this environment in a Microsoft Azure GovCloud data facility.
4.1.3 Continuous Operation	PCC exceeds this requirement. As the market leader for US business registry software implementations, PCC has refined our product and process to be adaptable to changing client administrative needs. Cenuity was designed to be sustainable using flexible .Net and database-driven architecture. Cenuity does not require proprietary, specialized, or expensive product support.
4.1.4 Process Requirements	PCC meets this requirement, as detailed in Section 4.1.4 below.
4.1.5 Scope of Work	PCC meets this requirement. PCC has reviewed and understands the items defined in the Scope of Work. The Work Breakdown Structure (WBS) documented in the Project Management Plan will serve as the basis for the schedule scope and defines the project's work activities and deliverables, as well as the milestones to be used to evaluate the project.

4.1.1 ENTERPRISE REGISTRATION AND LICENSING SYSTEM (RFQ 4.1.1)

Cenuity Business Services Suite is a consolidated system that was conceived specifically for Secretary of State offices. The business services divisions of the Secretary of State offices were historically fraught with paper-based processes. PCC set out to create a system which tackled this problem using a two-prong approach. First, the statutory filings that were conducted and sent to the agency via paper, such as annual reports, needed to have a way to be digitized and entered into an electronic system as early as possible so that they could be efficiently processed by back office staff. In fact, Cenuity won an IACA award in 2013 for this very achievement. Next, the system had to provide the general public with a way to interact with the agency's services and data in a self-service manner that would be convenient to the constituent. This meant creating the separate in-house and public user portals to handle these differing needs related to the same filings.

4.1.1.1 ERLS Overview

PCC's Cenuity Business Services Suite (Cenuity) is comprised of a solution "Core" and one or more modules of functional business domain-specific functionality (e.g. Notary Public Registry module).

Cenuity's Core functionality handles work routing, document intake and repository, reporting and correspondence and fiscal receipting and maintenance, as well as all other solution maintenance and configuration tools. Non-domain specific correspondence such as receipts and account confirmation emails are also contained within the core functionality. Cenuity's Core is the reliable, proven backbone of the solution and will be configured by PCC to be State specific, for items such as. State headers. footers, seals, contact information and State business rules regarding frequency of jobs and reports, fiscal object and fee configurations, work queue configurations and modifications as needed to system reports to meet State statutory requirements.

Each Cenuity domain module is comprised of all the forms, business rules, filing flows, correspondence templates, automated database update and notice jobs, and search tools that are specific to a functional business domain. The domain modules are customizable for each State's specific statutes.

For the proposed solution the Cenuity Core will be deployed with following domain modules. Each module will contain its own set of output templates, search screens, filing flows, automated database update jobs, notification jobs, and set of filing and document types.

- Trademark Registry
- Notary Public Registry and Authentications
- Charities Registry
- Licensing Registry.

Under many functional required service areas below PCC has provided screens shots of existing functionality from our application base. PCC has chosen to display modules which either match functionality or are close to matching functionality as described in this RFQ and from research performed on the State website and form repositories. We will perform gap validation during the project implementation phase to determine where data input fields and business rules are to be modified to meet West Virginia's statutory obligations. Where there are no screenshots displayed, there is currently no equivalent filing flow however, PCC has described the modifications which will be made to a module in order meet the requirements of this RFQ.

4.1.1.1.1 Internal and External Portal Features and Processes

The following internal and external processes are used within each Cenuity domain module.

External Portal Features and Process

- External customers will have the ability to make submit the filing request and make payments online through a secure third-party payment portal.
  - Payments made by external customers will be associated and reconciled to the filing submission and filing account in a rational and audited manner.
  - The proposed solution will offer the ability to reconcile and report on online payments as either distinct from internal payments or integrated in solution wide summaries.
- Correspondence and document images generated as a result of an acceptance of an online submission will be available to the external customer in perpetuity to view, download and print via their online Cenuity Dashboard. This includes payment receipts, copy requests and filing acceptances and filing rejections. Each external customer will see only their own submitted and paid filings on their dashboard.
- Correspondence and document images generated as a result of an acceptance of an online submission will be available for search and recall via the solution's internal staff search tools. The internal user will be able to search such filings or filing transactions, view the data records generated, and view, download or print the document. This includes payment receipts, copy requests and filing acceptances and filing rejections.
- The online portal will provide search screens where unauthenticated public users can search the filings in this registry. Only data fields defined by the state as publicly disclosed will be displayed, and only documents defined by the State as publicly disclosed will be available for free view, print and download. The public will be provided with a robust set of search criteria, refinement criteria and sorting criteria and an option to export the results as a .csv file.
- The solution will determine, according to State business rules, which external filing submissions can be accepted and inserted into the public record immediately and which external filing submissions need to be routed to an internal work queue for staff review.
- The online portal will send out notices at appropriate process points when updates are made to their filing submission, e.g. upon initial submission, upon final acceptance, upon final rejection.

Internal Portal Features and Process

- Internal staff will have the ability to receipt payment for and process physically submitted requests. The Core system will allow documents to be either scanned or uploaded and associated to each individual request as well as to the larger work packet received.
- Correspondence and document images generated as a result of an acceptance of an internally received and processed filing submission will be available for search and recall via the solution's internal search tools. The internal user will be able to search such filings or filing transactions, view the data records generated, and view, download or print the document. This includes file-stamped document images, payment receipts, copy requests and filing acceptances and filing rejections.
- The solution will determine, according to State business rules, which external filing submissions can be accepted and inserted into the public record immediately and which external filing submissions need to be routed to an internal work queue for staff review. Staff will pull filing submissions from the review queue in the same work flow routing and sorting process as internally received filing submissions. Instead of performing data entry, the internal staff user will review the external customer's entries, review any customer uploaded document images, and make a decision as to whether to accept or reject.

- If documents are submitted physically to filing office and an external customer's unique Customer ID is provided with the physical submission and entered by internal staff during receipting, the proposed solution will then associate the physical filing to the Cenuity Online Dashboard of the Customer account. The external customer will then be able to see all physical, internally received filings and payments, as well as view, download and print all correspondence associated.
- The online portal will provide search screens where unauthenticated public users can search the filings in this registry. Only data fields defined by the state as publicly disclosed will be displayed, and only documents defined by the State as publicly disclosed will be available for free view, print and download.

4.1.1.1.2 Marriage Celebrants (Minister Registry)

Within the Licensing Registry module, PCC will modify Cenuity's existing Marriage License filing functions to meet the statutory requirements of the State and provide a registry of those authorized by law to perform or celebrate a marriage in West Virginia.

- Cenuity will offer a registration filing option to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

Sample screenshots of Marriage Celebrants functionality have been provided below in Figures 1 through 4.

Marriage Celebrants (Minister Registry) New Application

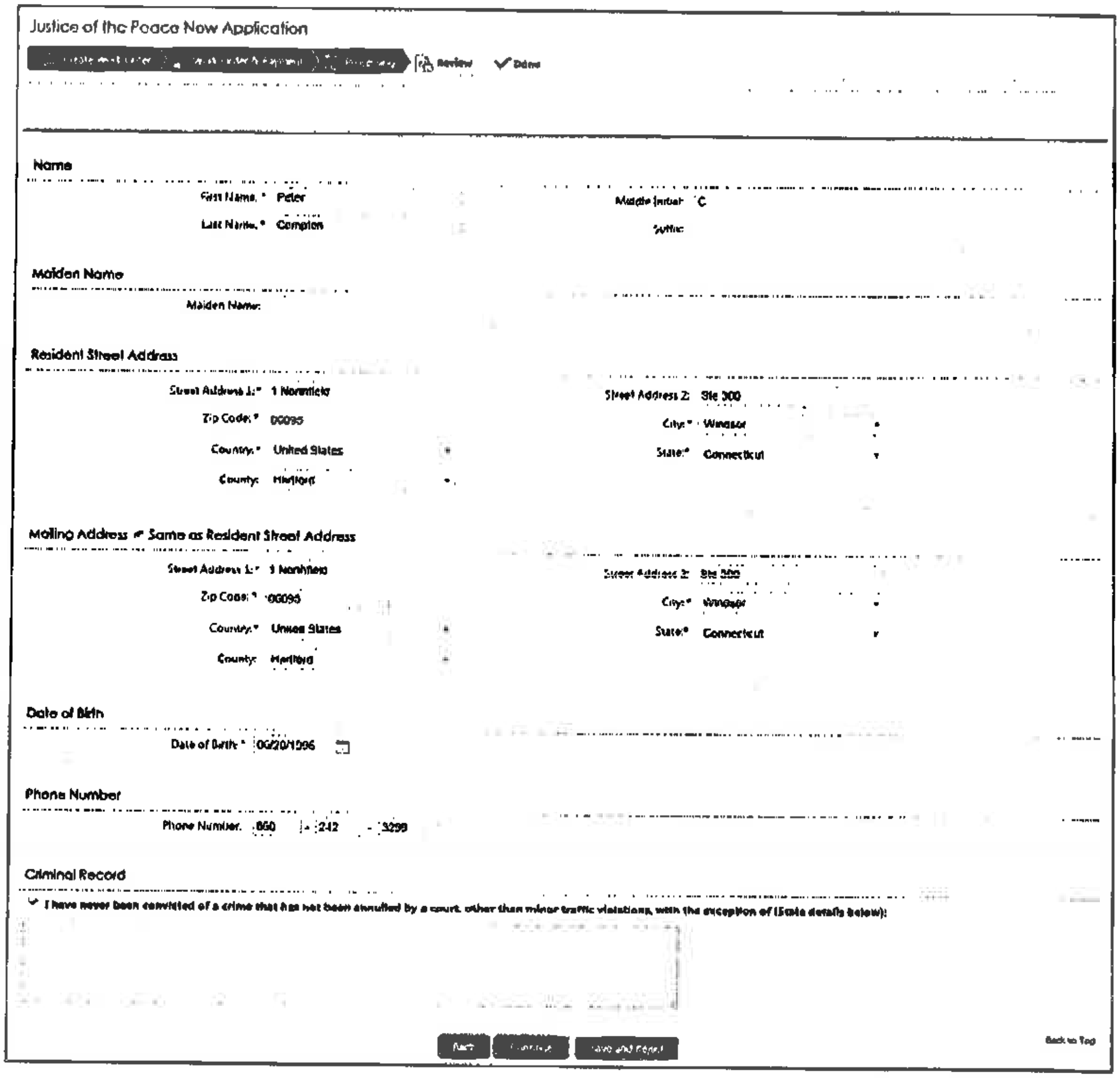


Figure 3: Marriage Celebrants (Minister Registry) Application Screen. Screen displayed to internal staff as part of the Marriage Celebrants (Minister Registry) Application filing flow.

Figure 4: Filing Complete –Marriage Celebrants (Minister Registry) Application. After successfully processing or accepting a filing submission, the proposed solution will show internal staff confirmation of record creation and insertion into the index.

Marriage Celebrants (Minister Registry) Search

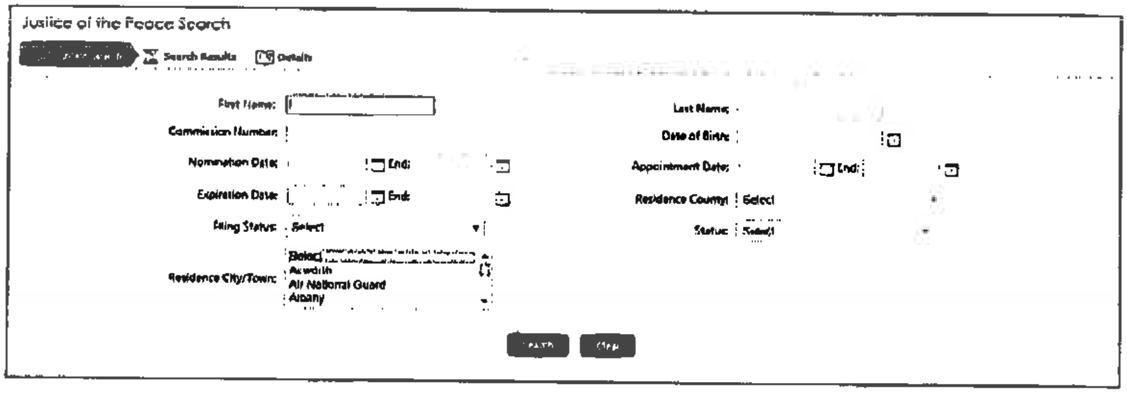


Figure 5: Internal Marriage Celebrant Index Search – Criteria. Internal users may search for a Marriage Celebrant record with a variety of criteria and refinement fields. The public version of this search will contain as subset of these criteria as defined by the State.

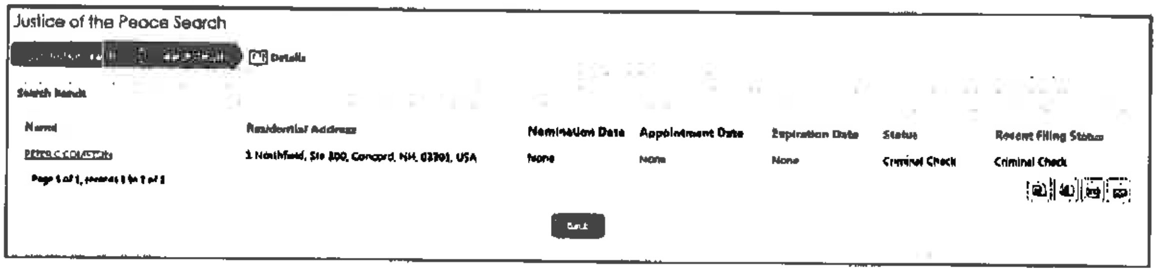


Figure 6: Internal Marriage Celebrant Index Search – Search Results. The search results are displayed to the user in a paginated report with high level information. The report may be exported as a .csv or .pdf file. Clicking on the hyperlinks will navigate the user to the record details screen.

4.1.1.1.3 Notaries Public

Within the Notary Public Registry & Authentications module, PCC will modify Cenuity's existing notary public filing and tracking functions to meet the statutory requirements of the State and provide a registry of those authorized by law to perform notarization duties in West Virginia.

- Cenuity will offer traditional commission registration, traditional commission renewal, notary information amendment, E-Notarization commission registration, resignation of commission, and report of lost or stolen seal filing options to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

Cenuity's Notary Public Registry & Authentications module allows for the registration of a new Notary Public Commission and all subsequent actions upon the Commission Record. The system records the applicant's name, address, employer address if an out-of-State applicant, and related bond information. A Notary Commission record is created, and the notary is provided a unique Commission Number. Cenuity generates the required certificates and correspondence.

Automatic system jobs will scan the database daily and email renewal reminders to Notaries at the beginning of the renewal period as well as update the Commission Status from active to expired when Commission Expiration dates pass without a renewal being filed.

Additional amendment filings allow customers to update their Notary record. The system will generate and print additional certificates with updated information.

Sample Screenshots of Notaries Public functionality have been provided below in Figures 5 through 16.

Notary Public New Application

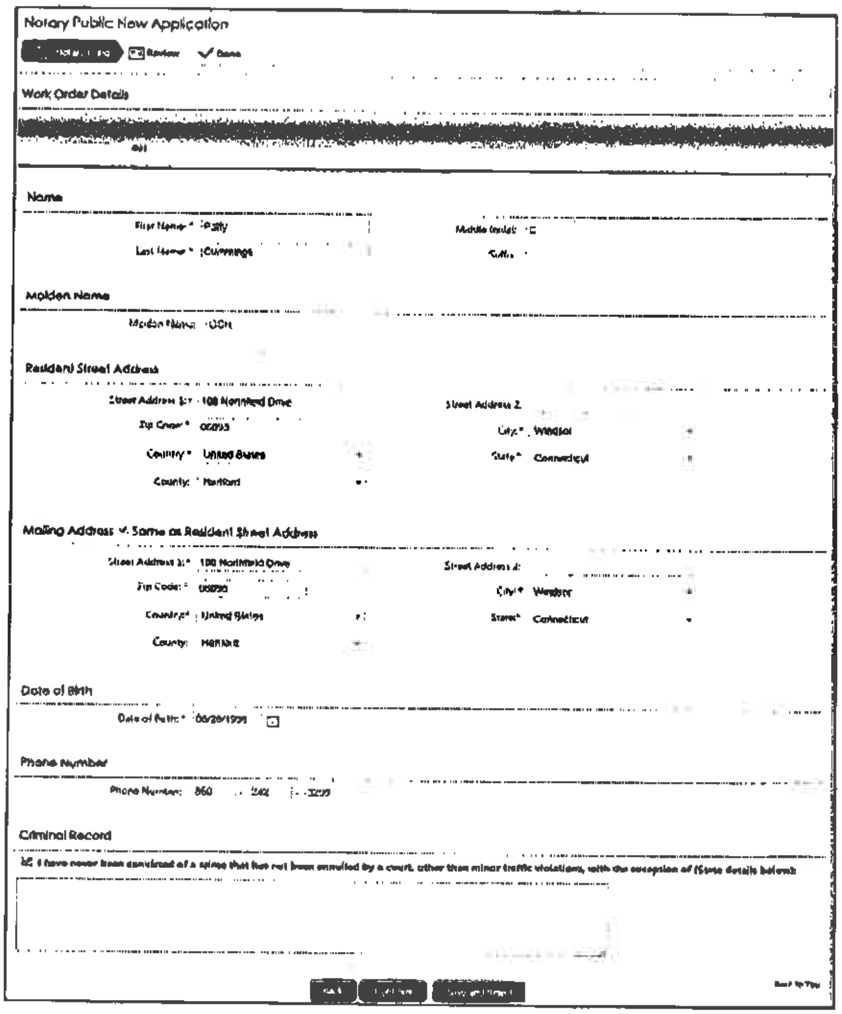


Figure 7: Notary Public Registration Filing Flow Screen – Internal Process. An example of an input entry screen for initial notary public registrations. The proposed solution will be modified to State statutory requirements.

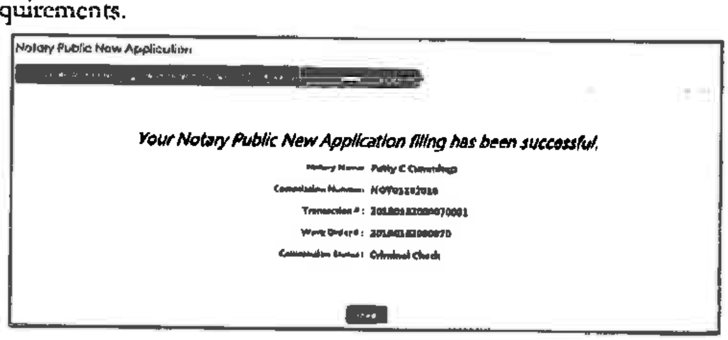


Figure 8: Filing Complete – Notary Application. After successfully processing or accepting a filing submission, the proposed solution will show internal staff confirmation of record creation and insertion into the index.

Notary Public Amendment

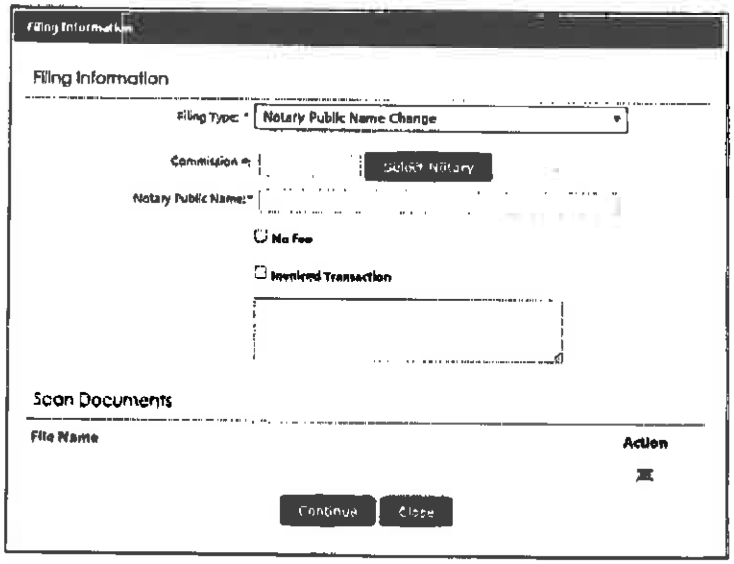


Figure 9: Receipting a Notary Amendment. Internally received filing requests will be individually logged on a work order as filing transactions. In this pop-up we see that an amendment type has been selected and the proposed solution displays fields for Commission Number or Notary Public Name, allow the solution to link the amendment to a pre-existing commission record.

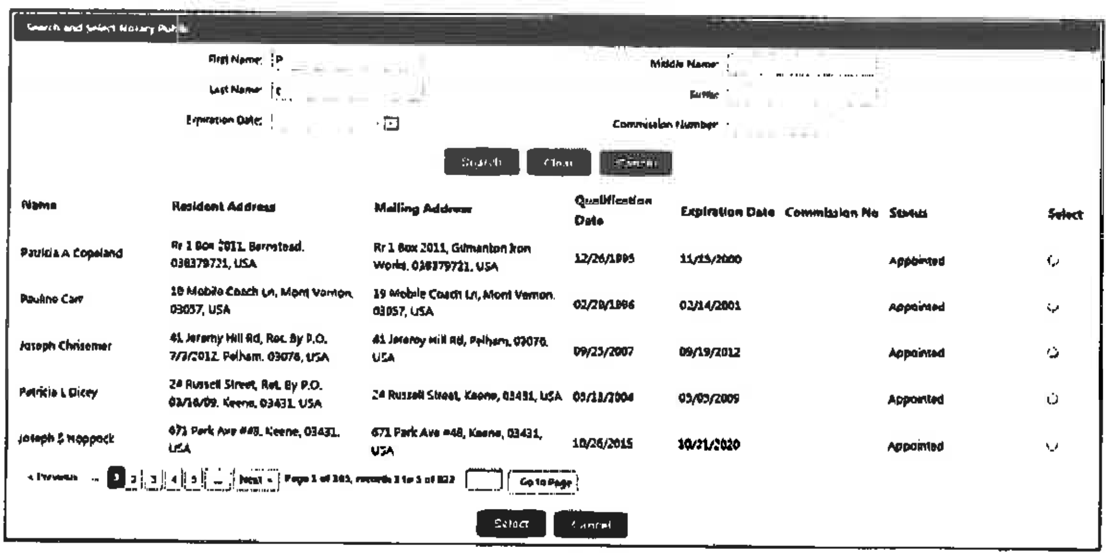
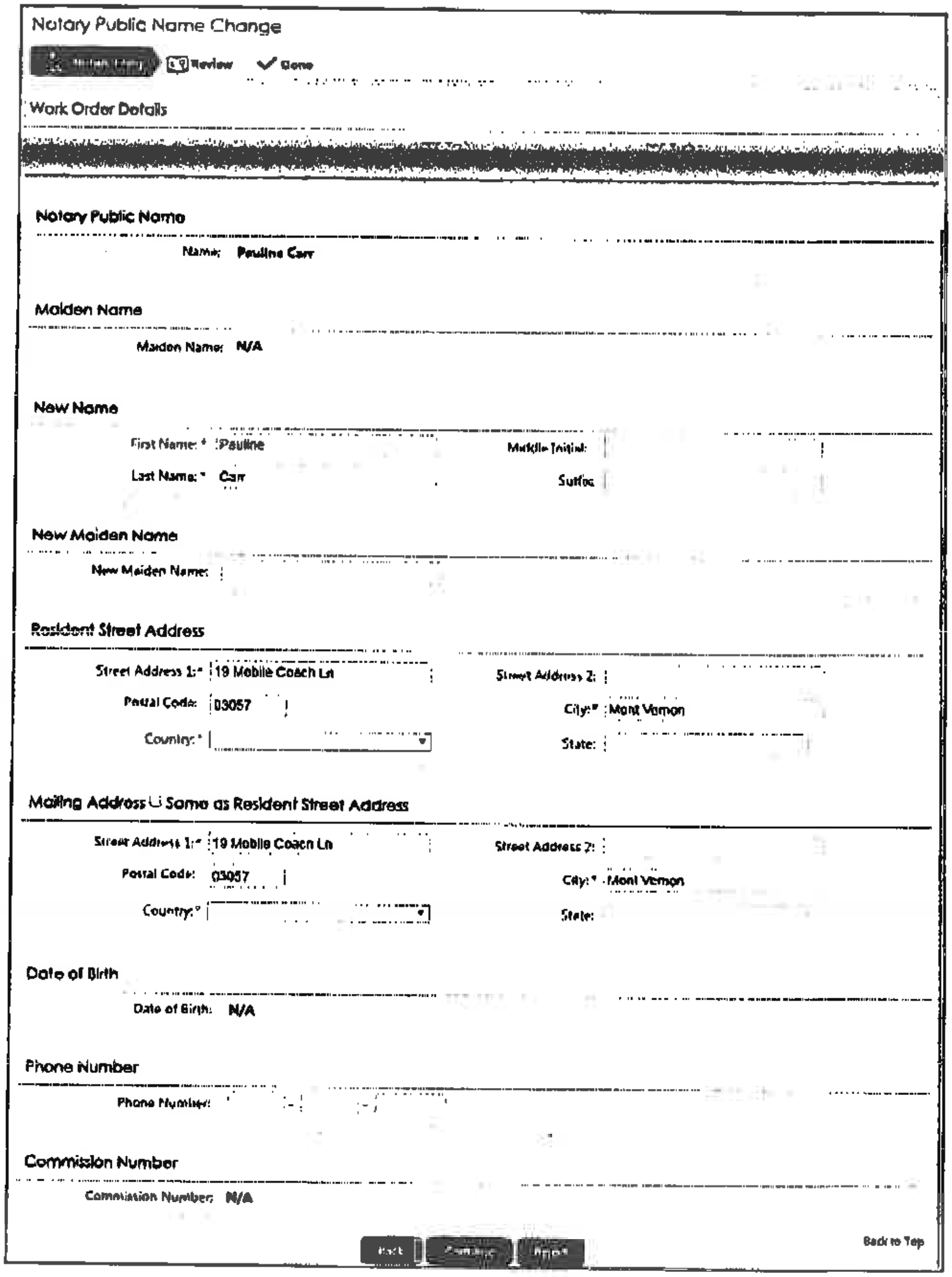


Figure 10: Selecting a Commission Record for a Notary Amendment. The internal staff searches and selects a specific Commission record to apply the amendment.



Notary Public Name Change

Review Done

Work Order Details

[redacted]

Notary Public Name

Name: Pauline Carr

Maiden Name

Maiden Name: N/A

New Name

First Name: * Pauline
Middle Initial:
Last Name: * Carr
Suffix:

New Maiden Name

New Maiden Name:

Resident Street Address

Street Address 1: * 19 Mobile Coach Ln
Street Address 2:
Postal Code: 03057
City: * Mont Vernon
Country: *
State:

Mailing Address Same as Resident Street Address

Street Address 1: * 19 Mobile Coach Ln
Street Address 2:
Postal Code: 03057
City: * Mont Vernon
Country: *
State:

Date of Birth

Date of Birth: N/A

Phone Number

Phone Number:

Commission Number

Commission Number: N/A

Back to Top

Figure 11: Notary Amendment Processing Screen. The amendment processing screen is similar to the registration except that the existing information is displayed at the top of the screen.

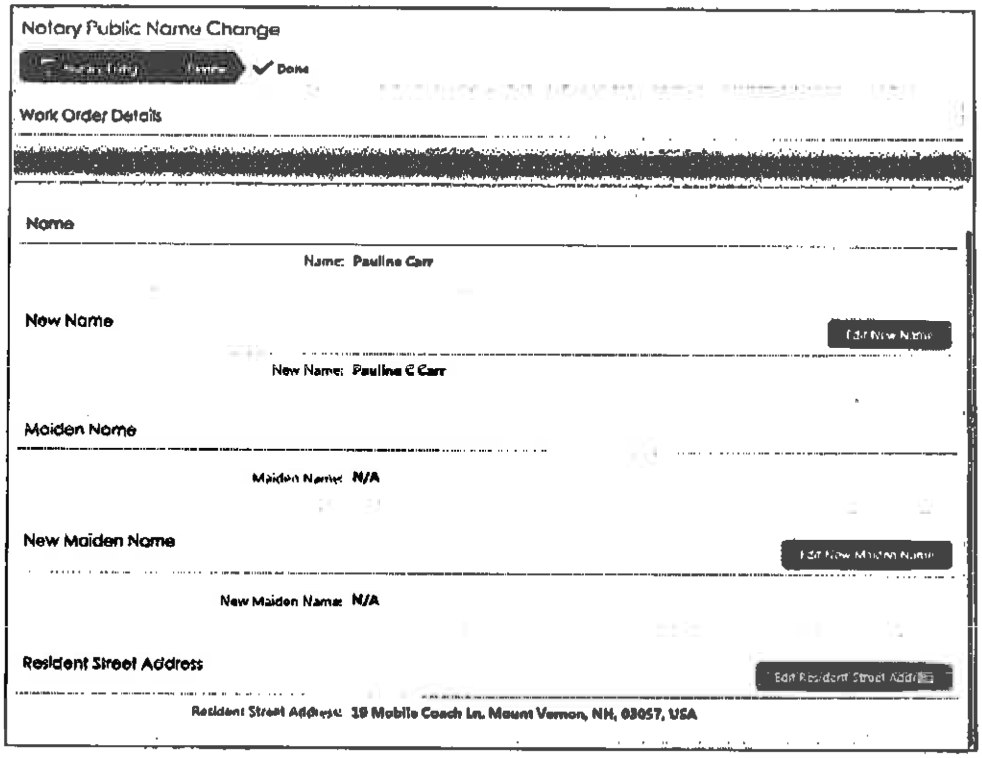


Figure 12: Notary Ammendment Edit Screen.

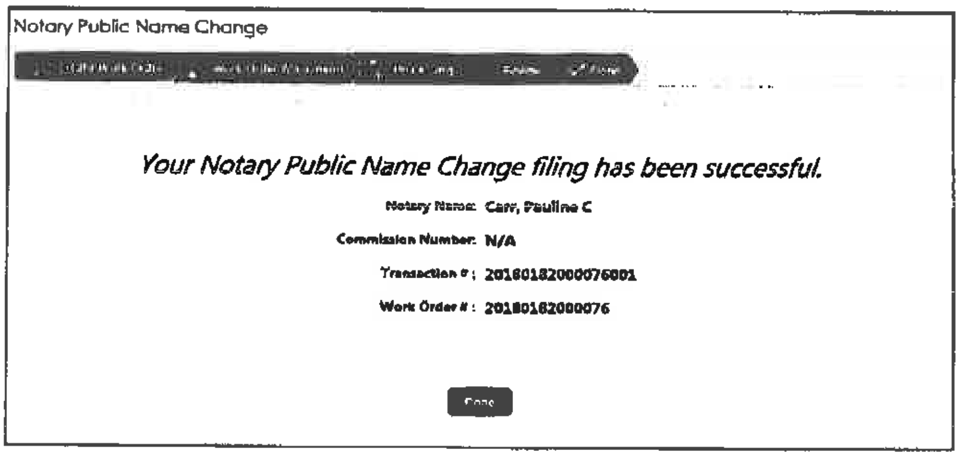


Figure 13: Notary Public Amendment – Confirmation Screen

Notary Public Search

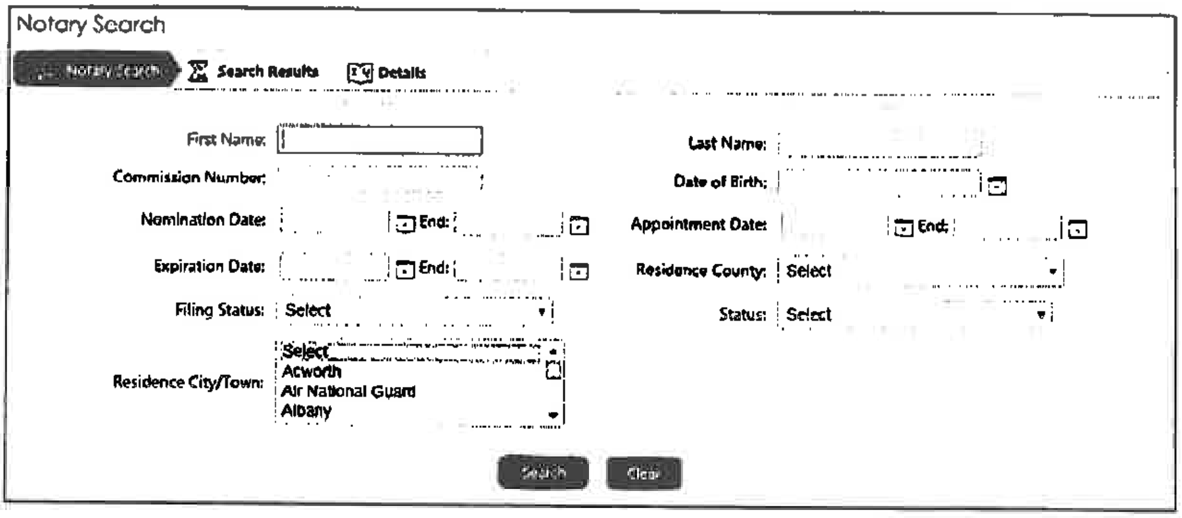


Figure 14: Internal Notary Public Index Search – Criteria. Internal users may search for a Notary Public record with a variety of criteria and refinement fields. The public version of this search will contain as subset of these criteria as defined by the State.

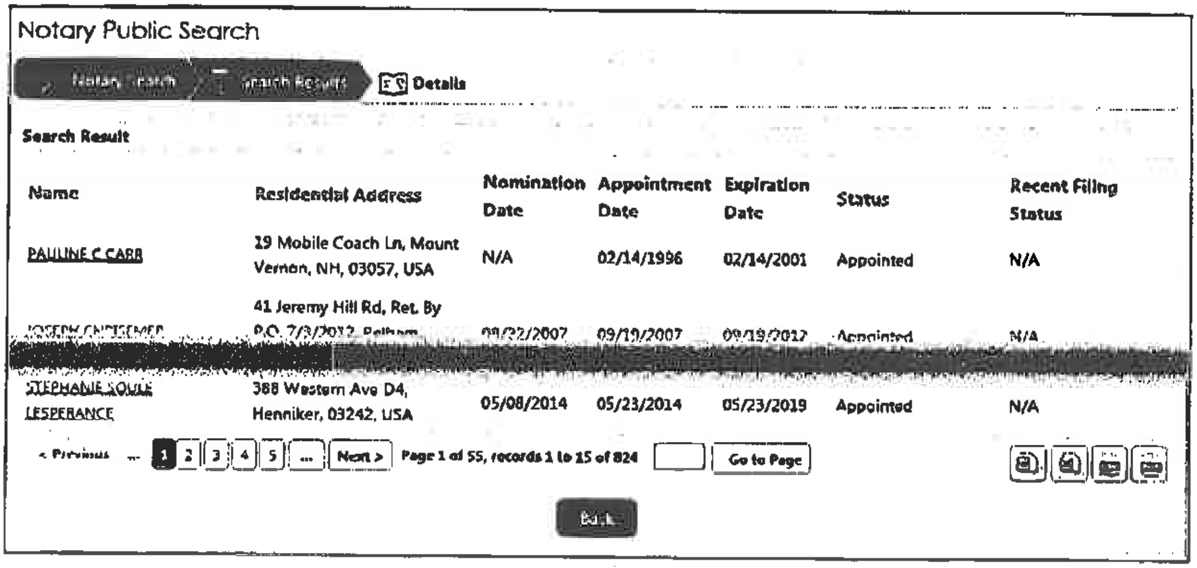


Figure 15: Internal Notary Public Index Search – Search Results. The search results are displayed to the user in a paginated report with high level information. The report may be exported as a .csv or .pdf file. Clicking on the hyperlinks will navigate the user to the record details screen.

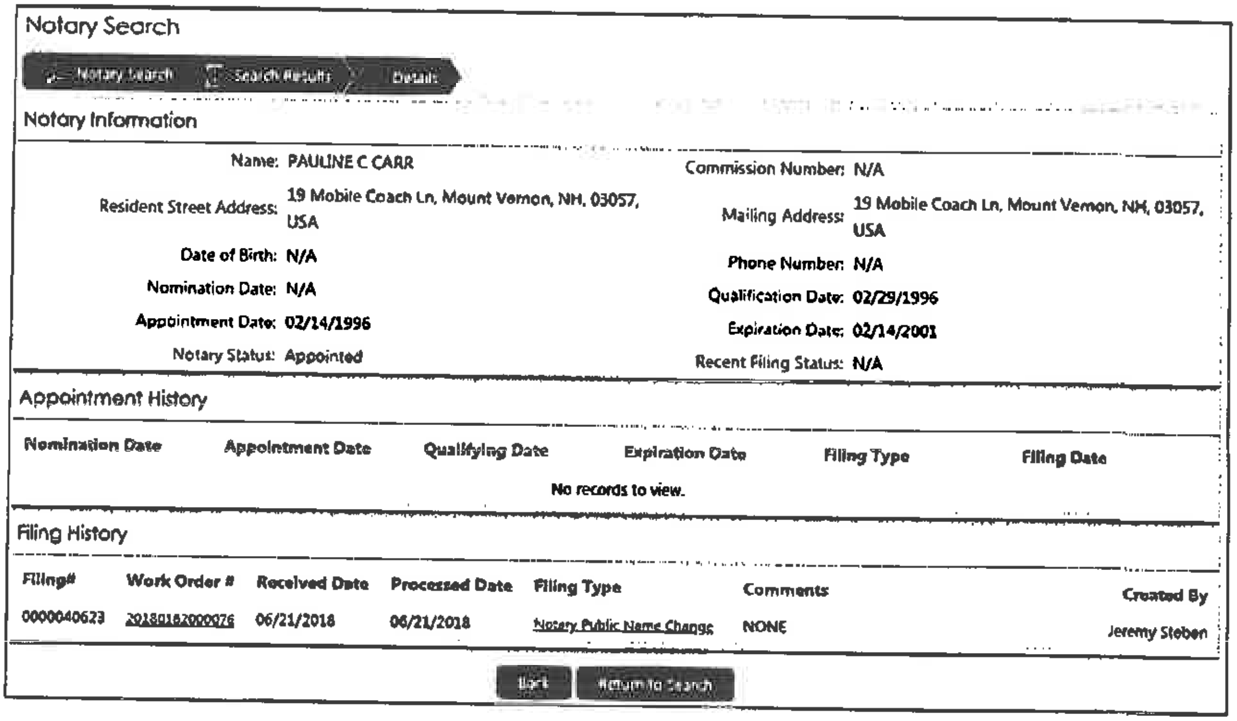


Figure 16: Internal Notary Public Index Search – Record Details. Complete details for the record are displayed to the internal user, including a line item filing history audit trail. Hyperlinked Work Order ID's allow quick access to the associated work order record of each filing in the filing history, where payment information may be reviewed and/or modified. Hyperlinked Filing Type entries will download the repository-stored filing images for that line item.

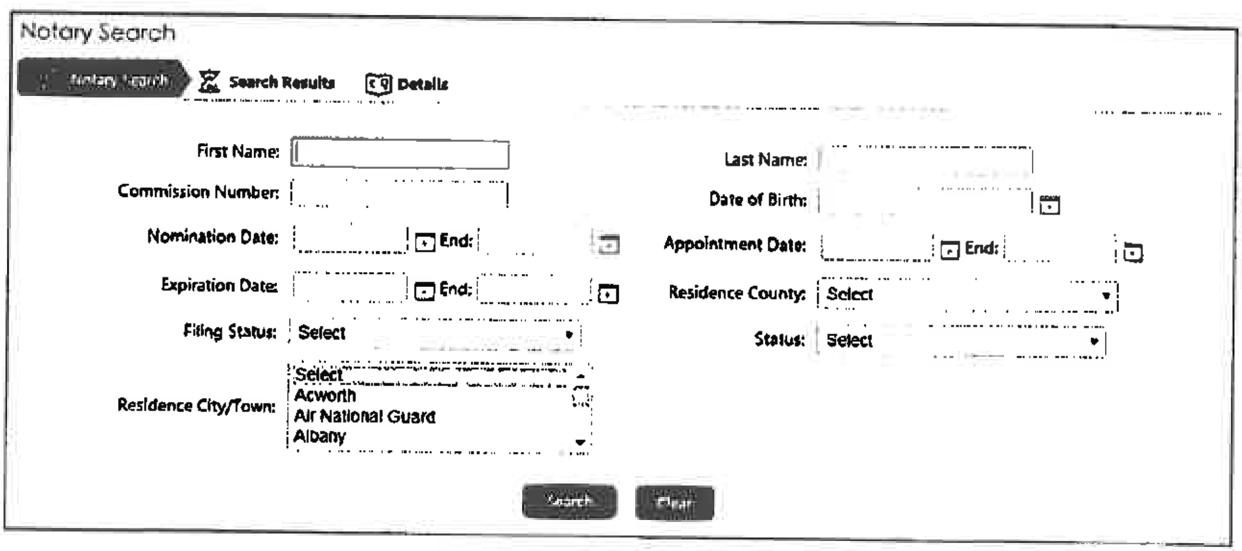
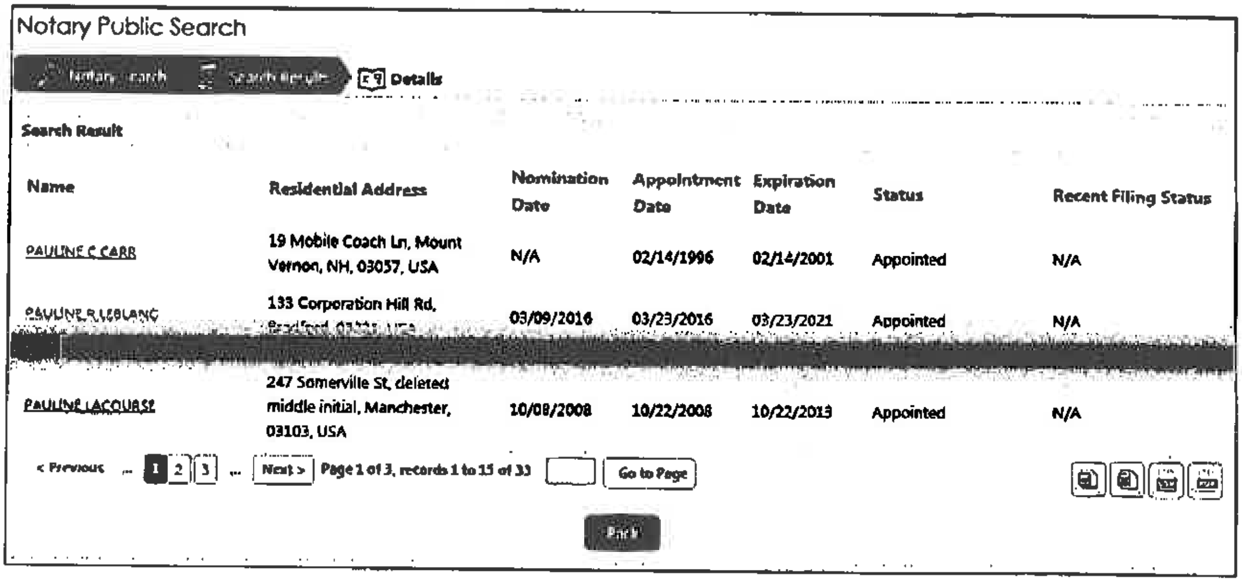


Figure 17: Notary Public Search – Online Portal Criteria. Displayed to unauthenticated public users.



Name	Residential Address	Nomination Date	Appointment Date	Expiration Date	Status	Recent Filing Status
PAULINE C CARR	19 Mobile Coach Ln, Mount Vernon, NH, 03057, USA	N/A	02/14/1996	02/14/2001	Appointed	N/A
PAULINE R LEBLANC	133 Corporation Hill Rd, [redacted]	03/09/2016	03/23/2016	03/23/2021	Appointed	N/A
[redacted]						
PAULINE LACOURSE	247 Somerville St, deleted middle initial, Manchester, 03103, USA	10/08/2008	10/22/2008	10/22/2013	Appointed	N/A

Figure 18: Notary Public Search – Online Portal Search Results. Displayed to unauthenticated public users.

4.1.1.1.4 Athletic Agents

Within the Licensing Registry module, PCC will modify Cenuity's existing Athlete Agents filing functions to meet the statutory requirements of the State and provide a registry of those authorized by law to perform or celebrate a marriage in West Virginia.

- Cenuity will offer registration and renewal filing options to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen, as filing flows which will be processed when a filing is selected from a work queue, and as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

Sample Screenshots of Athletic Agents functionality have been provided below in Figures 19 through 22.

Athlete Agent New Application

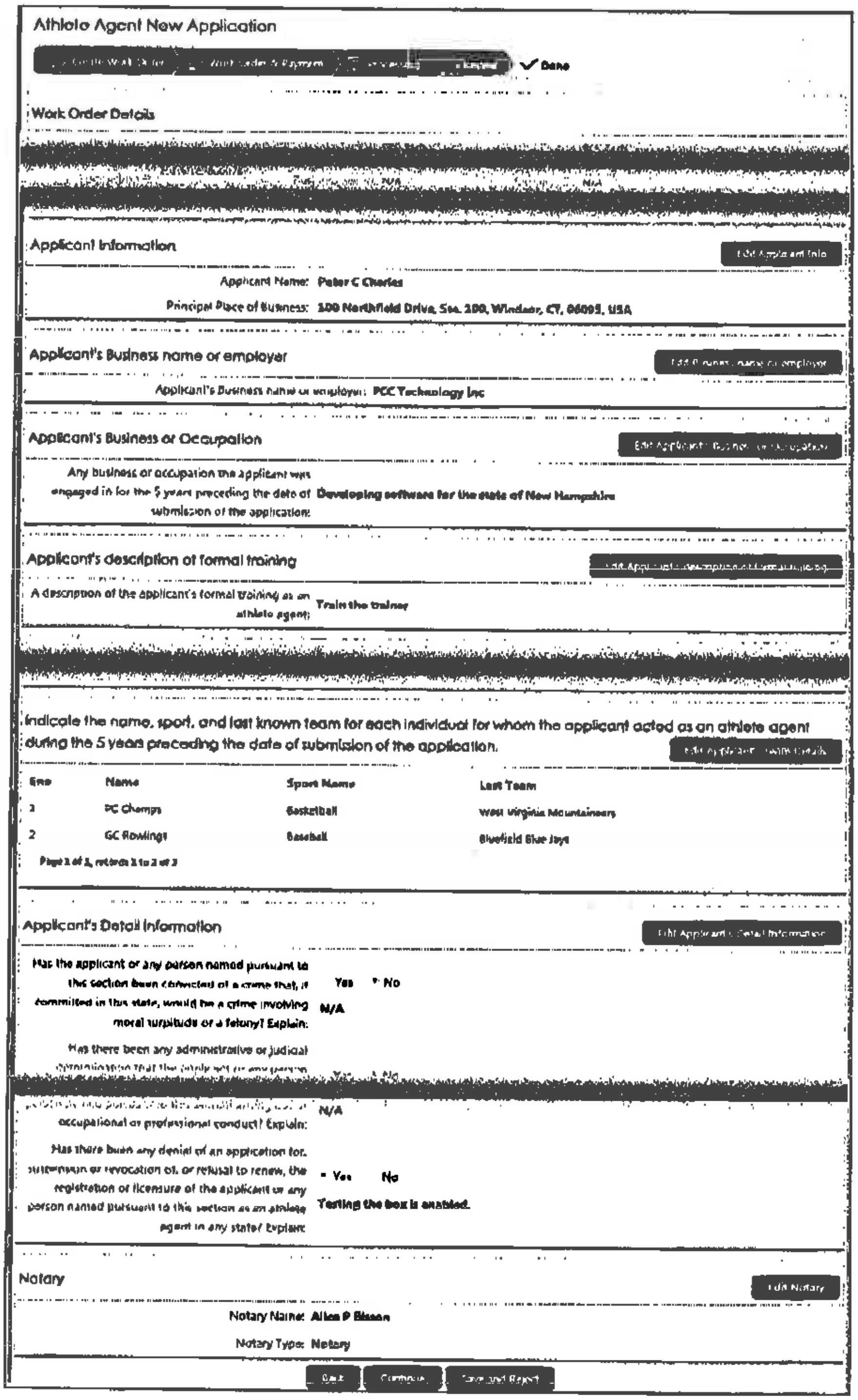


Figure 19:Athlete Agent Registration Processing Screen. An example screen of an athlete agent data entry screen in an internal filing flow.

Figure 20: Filing Complete – Athlete Agent Application. After successfully processing or accepting a filing submission, the proposed solution will show internal staff confirmation of record creation and insertion into the index.

Athlete Agent Search

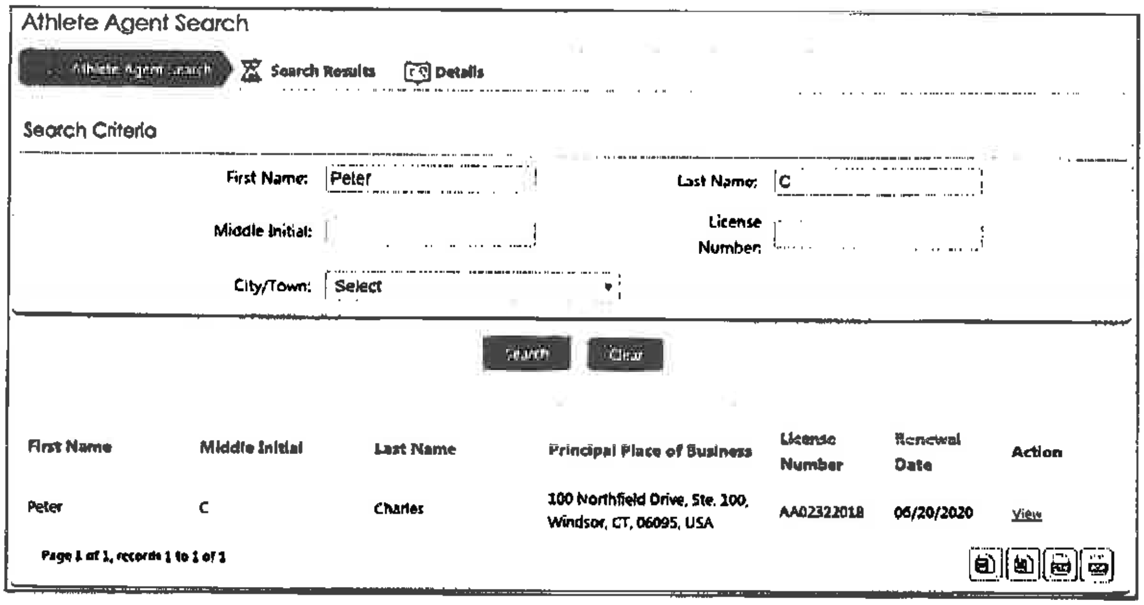


Figure 21: Internal Athlete Agent Index Search – Criteria. Internal users may search for athlete agent record with a variety of criteria and refinement fields. The public version of this search will contain as subset of these criteria as defined by the State.

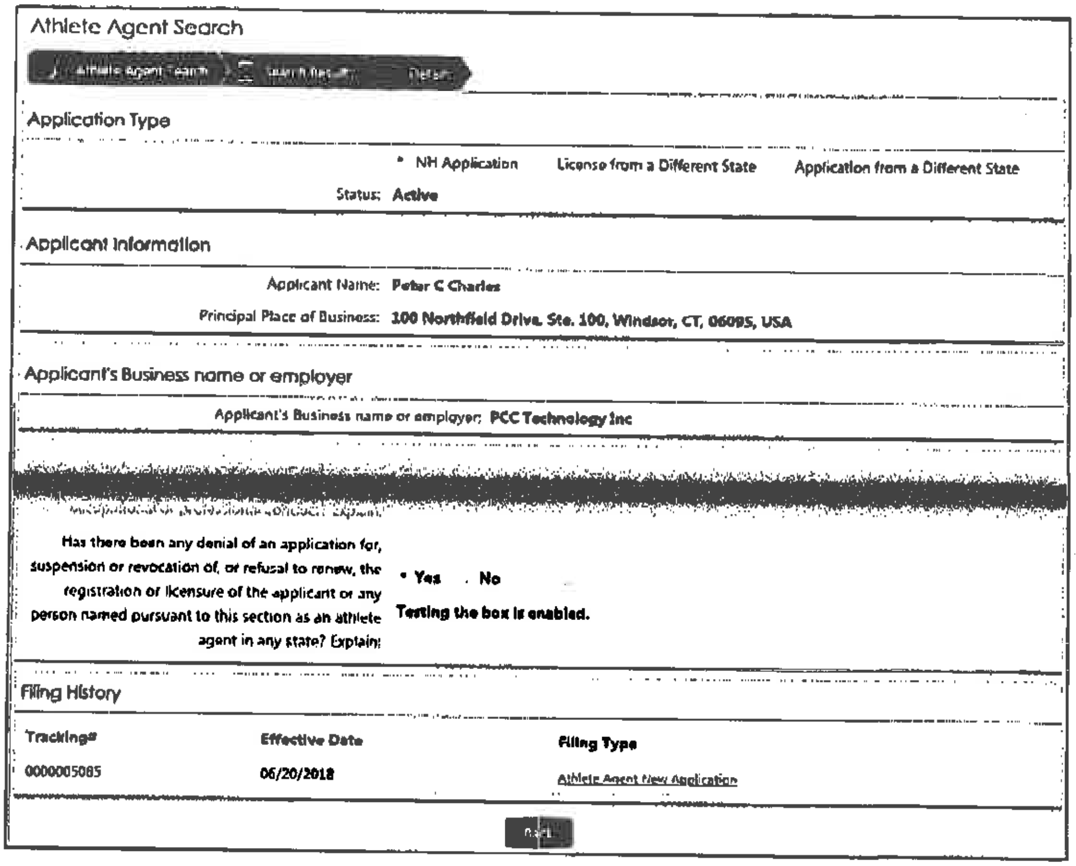


Figure 22: Internal Notary Public Index Search – Record Details. Complete details for the record are displayed to the internal user, including a line item filing history audit trail. Hyperlinked Work Order ID's allow quick access to the associated work order record of each filing in the filing history, where payment information may be reviewed and/or modified. Hyperlinked Filing Type entries will download the repository-stored filing images for that line item.

4.1.1.1.5 Private Investigators and Security Guards

Within the Licensing Registry module, PCC will modify existing licensing filing flows to create a set of Private Investigators and Security Guards filing functions to meet the statutory requirements of the State and provide a registry of those authorized by law to perform such services as a professional trade in West Virginia.

- Cenuity will offer initial registration and renewal filing options to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes.

4.1.1.1.6 Trademarks and Service Marks

Within the Trademark module, PCC will modify Cenuity's existing Trademark filing functions to meet the statutory requirements of the State and provide a registry of trademarks recognized by the State of West Virginia.

- Cenuity will offer registration, renewal, assignment and cancellation filing options to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen, as filing flows which will be processed when a filing is selected from a work queue, and as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

PCC's Trademarks Module provides the ability to process the entire lifecycle of Trademarks and Service Marks from initial registration through assignment, name changes, renewals to final disposition by means of cancellation or automated expiration.

Processing Mark Filings – Paper Processing

Initially, filings and requests are entered in the system as part of work orders with the filing images scanned. After this receipting process, the system provides for efficient detailed entry by guiding state users through validation and data entry of required mark information. Mark specimens can be scanned and saved to the system or alternately uploaded if digital files are provided for the specimens. The system ensures that all valid information regarding the mark description, initial usage, classifications, owner information, notarization, and specimen images are recorded or acknowledged to be present by the processor. Validations are provided at each step of entry with all information presented on a final summary review page. On the summary page the users can quickly see all relevant information entered for the mark and can quickly navigate to make any updates. All updates are processed against business rules ensuring that the updates are still in compliance with filing requirements. Finally, all validations are performed at final submission before the mark is ultimately approved and added to the system as an official mark of record. Upon final acceptance or rejection of a mark, the system will automatically produce the configured correspondence including but not limited to required certificates, acknowledgement letters, stamped filed copies of the filing, and financial receipts.

Mark Repository Searches

Once the mark registration and subsequent filing information are saved to the system, the marks can be searched in Cenuity online. The mark search functionality can be made available to the public, available to state staff members or to both audiences. The ability to search existing records includes the ability to search by all attributes of the mark recorded as part of the filing process.

Mark Maintenance – Automated System Functionality

Cenuity automatically handles mark expirations based on configurable mark expiration timeframes. Automated System jobs update the records as well as generate correspondence or alternatively send notifications to parties via email. In addition to the expiration process mark renewal reminder notifications are generated by the system to notify mark owners of upcoming expirations for marks that they own.

Online Filing Processing

Subject to state rules and regulations Cenuity offers the ability to submit mark filings and associated payments online. In the event that the state can accept copies of notarized documents, all aspects of the mark registration process can be entered by the filing party online. Cenuity guides the filers through a step-by-step process preventing the user from proceeding without requisite information. The filers can upload trademark specimens online saving considerable time of entry by state processors. In the event that marks require original notarized documents, Cenuity provides the ability for filers to enter all mark and payment information online and send the original notarized document to the state for review and final approval.

No matter the exact process, Cenuity's online mark filing capabilities can be leveraged to significantly reduce staff time and related costs associated with the receipting and data entry involved in the processing of paper mark submissions. Cenuity's proven mark functionality also provides customers the ability to make online requests for mark filing plain and certified copies, further improving the efficiency and speed of fulfillment for overall mark request processing.

Sample Screenshots of Trademarks and Service Marks functionality have been provided below in Figures 23 through 29.

Trademark Initial Filing

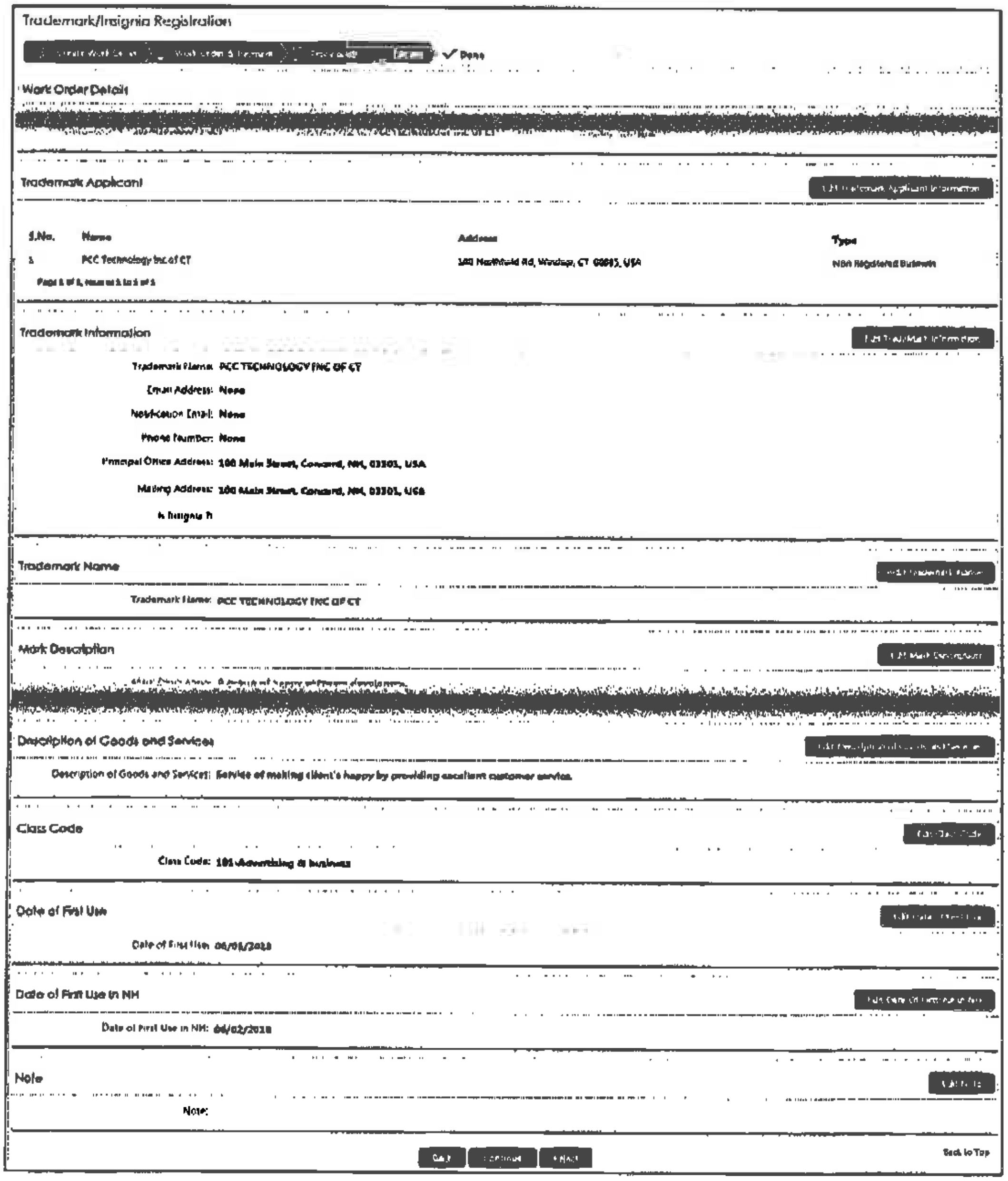


Figure 23: Trademark initial Filing Processing Screen. Screen displayed to internal staff while processing a trademark registration.

Trademark Cancellation

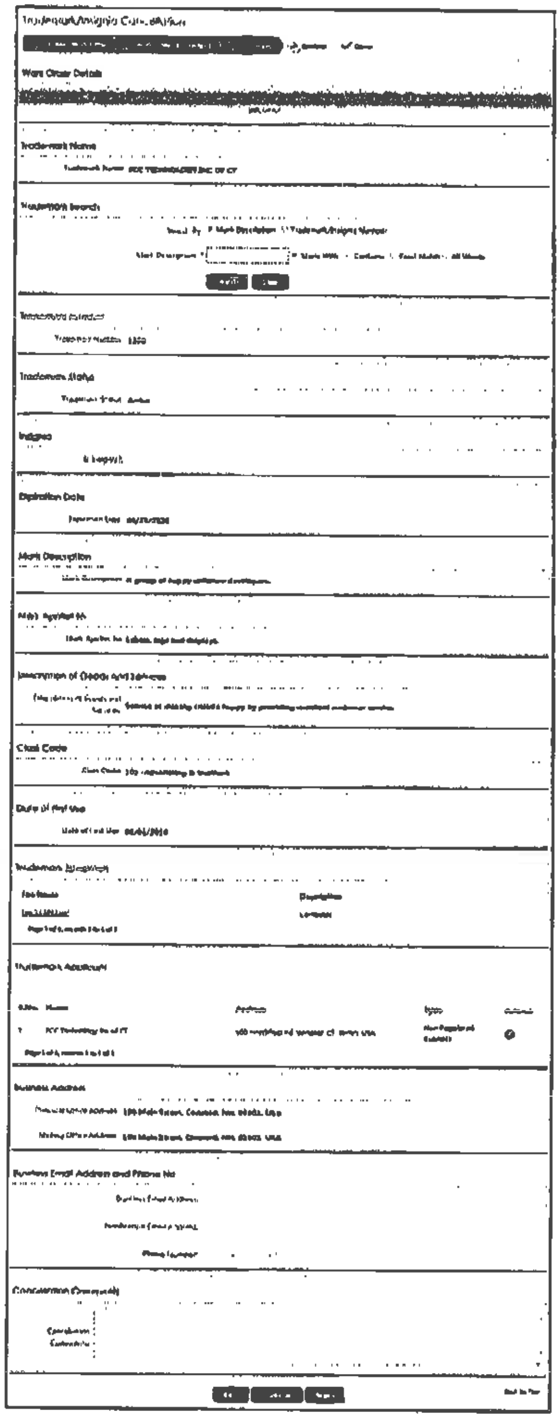


Figure 24: Trademark Cancellation Screen. Screen displayed to internal staff during processing of a Trademark cancellation filing.

Trademark Search

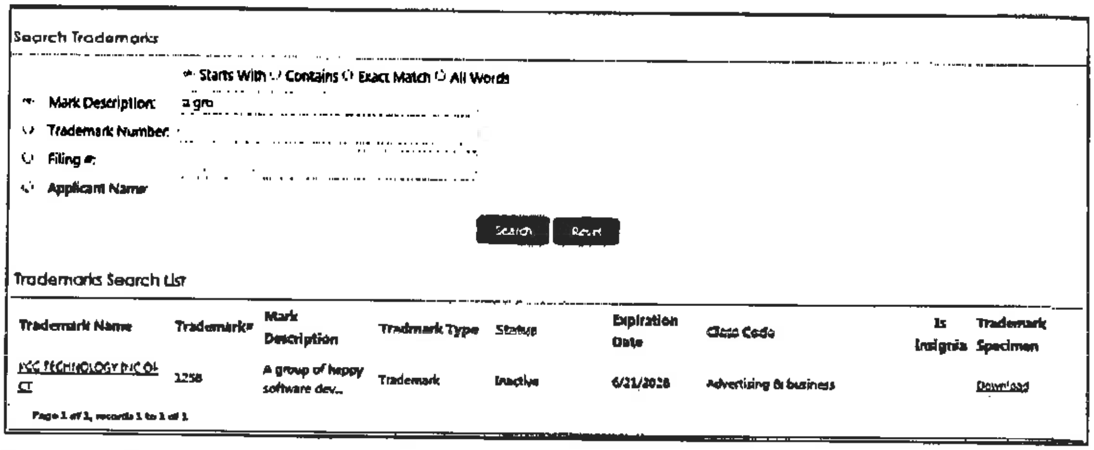


Figure 25: Trademark Index Search - Criteria. After searching by a given criteria the proposed solution displays the matching records in a grid below. Hyperlinks allow a user to drill down to a more detailed view or to immediately download the associated specimen file.

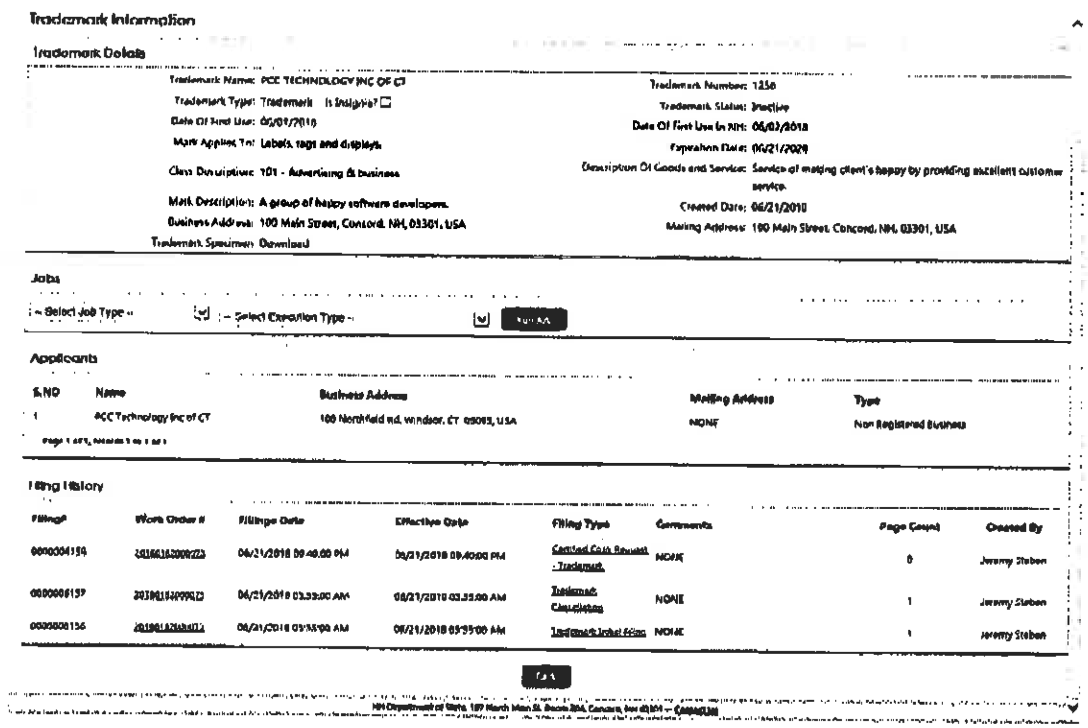


Figure 26: Trademark Index Search – Mark Record Details. Complete details for the record are displayed to the internal user, including a line item filing history audit trail. Hyperlinked Work Order ID's allow quick access to the associated work order record of each filing in the filing history, where payment information may be reviewed and/or modified. Hyperlinked Filing Type entries will download the repository-stored filing images for that line item. Automated system jobs such as status updates and renewal notices may be manually triggered from this screen.

Trademark Office Correct

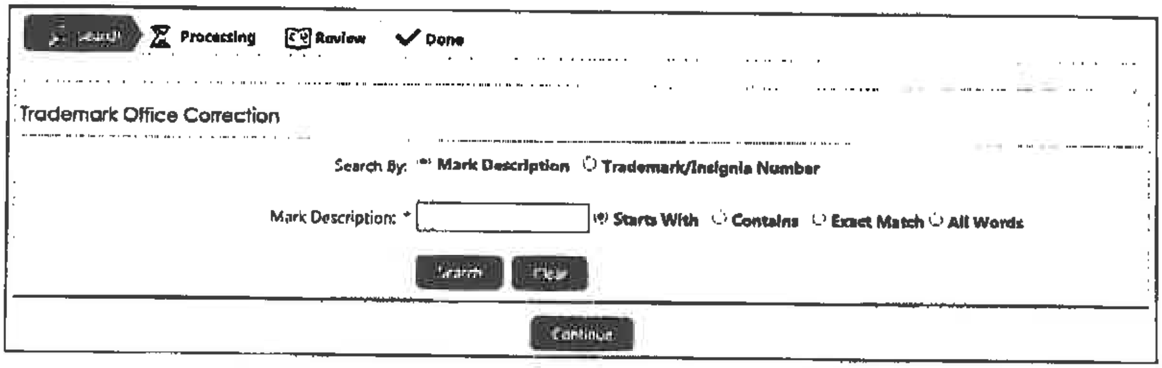


Figure 27: Trademark Office Correct – Search Mark. When correcting a Trademark record, internal staff will first search for the mark record they wish to correct.

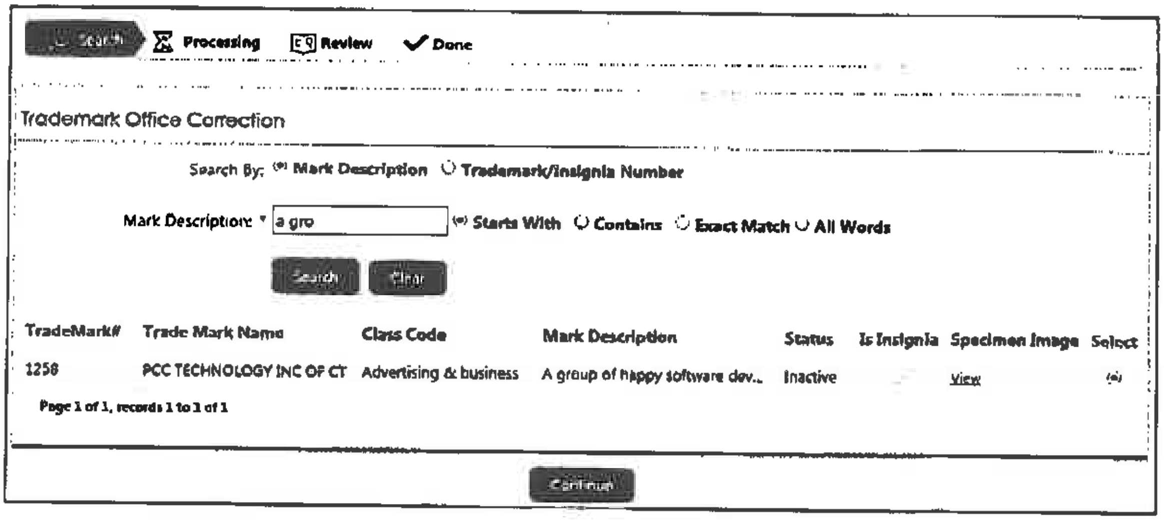


Figure 28: Trademark Office Correct – Select Mark. When correcting a Trademark record, internal staff will select the mark record they wish to correct.

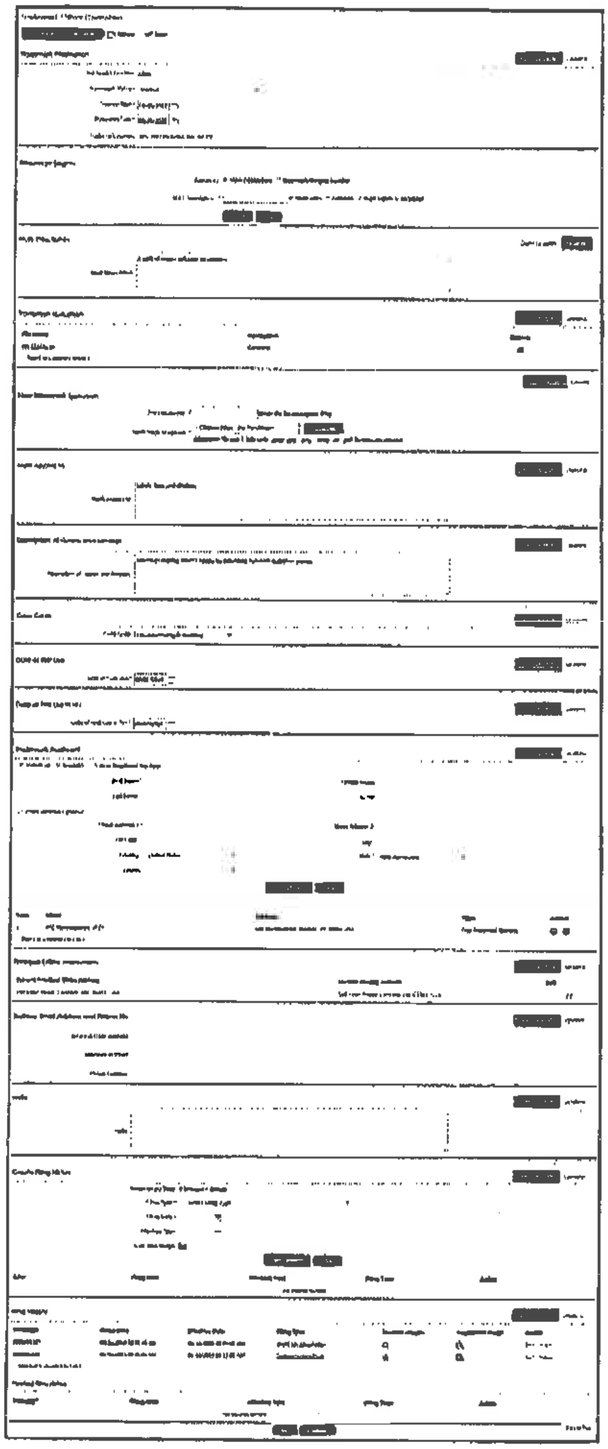


Figure 29: Trademark Office Correct – Correct Mark. Cenuity's Office Correct tool allows detailed edits to a record by staff with sufficient privileges.

4.1.1.1.7 Scrap Metal Dealers

Within the Licensing Registry module, PCC will modify existing licensing filing flows to create a set of Scrap Dealers filing functions to meet the statutory requirements of the State and provide a registry of those authorized by law to perform such services as a professional trade in West Virginia.

- Cenuity will offer initial a registration option to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes.

4.1.1.1.8 Charitable Organizations

Within the Licensing Registry module, PCC will modify existing licensing filing flows to create a set of Charitable Organization filing functions to meet the statutory requirements of the State and provide a registry of charitable organizations recognized by West Virginia.

- Cenuity will offer initial registration of charitable organization, renewal of charitable organization, registration of professional solicitor or fundraising council filing options to both external customers and in-house staff users. Online worksheets such as the Fund Raising Percentage Form and Unified Registration Statement Supplement will be recorded in filing flows according to business rules and user selection.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes.

4.1.1.1.9 Apostilles

Within the Notary Public Registry & Authentications module, PCC will modify Cenuity's existing apostille and certification filing and tracking functions to meet the statutory requirements of the State and provide a registry of authentications issued by the filing office.

- Cenuity will offer apostille and non-hague certification filing options to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

Sample Screenshots of Apostilles functionality have been provided below in Figures 30 through 36.

Apostille Documents

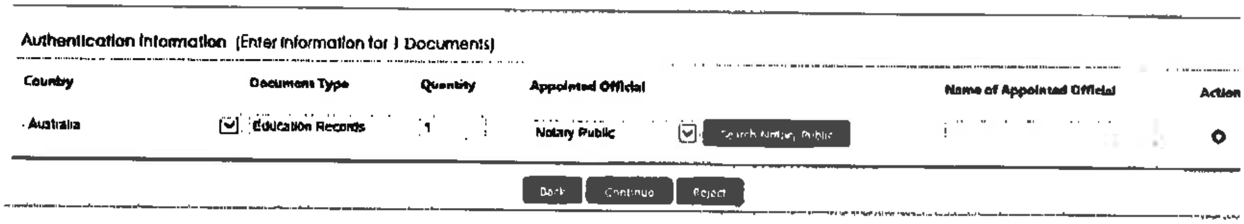


Figure 30: Notary Public Apostille – A. Cenuity displays appropriate entry fields and allows the staff user to search the Notary Public database for valid notaries.

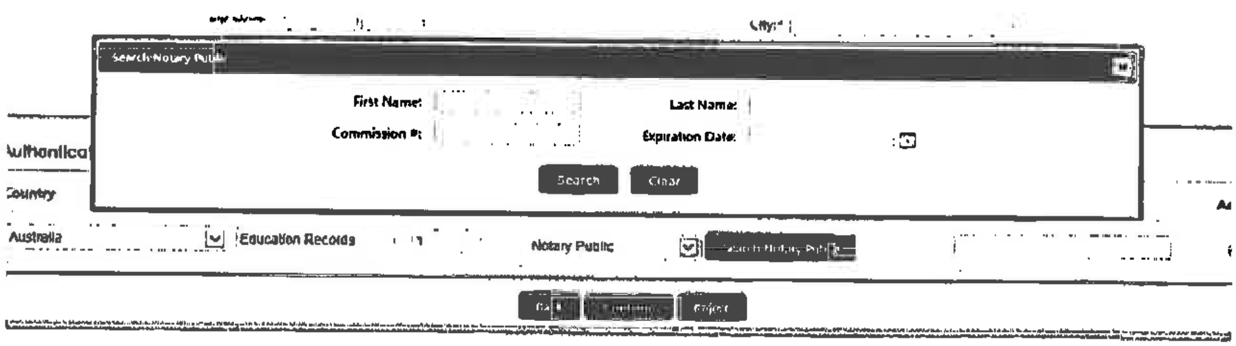


Figure 31: Notary Public Apostille – B. The proposed solution displays notary public search criteria.

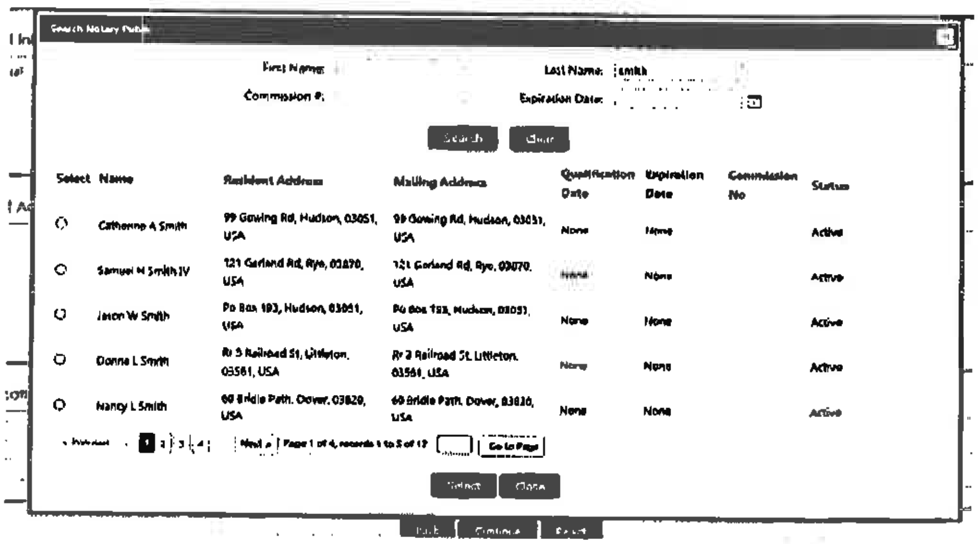


Figure 32: Notary Public Apostille – C. The proposed solution displays notary public records which matched the search criteria along with the status of each commission. The user is allowed to select one of the records for insertion into the apostille document.

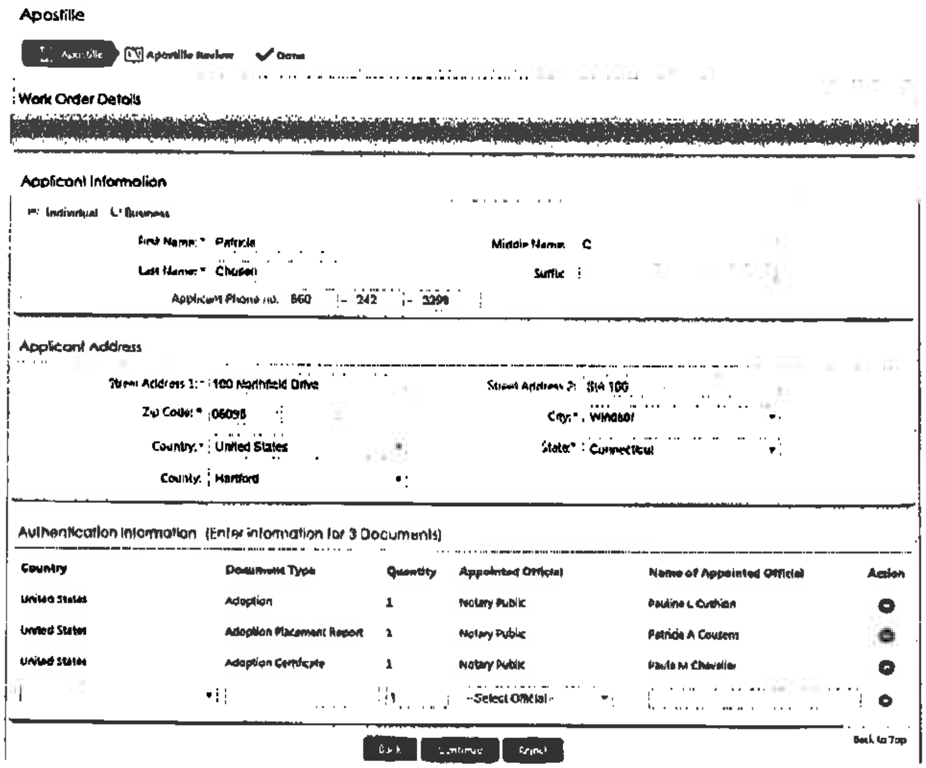


Figure 33: Authentication Processing Screen – Apostilles. This screen displays a request for three different documents from three different Notary Public officials.

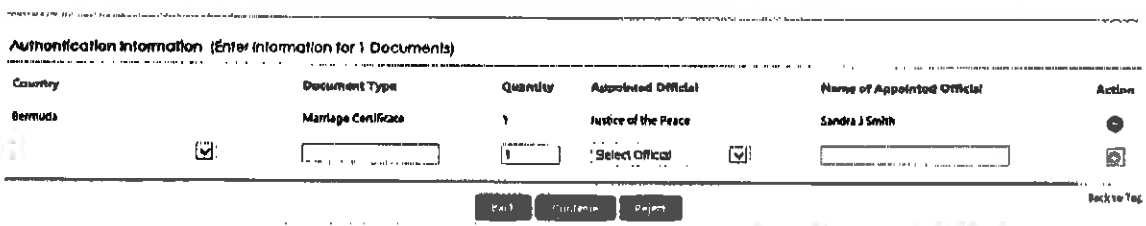
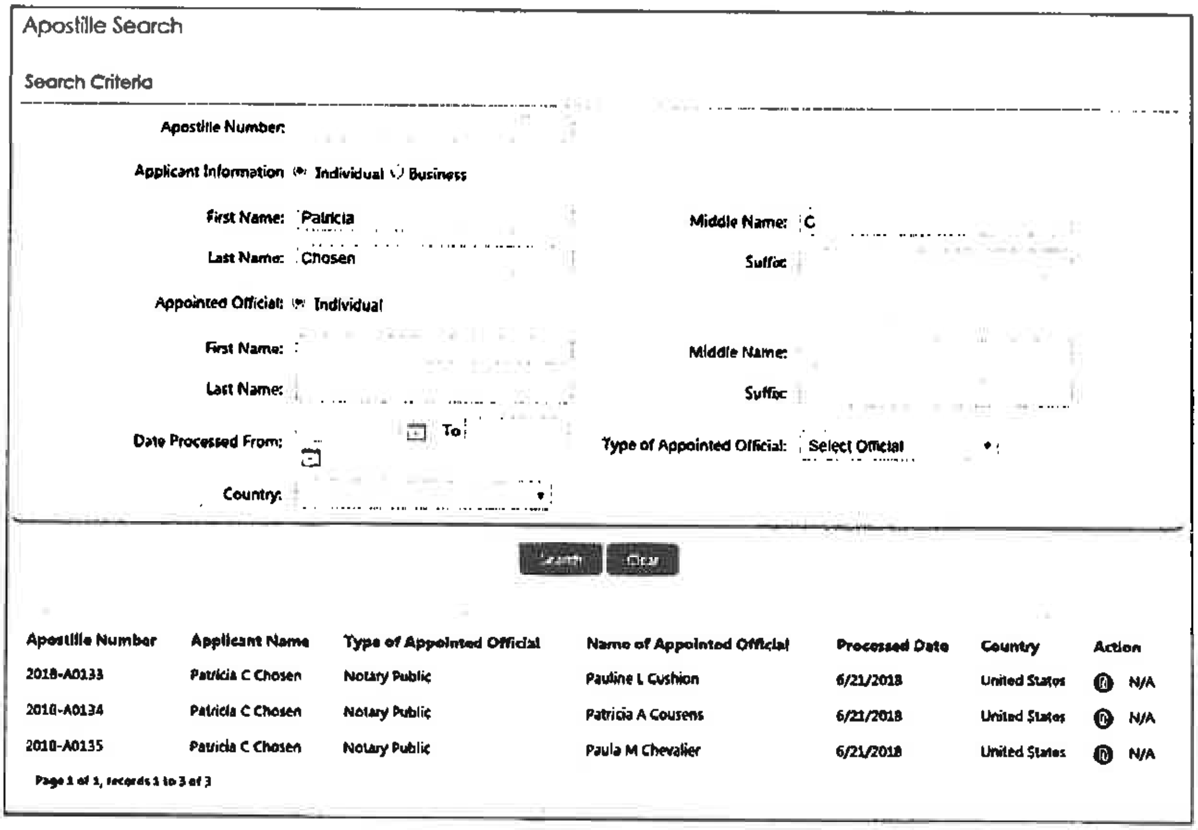


Figure 34: Authentication Processing Screen – Certificates. The information displayed when a certificate request is being recorded.

Apostille Search



Apostille Search

Search Criteria

Apostille Number:

Applicant Information: Individual Business

First Name: Patricia Middle Name: C

Last Name: Chosen Suffix:

Appointed Official: Individual

First Name: Middle Name:

Last Name: Suffix:

Date Processed From: To Type of Appointed Official: Select Official

Country:

Apostille Number	Applicant Name	Type of Appointed Official	Name of Appointed Official	Processed Date	Country	Action
2018-A0133	Patricia C Chosen	Notary Public	Pauline L Cushion	6/21/2018	United States	N/A
2018-A0134	Patricia C Chosen	Notary Public	Patricia A Cousens	6/21/2018	United States	N/A
2018-A0135	Patricia C Chosen	Notary Public	Paula M Chevalier	6/21/2018	United States	N/A

Page 1 of 1, records 1 to 3 of 3

Figure 35: Internal Apostille Search. The user will enter search criteria and the proposed solution will return a list of matching records. The user may view the associated documents by clicking on the provided "View Document" button.

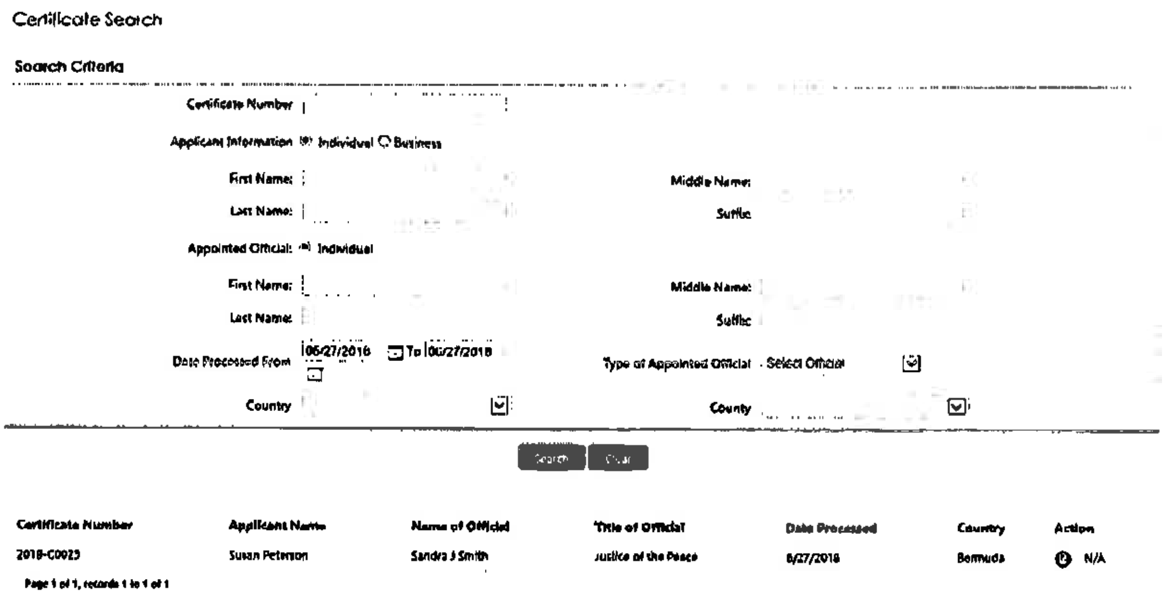


Figure 36: Internal Certificate Search. The user will enter search criteria and the proposed solution will return a list of matching records. The user may view the associated documents by clicking on the provided "View Document" button.

4.1.1.1.10 Public Records Request

Within the Licensing Registry module, PCC will modify existing licensing filing flows to create a set of Public Records Request functions to meet the statutory requirements of the State and provide a registry of requests made under the Freedom of Information Act to various State agencies.

- Cenuity will offer FOIA Agency Creation, FOIA Request Record Entry, and search of FOIA request records. These features will be offered to both external customers and in-house staff users.
- The filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- The FOIA Agency Creation and FOIA Request Record Entry will not be enabled by default for external customers. Access to these two features will be controlled on a user by user basis from the Customer Maintenance feature on the in-house dashboard. This will allow internal staff to grant access to these features only to external user accounts which are known to belong to appropriate external agency staff.
- FOIA Agency Creation will be a one-time set up where the external agency staff create an agency record. This information is then used for all FOIA Request Record Entries used by that account.
- FOIA Request Record Entry will allow external agency staff to create a FOIA Request Entry according to the State's requirements.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes.

PCC understands that the State has not, at the time of writing of this RFQ, determined the exact requirements related to the areas of scope mentioned herein. As such, PCC will work with the State during contract negotiations to assess the specific requirements and cost for these integrations. The solution being offered by PCC to the West Virginia Secretary of State is a modern system that is field-proven in multiple implementations around the country. PCC has reviewed West Virginia's priorities for this new solution and can confirm that our solution meets them. The Cenuity system is intuitive and is designed to be used by both novice public users as well as knowledgeable internal users. The external portal makes it easy for citizens to do business with the State quickly and without the delays associated with paper or in-person filings. Registrations, renewals, and information requests can be done online.

The implementation timeline that PCC is proposing is based on our extensive experience implementing systems for other Secretary of State offices. This implementation timeline is one that is meant to be quick while taking into account the valuable time of the WV SOS subject matter experts who will be working with PCC. The scope of filings that has been requested in this RFQ is available to the user community online.

The Cenuity system increases staff efficiency by providing users with a consistent and easy-to-use navigation. The PCC team builds WV-specific statutory rules into each filing type. This allows for automated compliance checks and greatly reduces the burden on staff responsible for reviews. Filings can be audited by administrative users in a number of ways. Through an entity search the administrator can view each filing image contained within the system of record. If further data is required, the administrator can perform ad-hoc queries which allows for the auditing of many other data fields.

Scalability is something that the PCC team has built into the Cenuity system. It is scalable both vertically and horizontally to account for both filing volume and user community growth. The Cenuity system is capable of handling far more filing types in addition to those being sought as a part of this RFQ. In its many deployments, the same Cenuity system handles filings for business registrations, UCC and miscellaneous liens, service of process requests, multiple order types, and more. When the State is ready to add registry and licensing filings online, the Cenuity system can scale accordingly, providing both internal and external users one place for their filing and processing needs.

Our modern web-based system removes the hassles and challenges that can sometimes plague the agency and its IT staff. Older systems can perpetuate bad data, missing images, and inefficient processes. All of this results in time spent fixing issues rather than performing business functions. States that have implemented the Cenuity system have seen a dramatic reduction in the amount of time spent administering the system. To add to the State's peace of mind, PCC has proposed maintenance services as a part of our proposal so that if an issue arises, the State has a partner to keep the system up and running.

4.1.1.1.11 Data Migration

The goal of the data conversion process is to migrate the existing data from the State's existing structure to the proposed solution's database. PCC understands that data conversion is one of the most important and risky activities in any large-scale implementation, so we will use proven strategies and benchmarking techniques to ensure the efficacy and accuracy of the data migration effort. Our plan will incorporate the following:

- Industry standard tools for data migration
- The number of records that must be transferred from the current system
- Data conversion and migration quality control
- Number of resources required to complete the data conversion and migration effort

PCC will ensure that adequate resources and priorities are applied to these efforts. We will produce a Data Conversion Plan for data conversion and will present this plan to the State for approval. This plan will describe the steps that will be taken to ensure data integrity, accuracy and completeness. Additionally, the plan will contain all functional, technical and integration scope details associated with the data migration effort. This plan is a living document and will be updated through each phase/iteration of the project.

Risks

- Existing data errors in the source systems, such as missing information or default values.
- Lack of attention from the data owners to verify the data quality.
- Any backlog and pending filings may have an impact on the data conversion timeline.
- Data cleansing requests made to SOS must be completed within a reasonable time otherwise the schedule will be adversely affected.
- Significant changes in business rules may result in additional cost and/or the solution not being delivered on time due to increase in work and complexity.

Many data conversion design and development tasks will occur in parallel with system configuration or customization to accommodate required data and record types such as entity and job records, images and scanned documents, forms and reports, and templates. PCC initiates this process early in the project and will ensure that issues that arise from the data that require structural changes to the system are identified early in the execution of the project and are managed in accordance with prescribed issue resolution processes. This allows changes to be addressed at a point when they will be less disruptive to the cost and schedule of the project.

The data migration process is iterative and occurs in various phases of system life cycle implementation, including data acquisition, analysis, transformation and loading.

- **Data Acquisition:** Involves identifying databases and systems where the source records for master and transaction data reside and finalizing the specifications for extracting the complete record set or subset of data based on specific business rules.
- **Data Analysis:** Begins by analyzing the integrity of the data and obtaining or establishing a data dictionary. Subsequent steps include identifying gaps between the legacy and target data models and identifying count of data to be transformed.
- **Data Transformation:** Involves creating a data mapping document, code development for data conversion routines and cleansing the data to eliminate data errors.
- **Data Loading:** We load the data and images into the target database.

As part of project design activities, this draft version of the Data Conversion Plan will be revised and expanded to integrate the database elements. The goal is to provide a detailed approach, PCC and State roles and responsibilities, designs, tools, and processes required to accurately migrate the data from the legacy system to the proposed solution. The Data Conversion Plan, data conversion approach and designs will be submitted to the State's project manager for review and approval prior to implementation.

We will implement our strategy to identify and remove any inconsistencies, inaccuracies, and gaps; create programs to enforce the edit rules of the legacy data; transform and test the results to ensure accuracy; create links for the relationships between the legacy database and the new database; create consistent formats; accommodate the various sizes, formats, and content; and load the transformed data. Any cleansing of bad data that cannot be reasonably transformed by the automated scripts, will be the responsibility of the State to correct in the source system prior to the next subsequent data pull. PCC will provide as much information as possible through scripting exceptions regarding data cleansing or corrections that are needed from SOS.

This plan describes the overall approach and processes PCC uses for data migration. It includes an inventory and cross reference of source and target data elements, images, self-describing files that have an embedded header and meta-tag information, and an overall process for data extraction, transformation and loading. Data migration and conversion will occur from Day 1 of the project, support "real" data testing during UAT, and culminate at go-live where legacy system sunsetting by the State can begin.

PCC provides the technical expertise to map data to be converted into the appropriate tables and develops technical specifications and automated routines (where needed) to address the more complex and repetitive conversion requirements. Our data conversion team can provide knowledge, guidance, and assistance in completing manual data conversion activities, but the responsibility for manual cleansing is with the PCC.

Data Conversion Process

This data conversion process describes the strategy, preparation, and specifications for converting data from several source systems into a single integrated system. This plan describes the overall approach and processes that will be used for data conversion. It includes an overall process for data extraction, transformation and loading.

Data/Image Acquisition: This step involves identification of databases and systems where the sources of master and transaction data reside through finalization of the rules for extracting the whole or subset of data based on specific business rules.

1. Review the existing applications data structures and the image specifications.
    a. Review the data elements for all the conversion scope systems.
    b. Analyze the key data elements to understand the existing numbering schemes. For example: entity / registration numbers, filing numbers, lien number, certificate numbers, etc.
    c. Analyze the existing data fields for formats, NULLS, data type, default value, primary / reference keys and data integrity.
    d. Analyze the existing image formats.
    e. Any available corporation-related images that are already in a standard format will be migrated to the proposed document management repository and the index information components in the target database.
2. Identify source application specific master data structure to be converted and related business rules:
    a. Identify master tables and files.
    b. Identify tables and files related to history, filings, lookup, code, etc.
    c. Identify any recursive relationships.
    d. Identify existing indexes and foreign keys.

Data Analysis: This step begins by analyzing the integrity of the data and obtaining or establishing a data dictionary. Subsequent steps include identifying gaps between the legacy and target data models and identifying count of data and images to be transformed.

1. Obtain a data dictionary for the source data model.
2. Any legacy indexes containing non-numeric values will be cross referenced and converted into new sequential numeric indexes.
3. Develop a data transformation rules document for the following scenarios:

a. Data type redefinitions (e.g., alphabets in dates and numbers, embedded information in codes and intelligent keys, implied content);
b. Garbled content (e.g., multiple uses for a single field, freeform text values, corrupted data, un-initialized data);
c. Invalid content (e.g., values out of defined range, code fields not on a valid list of values or lookup table, blank fields (optionality), inconsistent use of defaults);
d. Context changes (e.g., import of external data, historic changes to operational parameters (system upgrades), synchronization timing of duplicated de-normalized data); and
e. Behavior issues (e.g., variations in actual data from planned constraints of size, data type, validation rules, and relationships).
f. Document the location and index information for all images.

Data/Image Transformation: This step involves creating a data mapping document, code development for data conversion routines and cleansing the data to eliminate data errors.

1. Develop a data mapping document.
   a. Map legacy data elements, constraints, data types and relationships to the target model.
2. Establish ground rules around conversion process segments, such as:
   a. Define the pre-requisite steps for every conversion segment.
   b. All images will be converted to a standard format during the transformation phase and will be validated for the image quality.
   c. PCC's conversion process is performed in segments. Each segment is progressively elaborated using iterative model. The iterative model for each segment is executed in cycles for data accuracy.
   d. Exception reports will be generated for each cycle to handle data changes in the source system.
   e. Exception reports will be reviewed with the business stakeholders after every cycle.
   f. Updates to conversion rules.
3. Develop a conversion business rule.
   a. Develop a business rule relationship between lookup table values to the master table codes and filing table codes.
   b. Create a business rules process to format the source data.
4. Develop a transformation process to convert relational databases utilizing the data mapping and business rules document.
   a. Develop the load program to populate the target database with the extracted data.
   b. Generate reports for source data counts for every application.

Data/Image Loading: This step involves loading data and images in the target database.

1. Automate the load process from the source system to the staging database with appropriate business logic.
2. Execute conversion scripts using business rules to load the data from the staging database to the target database.
3. The converted images will be loaded into a central repository.
4. Upon the successful completion of the data load a backup of the database is created to facilitate roll-back in case of an accidental data or image loss.

Step-by-Step Process

A step-by-step process for data conversion is detailed below.

1. Existing scripts will be used to extract the data from the source systems in any of the industry standard formats with a summary data file that includes metrics such as count, record size, etc.
2. The summary data file will be used during the conversion process to compare and reconcile results after the data load.
3. The extracted data is then loaded into a FTP folder or any available shared folder.
4. The initial load program will load the extracted data from flat files to the staging database. This load program will have a one-to-one mapping of flat file fields to the staging database.
5. Once the data is loaded into the staging database, Microsoft .NET based programs will be used to apply the transformation and conversion rules. An email notification is sent to the target audiences once this process starts.
6. The conversion process uses business rules based on the data mapping document to transform the data in the staging database.
7. A report that details the exceptions, errors and suggestions to manual data corrections will be generated as an output of the conversion process.
8. Once data transformation is successfully completed, the data from the staging database is loaded on the target database. Exception reports are generated and sent to the State for data correction by its staff.
9. Step 2 through Step 7 is an iterative and repeatable process to ensure consistency and accuracy.
10. The data in the source system is frozen during the production pull and production conversion cycle. The production pull and cycle will be performed during late weekend hours to reduce any impacts to the legacy production environment.

PCC's Best Practices

PCC follows these best practices in our conversion process:

- Discover assumptions, risk and domain governance at the early stages of the data conversion.
- Proven, robust and repeatable conversion architecture using a segmented approach instead of a big-bang approach.
- Strong emphasis on documentation and review with data owners.
- Design and structure a standard format for codes and look-up values from all the disparate system to adopt single, consistent centralized solution.
- Provide a full volume mock environment for testing and reporting issues.
- All issues are tracked, monitored and resolved in the subsequent iterations.

The following diagram illustrates the data conversion process into the single integrated system:

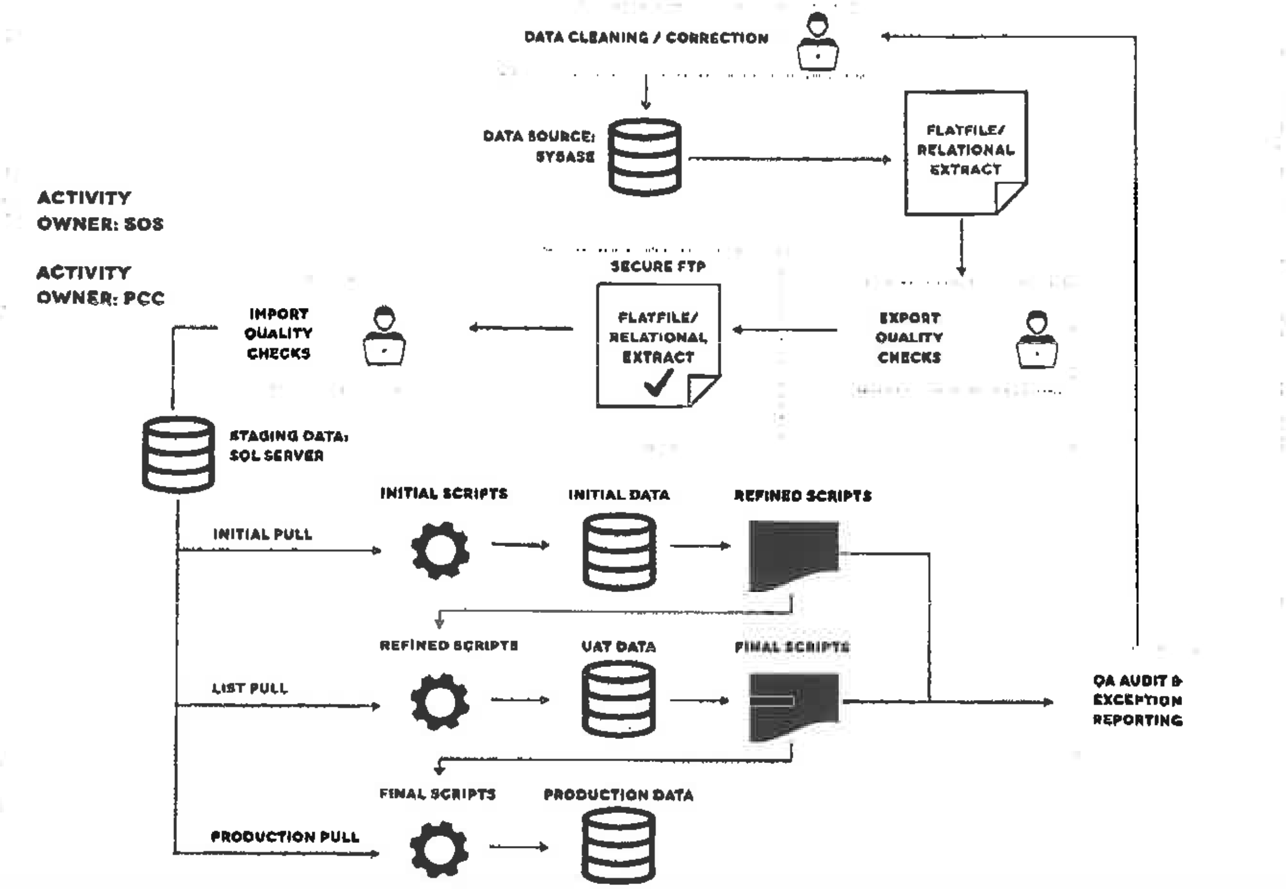


Figure 37: Data Conversion Process

Data Conversion Strategy

The migration effort goes through a three-pull strategy. This involves extracting the data from the current databases in three pulls with each subsequent pull resulting in cleaner converted data.

Initial pull: We use the extracted data to analyze the current data structure and format and develop conversion routines as well as other management scripts. These management scripts are used to reconcile record counts between the source data and the converted data.

Interim pull: During the second pull, extracted data is used as the source data for the conversion routines that have been developed. The converted data is analyzed for structure and format and its adherence to the target data model.

Errors reported during this pull are resolved by one or more of the following methods:

- Change the data type or structure of the error fields
- Assign default values while converting for nonexistent fields in the source

Conversion scripts go through an iterative process of refining and testing the data that is run through them. This iterative process results in high accuracy of the converted data. After the client accepts the converted data, this pull is complete. We recommend a user acceptance test of the converted data by connecting it to the testing/staging application to make sure that the converted data flows seamlessly through the application.

Final pull: Extraction of the data in the third pull happens after successful user acceptance testing and before the go-live of the new application. Once the data is pulled, we recommend that the existing system be taken down to prevent loss of data that might be entered while converting the pulled data. After populating the production database, additional cleanup scripts and management scripts are run to reconcile the source and the converted data.

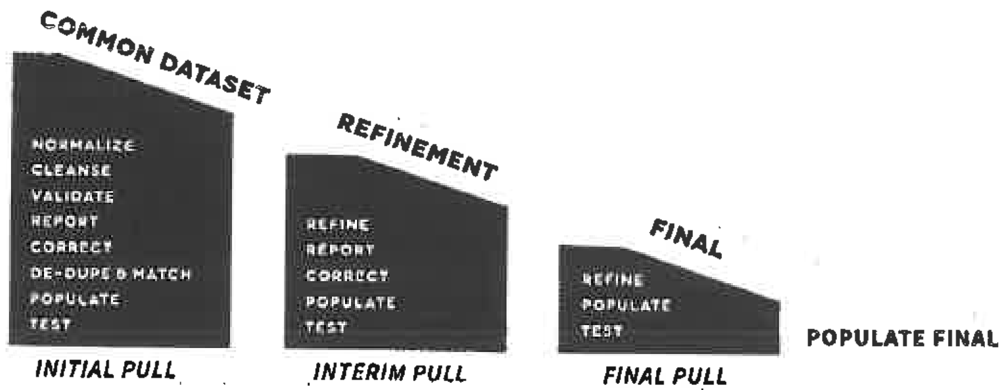


Figure 38; Data Conversion Three-pull Strategy

4.1.1.1.12 State and Agency Laws

Each implementation in this market will include state-specific laws. Cenuity is built to deal with that practicality. While leveraging the "common" aspects of the "uniform" and model acts that undergird each state's filing rules, Cenuity is designed with generous configurability functionality to allow states to alter the system to accommodate many kinds of law changes, fee changes, administrative policy changes, etc. When larger system changes are necessary, PCC is a full-service software development firm that can expertly design automated solutions to meet state challenges, and integrate those solutions into the Cenuity platform. It all starts with professionally-led, efficient Gap Validation sessions where our experts lead your staff through painless, highly organized exercises to cull out the distinctions in West Virginia's laws compared to the pre-configured system business rules. Our gap validation is meticulous and well-documented, to help West Virginia get the business rules it needs built into its investment. We believe that measuring twice and cutting once is a philosophy that can be efficiently deployed if practiced hands are the ones taking the measurements.

4.1.1.1.13 Security

Cenuity is secure. Using modern technologies such as encryption, firewall (network security group) protection, separate security zones and authentication and authorization protocols, among other features, Cenuity is capable of protecting public data.

When the International Association of Commercial Administrators (IACA) and the National Association of Secretaries of State (NASS) started convening task forces on Bogus Filing and Business Identity Theft, PCC was there to take notes and we built Cenuity around best practices. We have implemented methods of reducing fraud and every new client benefits from years of experience.

Encryption - All data is encrypted in transit using Transport Layer Security (TLS) and all sensitive data is encrypted at rest

Firewall (Network Security Group) Protection – Blocks all access on all ports from all locations except the very limited set of ports opened coming into specific security zones and instances from specific IP addresses where expressly required for that portion of the system to operate.

Separate Security Zones – Isolates only a small portion of the system in a publicly accessible location and separates into several security zones with limited access between zones.

Cenuity is sustainable. Built on a modern .Net framework, Cenuity will be serviceable for the foreseeable future.

Cenuity has an impressive record of predictability and service availability. With an availability rate exceeding the required 99.5 percent, Cenuity is only down for planned updates as necessary during weekends in the middle of the night. Moreover, even when there is a rare service interruption, we deploy expert assistance rapidly, to address needs quickly and keep the system humming. Cenuity is a workhorse, backed by a customer service-oriented organization that is committed to keeping West Virginia and its customers happy.

Cenuity is highly efficient. PCC is a pioneer in designing systems that win awards, acclaim, and the respect of their users for the efficiencies they bring to high volume filing operations.

4.1.1.1.14 Operational Costs and Continued Reliability

The proven product, which is based on standard Microsoft .NET architecture, does not require proprietary, specialized or expensive support. Ongoing operational costs are therefore minimal. The solution remains valid through the use of patches and framework upgrades that are a part of a fixed maintenance contract.

4.1.1.1.15 Authentication and Authorization

The SOS needs to control in-house access to various levels of system control, as well as customer account authentication and authorization. Cenuity includes role-based administrative and supervisory access to aspects of the system that staff users are prevented from accessing. Cenuity also enables secure account creation and management with a wide variety of authentication options including single sign-on and application-level security.

Some key features used by staff to manage authentication and authorization:

- User Maintenance
  - Allows internal staff user accounts to be created, edited and otherwise managed.
  - Accounts created here must match active, valid credentials in State AD in order validate and authorize.
  - Allows internal staff to assign a user role to a user account.
- Role Maintenance
  - Administrators can create any number of user roles which will be used to organize privileges across internal users.
- Role Privileges
  - Administrators will be allowed to assign or unassign features access privileges to each role created in Role Maintenance.
- Customer Maintenance
  - Administrators will be allowed to search, view and edit all customer accounts, including external online customer accounts.
  - Administrators will be allowed to create new Customer accounts send initial credential email.

- Administrators will be allowed to maintain a pre-defined set of privileges and features available to external customers, including available methods of payment and some saved payment information.

Sample Screenshots of Authentication and Authorization functionality have been provided below in Figures 39 through 44.

User Privilege Maintenance

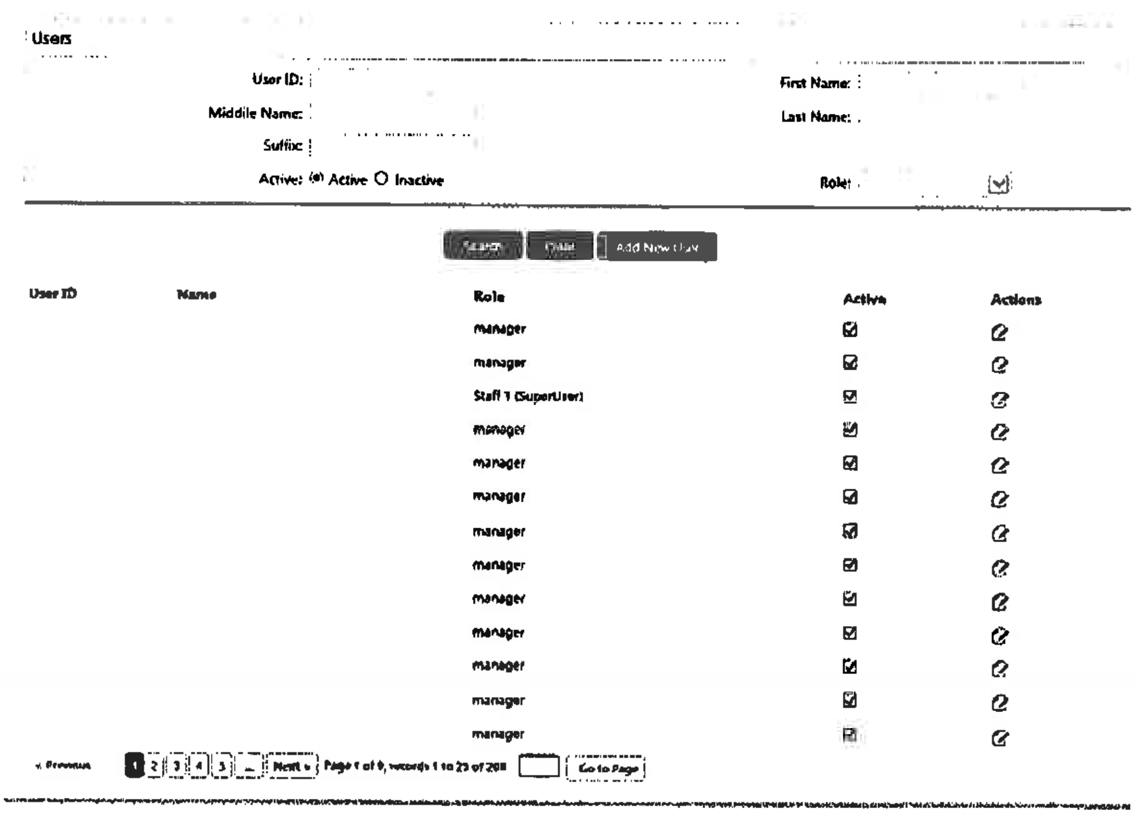


Figure 39: User Maintenance. Administrators will maintain valid internal user accounts.

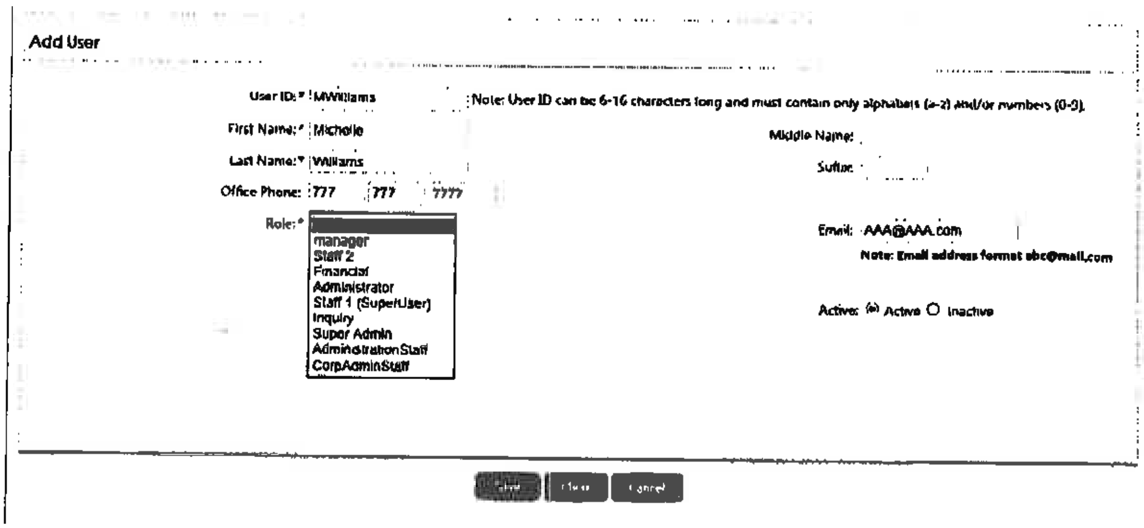


Figure 40: User Maintenance. Add New User. Administrators will add a new internal user and assign them a role.

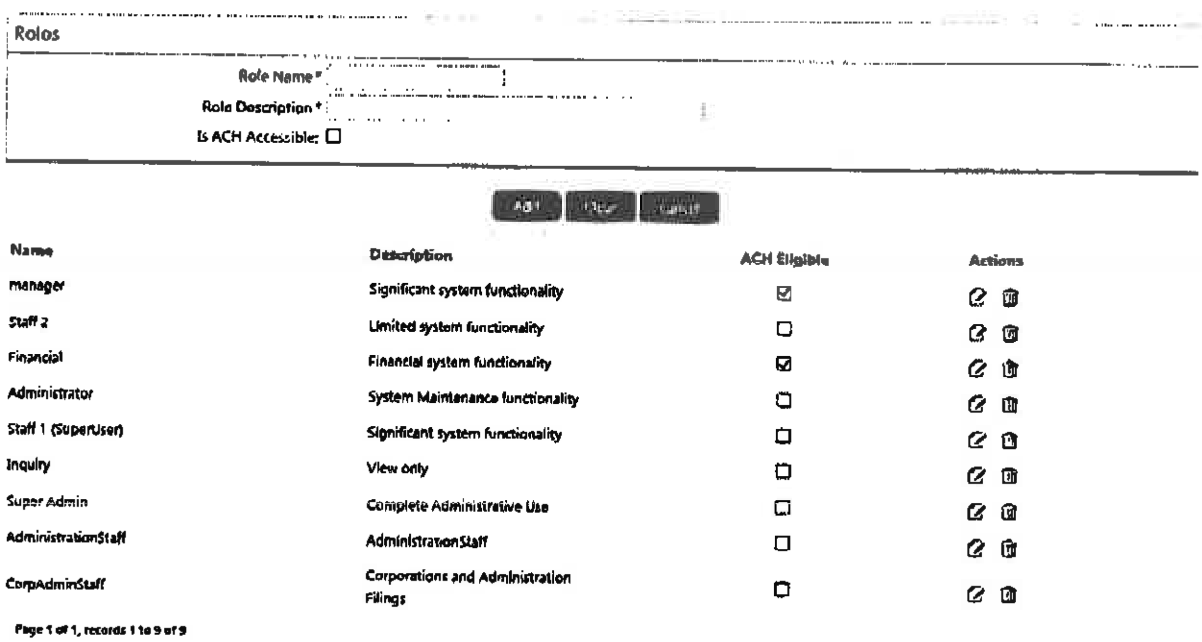


Figure 41: Role Maintenance. Administrators will create and maintain user roles within the solution.

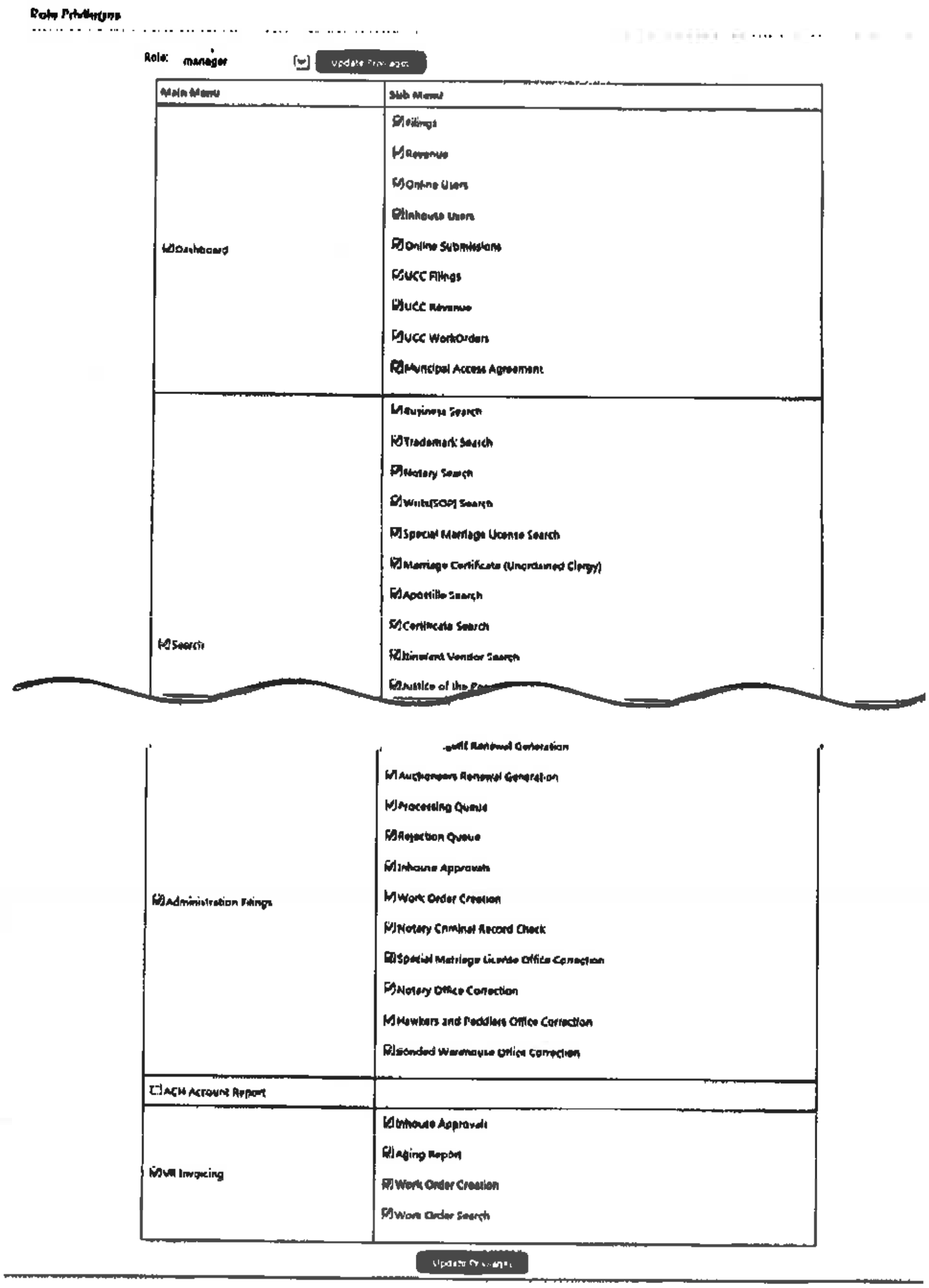


Figure 42: Role Privilege Maintenance. Administrators will be allowed to granular assign a set of access privileges and features to each role that was created in Role Maintenance.

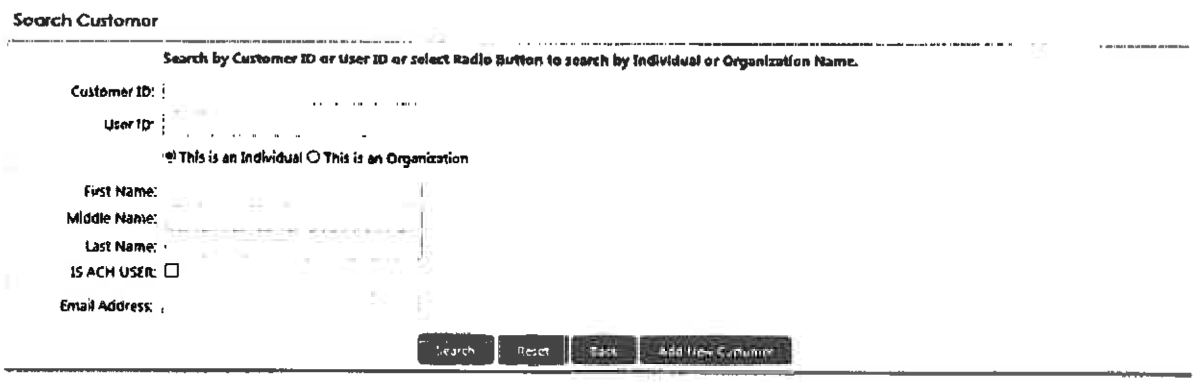


Figure 43:Customer Maintenance. Search Customer. Privileged users will have the ability to search existing customer records as well as create new ones.

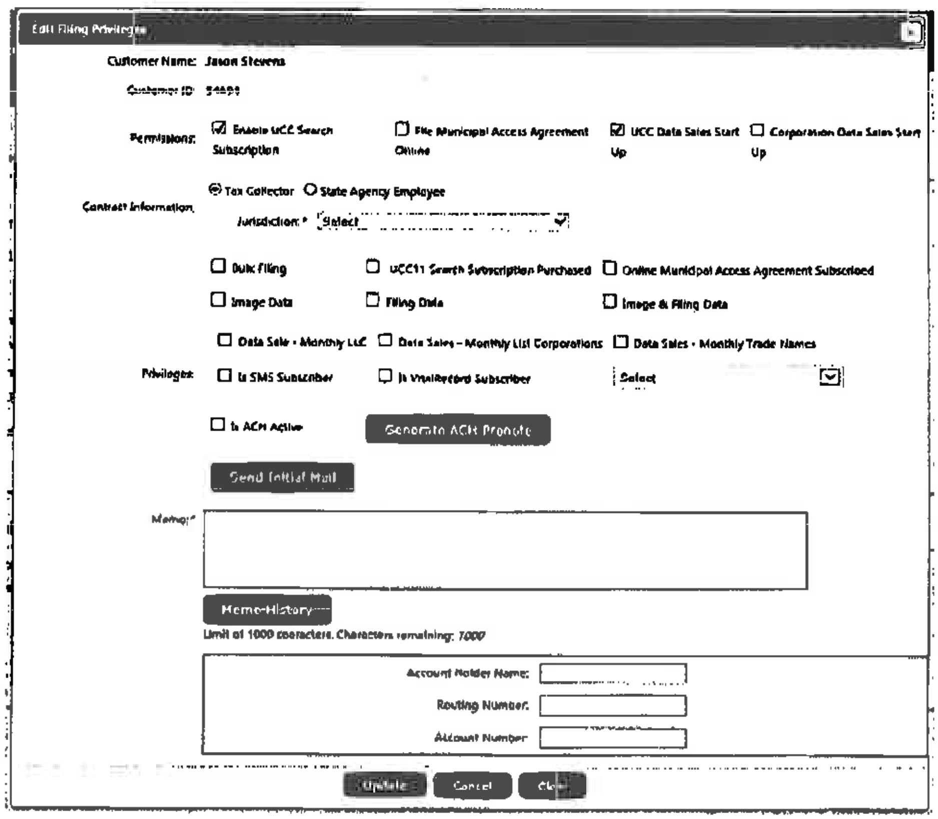


Figure 44: Edit Customer Privileges. Privileged user will be allowed to configure the Customer account's access to various solution features. Exact features are specific to each State and implementation.

4.1.1.1.16 Search Performance Capabilities

Robust search and performance capabilities

Cenuity is designed to address the specific needs of a high volume, public record agency. PCC has added thoughtful features that help increase transparency and manage the challenges inherent to the administration of a public records mission. For example, in-house users and public users have access to both standard reports and ad hoc report inquiry capacity. Users can search using a wide variety of terms and the system provides instantaneous feedback and results. Public users can access data and file documents and applications around the clock, subject to any maintenance down-time the agency may wish to reserve. Frequent user communities, such as commercial filers, law firms, and accounting firms have provided overwhelmingly positive feedback regarding the performance of PCC systems. Typically, Cenuity implementations result in extraordinarily high online filing rates within months of go-live, due to the solution's easy user experience and user interface. PCC delivers functionality that works, with sophisticated business process engineering that is task-specific to yield impressive performance in US Secretary of State office operations.

Sample Screenshots of Search functionality have been provided below in Figures 41 and 42.

Sample Search Features

Notary Search

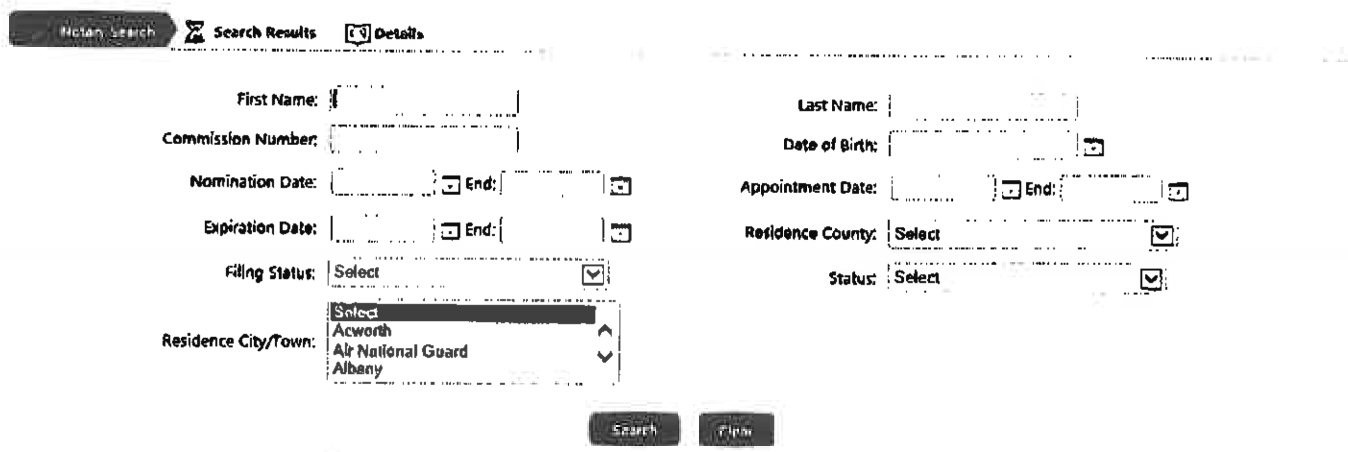


Figure 45: Internal Notary Record Search. Users are given a robust set of search criteria to locate notary public commission records in the system.

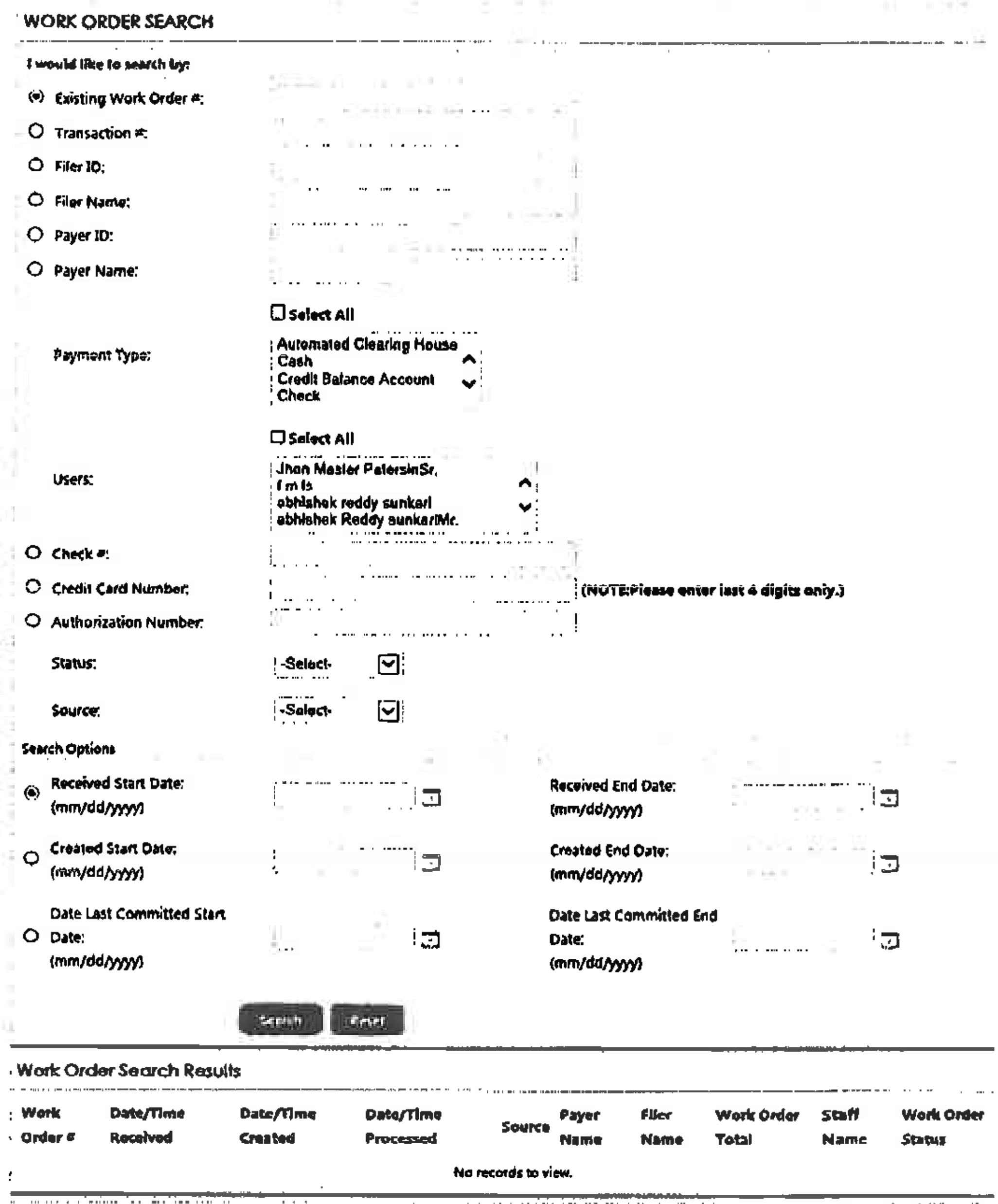


Figure 46: Work Order Search. Work Orders are the central record in the Cenuity Solution. Key transaction and payment information all related to the Work Order. The Work Order Search allows users to quickly locate specific records using a comprehensive set of criteria.

4.1.1.1.17 Communications

The proposed solution will provide the ability to generate and regenerate general and specific and/or customized communications (i.e., correspondence, notices and certificates) in both electronic and non-electronic formats with appropriate date(s), signature(s), text, content, status, link(s) and image(s). Regenerated correspondence, notices and certificates must maintain the original date(s), signature(s), text, content, status, link(s) and image(s) as that of the original

Correspondence is key. If done right, it can help ensure compliance (and resulting revenue), inform customers (to reduce phone calls), reduce filing rejection rates (which improves efficiency), and help customers maintain records for their business entities. PCC understands that robust correspondence tools are an integral part of a smooth administrative operation. That is why we equip Cenuity with an impressive correspondence module and correspondence-oriented process applications. For example, Cenuity merges relevant data from filings into the Certification, Receipt and Acceptance Letter for that filing. Cenuity offers processing staff both an open rejection reason field and standard rejection reasons using a check-box approach. This provides clear, concise and informative rejection letters that help customers file successfully on their second attempt. Cenuity also enables simplified drafting that leverages merging and editing tools to produce topical and relevant customer communiques. Communications, certifications and receipts can be recalled in their original format, with original dates, to serve as valid copies.

Sample Screenshots of Communications functionality have been provided below in Figures 43 through 57.

Sample Communication Features and Tools

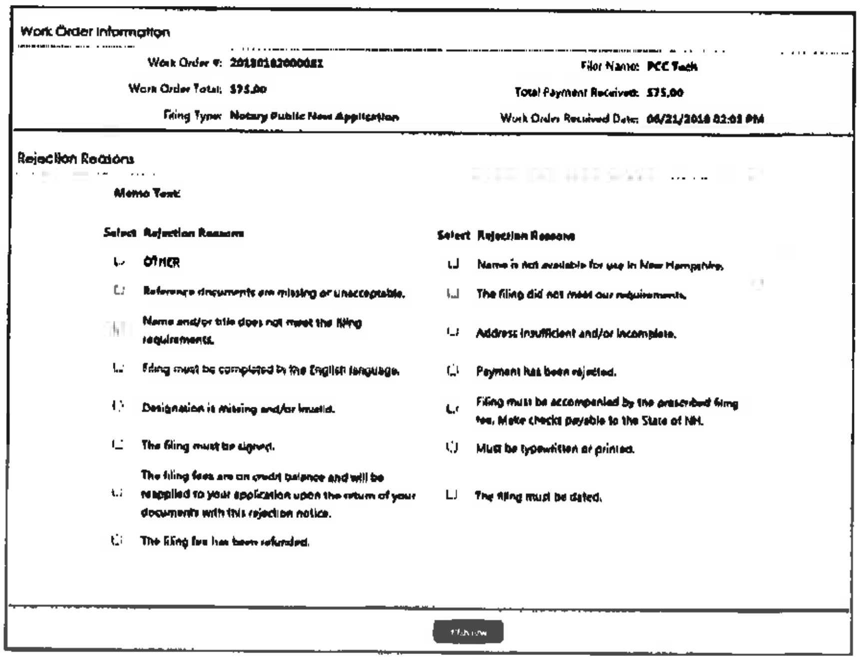


Figure 47: Notary Rejection Screen. Rejection screens will display to the user a filing specific list of rejection reasons for the filing. Selecting "Other" will open a text field and allow customer rejection messages. Once the rejection is finalized, the solution will insert the indicated rejection reasons into the standard rejection letter template along with transaction-specific information such as filer name, work order number, etc.

Rejection Reason Maintenance

Rejection Reason

Filing Type * -- Select Filing Type --

Rejection Reason *

Add Clear Cancel

Rejection Reason List

Search:

Filing Type: * -- Select Filing Type --

Search Refresh

S.NO	Filing Type	Rejection Reason	Actions
1	Apostille	Filing must be accompanied by the prescribed filing fee. Please make checks payable to the State of NH.	
2	Apostille	All documents must obtain the signature of a NH Notary Public or Justice of the Peace as a witness to the signature or the author of the document.	
3	Apostille	The Notary Public/Justice of the Peace has not returned their qualifying oath to this office. They cannot sign documents until they have taken their oath of office.	
4	Apostille	Please enclose a self-addressed, pre-paid envelope for the document to be returned.	
5	Apostille	The filing fees are on credit balance and will be reapplied to your application upon the return of your documents with this rejection notice.	
6	Apostille	The filing fee has been refunded,	
7	Special Marriage License - Individual	Applications must be original. Copies are not accepted.	
8	Special Marriage License - Individual	A copy of your Commission or proof of authority to perform marriages in your state of residence must accompany the application.	
9	Special Marriage License - Individual	Denomination was not completed. If you are non-denominational, please complete this field with the name of the organization under which you are ordained.	
10	Special Marriage License - Individual	A copy of documentation affirming you are a non-ordained minister in the services of the denomination of the stated religious body and licensed to perform weddings in your state of residence was not enclosed.	

< Previous ... 1 2 3 4 5 ... Next > Page 1 of 8, records 1 to 10 of 72 Go to Page

Figure 48: Rejection Reason Maintenance. Administrators will be allowed create, edit and maintain a unique set of rejection reasons for each filing type.

Correspondence Search and Reprint Screens

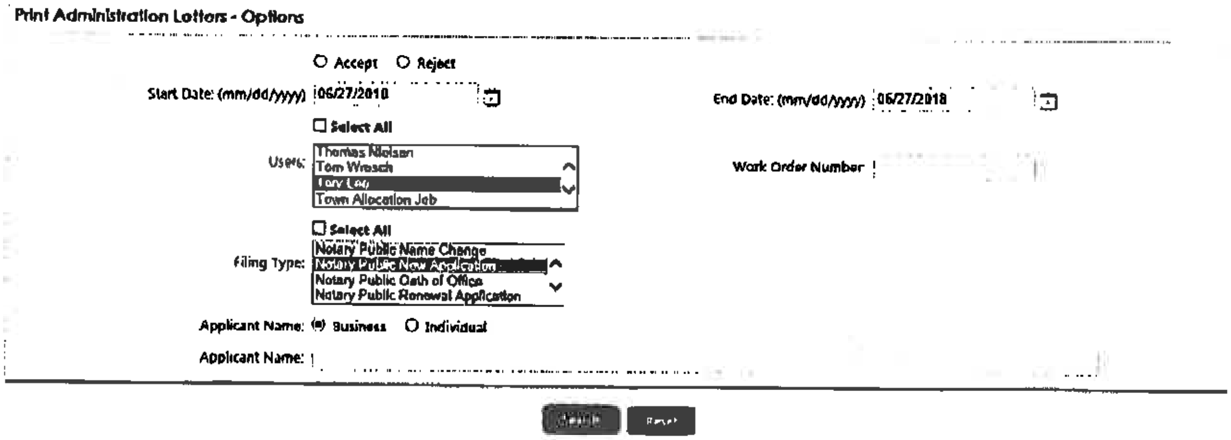


Figure 49: Print Administration Letters – Options. Allows users to search and print acceptance and rejection correspondence.

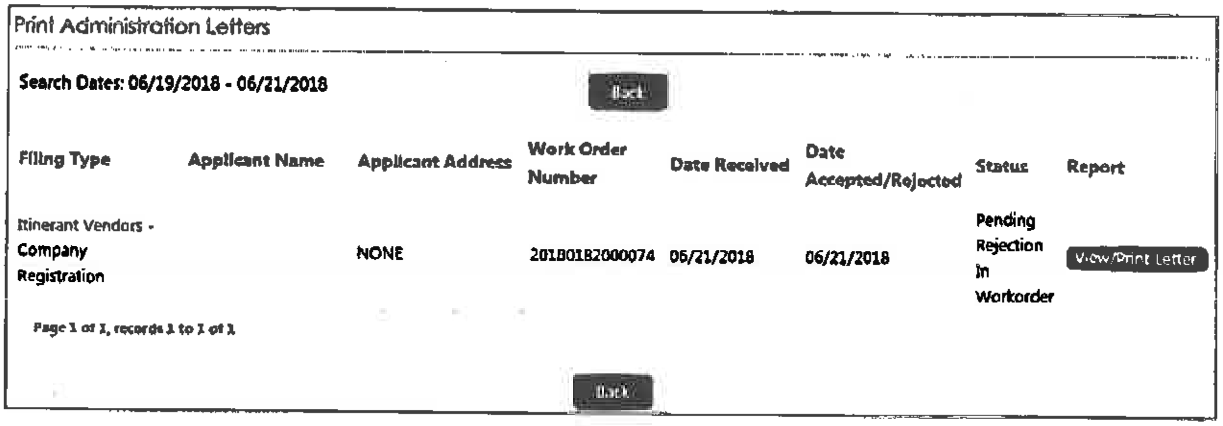


Figure 50: Print Administration Letters – Search Return. The proposed solution returns a rejected license filing. The user may view and print the rejection correspondence.

Print Administration Letters

Search Dates: 06/20/2018 - 06/21/2018 Back

Filing Type	Applicant Name	Applicant Address	Work Order Number	Date Received	Date Accepted/Rejected	Status	Report
Notary Public Name Change	Pauline C Carr	19 Mobile Coach Ln, Mount Vernon, NH, 03057, USA	20180182000076	06/21/2018	06/21/2018	Accepted	View/Print Letter
Notary Oath of Office	Peter C Scott	120 School St, Concord, 03301, USA	20180182000074	06/21/2018	06/21/2018	Accepted	View/Print Letter
Justice of the Peace Renewal	Patricia Katis	660 Pine Street, Manchester, NH, 03104, USA	20180182000071	06/21/2018	06/21/2018	Accepted	View/Print Letter
Justice of the Peace Name Change	Patricia Katis	660 Pine Street, Manchester, NH, 03104, USA	20180182000071	06/21/2018	06/21/2018	Accepted	View/Print Letter
Athlete Agent New Application	Peter C Charles	100 Northfield Drive, Ste. 100, Windsor, CT, 06095, USA	20180182000070	06/20/2018	06/21/2018	Accepted	View/Print Letter
Notary Public New Application	Patty C Cummings	100 Northfield Drive, Windsor, CT, 06095, USA	20180182000070	06/20/2018	06/20/2018	Accepted	View/Print Letter
Justice of the Peace New Application	Peter C Compton	1 Northfield, Ste 300, Windsor, CT, 06095, USA	20180182000069	06/20/2018	06/20/2018	Accepted	View/Print Letter

Page 1 of 1, records 1 to 7 of 7

Back

Figure 51: Print Administration Letters – Search Return - Acceptance. The proposed solution returns a list of accepted filings. The user may view and print the acceptance letter of license.

Print Certificate and Oaths

Applicant Name	Commission#	Status	Nomination Date	Appointment Date	Commission Certificate	Oath Certificate
Peter C Compton	JOP00232018	Criminal Check	02/23/2018	06/12/2018		
Patty C Cummings	NOT01182018	Criminal Check	08/07/2018	06/12/2018		

Page 1 of 1, records 1 to 2 of 2

Certificate Type: Commission Certificate (Commission Certificate / Oath Certificate / Both) Print All | Print All Checked | Back

Figure 52: Print Certificate and Oaths. Administrators may search and print notary public certificates.

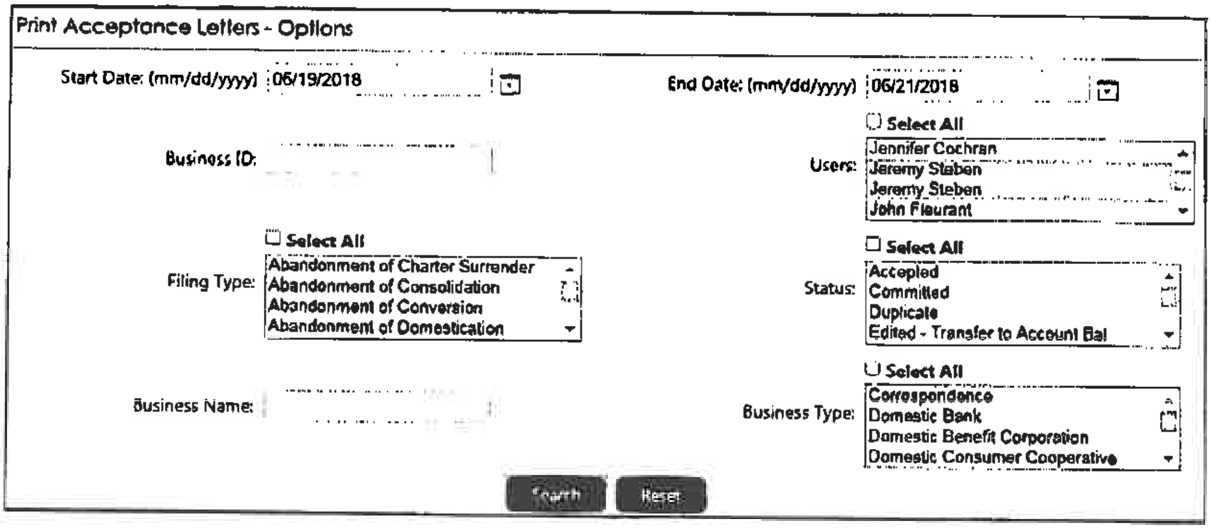


Figure 53: Print Acceptance Letters – Options. Allows users to search and print Acceptance and Rejection Notifications.

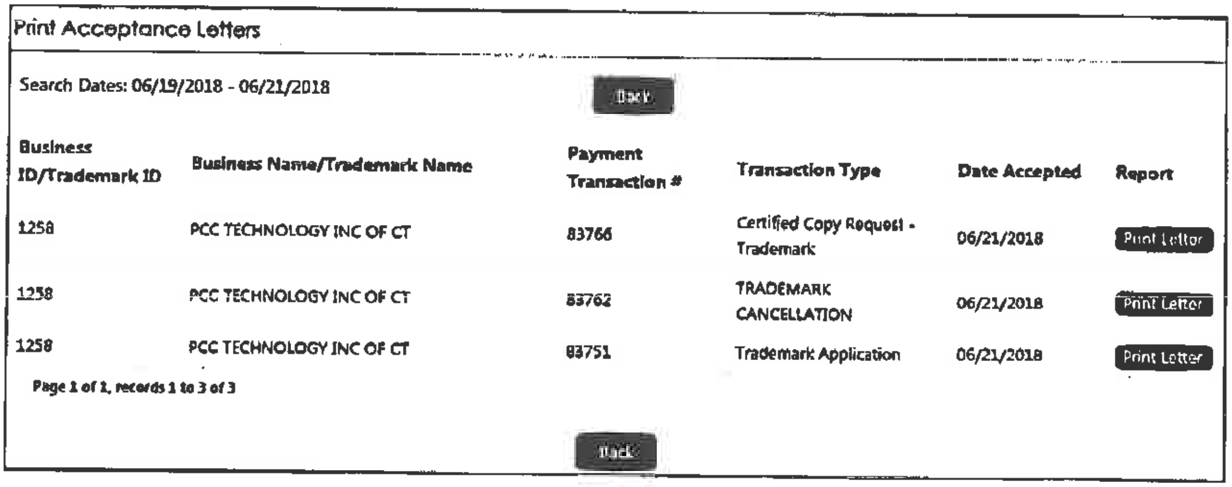
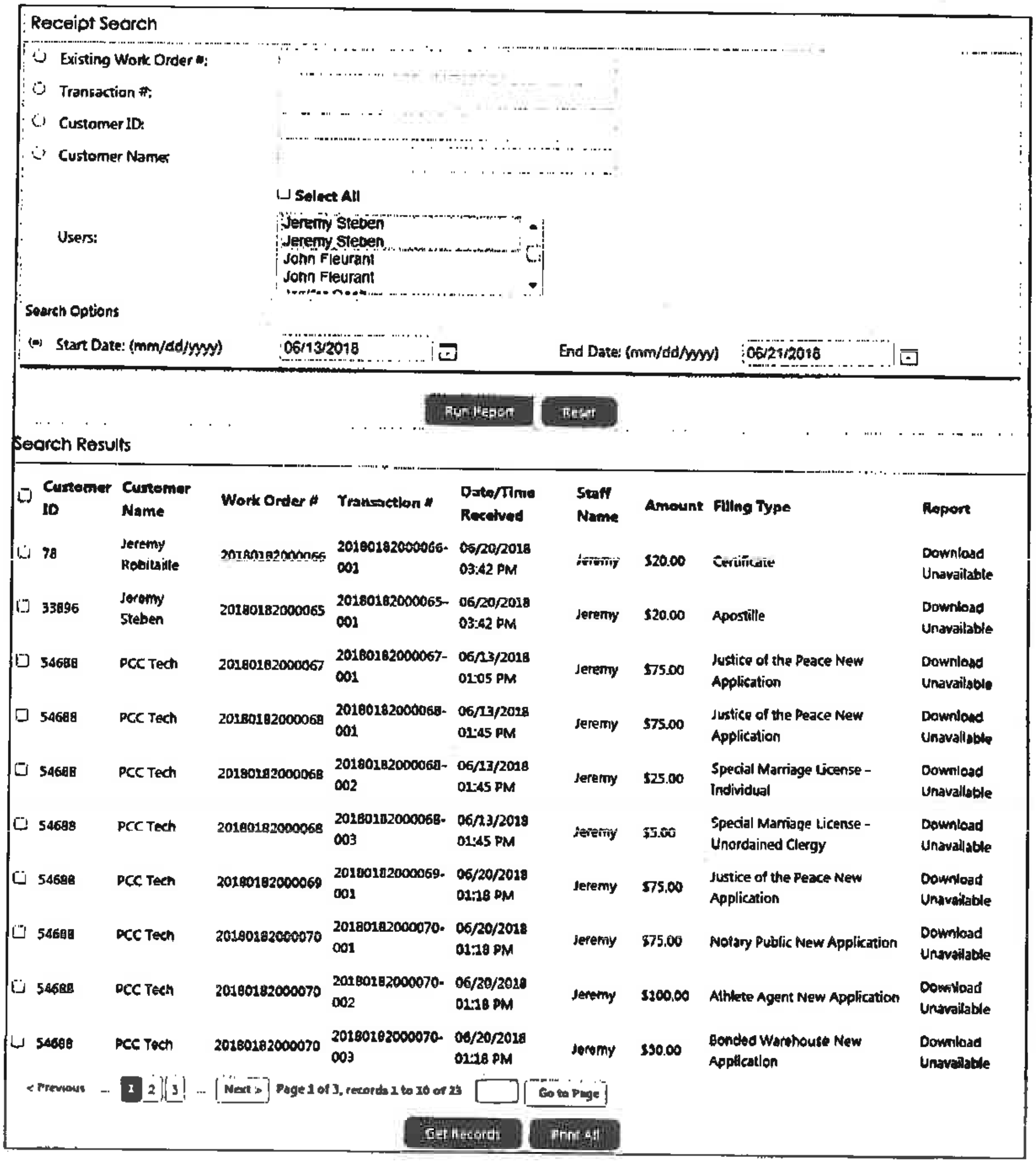


Figure 54: Print Acceptance Letters – Search Return. Trademark records are returned in this example.



Customer ID	Customer Name	Work Order #	Transaction #	Date/Time Received	Staff Name	Amount	Filing Type	Report
78	Jeremy Robitaille	20180182000066	20180182000066-001	06/20/2018 03:42 PM	Jeremy	$20.00	Certificate	Download Unavailable
33896	Jeremy Steben	20180182000065	20180182000065-001	06/20/2018 03:42 PM	Jeremy	$20.00	Apostille	Download Unavailable
54688	PCC Tech	20180182000067	20180182000067-001	06/13/2018 01:05 PM	Jeremy	$75.00	Justice of the Peace New Application	Download Unavailable
54688	PCC Tech	20180182000068	20180182000068-001	06/13/2018 01:45 PM	Jeremy	$75.00	Justice of the Peace New Application	Download Unavailable
54688	PCC Tech	20180182000068	20180182000068-002	06/13/2018 01:45 PM	Jeremy	$25.00	Special Marriage License - Individual	Download Unavailable
54688	PCC Tech	20180182000068	20180182000068-003	06/13/2018 01:45 PM	Jeremy	$5.00	Special Marriage License - Unordained Clergy	Download Unavailable
54688	PCC Tech	20180182000069	20180182000069-001	06/20/2018 01:18 PM	Jeremy	$75.00	Justice of the Peace New Application	Download Unavailable
54688	PCC Tech	20180182000070	20180182000070-001	06/20/2018 01:18 PM	Jeremy	$75.00	Notary Public New Application	Download Unavailable
54688	PCC Tech	20180182000070	20180182000070-002	06/20/2018 01:18 PM	Jeremy	$100.00	Athlete Agent New Application	Download Unavailable
54688	PCC Tech	20180182000070	20180182000070-003	06/20/2018 01:18 PM	Jeremy	$50.00	Bonded Warehouse New Application	Download Unavailable

Figure 55: Print Receipts. Allows users to search and print receipt correspondence.

External Correspondence Features

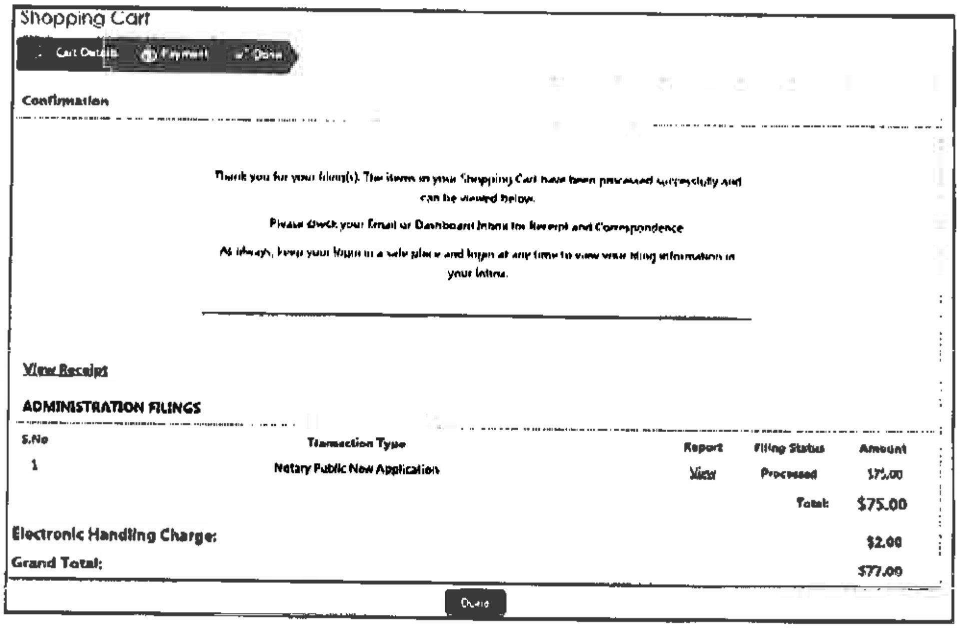


Figure 56: Payment Confirmation Screen – External. After checking out the shopping cart in the external payment gateway, the customer will be navigated back to the proposed solution, where they will be advised that correspondence has been sent by email and is also available in their Dashboard.

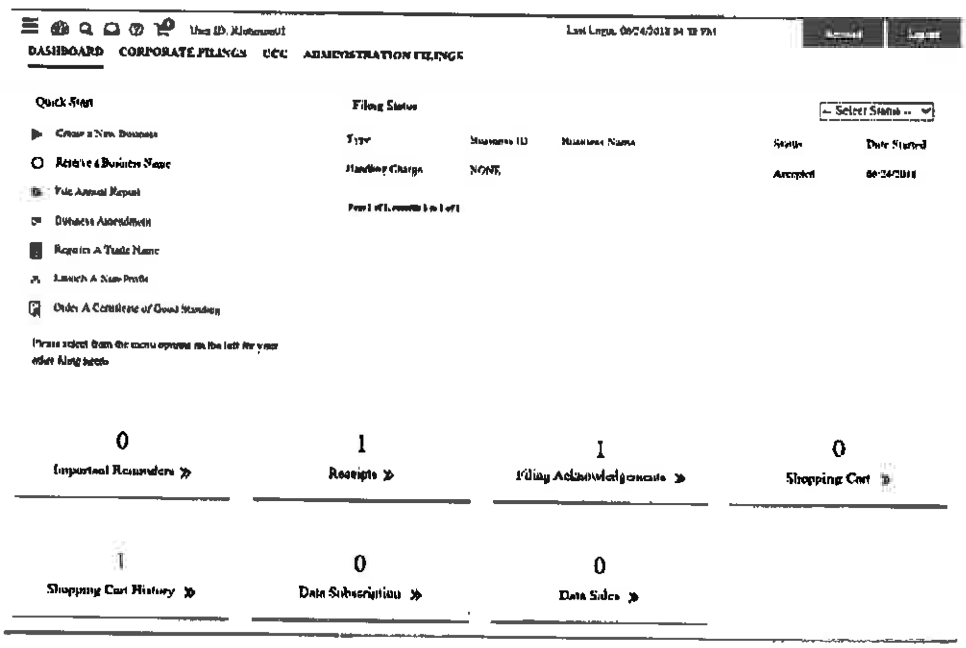


Figure 57: Online Dashboard – Inbox Widgets. The Online Dashboard will display a set of Inbox widgets, one for each correspondence type. A counter will display the total amount of records in each Inbox.

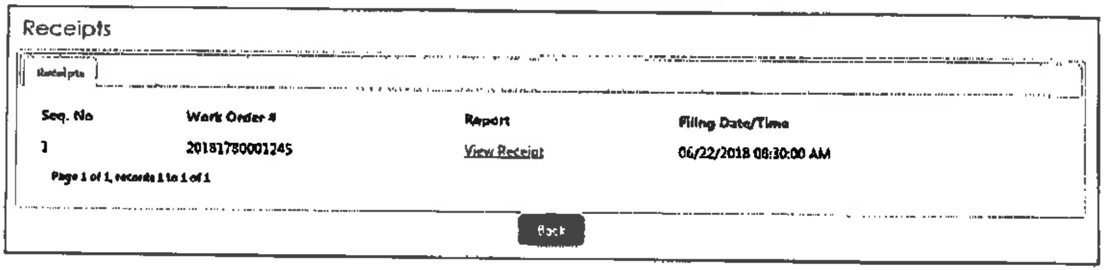


Figure 58: Receipts Inbox. Customers may view a history of all receipts and download and print pdf copies.

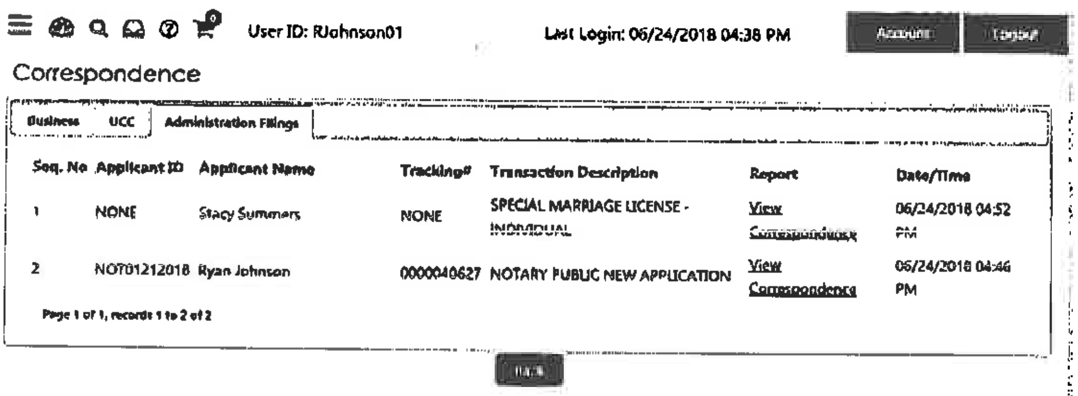


Figure 59: Correspondence Inbox. Customers will be able to view a history of all filings performed with the agency and download and print the formal correspondence documents.

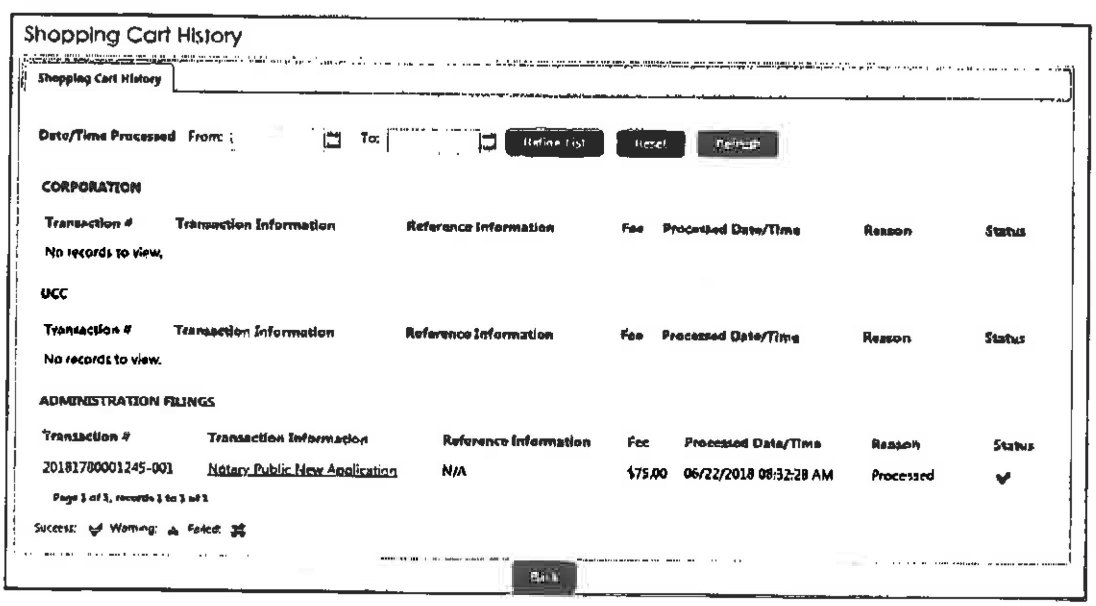


Figure 60: Shopping Cart History. The customer will be able to view all shopping cart transactions and the payment status as reported from the payment gateway.

Work Order #: 20181780001249

Receipt Date/Time: 06/24/2018 04:51:00 PM

Payer Information:

Johnson Ryan
99 Main Street
Windsor, CT, 06095, USA

Filer Information:

Johnson Ryan
99 Main Street
Windsor, CT, 06095, USA

Payer Customer ID: 54003

Filer Customer ID: 54003

Payment Information:

Date	Payment Type	Payment Reference	Authorization #	Payment Status	Payment Amount
06/24/2018 04:51:00 PM	CR	CC#: ############1111	ET176136	Paid	$27.00
				Total Payment Received:	$27.00

Transaction Description:

Transaction #	Description	Reference Information
20181780001249-001	Special Marriage License - Individual	Stacy Summers
20181780001249-000	Electronic Handling Charge	N/A

Transaction Information:

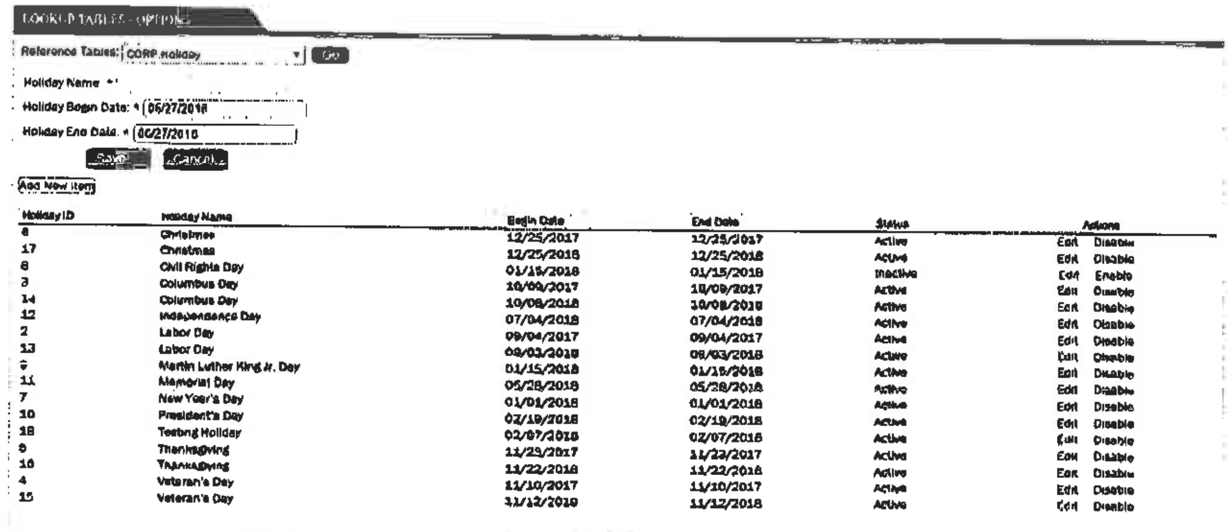
Date Received	Transaction #	Processing Status	Invoice Status	Amount
06/24/2018 04:51:00 PM	20181780001249-001	Accepted	Paid	$25.00
06/24/2018 04:51:00 PM	20181780001249-000	Accepted	Paid	$2.00
			Total:	$27.00

Drawdown Account Balance:	$0.00	**Total Due:**	$0.00
Credit Account Balance:	$0.00	**Total Refunded:**	$0.00
		Total Change To Credit Account Balance:	$0.00

Figure 61: Sample Receipt. A sample of a receipt document produced by the proposed solution and the information it contains.

4.1.1.1.18 Schedule

Cenuity will provide a Calendar Maintenance tool. This tool will allow a privileged user to modify the next business day for processing in the system. System validations and business rules which consider business days and periods of time will take this data into account when performing calculations. The tool will also allow administrators to schedule known holidays, non-business days, and to ad hoc define days as non-business for unforeseen circumstances. A sample holiday screen is provided in Figure 58 below



Holiday ID	Holiday Name	Begin Date	End Date	Status	Actions
6	Christmas	12/25/2017	12/25/2017	Active	Edit Disable
17	Christmas	12/25/2018	12/25/2018	Active	Edit Disable
8	Civil Rights Day	01/15/2018	01/15/2018	Inactive	Edit Enable
3	Columbus Day	10/09/2017	10/09/2017	Active	Edit Disable
14	Columbus Day	10/08/2018	10/08/2018	Active	Edit Disable
12	Independence Day	07/04/2018	07/04/2018	Active	Edit Disable
2	Labor Day	09/04/2017	09/04/2017	Active	Edit Disable
13	Labor Day	09/03/2018	09/03/2018	Active	Edit Disable
[illegible]	Martin Luther King Jr. Day	01/15/2018	01/15/2018	Active	Edit Disable
11	Memorial Day	05/28/2018	05/28/2018	Active	Edit Disable
7	New Year's Day	01/01/2018	01/01/2018	Active	Edit Disable
10	President's Day	02/19/2018	02/19/2018	Active	Edit Disable
18	Testing Holiday	02/07/2018	02/07/2018	Active	Edit Disable
5	Thanksgiving	11/23/2017	11/23/2017	Active	Edit Disable
16	Thanksgiving	11/22/2018	11/22/2018	Active	Edit Disable
4	Veteran's Day	11/10/2017	11/10/2017	Active	Edit Disable
15	Veteran's Day	11/12/2018	11/12/2018	Active	Edit Disable

Figure 62: Calendar Maintenance Tool – Holiday Screen. Allows administrators to define holidays which the system will take into account when calculating days lapsed.

4.1.1.1.19 Reporting and Ad Hoc Query

Cenuity has powerful reporting tools built-in. In-house users and public users have access to both standard reports and ad hoc report inquiry capacity. Users can search using a wide variety of terms and the system provides instantaneous feedback and results.

One of the most powerful tools within Cenuity is the Ad-Hoc Query Tool. This tool provides Administrators with the ability to dynamically generate reports containing a variety of fields in the database. PCC provides 10 broad SQL views which are used to generate the list of available data fields. The administrative user can pick and choose which fields they need in an easy-to-use graphical user interface. The interface was designed to offer a great deal of flexible reporting functionality without requiring the staff member to have SQL knowledge. The ad-hoc query tool builds the queries behind the screen and returns a dataset to the user. Like standard reports, ad-hoc reports can be exported to Excel, CSV, or PDF.

Once a report is built it can be saved and run again at a later time. Saved report queries may also be edited and re-saved.

The main goal of the ad-hoc query tool is to provide staff with data and information on an as-needed basis without requiring special knowledge or access to the database directly. Sample Screenshots of Reporting functionality have been provided below in Figures 59 and 60.

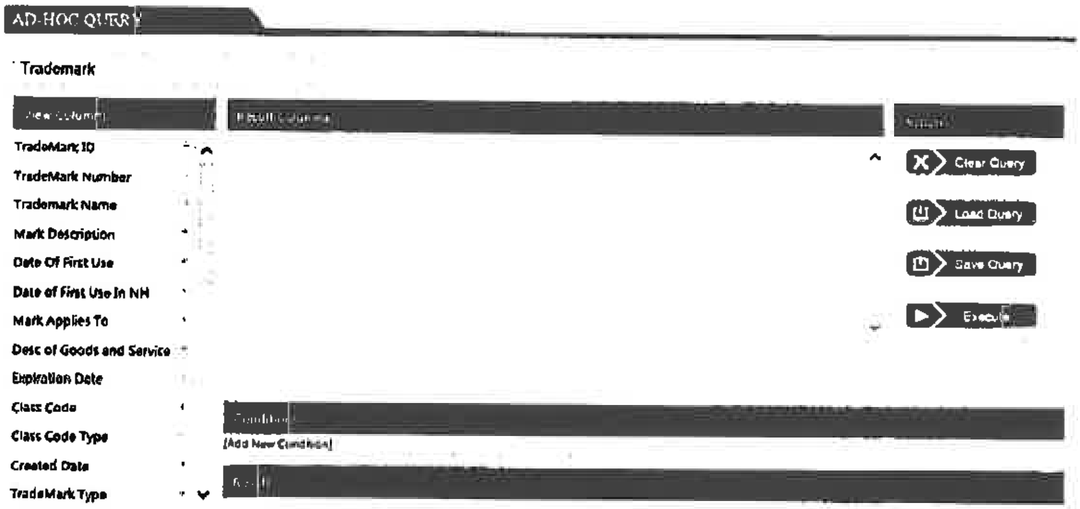


Figure 63: Ad Hoc Query Tool. Privileged users will be allowed to construct their own reports using drag and drop GUI. Reports can be saved, loaded and executed on demand.

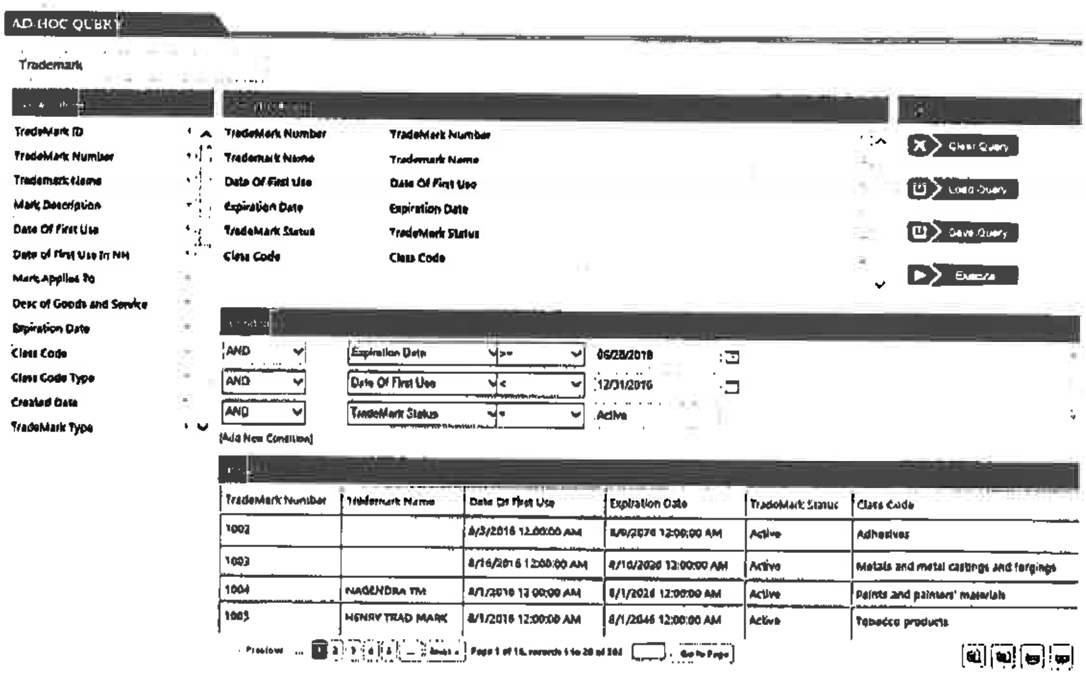


Figure 64: Ad Hoc Query Tool – Reports. After dragging and dropping data fields from the view to the result columns, adding conditional logic, and executing the report, the proposed system will return the results in a paginated grid below. The user will be allow to export the entire report to either excel, .csv or .pdf by clicking on the export items on the bottom of the screen.

4.1.1.1.20 Indexing

Documents stored in a single file, which can be indexed, accessed and associated with a specific record

Within the Core solution module, PCC will modify existing copy request and certificate request filing flows to retrieve stored filing images at a customer's request and generate a certificate of authenticity for the packet.

- Cenuity will certified copy request and request of certificate of status filing options to both external customers and in-house staff users.
- The above filing flows will be integrated into the Cenuity Core solution as options for receipting in the Work Order Creation screen as filing flows which will be processed when a filing is selected from a work queue.
- The above filing flows will be integrated into the Cenuity Core solution as filing submission flow options available in the Online Cenuity Dashboard.
- For detailed information of portal features and processes, please refer to Section 4.1.1.1.1 Internal and External Portal Features and Processes above.

Sample Screenshots of Indexing functionality have been provided below in Figures 61 through 63.

Certified Copy Request – Trademark Example

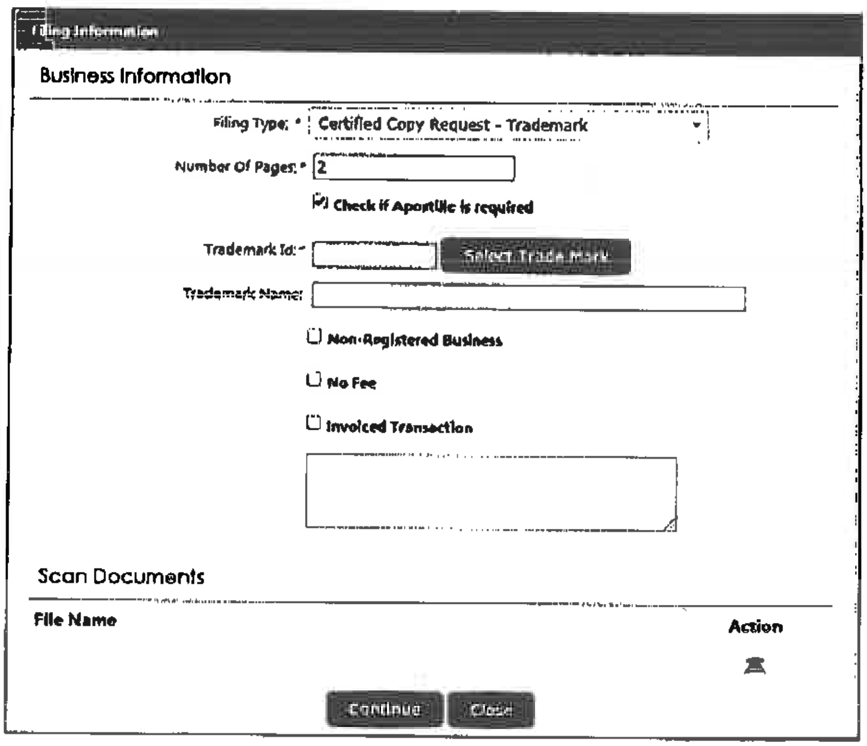


Figure 65: Filing Information Pop-up. Creating a certified copy request.

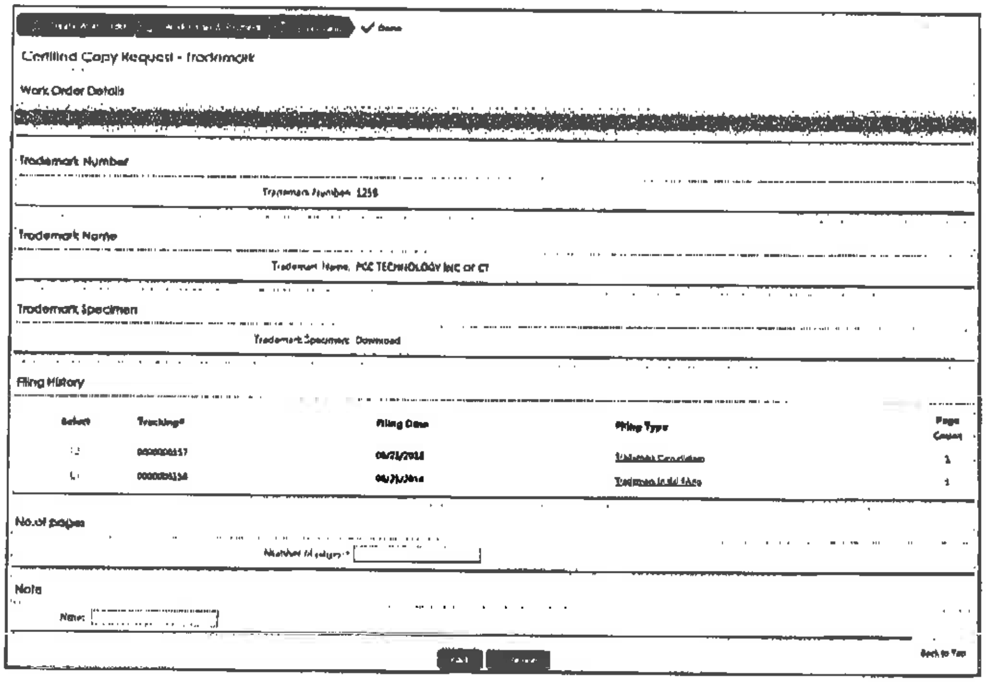


Figure 66: Certified Copy Request – Document Select. After entering the record number, the proposed solution locates the record and displays all available documents associated to the Trademark and the page count for each. The user will select all documents requested by the customer.

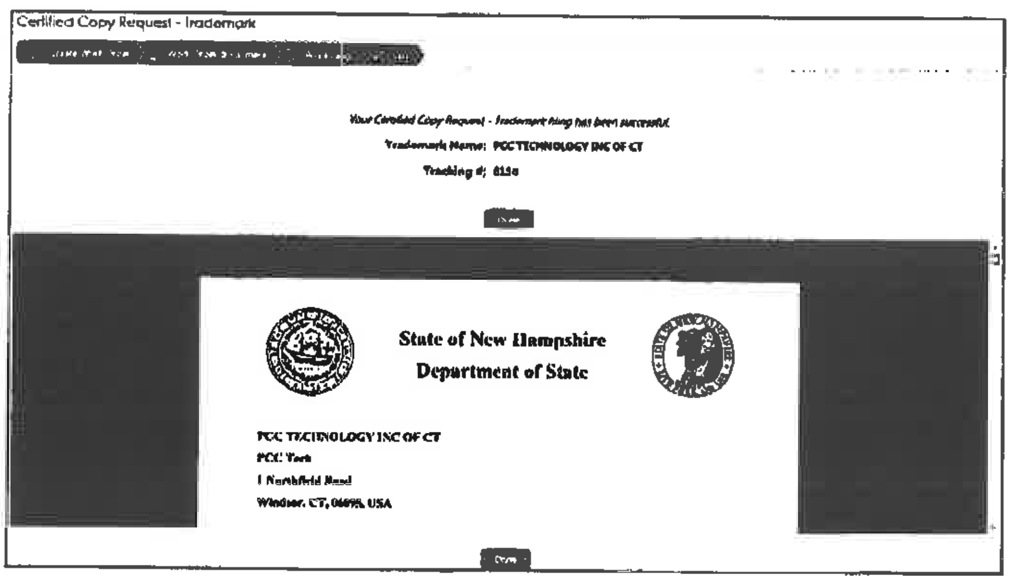


Figure 67: Certified Copy Request. After finalizing the request, all documents including cover page are stitched together in a single pdf and presented in an i-frame for the user to print or download.

4.1.1.1.21 Credit Card Processing

Cenuity's payment capacity is designed with filing agency practicalities in mind. Cenuity can accept multiple payment types, including credit cards and e-checks. Cenuity has been successfully integrated with many third-party payment vendors and will be integrated with the State's vendor as a part of this implementation. Robust financial reporting and audit capabilities, and optional integration with external accounting systems ensures the full financial process meets the needs of the Division.

Sample Screenshots of Credit Card processing functionality have been provided below in Figures 64 through 68.

Shopping Cart and Payment Process

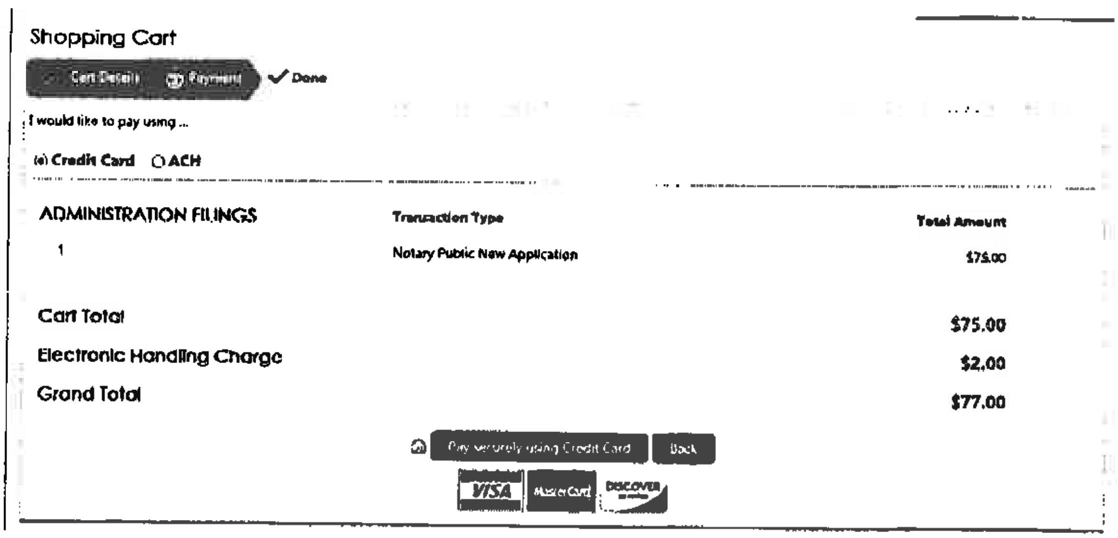


Figure 68: Shopping Cart – Select Payment Type. When checking out their shopping cart, external customers will be allowed to select form available payment types accepted by the State and as defined by their customer account privileges.

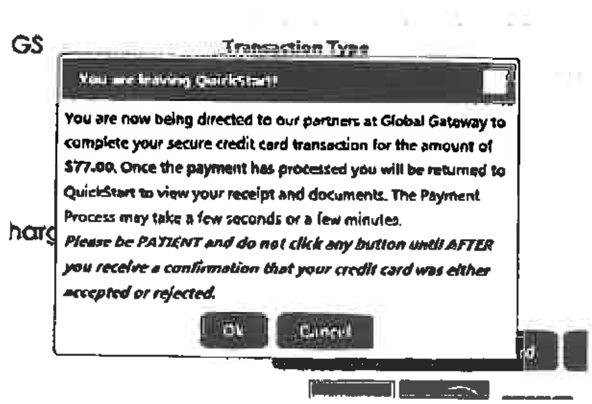


Figure 69: Shopping Cart – Credit Card Payment Alert. Electing to pay securely using a credit cart will trigger an alert to the customer that they are being directed to a third party vendor payment site.

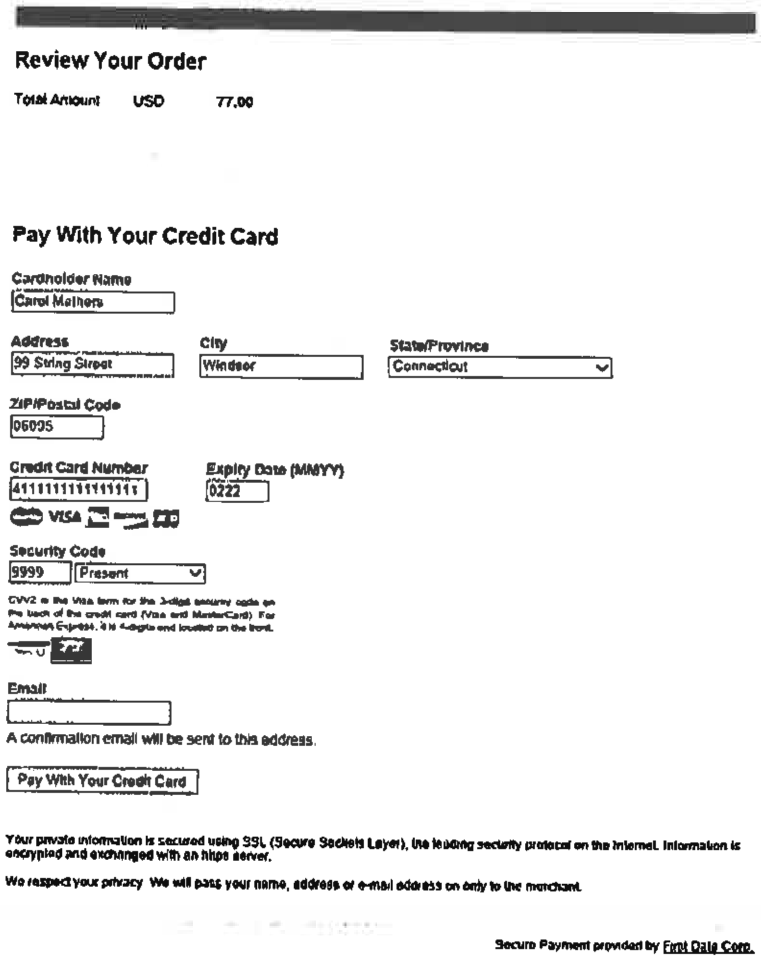


Figure 70: Credit Card Payment – Third Party Gateway. External Customers will enter their credit card payments directly on the Gateway portal.

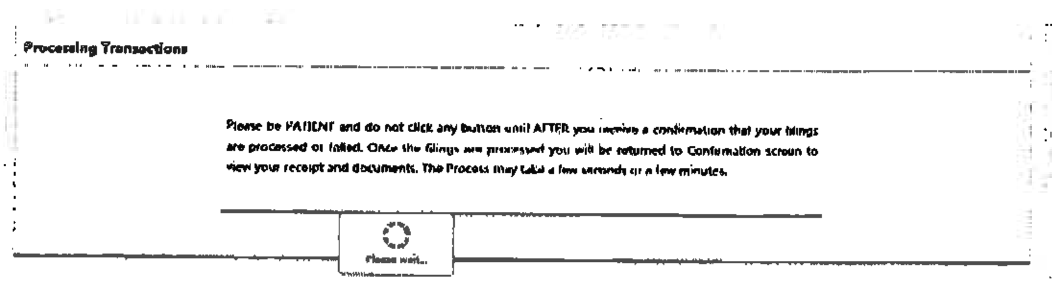


Figure 71: Payment Processing. After entering credit card payment into the third party portal, external customers will be directed back to the proposed solutions and will wait for payment to complete processing and for the solution to receive confirmation from the gateway.

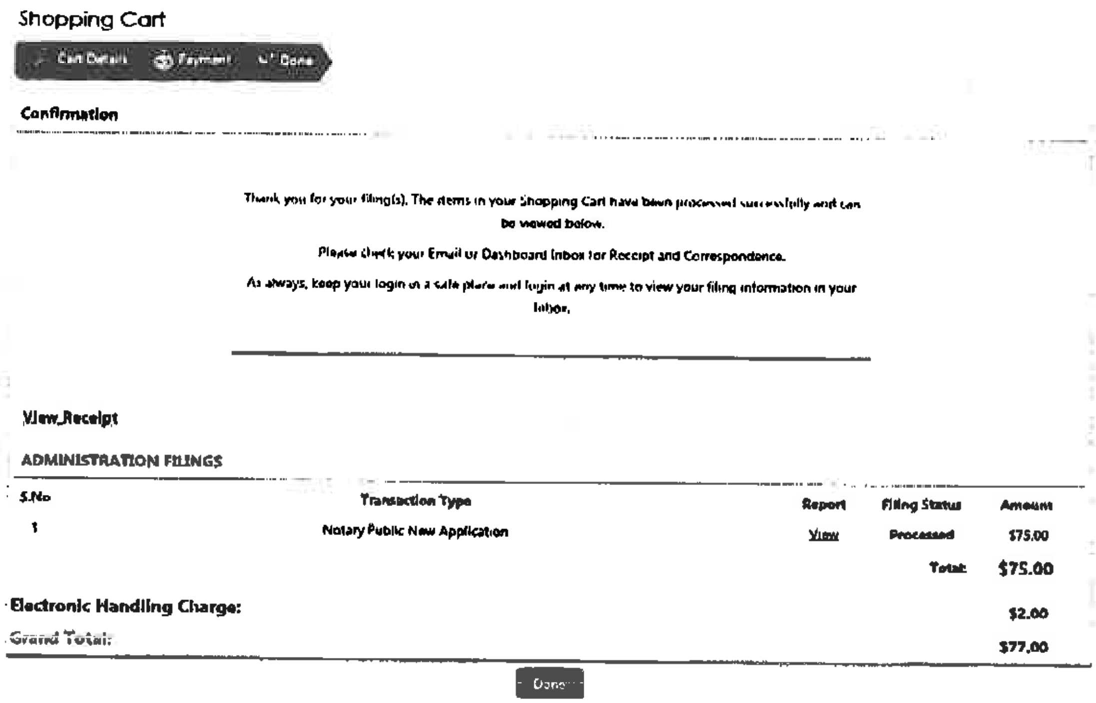


Figure 72: Payment and Checkout Complete. After payments have processed and the solution has received confirmation from the payment gateway, the customer will view a confirmation screen.

4.1.1.1.22 Audit Log

PCC will meet this requirement by offering its standard Cenuity solution, which has built-in audit-tracking, action, filing, and correction tracking, and filing history links to document images. All changes, corrections and actions are audit-logged and added to the filing history, to be accessed easily at a later date

4.1.1.1.23 Timeline

PCC project management staff will monitor and track the project progress against the baseline Project Management Plan milestones on a daily and weekly basis and at project milestones. The PCC Project Manager will report project progress to the SOS Project Manager on a weekly basis including any variance from the baseline Project Management Plan. In addition, quality assurance reviews will be conducted at the end of each project phase and/or at monthly checkpoints. These reviews are important in keeping accurate project status reports and information flowing through the organization in support of needed management decisions.

4.1.2 CLOUD HOSTING

PCC will host this environment in a Microsoft Azure GovCloud data facility. These facilities are used by secretaries of State and many other government agencies, as they are built specifically for this purpose. PDF Images will be indexed and available for distribution from the Microsoft Azure Files cloud service.

4.1.3 CONTINUOUS OPERATION

PCC's implementation methodology results in minimal disruption to normal business operations. The Agency will be able to continue to operate and successfully perform legally required activities during and after the implementation of Cenuity.

4.1.4 PROCESS REQUIREMENTS

4.1.4.1 Summary

PCC has reviewed the Process Requirements of the RFQ in addition to Attachments A, Process Requirements. We have provided a point by point response to the requested items of RFQ Section 4.1.4 below.

Requirement	How our solution meets
4.1.4.1.1 Intuitive and easy to use	With many implementations under our belt, and with a significant investment in our product, PCC has advanced User Experience and User Interface (UX/UI) at every opportunity. We have taken requested changes from past implementations and coded them into the system to benefit each subsequent client. Our philosophy is to avoid flash and concentrate on interface and experience conventions that yield proven results. PCC has a UX/UI expert on staff and we bring concepts gleaned from our successful Business One Stop practice to bear in support of our Cenuity solution. We have demonstrated our ability to meet accessibility requirements across many systems, as well.
4.1.4.1.2 Flexible and adaptive	PCC will meet this requirement by supplying Cenuity's robust reporting module. This adds transparency and unprecedented public record access to a state's customer service offerings. The module also puts productivity and other reporting at the fingertips of administrators right in their dashboard view.
4.1.4.1.3 Process driven	PCC will meet this requirement by offering its experience in conducting fruitful and efficient Gap Validation and Joint Application Design. We will offer Cenuity's native configuration as the base product that incorporates the best practices gleaned from many state implementations, then compare that to West Virginia's present practices, preferences, legal requirements, and ideas. Together, PCC and the State will determine the detailed requirements and exact process that will be incorporated into the configured code.
4.1.4.1.4 Flexible (both in reporting and open query)	As described above in requirement 4.1.4.1.2, Cenuity's flexible comes from the numerous module components.
4.1.4.1.5 Maintainable	PCC will meet his requirement by offering its Cenuity solution that is built on a modern, .Net framework, and by offering a skilled and experienced product maintenance team to maintain the system once it is deployed.
4.1.4.1.6 Auditable	PCC will meet this requirement by offering its standard Cenuity solution, which has built-in audit-tracking, action, filing, and correction tracking, and filing history links to document images.

Requirement	How our solution meets
4.1.4.1.7 Well documented	PCC will meet this requirement by employing our standard methodologies of documenting every stage of the project cleanly and explicitly. PCC methods require client sign-off/approval at all significant stages and work will not proceed without state PM authorization approving the documented plan. The result is a well-documented library of every action taken in support of the project, from inception through delivery, and continuing through Maintenance & Support and any enhancements of the system.
4.1.4.1.8 Available to customers online 24/7/365	PCC will meet this requirement by offering its standard Cenuity solution. Users can use Cenuity 24 hours a day, seven days a week, 365 days a year. It has an availability rate exceeding the required 99.5 percent and is only down for scheduled updates as necessary during weekends in the middle of the night.
4.1.4.1.9 Designed for information to be easily shared with other agencies	PCC will meet this requirement by deploying our skill and experience in building successful integration points with external systems, once the scope is known. The solution can be integrated with external interfaces, such as payment gateways, financial systems, and external repositories. In addition to this, the Cenuity solution contains an ad-hoc query tool that allows administrators the ability to export and share data from the system.
4.1.4.1.10 Provide redundancy in all aspects of the system, with automatic failover and an offsite data backup within the continental United States	PCC will host this application in a Microsoft Azure GovCloud datacenter. The solution will be collocated in a geographically separated facility will a live time backup and automatic failover. The databases will be backed up nightly from the production site.
4.1.4.1.11 Provide a disaster recovery plan	PCC understands the importance of a sound disaster and recovery plan. PCC will work with the State to develop a detailed disaster recovery (DR) plan for the proposed business services filing solution, such that sensitive and proprietary information within the system databases is not compromised during any unforeseen event or technical obstacle.
4.1.4.1.12 Improve service deliverables by providing additional filing, acknowledgment, certification, and payment options online	PCC understands the importance of moving away from paper and towards digital engagement wherever possible. The Cenuity filing flows proposed in this RFQ will be available to both in-house and external customers, accounting for business rules differences between the two. This allows the agency to push forward with online adoption efforts while maintaining the ability to fulfill physical requests and communications. The online dashboard will allow the return and storage of filing correspondence by electronic means and remove the burden of fulfillment from the internal staff. The online portal will integrate with the State's third party payment gateway to allow external customers to complete their business completely online, start to finish.
4.1.4.1.13 Reduce the number of telephone inquiries received by the Agency	The Cenuity Business Services Suite boasts a modern design and easy-to-use interface. Each portal was designed with two different express purposes in mind. The public portal was intended to be easy to navigate, self-service oriented, and to reduce the number of calls made to SOS seeking help. The in-house portal was designed to be a total business solution for the agency and to allow for powerful, and process-efficient functions.

Requirement	How our solution meets
4.1.4.1.14 Generate timely, valid and reliable statistical data and reports as needed and upon request	Cenuity has a suite of standard reports that will provide reliable statistical. Reports can be run at will and allow for user-entered criteria changes, or can be scheduled to be run by automatic system jobs.
4.1.4.1.15 Reduce fraudulent filing activity (i.e. user accounts, delegated filing authority, better tracking capabilities and investigative options, etc.)	Cenuity's online account system will mandate that customers create accounts with a password before they can submit any filing to the State. Since all payments will be made through a secure gateway credit card there will be a financial audit trail. Cenuity will track the payment and filing activity history of customer accounts, both online and in-house, and allow investigators the ability to research suspicious activity.
4.1.4.1.16 Provide an improved and enhanced in-house and outside user experience	PCC has incrementally developed the Cenuity UI/UX over many years and many different implementations, each time using real customer feedback to improve the solution. Both internal staff and external users will find an intuitive, easy-to-use interface and process experience.
4.1.4.1.17 Facilitate mass email communications	Mass email communications are a common feature of filings offices. Our system job scheduler will allow mass email notifications to be configured to transmit when the jobs detect particular criteria in the records or on a periodic basis.
4.1.4.1.18 Improve fiscal processing, adjustments and reporting	Cenuity's fiscal tracking functionality provides an audited, role-controlled and powerful set of tools to receipt, process, adjust and maintain fiscal records. Cenuity offers a comprehensive set of fiscal reports which reconcile funds and activities on a number of levels, from individual users, to customers, to automated system jobs or solution wide summaries.
4.1.4.1.19 Provide enhanced search capabilities	Cenuity follows a design philosophy that a database application should allows users to find data as easily as they enter it. The proposed solutions search tools provide multiple criteria options and allow for multiple filter criteria to be applied to a search. Our search tools make research and reprints a breeze.
4.1.4.1.20 Increase the overall depth and breadth of data collection	PCC will work with the stakeholders during requirements analysis to clarify requirements and capture all necessary data fields for the level of data collection desired.
4.1.4.1.21 Improve workflow processes and efficiencies	The proposed solution provides a proven workflow process with configurable role queues and a powerful work queue dashboard. Electronic routing will allow mailroom and counter staff to quickly scan and receipt incoming filings while processing staff pull work from their queues.
4.1.4.1.22 Increase public confidence by providing improved data availability and reliability	PCC and Cenuity are both proven entities with the ability to provide efficient functionality and services in a reliable manner.

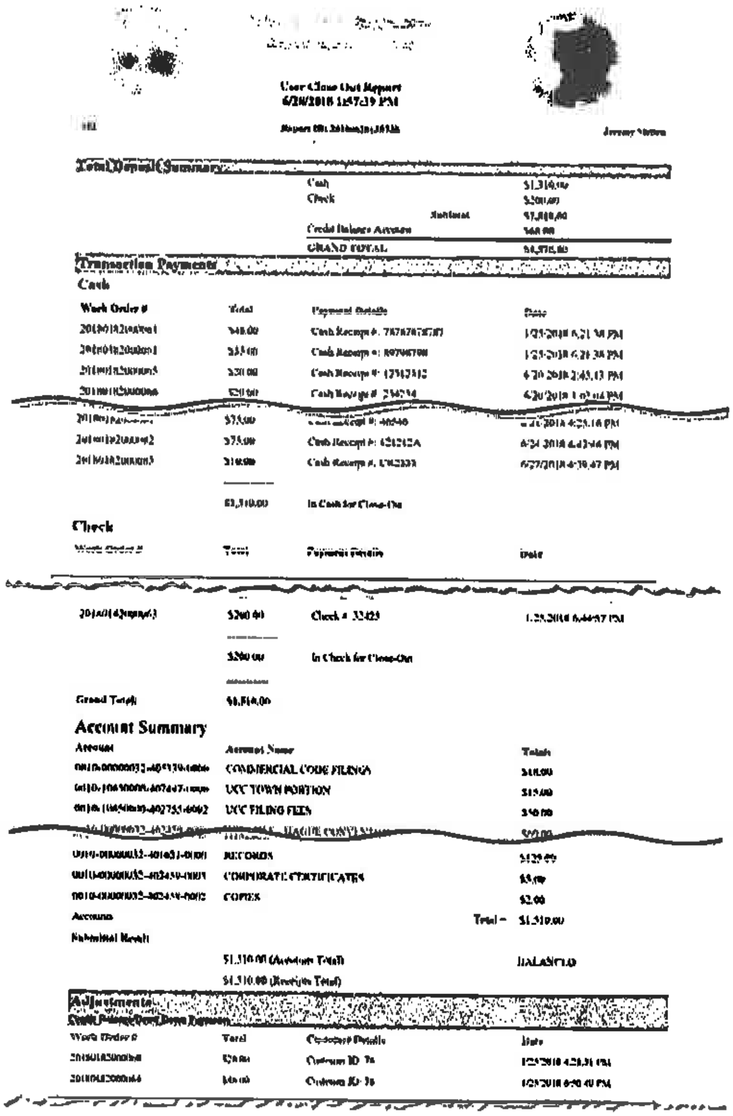
4.1.4.2 Effectively Managing Information

The solution was designed to handle filings with the Secretary of State and contains a database and storage structure that is optimized for the transactional, user, and image volumes that West Virginia expects. The system will easily accommodate a 10% annual increase in volumes over the next 5 years without the need to scale the solution or add additional computing power.

4.1.4.3 Reporting

Cenuity provides an array of scheduled and ad hoc reports that should satisfy the needs of the West Virginia filing office. Canned reports with user entered criteria such as Transaction Summary and Detail Reports provide information by user for both individual statistics and statistics by filing type. Each work order contains it's own history of financial actions and each individual will generate an individual user close out report each day, outlining all of their receipting and depositing activities. The master close out reports will provide solution wide summaries of financial activity for users and automated system processes. Customer focused reports such as Payment History by Customer will allow quick research of a filer or online accounts history of transactions with the State. If the standard reports are insufficient for a reporting need, Cenuity's Ad Hoc Query Tool allows for the development and execution of custom reports, with the option to save useful report scripts in the database for later use.

Sample Individual User Close Out Report:


User Close Out Report
6/28/2018 1:57:39 PM

Total Deposit Summary

Cash	$1,310.00
Check	$200.00
Subtotal	[illegible]
Credit Balance Account	[illegible]
GRAND TOTAL	[illegible]

Transaction Payments

Cash

Work Order #	Total	Payment Details	Date
[illegible]	$40.00	Cash Receipt #: [illegible]	[illegible]
[illegible]	[illegible]	Cash Receipt #: [illegible]	[illegible]
[illegible]	$20.00	Cash Receipt #: [illegible]	[illegible]
[illegible]	[illegible]	Cash Receipt #: [illegible]	[illegible]
[illegible]	$75.00	Cash Receipt #: [illegible]	[illegible]
[illegible]	$75.00	Cash Receipt #: [illegible]	[illegible]
[illegible]	[illegible]	Cash Receipt #: [illegible]	6/27/2018 [illegible] PM
	$1,310.00	In Cash for Close-Out	

Check

Work Order #	Total	Payment Details	Date
[illegible]	$200.00	Check #: [illegible]	[illegible]
	$200.00	In Check for Close-Out	
Grand Total	[illegible]		

Account Summary

Account	Account Name	Totals
[illegible]	COMMERCIAL CODE FILINGS	[illegible]
[illegible]	UCC TOWN PORTION	$15.00
[illegible]	UCC FILING FEES	[illegible]
[illegible]	[illegible]	[illegible]
[illegible]	RECORDS	[illegible]
[illegible]	CORPORATE CERTIFICATES	[illegible]
[illegible]	COPIES	$2.00
Accounts	Total =	$1,310.00

Submittal Result

$1,310.00 (Account Total) BALANCED
$1,310.00 (Receipts Total)

Adjustments

Work Order #	Total	Customer Details	Date
[illegible]	[illegible]	Customer ID: [illegible]	[illegible]
[illegible]	[illegible]	Customer ID: [illegible]	[illegible]

Account Summary

Credit Accounts

Account	Account Name		Totals
[illegible]	DEFERRED REVENUE		$20.00
[illegible]	COMMERCIAL CODE FILINGS		$18.00
[illegible]	UCC TOWN PORTION		$15.00
[illegible]	UCC FILING FEES		$15.00
Accounts		Total =	$68.00

Debit Accounts

Account	Account Name		Totals
[illegible]	DEFERRED REVENUE		-$68.00
Accounts		Total =	-$68.00

Submittal Result

	$68.00 (Credit Accounts Total)	BALANCED
	-$68.00 (Debit Accounts Total)	

Refunds (Funds Transfer)

Work Order #	Total	Transaction Details	Date
[illegible]	$100.00	Transaction # [illegible]	1/25/2018 4:40:57 PM
	$100.00	Total	

Account Summary

Credit Accounts

Account	Account Name		Totals
[illegible]	CORP ADMINISTRATION		$100.00
Accounts		Total =	$100.00

Debit Accounts

Account	Account Name		Totals
[illegible]	CORPORATE DOCUMENT FEES		-$100.00
Accounts		Total =	-$100.00

Submittal Result

	$100.00 (Credit Accounts Total)	BALANCED
	-$100.00 (Debit Accounts Total)	

Miscellaneous Adjustments

Work Order #	Total	Payment Details	Date
[illegible]	$10.00		[illegible] PM
	$10.00	Total	

Account Summary

Credit Accounts

Account	Account Name		Totals
[illegible]	CERTIFICATES - NOTARIAL		$10.00
Accounts		Total =	$10.00

Debit Accounts

Account	Account Name		Totals
[illegible]	APOSTILLE - HAGUE CONVENTION		-$10.00
Accounts		Total =	-$10.00

Submittal Result

	$10.00 (Credit Accounts Total)	BALANCED
	-$10.00 (Debit Accounts Total)	

Figure 73: Individual Use Close Out Report (IUR). The IUR is generated daily by all users and system processes which receipt, deposit, adjust or modify fiscal records or funds in any way. It records summary and details of payments, including electronic and physical deposits. It provides a summarization of funds allocated to ledger accounts. It provides summaries and line item details of all Payment Vouchers (refunds), Negative Receipts (Bad Check flags), and Adjustments (zero sum transfers of funds such as pre-accounts or corrections to a fee). This report will also print with a signature page with summaries for the user to sign and hand in with daily physical deposits.

Sample Master Close Out Report

Master Close Out Report
6/28/2018 2:14:16 PM

102 — Report ID: 20180628141416 — Jeremy

Total Deposit Summary

Cash	$1,500.00
Check	$2,498.00
Subtotal	$3,998.00
Credit Balance Account	$68.00
GRAND TOTAL	$4,066.00

Transaction Payments

Receipts By User

Jeremy Sieben

Cash	$1,310.00
Check	$248.00
Subtotal	$1,558.00

Yvette Toledo

Cash	$190.00
Check	$2,250.00
Subtotal	$2,440.00

Net Deposit

Check

Account	Account Name	Totals
0010-00000032-405339-0000	COMMERCIAL CODE FILINGS	$18.00
0010-10650000-407447-0000	UCC TOWN PORTION	$15.00
0010-10650000-402755-0002	UCC FILING FEES	$15.00
0010-00000032-401670-0001	HAWKERS & PEDDLERS	$550.00
0010-00000032-401670-0002	BONDED WAREHOUSES	$300.00
0010-00000032-401671-0001	AUCTIONEERS IN-STATE	$1,400.00
0010-10650000-402755-0010	CORPORATE DOCUMENT FEES	$200.00
	Check Subtotal	$2,498.00

Cash

102 — Report ID: 20180628141416

Account	Account Name	Totals
0010-00000032-402459-0000	STATE DEPT MISCELLANEOUS	$10.00
0010-00000032-401492-0000	PROTESTED CHECKS	$25.00
0010-00000032-405339-0000	COMMERCIAL CODE FILINGS	$18.00
0010-18470000-406047-0000	ELECTIONS NP MANUALS ACCT	$175.00
0010-00000032-401670-0000	ATHLETE AGENT	$100.00
	Cash Subtotal	$1,500.00

Negative Receipts Summary

Account Summary

Account	Account Name	Totals
0010-00000036-402776-0000	BANK FEES - TREASURY	-$15.00
0010-00000032-401492-0000	PROTESTED CHECKS	-$25.00
0010-00000032-401631-0000	RECORDS	-$100.00
	Total =	-$140.00

Payment Vouchers Summary

Quantity of Refunds	8
Payment Total=	-$585.00

Account Summary

Account	Account Name	Totals
0010-00000032-405339-0000	COMMERCIAL CODE FILINGS	-$54.00
0010-10650000-407447-0000	UCC TOWN PORTION	-$45.00
0010-10650000-402755-0002	UCC FILING FEES	-$51.00
0010-00000032-401670-0002	BONDED WAREHOUSES	-$50.00
0010-10650000-403660-0000	DEFERRED REVENUE	-$285.00
0010-10650000-402755-0010	CORPORATE DOCUMENT FEES	-$100.00
	Accounts Total =	-$585.00

Adjustments Summary

Account	Account Name	Totals
0010-10650000-403660-0000	DEFERRED REVENUE	-$48.00
0010-00000032-405339-0000	COMMERCIAL CODE FILINGS	$18.00
0010-10650000-407447-0000	UCC TOWN PORTION	$15.00
0010-10650000-402755-0002	UCC FILING FEES	$15.00
0010-10650000-402755-0010	CORPORATE DOCUMENT FEES	-$100.00
0010-10650000-402755-0000	CORP ADMINISTRATION	$1,600.00
0010-00000032-402459-0006	APOSTILE - HAGUE CONVENTION	-$10.00
0010-00000032-402459-0004	CERTIFICATES - NOTARIAL	$10.00
0010-00000032-401670-0001	HAWKERS & PEDDLERS	-$150.00
0010-00000032-401670-0000	ATHLETE AGENT	-$30.00
0010-00000032-401670-0002	BONDED WAREHOUSES	-$300.00
0010-00000032-401671-0001	AUCTIONEERS IN-STATE	-$1,000.00
	Net Total Adjustments	$0.00

Figure 74: Sample Master Close Out Report (MCR). The MCR is generated daily by a supervisor once all applicable individual user close out reports have been generated. It is a roll up and reconciliation of all ICR's included in the report that day. It provides final summaries of ledger account funds distributions.

4.1.4.4 Encryption Protocols for Data Transfers

PCC will work with the State to establish encryption protocols for data transfer methods. Cenuity protects information by verifying all data in transit is encrypted and all sensitive data at rest is encrypted.

4.1.5 SCOPE OF WORK

4.1.5.1 Summary

PCC has reviewed the Scope of Work Requirements of the RFQ in addition to Attachment A, Process Requirements and Attachments B, Functional Requirements. We have provided a point by point response to the requested items of RFQ Section 4.1.5 below.

Requirement	Response:
4.1.5.1.1 Identify and set up the architecture for the new system, which must include Development, Testing, Staging, and Production environments	PCC has identified the software and deployment architecture for the Cenuity Business Services Suite within our response to this ITN. The proposed hosting environments include Development, Testing, Staging, and Production. PCC has provided specifications for all of these environments.
4.1.5.1.2 Install and test the operating and database systems	PCC will work with the data center to install the operating and database systems within the in-scope environments. PCC tests the environment to ascertain that the appropriate port and firewall settings have been made. The database system is tested with a restoration of sample data.
4.1.5.1.3 Migrate, unify, and identify data discrepancies and exceptions from multiple databases	PCC understands that SOS is burdened with multiple databases today. PCC has included within this response a detailed plan to convert data from the legacy databases into one unified, well-structured database. The imported data is resolved by running audit queries to see whether the target data counts match the expected count. As a part of this data conversion process, PCC thoroughly tests the data during three main phases of testing: functional, system integration, and user acceptance.
4.1.5.1.4 Modify and launch the off-the-shelf solution	PCC has included a detailed project plan that delineates the process we will use to achieve a successful modification and launch of our COTS solution: the Cenuity Business Services Suite. The project plan dictates a gap validation phase to precede the software modification phase. This assures the State that PCC will capture the West Virginia-specific requirement details prior to beginning the software modification. Upon completion of modification, PCC performs thorough internal testing from a functional and system integration perspective before inviting the SOS to perform User Acceptance Testing. A successful completion of this phase leads to a graceful decommissioning of the legacy systems and a launch of the new Cenuity system.
4.1.5.1.5 Provide a five (5) year growth plan	The SOS has requested that the proposed solution be capable of handling a 10% growth rate over the next five years. PCC has sized the hosting environment in accordance with this requirement and confirms that the Cenuity Business Services Suite will meet this requirement.
4.1.5.1.6 Provide status reports and participate in status meetings	PCC agrees to provide regular status reports and participate in status meetings. Both activities are performed by the PCC Project Manager.

Requirement	Response:
4.1.5.1.7 Develop and execute a detailed testing plan at the unit, integration, system (Beta), and user acceptance phases	PCC will follow best practices in designing, implementing, and validating thorough test plans for each function of the application and the overall unit in which the function is deployed. PCC will partner with the State to insure test plans are appropriate and meet the individual needs of each business unit.
4.1.5.1.8 Provide "train the trainer" training, specialist will be identified for each major service to be delivered	PCC will equip the staff with proper understanding and tools to learn the proposed Cenuity in-house and online solution. PCC will conduct a train-the-trainer for the State designated trainers. The train-the-trainer facilitated workshops will allow the attendees to practice in the system and role play situations. Attendees will be provided modularized User Training Guides and Quick Reference materials.

4.1.5.2 Vendor Solution Must Include

Requirement	Response:
4.1.5.2.1 Moving to a maintainable and sustainable architecture	The architecture of the proposed solution is maintainable, sustainable, and scalable. Each tier of the system is built using Industry standard technologies
4.1.5.2.2 Maintaining current historical data and document sequencing	Security is a paramount concern when managing historical documents. The Cenuity system does not allow unauthorized users to change a PDF. Furthermore, the generation and display of documents is managed by the application so that the repository of filings is effectively "view only" for all public and regular in-house users. The only exception to this are in-house users that are full administrators and have access to the Office Correct tool to make authorized corrections to documents. Finally, documents are stored within the system in perpetuity.
4.1.5.2.3 Changing to a single image structure that is easily editable	When multiple pages of documents are uploaded or scanned in during physical processing, once the filing is finalized Cenuity will concatenate or "stitch together" all the pages into a single .pdf file that is associated with the filing.
4.1.5.2.4 Streamlining the licensing/registration processes in the ten (10) service areas of the Agency	PCC has mapped our existing business registry Cenuity modules to the ten service areas of West Virginia. After reviewing the scope and requirements of this RFQ, PCC has detailed how we plan to meet requirements for service areas and how our product can be extended to satisfy new features that are not currently components of Cenuity.

Requirement	Response:
4.1.5.2.5 Unifying how business is completed throughout the Division	The Cenuity Business Services Suite was also designed to be a single enterprise solution for Secretary of State offices. It not only contains a robust online portal for public users, it is also a full-featured backend solution for the office staff containing tools and processes that help staff users do their job with speed and accuracy.
4.1.5.2.6 Implementing improved search functions	Cenuity's robust search utilities allow for multiple criteria options to match against as well as allowing multiple filters and sorts to be applied to the results. These sensibilities are built into both the internal and public facing search utilities.
4.1.5.2.7 Developing a secure system: WVSOS requires a vendor and solution that adhere to industry standards and best practices to ensure security. Vendor must provide their guidelines for the following security issues within their system: 4.1.5.2.7.1 Application and Data 4.1.5.2.7.2 Integration 4.1.5.2.7.3 Information 4.1.5.2.7.4 Incident Response Plan	Application and Data – access to the application and data is restricted and secured using role based authentication. Each user is assigned a role and can only access portions of the application and data the role is granted access to. Integration – the proposed solution supports integration with external systems through Web Service APIs and File Transfer depending on the capabilities of the external system being integrated with. Information – the proposed solution protects all information stored in the system to ensure it cannot be tampered with. All data in transit is encrypted and all sensitive data at rest is encrypted. Incident Response Plan – PCC maintains a detailed Incident Response Plan to ensure the WV SOS is notified in the event of any incident affecting the proposed solution (once it is launched).
4.1.5.2.8 Improving the overall speed and accuracy of communications.	The proposed solution's easy to use interface facilitates a high percentage of online adoption by the filing community. This allows immediate email communications to be sent automatically to the user upon successful filing, payment, and renewal notifications. The communication is tailored to the particular event and user that triggered it, thereby making it accurate.
4.1.5.2.9 Maintaining accountability, while simultaneously decreasing the Division's reliance on paper and non-electronic formats.	The proposed solution will allow for the easy processing of paper documents that come in-house. These in-house filings are imaged and stored in perpetuity. The online module, however, is very easy to use and encourages users to perform their filings and renewals electronically rather than on paper. PCC has seen high online adoption rates in each one of our implementations of Cenuity.

4.1.5.3 Redundant Hosting

The solution will be hosted in a Microsoft Azure GovCloud data facility. All GovCloud facilities are configured with active/passive firewall, switching and NIC teaming available on each host to ensure maximum high availability of the applications hosted.

4.1.5.4 24 Hour Support

Support Center Hours of Operation - The normal hours of operation for the PCC support team will be 8:00 am to 5:00 pm EST, Monday through Friday except on official West Virginia State Agency designated holidays. Extended support for production downtimes beyond the hours and work days noted above is available via email or telephone. The State will make every attempt to provide as much notice as possible of its needs of extended PCC support personnel. The State can contact PCC using any of the following methods:

- Web Form through Testing Administration System (TAS)
- Email
- Telephone

4.1.5.5 Go-Live, Accessibility, Availability, and System Maintenance Schedules

PCC will work with the State agency to formalize the release management plan, which will provide the details on go-live, accessibility, availability and system maintenance schedule once the contract is awarded.

4.1.5.6 Ease of Add-Ons

Configurability of Cenuity is generally defined in one of two ways: administrator configurability and developer configurability. PCC understands that in this section the State may be asking to what extent the system's parameters, templates and business rules can be "configured" by an administrator going forward. We will describe both types of configurability within this section.

The proposed solution allows the administrative user to make changes to business rule values that are reference table-driven. These values correspond to fee structures, noise words, filing calendars, user roles and privileges, configurable labels for a number of attributes required for processing filings and requests, and general lookup values. In addition to this, the system also allows the administrative user to configure the work queues so that filings of a given type are sent to particular queues for processing. Queue rules including which users are assigned to a work queue can be adjusted as needed and entirely new queues can be added.

Developer configurability is the second type of configurability that Cenuity has. As an example, the addition of new fields to the database/screens and the addition or edit of complex, code-based business rules would require some support from the PCC team. However, our filing flow developer-configuration engine makes the adding of new filing types and/or entity types much less effort than traditional software customization. Our filing flow engine will be utilized in developing all of the required filings for this implementation. The engine allows our development team to break down each filing form into multiple steps and each step is represented by a separate screen in the filing process. Once all screens for a given filing have been developed, they are stitched together through database configuration to complete the overall filing. We have found during prior implementations that many of the steps and screens needed to complete a filing are duplicated across filing types. Our filing engine allows these steps to be developed once and re-used multiple times without writing any additional lines of code. This produces a cleaner code base, shorter configuration times, and reduced maintenance effort. PCC is excited to bring this efficiency to the benefit of SOS.

4.1.5.7 Test Plan

PCC's proposed testing approach begins with the creation of a Test Plan. The purpose of this Test Plan is to outline the testing approach and strategy for the proposed solution through the development of each software release. The test plan includes testing deliverable details, resources, assumptions, and risks. The primary audience is the SOS project manager, SOS subject matter experts (SMEs), PCCs project manager, and SOS technical resources. The Test Plan will be initiated during Phase 2: Gap Validation and Specification Documentation, updated during Phase 3: Software Modification and Unit Testing and finalized during Phase 5: Testing.

Testing is intended to verify that the solution performs as expected before it is placed in production. The key to effective testing is a well-defined test plan that clearly defines the expected performance, a method to effectively measure the solution against those expectations, and a strategy to fully remediate the discrepancy between the two.

4.1.5.8 Training

In the Training Plan, PCC defines the approach that we will take to develop and deliver system and business process training for the SOS as well as describe how our systematic training approach and methodology supports the transition to the new system. The scope of the training effort is to provide the skills, knowledge, and abilities necessary for the SOS to have effective operation and maintain the complete Cenuity product. We assume that the SOS users already have basic computer skills so we immediately begin with teaching the system in addition to modified policies and business procedures to support the solution.

PCC is prepared to develop and provide training modules for agreed upon number of staff members.

PCC will prepare the training manuals that will be given to each user. These manuals may be reproduced for future users as well.

Learning Exercises	To maximize data retention, we provide SOS users with a learning experience in both instructor-led and self-paced courses that closely simulate a production environment. Our trainers typically give a written or verbal overview of the process, a demonstration of the steps to perform the process, and then assistance in the participation practice. We establish a training environment with the explicit purpose of allowing users to perform online training scenarios.
Training Materials	• All training will be conducted by PCC trainers. During Phase 2 of the Implementation Plan, the trainers will develop and update the materials for training. • The State reviews the training materials and signs off on them. Changes can be made, if necessary. The trainers provide the materials in the classroom as well as online as a part of our maintenance agreement. The online manuals are PDF documents that are search enabled so that users can find answers to questions.

4.1.5.9 Project Management

4.1.5.9.1 Work Breakdown Structure

The Work Breakdown Structure (WBS) documented in the Project Planning Phase will include:

- a schedule including tasks, activities, activity duration, sequencing and dependencies
- the completion date of each task
- milestones, including entrance and exit criteria for specific milestones

The PCC Project Manager will work closely with the SOS Project Manager to use the WBS to draft, finalize and approve the Project Schedule.

4.1.5.9.2 Human Resources Plan

PCC's Human Resources plan provides skilled, experienced professionals to meet the project deliverables and tasks envisioned for the project by the SOS. Our staff benefits from more than 50 experts who have experience in successfully implementing several large business filing projects and will assess the existing systems to immediately engage in facilitating technology transformation. The Human Resources Plan includes the following components:

- Approach to Staffing
- Project Organization
- Project Leadership (Business Services Leadership and Project Team)
- State and PCC Roles and Responsibilities
- High Level Distribution of Resources by Phase
- Supplemental Staffing

Project phases will require different techniques and tools to manage and perform the requested services. From initial project planning to transition-in of our project team to overall reporting on a monthly basis, the PCC team of project professionals brings a wealth of knowledge in designing and implementing solutions and utilizing a variety of project management techniques and tools. We assess each position's expected role in terms of both project responsibilities and the SOS's overall project objectives. PCC documents the specific type of experience and skills required, as well as other non-technical attributes that are needed for candidates to be successful and valuable to the project.

4.1.5.9.3 SDLC

Solution Delivery Lifecycle Approach

PCC's Software Delivery Lifecycle approach is a blend of Iterative and Agile, we refer to as "Agile-like". We adopted best practice from Iterative and our early learning's of the Agile Scrum process in taking steps towards Agile maturity while maintaining the strong experiences in delivering many solutions using our Iterative Delivery Process.

In general, our Agile-Like Delivery Process focuses on our client's most important concerns when working on high profile commitments and relying on us to get it right with innovative solutions. The key focus areas PCC offers with this approach are:

- Delivery Transparency;
- Collaborative effort between your teams, PCC, and your extended Partners;
- Ability to Prove the Solution early and often;

- Ability to "Build as we Go" and "Demo as we Go" to minimize straying from the desired solution and validating often to enable correcting the course quickly;
- Built-in "Innovation Practices" which enable innovation at the right time;
- Built-in "Flexibility Change to Gap Validation of Requirements" without requiring constant Change Orders;
- Built-in "Issue Resolution" and "Risk Mitigation" throughout the process;
- Built-in "Sprint Validation" discipline to maintain focus on meeting the delivery schedule;
- Ability to Improve Chances in Delivering On-time or Early on a Weekly Basis.

Our Agile-Like Process

Our transparent delivery process will enable visibility into the design, development, and testing process daily. We will demonstrate parts of the solution throughout the development that enables you to touch and test various screen parts, filing components, and eventually a complete filing flow end-to-end. We initiate the project using our proven product for demonstration and make changes to the product on a filing flow by filing flow basis to enable you to validate it works "as we go" through demonstrations and testing (both PCC and you can test throughout the Development stage which we call Sprints).

We ***adopted Agile-like Principles*** into our existing Iterative Development Approach, Figure 75 for improved requirements, development, quality, and speed, such as:

- Demo "as we go";
- Build the solution into small incremental parts "end to end";
- Validate solution "early and often";
- Adopt regression test practices for ensuring code quality;
- Fix code immediately and test "as we go";
- More frequent code builds;
- Convert data for testing "early and often";
- Manage requirements using "tee shirt" sizes and backlog concepts;
- Pull in QA Leader early in Requirements to offset BA/SME needs for Testing;
- Ensure we build time for Systems Integration Testing.

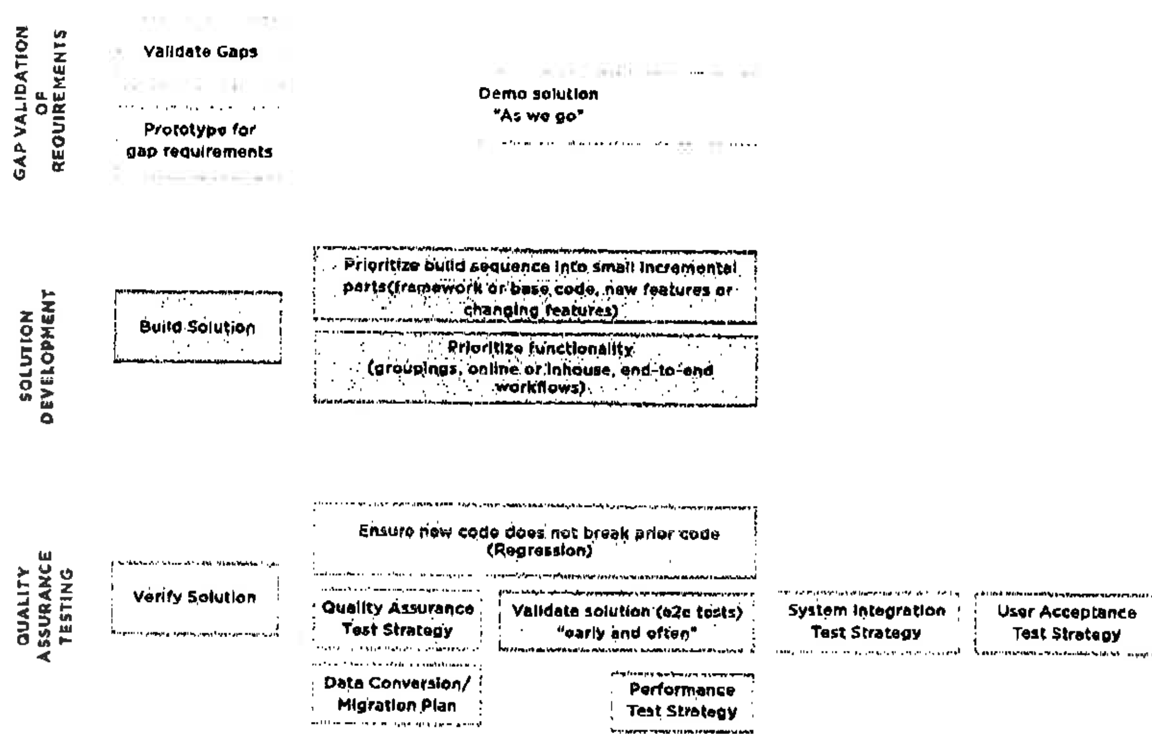


Figure 75: Delivery Approach. Decision Making (Agile-like)

With our Agile-like process as shown in Figure 76, we use our Functional Specification Documents (FSDs instead of User Stories) to represent each functional filing or user transaction. We use the FSDs with a definite state of where the FSD is within the delivery process to ensure the complete filing or transaction is being completed end-to-end before continuing with the next filing. This practice enables us to prove out the overall solution, design, and product foundation for your implementation before going too far into developing which in turn validates the solution and proves that it will work early in the project.

Key steps during our Agile-like delivery process are:

- Upon initiating the project, we use the installed product to validate identified gaps against your stated product requirements (through demonstration);
- We create an updated Business Requirements Document (BRD) that includes the documented product workings delivered in the product and highlight any gaps per your requirements;
- Through demoing the product, we address the gaps in the BRD in more detail using our Functional Specifications Document (FSD) which contains a section for gaps that alter the working product for your specific changes;
- Once enough FSDs are created to cover the development capacity for a Sprint, this phase is concluded and Sprint 1 is initiated for coding the FSD gap changes;
- The FSD gaps are provided to the Development team for coding, and to the QA Testing team for test case planning and scripting;

- Once the FSD gap changes are made by the Developers, the QA Testers are prepared to test "just in time" for validating the working FSD;
- Any non-working FSD is immediately given back to the Developers for correction until it works according to the FSD;
- Once the FSD passes the Test Case and Acceptance Criteria, the FSD is ready for demonstration to the client or coupled with other working FSDs for a more comprehensive test demonstration;
- If the demonstration is acceptable, the FSD is approved and secured in an approved state for inclusion in System Testing once it commences;
- Our process includes Regression Testing along the continuing Sprints to ensure the previously approved FSD is not broken or altered by mistake as more development continues.

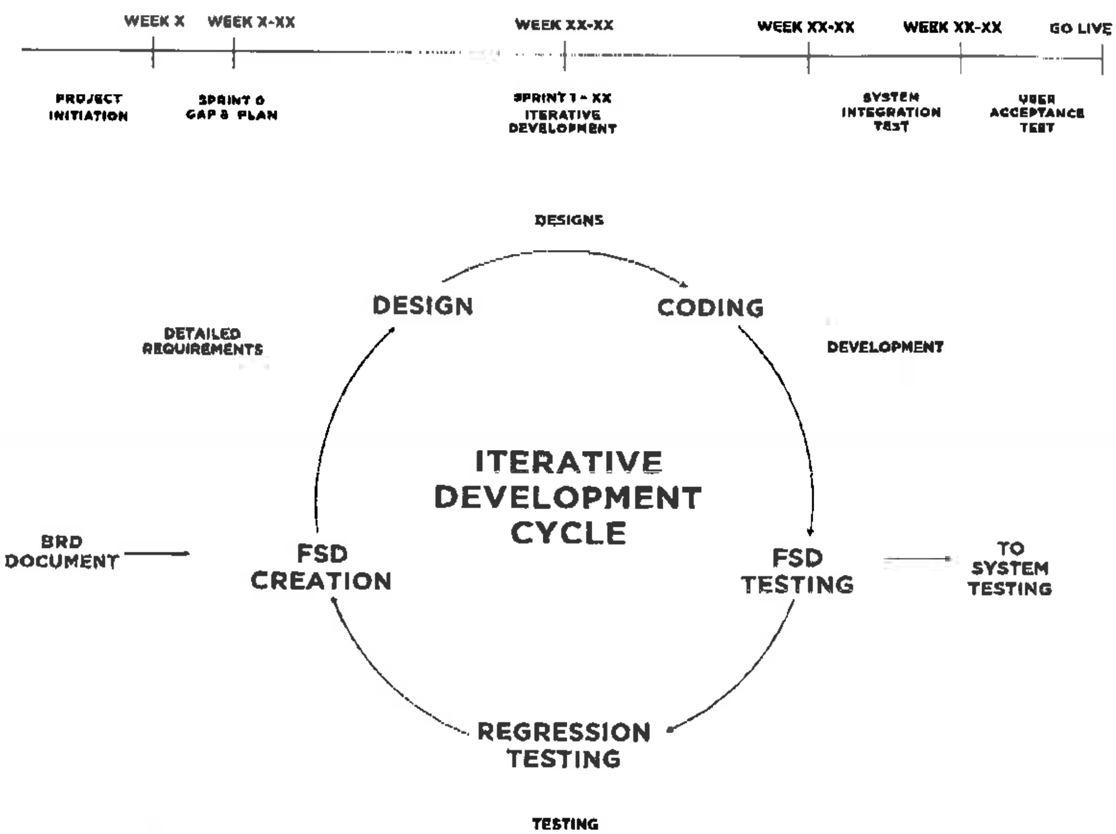


Figure 76: PCC Delivery Lifecycle, Agile-like Approach, Iterative Development Cycle

Along this journey, each FSD can be in a "blocked" status, meaning there is an issue preventing it from moving forward through the delivery process. "Blocked" FSDs are escalated by the Development Manager to Business Analyst Leader for resolution and deemed critical until resolved. All team members and leaders have visibility into the status of each FSD and these are reviewed daily in a "Daily Standup" meeting that requires all members to attend for no longer than 15 minutes. The goal is to stay focused on critical FSD development and resolve any "blockers" quickly and for effective communication across teams in case others experience the same "blocker" or others may need to weigh in to resolve the "blocker". Once all FSDs designated for a release have been designed, developed, tested, and approved, Development will be declared complete.

For ***our Development Approach***, we adopted true Agile Principles into our existing Iterative Development Approach for ensuring the code quality and defect mitigation prior to Systems Testing as shown in Figure 77. For these, we are conduct the following:

1. Code Reviews;
2. Development determines sequence of Iterations (establish the base first);
3. Coding priority determines the sequence of Sprints;
4. Developer-Tester-Business Analyst Blocker Resolution Sessions (real-time preferred);
5. Regression Testing during Iterative Sprints;
6. End-to-End Testing during Iterative Sprints (once enough coding done to allow this);
7. Data Migration parallel to Developing System;
8. Move from using Dummy Test Data to Converted Test Data as early as possible during Iterative Sprints.

Regression Testing is a critical factor when developing user stories in small increments. In addition to our FSD testing, we build regression scripts for ensuring prior approved working code is not broken and is properly maintained. Over a period of time as determined by each program, we may decide to automate a percentage of regression scripts for quick execution to assure we maintain code integrity and to accelerate the regression test script execution. Automation is optional based upon the volume of regression as to whether cost beneficial or not.

System Testing convenes immediately upon completion of development, and is time-boxed according to the FSD volume in the release. End-to-end scenarios for System Integration Testing will have been written and agreed for execution prior to System Integration Testing initiation. These end-to-end scenarios will be tested according to similar test conditions for the FSDs developed. It is expected that some integration corrections and fixes will be made during this phase to satisfy the test conditions for System Integration Testing. PCC will declare System Integration Testing.

User Acceptance Testing convenes immediately upon completion of System Integration Testing and is time-boxed according to the System Testing volume in the release. End-to-end scenarios and Day-in-the-Life scenarios for User Acceptance Testing will have been written and agreed for execution prior to User Acceptance Testing initiation. These scenarios will be tested according to similar test conditions for the user stories and Systems Integration Testing scenarios in prior stages of this release. It is expected that very few corrections and fixes will be made during this phase to satisfy the test conditions for User Acceptance Testing. You will declare User Acceptance Testing as completed.

The final stage prior to deployment is ***Cutover and Migration***. This state is determined by you as to whether this is ready to be deployed into production. PCC understands that you may believe there are significant challenges and risks to deploying incremental components of the full solution. The PCC approach is to deploy the full solution after all work is done, but we recommend conducting System Integration Tests and User Acceptance Tests at the completion of each business process to validate the solution, ensure applicability earlier rather than later, build confidence with the your business, flush out any issues early for learning and improved development for the next business process, which all provide a better high quality solution as we go.

Performance Testing is a standard practice that is critical to ensuring the solution performs as expected and often in accordance to service level agreements. We conduct response time tests, endurance tests, capacity/load tests, and breaking points tests to enable tuning and configuration improvements to meet projected volumes and user expectations.

Conversion Testing is performed concurrent to later phases in our release development and throughout System Integration Testing. Prior to the testing, conversion development is done concurrent with the Sprint development and can only begin testing once enough sub-processes have been developed to have something to execute. We use conversion data in later stages of System Integration Testing o enable an accurate reflection of acceptable/working new business process rules before we address and potential alterations for legacy data. We provide conversion data as requested by you to aide in User Acceptance Testing. We conduct Mock Runs as part of Cutover and Migration to ensure production deployment readiness.

Release – Go Live

Upon successfully completing the Cutover and Migration activities, we will "launch" the new solution by working in conjunction with you and your team in whatever environments that were agreed.

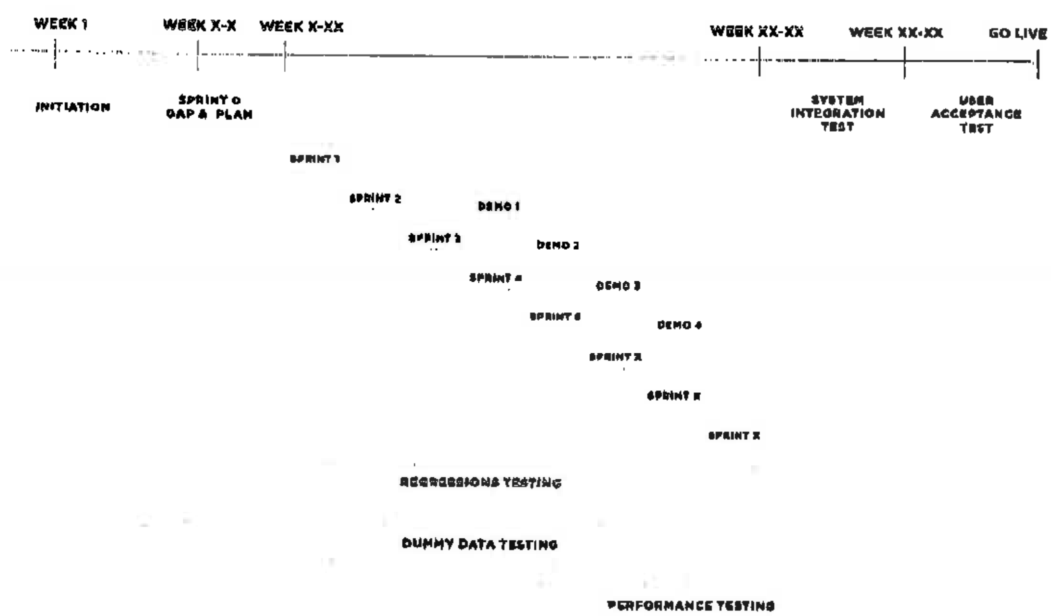


Figure 77: PCC Delivery Lifecycle, Agile-like Approach. Our model supports building the solution in sequences for end-to-end workflows.

The Agile-like ceremonies we've adopted are as follows:

- **Sprint 0 Planning** – this is a multi-week effort focused on prioritizing the backlog of FSDs for the targeted release, grooming the backlog for changes (duplicates, removal, alteration, sizing), and validating that the proper FSDs are queued up for design and development. *Expected participants: PCC Project Manager (facilitator), Client Business Owner, PCC Development Manager, PCC Business Analyst Leader, PCC QA Test Leader;*

- **Sprint Standups (Daily)** – this meeting (no more than 15 minutes) is where all delivery members meet every day to review the status of FSDs and assignments, with the intent to identify where things are, when to expect them to finish, and resolve any outstanding issues ("blockers") needing help from the Leaders. Based upon the interactions of the solution and teams, this may be broken down into various standups where members only attend one. *Expected participants: PCC Project Manager (facilitator), all delivery team members;*
- **Leadership Standups (Weekly or Often as Needed)** – this meeting (no more than 30-60 minutes) and is where all active leaders involved in the current release are to bring updates, issues, or risks that pertain to the high-level scope and expectations of the release. *Expected participants: PCC Project Manager (facilitator), Client Business Owner, Client Project Manager, PCC Delivery Executive, PCC Development Manager, PCC Business Analyst Leader, PCC QA Test Leader, other members as needed;*
- **Sprint Showcase/Demonstrations** – this is a demonstration of working code that is a result of the completed Sprint. It also includes key objectives, metrics, and achievements accomplished during the sprint just completed. This showcase is typically the morning starting the next sprint. Additionally, this standup presents to the entire team the new objectives, priorities, and goals for the sprint beginning today. *Expected participants: All Sponsors and team members;*

Risk Identification and Mitigation

Our Agile-like delivery process has built in governance and interactive ceremonies for identifying risks and mitigating them. Throughout the course of a day in the life of development team, the Project Manager has responsibility for interacting with the scrum teams with an intent to not drive the development, but to keep a focus on these "risks" for quick resolution. These risks are captured by the Project Manager who has the responsibility to ensure the proper attention and owner takes the risk and drives resolution within a short span. If it is a phase, release, or program risk, the Program Manager is charged with quickly assembling an "Acceleration Session' of key program leaders to assess the best manner in mitigating this risk. The Project Manager is responsible for ensuring the risk is transparent or visible to all, and keeps an eye on this running risk in working with the key leaders to ensure it is mitigated as planned.

Project Plan and Schedule

PCC will provide a Project Plan and Schedule no later than 30 days after contract execution. This project plan and schedule will have been validated in the prior Phase 2 completion. It is expected that the plan will have been previously reviewed and mutually aligned with your Leaders. PCC will expect you to review and respond with any changes to be mutually agreed, and expect to have a mutually agreed plan no later than 45 days after contract execution. It is our belief and intent that our transparent and collaborative process will accelerate the timings of such a mutual agreement in advance of the 45 days after the contract execution.

5. OTHER REQUIREMENTS

5.1 CONTRACT AWARD (RFQ 5.1)

PCC has reviewed and understands this requirement through Addendum 1 to the RFQ.

5.2 PRICING PAGE (RFQ 5.2)

PCC has provided the required pricing document, Addendum No 3 _Revised Pricing Page.xls as an attachment in wvOASIS. The following assumptions apply to the pricing included therein:

Transaction Fees

- The transaction fee amount shown on line 6 is an annual amount. PCC assumes a minimum of 30,000 transactions will be available for payment each year starting at go-live and for the duration of the contract and any extensions.
- Transaction fees do not include any convenience fees for payments processed through the eGov Payment Gateway.
- Transaction fees include hosting costs for the specified environments provided in this response.

Data Conversion

- The State will provide PCC with images in a standard file system format and data from the legacy system in a structured data file that is either:
- Flat file, structured format
- Relational database backup
- The State will provide PCC with any existing data dictionary, entity relationship diagrams, and/or equivalent supporting documentation for the legacy system(s) if available.
- After reasonable scripted rules and defaults have been exhausted by the PCC conversion efforts, the State will perform any manual cleansing or entry of incomplete data if required.

General

- As a fixed price contract, state-requested changes that extend the project schedule may result in a change control request.
- As a modified-off-the-shelf (MOTS) solution, the State recognizes the PCC product's functionality as the baseline, with configuration and customization limited to the State-specific business rules, fields and labels, report and correspondence outputs, and functionality described by the RFQ response as requiring customization.
- The State will provide written acceptance on all deliverables within 5-business-days of receipt. If the deliverable is deemed deficient or unacceptable, the State will provide the exact reasons for the rejection to PCC in writing within the 5-day period. If a written rejection is not received within 5 business days, the deliverable shall be considered accepted so that the project can move forward.
- The State is responsible for the timely execution of test scripts to ensure the completion of the UAT phase. PCC provides standard test scripts that can be modified by the State to meet their needs.

5.3 SOFTWARE TERMS AND CONDITIONS/LICENSES (RFQ 5.3)

PCC has provided its license terms and conditions, which include maintenance terms and conditions, as Attachment 1, SaaS Software License-Hosting-Maintenance.

5.4 MAINTENANCE TERMS AND CONDITIONS/LICENSES (RFQ 5.4)

PCC has provided its license terms and conditions, which include maintenance terms and conditions, as Attachment 1, SaaS Software License-Hosting-Maintenance.

5.5 PERFORMANCE (RFQ 6.)

The work items in the Project Schedule, finalized during Project Planning, will be identified with sufficient granularity that tracking against milestones will indicate whether significant deviations are taking place from the planned objectives. PCC Project Management staff will monitor and track the project progress against the baseline Project Milestones on a daily and weekly basis and at project milestones. The PCC Project Manager will report project progress to the SOS Project Manager on a weekly basis including any variance from the baseline Project Management Plan. In addition, quality assurance reviews will be conducted at the end of each project phase and/or at monthly checkpoints. These reviews are important in keeping accurate project status reports and information flowing through the organization in support of needed management decisions.

5.6 PAYMENT (RFQ 7.)

PCC will accept payment according to the State of West Virginia's payment procedures.

5.7 TRAVEL (RFQ 8.)

All anticipated travel costs to provide a successful implementation have been included in our fixed-bid pricing in Addendum No 3 _Revised Pricing Page.xls..

5.8 FACILITIES ACCESS (RFQ 9.)

PCC has reviewed and understand the Facilities Access requirement and will comply should access cards and/or key be required to gain access to Agency's facilities.

5.9 VENDOR DEFAULT (RFQ 10.)

PCC acknowledges these terms. PCC requests that it be given a minimum of 10 business days to remedy any asserted default prior to cancellation.

5.10 VENDOR CONTRACT MANAGER (RFQ 11.)

PCC's Contract Manager: David Montgomery, Sr. Vice President and General Manager
Phone: (614) 741-4079 (o)
Email: dmontgomery@gcrincorporated.com

PCC's Delivery Executive: Dean Charbonnet
Phone: (504) 304-0784
Email: dcharbonnet@gcrincorporated.com

6. ATTACHMENT A: PROCESS REQUIREMENTS

6.1 CREATE LICENSING OR REGISTRY

Create Licensing or Registry	Response
Provide external users with online filing options for various types of licensing/registry area and structure (e.g. Charities, Apostilles, Scrap Metal Dealers)	The Cenuity's online Dashboard will provide the authorized external user with a convenient list of all available licensing filings actions. Upon selection Cenuity will navigate the user to the first screen in that guided workflow.
Ability for internal staff to manually create license/registration in the system by uploading a filing image of a paper document, which was scanned outside of the system.	Cenuity's scanning and upload features will allow staff to scan and upload filing images to manually create a license/registration. Cenuity's scanning functionality will easily save documents to an integrated document repository and allows for basic edits during the scanning process.
Ability for internal staff to reject submitted applications/ documents	Staff workflow processing of Cenuity provides the ability to reject any submitted applications/documents. As part of the workflow, the staff may reject a filing at submission or in any stage of the process. The flow allows for editable rejection reasons which will be merged into a rejection letter correspondence. All correspondence, including rejections may be viewed in the documents contained within the filing history.
Provide external users with the ability to file/process authentications, licenses, registration and other services	Cenuity's Dashboard will provide users the ability to file/process authentications, licenses, registrations and other services described in this RFQ. The dashboard uses guided process flows that prevent errors and enforces business rules while providing an easy-to-use end-to-end guided experience for the user.
Provide external users the ability to file modifications online	Cenuity will allow users to file modifications, subsequent filings, and amendatory filings as appropriate to the filing type, existing forms by the State. and defined by business rules. The simple design of the Cenuity Dashboard allows the user to choose from previously submitted filings in order to submit amendments and subsequent filing documentation online.

6.2 MODIFY LICENSING OR REGISTRY

Modify Licensing or Registry	Response
Ability for external user to manage/change information	Cenuity's Dashboard will allow users external to the system to easily locate and manage/change information. The dashboard uses a guided workflow that allows the user to review and amend previously submitted filing information. Account related information and preference settings will also be modified by provided tools on the external user's dashboard.

Modify Licensing or Registry	Response
Ability for external user to submit a request to renew, reinstate or withdraw an application	The Cenuity Dashboard will provide external users the ability to locate and submit requests to renew, reinstate or withdraw applications. The dashboard will offer guided workflows for renewal, reinstatements, and withdrawals for the filing types and forms described in this document as appropriate per State business rules.
Ability to request a certificate of status or additional copies of a certificate of status	The Cenuity Dashboard and staff workflow will provide the ability to easily request a certificate of status or additional copies of a certificate of status for the filing types and forms described in this document as appropriate per State business rules. Cenuity will provide an intuitive tool that allows the user to search and locate a specific record and then request, purchase, and download a certificate of status for that record. All certificates will contain unique ID's for third party verification, which will also be provided on the online portal.
Ability to request and obtain a certified copy of a filed document	The Cenuity Dashboard and staff workflow provide the ability to search, locate and view a record and then request a certified copy of the filed document, and render payment for the request. and obtain a certified copy of a filed document. Cenuity will (assuming it is allowed by the State) generate a copy and certification page and deliver to the external user's Cenuity Dashboard in-box.
Ability to upload attachments with online filings	Cenuity's Online filing workflow will provide the ability to upload attachments with online filings. The online workflows will be customized to State business rules to provide this feature only for appropriate file types.

6.3 FISCAL PROCESSING

Fiscal Processing	Response
Ability to accept credit card payments	Cenuity will accept credit card payments in both the online and in-house portals. The online portal will pass session control to the gateway when the customer is checking out their shopping cart, navigating the external customer to the payment gateway page where the customer will enter their credit card information. After confirming payment, the gateway will navigate the external customer back to the proposed solution along with metadata with payment amount and confirmation ID. The in-house portal will allow staff to record a credit card payment amount and confirmation ID from the gateway. Cenuity will include the credit card payments in fiscal reports which can be used to reconcile with reports from the payment gateway.
Ability to associate a payment to an entity for online and manual filings	Cenuity will associate payments to an entity as part of the creation process of the Work Order record, and this will occur automatically as part of the data relation design. The Work Order is associated to a Customer, AKA filing

Fiscal Processing	Response
	submitter, which can be the entity or a representative thereof. The work order will also be associated to one or more filing transactions which were processed for that Work Order. Each filing will then be associated to an entity or central filing record. This structure holds true for online and in-house filings and will allow payments to be tracked against entities and vice versa.
Provide audit tracking for all financial processing associated to an entity	Cenuity will build an audit trail in the background as each fiscal action is taken in regard to payment and funds. Payment receipting, adjustments, refunds, reversals, negative receipts and transfers will all be logged in a line item audit trail associated to each work order and through that to all associated customers and entities.
Ability to search, review and modify payment information associated to an entity	Cenuity will allow users to search for Work Order records by entity name and other criteria (such as payment specific criteria). Once a Work Order record is located and opened, payment information can be reviewed and modified according to strict business rules and auditing. In addition, payments can be searched and reviewed directly by the Payment Search tool, which will display a complete audit trail of a given payment or payments, and the user will be able to click a link to the associated work order record where modifications and fiscal actions can be performed.
Ability to process refunds and reconcile payments received	Cenuity allows floor staff to request a refund on a specific filing request or fee. The request will be routed to an administrative approval queue where privileged supervisors will review and approve or deny the refund. Upon approval, the proposed solution will generate the appropriate fiscal transactions and ledger entries as well as required correspondence. Refunds will be reconciled at a user level in individual fiscal-close out reports and system wide in Refund Report generated for each day where refunds occurred in the solution. The system records the complete trail of the funds, from entry into the system as a payment to disbursement from the system in the form of a refund, with date and user ID's associated to each step in the process.

6.4 SCANNING/IMAGING PAPER DOCUMENTS

Scanning/Imaging Paper Documents	Response
Ability to upload documents which were scanned outside of the system, and associate them to an entity	Cenuity will provide staff various methods of uploading documents to associate to an entity. Both the staff internal filing creation workflow and the administrative correction functions will provide the ability to upload documents scanned outside the system. This will allow association of the documents to either a new filing or a previously submitted filing.

6.5 CORRESPONDENCE

Correspondence	Response
Ability to generate and access specific correspondence templates	Cenuity will allow for the generation of and access to specific correspondence templates. PCC will work with the State to gather state-specific requirements and create form templates for correspondence and certificates. Each template will be associated to one or more filing type and the system will generate documents from the correspondence templates based on business rules as appropriate for filing type and actions within the system.
Ability to generate correspondence utilizing approved templates	The templates will be auto-filled based on business rules specific to the given template type and contain the signature of the appropriate certifying party (usually the Secretary of State). Cenuity will enforce business rules so that only the pre-configured, pre-approved form of correspondence will be generated for each filing type or filing action.
Ability to generate and send a single correspondence and generate and send mass correspondence to specific users (both internal and external)	Cenuity will allow for the generation and sending of a single correspondence and generate and send mass correspondence to specific users (both internal and external). Single external user correspondence will be generated according to business rules and templates upon specific triggers such as filing acceptance, rejection, etc. Cenuity will process mass correspondence batch notifications for upcoming compliance needs or alerts for out-of-compliance entities. These notifications are executed by pre-defined automated system jobs and specific users are included based on the status of the trademark, notary, or other type of record, and business rules regarding conditions when they are expected to file compliance reports or renewals. Cenuity will also allow alerts and notices to be communicated to external users via the online dashboard and internal users via their internal staff dashboard widgets.
Ability to log and retrieve all correspondence sent to users regarding their business entity	All correspondence for the filings performed by external users will be available in the Cenuity online digital mailbox for guaranteed delivery and for retrieval in perpetuity. In addition, the user will also receive a copy of the filing in the email address specified on their account. Cenuity can also be configured by PCC so that correspondence that is filed internally (mail, counter drop-off) will also be delivered to the external customers digital mailbox, provided the customer provides their unique customer ID with the physical correspondence.
Ability to provide filing acknowledgements by email regardless of submission method	Cenuity will allow for the ability to store email information regardless of submission method. The email will be used to deliver acknowledgements of filings and approval/rejection documentation.

6.6 REPORTING

Reporting	Response
Ability to design and run ad hoc, batch, monthly and annual reports for all historical and current data held in the system	Cenuity will provide the ability to design, run, save and rerun ad hoc reports in the Ad Hoc Query tool. Batch, monthly and annual reports will be identified and documented during requirements analysis and will be configured in the system prior to go-live.
Ability to log and retrieve all reports generated in the system	Cenuity will log system-generated reports with date/time and user id in an audit table. Critical reconciliation reports will be stored as .pdf files in the file repository, marked with date/time, user ID and unique ID tying it to the log report. At-will canned reports and ad hoc queries will be logged with criteria, date/time and user ID in the audit table and may be retrieved by re-running the report with the criteria or saved query in the Ad Hoc Query tool.
Create and run specific reports for pertinent staff and functional areas (e.g. fiscal reports, administrative reports etc.)	Cenuity will create and run specific reports for pertinent staff and functional areas as defined during requirements analysis. Some key reports are the Daily Individual User Close Out, which reconciles all deposits and fiscal actions (entry or modifications of funds) for a user, the Master Close Out which reconciles deposits and fiscal actions system-wide, and the Filing Summary Reconciliation Report which compiles totals of filing counts and fees by filing type.
Provide a user dashboard to enable staff to access reports based on user access and permissions	Cenuity will consider a user's role when determining which reporting tools are available on the user's dashboard. Privileges to access a given reporting tool can be given or denied to users on a role-based level.

6.7 TASK MANAGEMENT

Task Management	Response
Provide a dashboard for Administrators to organize and assign work assignments for staff	Cenuity will provide the Work Queue Dashboard to Administrators to organize and assign work assignments for staff. The Work Queue Dashboard will allow privileged users to assign and re-assign specific work items to specific staff. Cenuity will also provide Work Queue Maintenance which will allow administrators to define default organization and work routing.
Ability to create a workflow queue with work assignments based on current functional areas	Cenuity will provide an integrated, configurable work queue routing and processing system. This feature will center around the Work Queue Dashboard, where users and administrators will monitor pending and completed work and pull items from the queue to review, input or otherwise process. PCC will work with stakeholders to design and create a set of user roles based on current functional areas and workflow requirements. Each user role created in the system will have a corresponding work queue.

Task Management	Response
	For each role work queue an administrator will define the filing types which be routed to that queue and therefore to all users who are assigned that role. Processing users will all access the Work Queue Dashboard but will each see an individualized version configured to their role. PCC will work with the Stakeholders to design and configure within the system tools a set of initial queues and routing rules based on functional areas and workflow requirements.
Ability to assign work assignments to specific staff	Cenuity's Work Queue Dashboard will allow users with sufficient role privileges to assign work to specific staff users. Cenuity will provide assignment buttons on each filing transaction in the work queue and allow the user to select from a list of eligible users as well as a work priority value. Once assigned, the transaction will be visible only to supervisors and the assigned user and no longer be visible to other staff users. On the assigned user's dashboard the assigned transaction will be promoted above other non-assigned, pending transactions. When multiple transactions are assigned to a user, they will be sorted on the dashboard in order of the work priority set by the supervisor.
Ability for staff to manage, sort and route tasks	Cenuity provides the ability to manage, sort and route tasks from the Work Queue Dashboard. Administrators can define the default work routing flow by filing type and user role. Supervisors can view the status of all work within the system and assign work to specific users. All users can search the work queue transactions by entering unique criteria such as Work Order ID or Filer Name or refining the visible transactions by status or filing type, or sort upon one of the columns of the transaction such as received date.
Ability for staff and administrators to modify work assignments during any phase of the workflow lifecycle	Cenuity's in-house portal allows supervisors to control workflow by assigning (or un-assigning) work to users. Filing type and other transaction information can be modified from the Work Order itself, which will update the transaction and its location in the Work Queue.

6.8 USER ACCOUNTS AND PERMISSIONS

User Accounts and Permissions	Response
Ability to create, update and manage user roles and permissions for both internal and external users	Cenuity's in-house portal will be used by different staff users who are assigned differing duties and responsibilities within the office. While these role permissions are mapped from within the Cenuity system, the authentication requests are validated against the State Active Directory to verify whether the given user should even be allowed any access in the first place.

User Accounts and Permissions	Response
	External users will have a separately managed set of permissions maintained in "Customer Maintenance". Based on state requirements, this tool will contain toggles to turn on or off various features of the external portal on an individual user account basis.
Ability to control access to sections of the system according to defined permissions and roles	Features and sections of Cenuity are accessed by clicking on menu items displayed on the internal dashboard. Each user can be assigned to a role and each role is mapped to a selection of menu items in the proposed solution. This will allow administrative users to restrict certain roles from having access from certain menu functions and from the associated features and sections of the system.
Ability to differentiate between internal and external users	Internal Cenuity users will access the in-house system from entirely different portal than the public users. This portal has its own URL that is not provided to the public. The in-house portal authenticates users against the agency's Active Directory (AD). This assures first that the user is a validated member of the agency who has sufficient authority to be included in the agency's enterprise credential store. This precludes unauthorized access to the system by users that are not a part of the State AD. Second, if the user is a part of the AD, the system checks its own user table to determine whether this particular user has been added by an administrator. Only upon these successful checks, and a valid password, will the user be granted access to the Cenuity system.
Ability to display access to specific pages and information about business entities and structures to public without a user login	The unauthenticated public user will have access to forms, links, and searches within the system. The user will arrive at the Cenuity homepage from either an internet search or from a link on the SOS website. On the homepage, they will be able to find information related to the service areas that the State wishes to compile and provide to PCC for placement. If the user wishes to perform searches, they will be able access the public search feature. Once the user wishes to perform filings in the system, they will be required to create an account. Since these users do not authenticate into the system, there is no authorization that occurs. They remain a general public user until such time as they decide to create an account.

6.9 SYSTEM PROCESSING

System Processing	Response
Ability to integrate and migrate data from existing systems	PCC will perform data conversion/migration into the new system as a part of the proposed solution implementation. PCC will work with Stakeholders during requirements analysis to identify the eligible sources of data and integrate the appropriate data into the new table structures for user validation prior to Go-Live.
Ability to import data from other data sources (e.g. FTP; code tables etc.)	PCC will perform data conversion/migration into the new system as a part of the proposed solution implementation. During requirements analysis PCC will work with stakeholders to identify the relevant data from the sources listed in the RFQ and import it into the new system prior to go live. Cenuity will also import data from the interfaces developed as per described in the RFQ. Cenuity is flexible systems and will allow for additional interfaces to be built if the need is identified in the future.
Ability to download data files from the system	Cenuity will allow external customers to download documents and correspondence directly over the application through https from their digital inbox. Internal staff will also be able to download documents and correspondence directly to their local machine. Most searches and ad-hoc reports will also be available to export as .csv or .pdf and download to the local machine.
Ability to update system pages and functionality when federal or legislative changes are received (e.g. biennial report filing)	Since each state is unique, this has been a key requirement of each of the 15 successful clients we call partners. To provide compliance in a minimal amount of time, our product uses a highly flexible .Net and database-driven architecture. Cenuity is designed with configurability functionality to allow states to alter the system to accommodate fee changes, administrative policy changes, etc. When larger system changes are necessary, PCC is a full-service software development firm that can design automated solutions to meet state challenges, and integrate those solutions into the Cenuity platform. Gap Analysis sessions where our experts lead exercises with staff find the distinctions in West Virginia's laws compared to the pre-configured system business rules. Our Maintenance and Operations team provides support for development of change requests to support migration to newer versions of operating or database software based on changes to client IT or data center requirements

7. ATTACHMENT B: FUNCTIONAL REQUIREMENTS

7.1 INQUIRY/SEARCHES

Inquiry/Searches	Response
The system is to have the ability to search Marriage Celebrant name, address and other details	A user will have the ability to search by Marriage Celebrant name, address and other details collected and stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search for Notaries Public by Name, Notary ID, and Commission Number	A user will have the ability to search for Notaries by Public by Name, Notary ID, and Commission Number and other details collected and stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search for Athletic Agents by full business name, full business name, concatenated name, date of initial filing, Last Name of Officer, Last Name of Registered Agent, Zip code, Address, Document Number, Entity Type, effective date, and other details	A user will have the ability to search for Athletic agents by full business name, concatenated name, date of initial filing, Last Name of Officer, Last Name of Registered Agent, Zip code, Address, Document Number, Entity Type, effective date, and other details collected and stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search Private Investigator and/or Security Guard licensee by responsible agent, firm name, City or County of service, and other details	A user will have the ability to search for Private Investigator and/or Security Guard licensee by responsible agent, firm name, City or County of service, and other details collected and stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search trademark, service, collective or certification marks by name, registry, ID number and other statutorily required information	A user will have the ability to search for trademark, service, collective or certification marks by name, registry, ID number and other statutorily required information stored in the Cenuity database. The robust search will allow the user to search by exact match, "Begins With" or "Contains" portions of the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search for Scrap Metal Dealers by Name, Number, City or County of service	A user will have the ability to search for Scrap Metal Dealers by Name, Number, City or County of service information stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system is to have the ability to search Charitable Organization by name, concatenated name, Doing Business As (DBA) name, Last	A user will have the ability to search by Charitable Organization by name, concatenated name, Doing Business As (DBA) name, Last Name of Registered Agent, Registration, zip code, address, effective date, and other details stored in the Cenuity database. The robust search will allow the user

Inquiry/Searches	Response
Name of Registered Agent, Registration, zip code, address, effective date, and other details	to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system will disallow the filing of two entities with the same name matched on any of the matching criteria in accordance with statutory laws/rules	Cenuity will provide Name Availability Check functionality that searches the database to eliminate duplicate entity names. The Name Availability Check omits business noise words (e.g. "and", "the") to enhance the duplicate check validation. Cenuity will restrict the duplication of any entity that matches with another entity in accordance with statutory laws/rules.
The system will provide ability to conduct name searches that are not case specific	A user will have the ability to conduct name searches that are not case specific. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system must provide ability to inquire by business name, Officers, Registered Agents, Document Number, and other details	A user will have the ability to search by business name, Officers, Registered Agents, Document Number, and other details stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.
The system shall provide ability to perform special searches, such as, "Check Name Distinguishability" which allow consumer and Agency users to search for and test the uniqueness of an entity name against Agency records, and searches by names of individuals, for example, registered agent officer and director.	Cenuity will provide Name Availability Check functionality that searches the database to locate duplicate entity names. The Name Availability Check omits business noise words (e.g. "and", "the") to enhance the duplicate check validation. Cenuity will allow searches by names of individuals (e.g. registered agent office and director) per requirements established by the State.
The system must provide ability to restrict certain filings from public display as required by law	Cenuity will allow the restriction of public display of records by filing type. PCC will work with the stakeholders to identify which filing types will be available for public view, request and download and which filing types will only be retrievable by internal staff. In addition, during the batch scanning process the in-house batch scan tool will allow the staff to restrict specific pages of documents or from public view. The system will create two copies of the document, an original version and a redacted version. Also, privileged users may use the Redaction tool to search and recall a filing document and apply "black box" redaction areas to a public version of a document to obscure and obliterate a section of the document which contains non-public information.
Provide to be able to search by Notary ID, Commission Number or Name and display entire the record.	A user will have the ability to search by Notary ID, Commission Number or Name stored in the Cenuity database. The robust search will allow the user to search by "exact match", "Begins With" or "Contains" search logic on the search criteria. The search will also allow for multi-field searches.

Inquiry/Searches	Response
	The search results screen will include all fields from the database that are applicable to the search results.
The system will allow for the parsing and concatenating of names to include the removal of spaces, definite and indefinite articles, and special characters and searching on both the entered name and parsed/concatenated name.	Cenuity will allow designated searches to apply customized, pre-determined transformations to entered search criteria. This will include the removal of spaces, definite and indefinite articles, and special characters and searching on both the entered name and parsed/concatenated name.
The search option within the system will allow for "is", "begins with", and "contains" searches	Cenuity's robust search will allow the user to search by "is" (AKA "exact match") or portions of the search criteria, including "begins with" and "contains". The search will also allow for multi-field searches.

7.2 LICENSING AND REGISTRY

Licensing and Registry	Response
The system will provide the ability for users to submit new applications, subsequent filing requests, and updates using online forms, mail or counter intake.	Cenuity's Dashboard will provide users the ability to file/process authentications, licenses, registrations and other services described in this RFQ. Constituents will also be able to submit forms to the State staff either via postal service or in person that may be scanned and filed using the Cenuity in-house application. Both the online and in-house solutions use guided process flows that prevent errors and enforce business rules while providing an easy-to-use end-to-end guided experience for the user.
System workflow processing will be configured in the system to accommodate West Virginia-specific forms, fields, and rules to comply with West Virginia statutes	PCC will work with the State in requirements elicitation and gathering sessions to analyze and document the West Virginia-Specific forms, fields and business rules required for the application to be in statutory compliance. The implementation team will modify the application to meet the requirements prior to system go-live.
The system shall provide the ability for public users to review their screens before submission	At the end of the filing flow, the user will be presented with a review screen where they can make changes if any are needed. Review of all data and selections made for the filing will be a required final step in the filing flow before final submission. If they choose to continue, the user will be navigated to the shopping cart. At this point, the use will be able to choose to checkout and pay for their filing or add more filings prior to proceeding to the payment screen. Both external and internal filing flows will display the review screen, either before submission by an external user or before rejection or acceptance by internal staff.
The system must provide external users with online filing options for various types of service areas (e.g. Notaries, Scrap Metal Dealers, Charities etc.)	Cenuity's Dashboard will provide the authorized external user with a convenient list of all available licensing filings actions. These lists will be conveniently organized under a menu structure designed in concert with the specific State's needs. Upon selection Cenuity will navigate the user to the first screen in that guided workflow.

Licensing and Registry	Response
The system must provide ability for internal staff to manually receipt paper filings in the system, by uploading a scanned image	The in-house portal will be a comprehensive one-stop solution for administrative needs. When filings arrive at the office via paper, fax, or in person, the staff users will be able to input them into the Cenuity system using a "triage" model. With this model, the triage staff will be able to create a work order from a single customer or customer packet, which may contain one or more filing transactions. The triage staff will scan in each filing document and associate to each individual filing transaction on the work order. If multiple pages of documents are received for a single filing, they may be scanned or uploaded in a single batch and the system will stitch them together and associate the unified document to the specific filing request.
The system must provide ability for internal staff to reject submitted filings	Filings will be accepted or rejected based on the business rules coded into each filing, and also will be rejected based on additional findings by the processing staff (the system provides a list of standard, check-off rejection reasons to increase efficiency, while also providing a window for staff rejection comments). Both acceptance and rejection will result in the creation of a letter that the staff user can print out to prepare for mailing or trigger the system to email the document to the customer directly.
The system must provide ability to display application status to external users via user login credentials	Cenuity's Dashboard will provide the user with the status of any previously submitted filing associated to their User ID. The dashboard will display the status and any documentation previously submitted for the filing. Upon real-time approval, the dashboard will update the status of the filing and display the approved documentation. Creation of an authenticated user account is mandatory before an external customer can either submit filings or view their status.
The system shall provide ability to identify registration filings that should or must be marked for review by internal staff	Cenuity will have the capability to route specified filing submissions meeting specified criteria to an internal review queue where internal staff with appropriate permissions will review and process them. PCC will work with the State to define which filing types are eligible for internal review and under what conditions. These business rules will be customized per filing type before Go-Live.
The system must provide external users with the ability to file modifications online, including initial application or renewals	Cenuity will allow users to file initial applications, amendatory filings, and renewal filings as appropriate to the filing type, and defined by business rules. The simple design of the online Cenuity Dashboard allows the user to choose from previously submitted filings in order to submit amendments and renewal filing documentation.
The system shall provide ability to verify that the entity type is correct for the entity filing requested.	Cenuity will include customized business rules regarding each entity type and filing type and will enforce valid combinations on both external filing flows and internal processing. For example, Cenuity will disallow a "Lost/Stolen Stamp or Seal" filing request to be filed upon a Trademark entity type.
The system must provide a method to determine and identify duplicate filings and not allow the filing of a duplicate name	PCC will prevent the application of duplicate filings by working with the State to determine business rules to customize in Cenuity regarding valid filing actions for an entity, and validations on the data that can be entered. Cenuity will provide a name distinguishability feature that will allow both

Licensing and Registry	Response
	external and internal users to determine if an existing entity of similar type already possesses the desired name, according to the State's specific distinguishability requirements.
The system must provide a way to verify data entered on a form to make sure it is accurate for the type selected	Cenuity will be customized to include field level data validation specific to the filing type and associated business rules. Both the in-house and online workflows provide customizable error messages to guide the user in providing the correct information for the filing.
The system must provide ability to require specific information for a registered agent is entered during the time of filing	PCC will work with the State to validate the fields required for each filing described in this RFQ, including registered agent entries required by these filings.
The system must track when a filing has been rejected	Cenuity 's staff workflow processing provides the ability to reject any submitted applications/documents. As part of the workflow, the staff may reject a filing at submission or in any stage of the process. The flow allows for editable rejection reasons which will be merged into a rejection letter correspondence. All correspondence, including rejections and date/time may be viewed in the documents contained within the filing history.
The system must provide ability to file a renewal for all licenses and registrations online	Cenuity's Dashboard will provide external users the ability to locate and submit renewal filing requests. The dashboard will offer guided workflows for renewals for appropriate filing entities and forms described in this document.
The system must provide ability to manage/change existing information (e.g. address updates etc.)	Cenuity's Dashboard will allow users external to the system to easily locate and manage/change information. Cenuity uses a guided workflow that allows the user to review and amend previously submitted filing information. Account related information and preference settings will also be modified by provided tools on the external user's Cenuity Dashboard. Existing information will also be able to be changed via the in-house Office Correct tool or customizable in-house filing flows.
The system must provide ability for external users to submit an online request to amend or reinstate a license/registration	Cenuity's Dashboard will provide external users the ability to locate and submit requests to amend or reinstate applications. The dashboard will offer guided workflows for amendments and reinstatements for the filing types and forms described in this document as appropriate per State business rules.
The system must provide ability to request and retrieve a certificate of status or additional copies of a certificate of status online	Cenuity's Dashboard and staff workflow will provide the ability to easily request a certificate of status or additional copies of a certificate of status for the filing types and forms described in this document as appropriate per State business rules. Cenuity will provide an intuitive tool that allows the user to search and locate a specific record and then request, purchase, and download a certificate of status for that record. Internal staff will have similar flows for fulfillment of certificate of status requests. Certificates will contain unique ID's for third party verification. Such a verification tool will also be provided on the unauthenticated portion of the online portal.

Licensing and Registry	Response
The system must provide ability to request and obtain a certified copy of a filed document online	Cenuity's Dashboard and staff workflow provide the ability to search, locate and view a record and then request a certified copy of the filed document, and render payment for the request. and obtain a certified copy of a filed document. Cenuity will (assuming it is allowed by the State) generate a copy and certification page and deliver to the external user's Cenuity Dashboard in-box. Internal staff will have similar flows for fulfillment of certificate of status requests.
The system must provide ability to upload attachments when submitting an online filing	Cenuity's Online filing workflow will provide the ability to upload attachments with online filings. The Online workflows will be customized to State business rules to provide this feature only for appropriate filing request types and to only allow appropriate file formats.
The system must provide ability to modify a registered agent and/or registered office on multiple licenses/registrations simultaneously.	Cenuity will allow users to modify the registered agent and/or registered office record associated to the entity/filing types described in this RFQ. The system will allow the user to specify which records must be modified as a result of a registered agent or registered office update.
The system must provide ability to update or alter any event or filings under a fictitious name without modifying the history	If a fictitious name is allowed for the entities/filings that are in scope of this RFQ, then Cenuity will provide the ability to update or alter any event or filings under a fictitious name without modifying the history.
If processing a business or firm license/registry, the system must provide ability to determine if the business is active or non-active in the state of West Virginia while processing	Cenuity will utilize an exposed API or other interface with the West Virginia business registry to provide the Cenuity user the ability to determine if the business is active or non-active in a real time interaction. PCC assumes that there is an existing interface in the West Virginia business registry to facilitate this lookup.
The system must provide ability to generate an acknowledgement correspondence to send the user information about their application and any certified copy requests	Cenuity will auto-generate emails and printable letters of filing status at key stages of the filing process including filing submission and approval/rejection by internal staff, as well as upon updates made by system jobs. Exact templates, requirements and triggers will be defined during requirements analysis. Cenuity will allow for customization of templates and triggers per each filing type and including service requests such as Certificates of Status or Certified Copy Requests.

7.3 FINANCIAL

Financial	Response
The system will allow for the acceptance of payments by major credit cards and interface with current third-party vendor	Cenuity allows for the entry, reconciliation and reporting of credit card payments. The online portal will interface directly with the State's external payment gateway. In-House staff will process the payment in the payment system and then enter the amount and authorization ID as a payment line item in the Work Order Creation screen. This associates the payment type and amount directly to a filing request or requests and will allow Cenuity to track, reconcile and report on credit card payments.

Financial	Response
The system will allow for online payments by credit card accounts	The proposed Cenuity solution has a proven history interfacing with third-party vendor payment systems to collect online credit card payments from external customers. When the payment step is reached Cenuity will pass session control to the payment gateway where the customer will enter payment information. Upon acceptance of the payment the gateway will pass the browser control back to Cenuity and the customer will be navigated back to the completion screen of their shopping cart. The gateway will also communicate payment status and authentication ID to Cenuity, allowing Cenuity to confirm payment and also to generate reconciliation reports and include Credit Card payments in other fiscal reports and functions.
The system will provide ability to create a fiscal record for every payment received and create an audit trail	Every payment entered into the system creates a unique payment record with its own unique ID and set of status flags. Once committed into the system all edits to the payment record, such voids or Non-Sufficient Fund flags (bounced checks, charge backs) are recorded as line item historical items in the system along with date and user ID. This audit trail may be queried with the appropriate view in the Ad Hoc Query Report.
The system will provide ability to associate one payment to multiple documents received	Cenuity's fiscal functionality associates payments to a Work Order Record. In turn, multiple documents (e.g. an envelope of filing requests or service requests) may be associated to a Work Order. Thus, the payment or payments can be associated to however many documents are entered on the Work Order. The system validates that the payments recorded cover the fees recorded, allowing for rejections due to underpayment or to overpayment of funds
The system will provide ability to associate multiple payments to one or more documents received	Cenuity's fiscal functionality associates payments to a Work Order Record and more than one payment may be associated. In turn, multiple documents (e.g. an envelope of filing requests or service requests) may be associated to a Work Order. Thus, the multiple payments can be associated to however many documents are entered on the Work Order. Cenuity will also allow different payment types to be associated to a single Work Order, thus a check payment and a cash payment may be associated to a Work Order containing multiple filing requests.
The system will provide ability to integrate with a third-party software vendor for credit card processing	The proposed Cenuity solution has a proven history interfacing with third-party vendor payment systems to collect online credit card payments from external customers. When the payment step is reached Cenuity will pass session control to the payment gateway where the customer will enter payment information. Upon acceptance of the payment the gateway will pass the browser control back to Cenuity and the customer will be navigated back to the completion screen of their shopping cart. The gateway will also communicate payment status and authentication ID, allowing Cenuity to confirm payment and also to generate reconciliation reports and include Credit Card payments in other fiscal reports and functions.

Financial	Response
The system will provide ability to associate a payment to a business entity and structure for online and paper filings	Cenuity will associate payments to a business entity and structure through the Work Order Record, which records and associates the filer record, payment record(s), filing transaction record(s), the filing's themselves and any business entity or entities associated to the filings. This results in the various key customer records linked through a convenient, easily searchable hub record.
The system will provide audit tracking for any and all financial processing associated to a business entity or structure	Payments and fiscal actions (refunds, voids, adjustments, bad checks, etc.) are tracked as line items in Cenuity's fiscal database. A high-level history view is available directly from the Work Order Record, or more detailed audit records may be exported from the Ad Hoc Query Tool. All payments are included in daily reconciliation reports and are locked from standard staff edits after processing of the Work Order
The system will provide ability to search, review and modify payment information associated to a business entity or structure	Cenuity will contain a payment search utility allowing a user to search and view payment records, including the current status and past history of actions taken. Fiscal actions (refunds, voids, adjustments, bad checks, etc.) are tracked as line items in Cenuity's fiscal tables. A high-level history view is available directly from the Work Order Record, or more detailed audit records may be exported from the Ad Hoc Query Tool. Payment information is maintained in an audit log manner. That is, payment records are themselves not modified or deleted, rather additional records are inserted which indicate a change to the payment information. The system will provide the ability to defund fees and ledger accounts and apply the funds to the correct fees and ledger accounts in a controlled and audited manner. Refunds will be requested, approved and applied in a controlled and audited manner. Reversion of payments, a form of void available within a limited window before the funds are reconciled will be recorded as a line item. Negative receipts (bad checks, charge backs) will be available to privileged users and will apply negative line item values to all downstream funds disbursements in an audited manner. Likewise, repayment of funds from negative receipts will then be applied as additional positive deposits to all downstream fees and funds in an audited manner.
The system will provide ability to determine and modify the next business day for processing in the system	Cenuity will provide a Calendar Maintenance tool. This tool will allow a privileged user to modify the next business day for processing in the system. System validations and business rules which consider business days and periods of time will take this data into account when performing calculations.
The system will provide ability to assign a receipt date and validation date separately	Cenuity will be customized to assign multiple dates according to state defined business rules. For example, in many states the receipt date is set by the system at time of receipt of payment, whereas the validation date is system defaulted to a standard time each but editable by users. The exact rules for each date will be determined during requirements analysis.

Financial	Response
The system will provide ability to create and modify a fee schedule based on specific categories	Fees are user configurable within the system via Cenuity configuration and lookup maintenance screens. Every Transaction type will have a configured set of possible applicable fees. Some fees may be mandatory, such as filing fees, while others will only be selected by the user where applicable, for instance when a filing is received with an expedite request. For filings where late fees or additional copy fees are possible the user will be presented with the option to add these fees when adding the Transaction to the Work Order.
The system will provide ability to process refunds and reconcile payments received	Cenuity allows floor staff to request a refund on a specific filing request or fee. The request will be routed to an administrative approval queue where privileged supervisors will review and approve or deny the refund. Upon approval, Cenuity will generate the appropriate fiscal transactions and ledger entries as well as required correspondence. Refunds will be reconciled at a user level in individual fiscal-close out reports and system wide in Refund Report generated for each day where refunds occurred in the solution. The system records the complete trail of the funds, from entry into the system as a payment to disbursement from the system in the form of a refund, with date and user ID's associated to each step in the process.
The system will provide the ability to create daily deposit and cash summary reports	Cenuity provides two levels of daily reporting: An Individual User Close-Out Report (ICR) and a Master Close-Out Report (MCR). The ICR will be generated for each user who interacted with fiscal records (payments, voids, refunds, etc.) during the reporting period. Cenuity will generate an ICR for itself for all online payments made by external customers. The ICR will provide a summary total by payment type of physical deposits (cash, check, etc.) and a line item detail of such deposits. The ICR will also provide a summary total by payment type of all electronic payments (Credit Cards, etc.) along with line item detail of such payments. Any adjustments, refunds, Negative Receipts (bad checks) or other fiscal actions will also be summarized and then detailed within the ICR. The MCR will contain summary totals of all the information contained in the ICR but totaled across the entire system for the day. The ICR is generated by each user through a work flow process where a user reviews their transactions and the deposit summaries and then approves the report as a batch with a separate signature page for submission with physical deposits. The MCR is generated via a supervisor dashboard with review and commit functions.
The system will provide ability to create and generate ad-hoc fiscal reports in the system	Cenuity provides a suite of detailed fiscal reports which can be run at will and with user defined criteria such as date range and other criteria as appropriate to the report. In the event that the standard report suite does not cover a specific scenario, a customer report query can be created and run within the Ad Hoc Query Tool. PCC will provide a fiscal data view within the tool as part of initial configuration.

Financial	Response
The system will provide ability to create and add new fiscal categories & object codes to the system	Cenuity provides authorized users the ability to create and add new fiscal categories & object code to the system. This includes fees, ledger accounts, and the fund disbursement relationship between them. Fees will then be associated to specific filing types and service requests.
The system will provide ability to link to, validate, and reconcile on both current date (date funds received) and date of filing	Cenuity will provide the ability to link to, validate, and reconcile on both current date (date funds received) and date of filing. Both dates are captured by Cenuity and linked to the Work Order and then through to all payments recorded on the work order. Either date may be used as criteria in Payment Search as criteria in the ad hoc fiscal reports.
The system must maintain financial transaction data (e.g., document fee, tracking number, document type, payment amount, applicable record, and payer name for tracking and audit pwposes	Cenuity maintains a thorough financial transaction record which retains and links all pertinent Record ID's, type and status flags, and allows easy search and retrieval on each record type. Cenuity's receipting and fiscal tracking functionality begins and focuses around the Work Order business object. The Work Order is the initial point of data entry for business requests received from customers which require work to be performed in the system. Cenuity assumes that work (and payment for the work) arrives in a packet which can contain one or more transaction requests and one or more payments to cover the fees. The Work Order consists of four basic types of information, each recorded in a separate data entry component of the Work Order Creation Screen: Customer Information, Filing Transaction Information, and Payment Information. Each information section will contain line item records with unique ID's, status flags, and histories, e.g. the Filing Transaction section will contain filing transaction record line items, each with their own type and ID. The various objects on the Work Order will in turn all be linked to the Work Order ID, and Cenuity provides two-way searching for record associations, e.g. a Payment Search with a Work Order ID will return all Payment ID's associated to the Work Order, and a Payment Search with a Payment ID will return the Work Order ID to which it is associated.
The system will provide ability to search for payments by data captured (e.g., login ID, transaction date, payment number)	Through the Work Order, Cenuity creates a central point of association for key business records in the system. Payment information can always be used to search and find an associated submitter and recorded transactions, and likewise, transaction specific information can be used to find not only the transaction, but any associated payments and submitter information. This ability to find related information extends to downstream records created through processing of the work.
The system must provide the capacity for printing all search returns	Cenuity provides an export feature when search results are returned. The export feature will allow the generation local download and display of a .csv file or .pdf file containing the search returns. The user may print the file from the file viewer controls.

7.4 IMAGING

Imaging	Response
The system will allow for the ability to upload scanned documents and associate them to a business entity or structure	Cenuity will provide staff various methods of uploading documents to associate to an entity. Both the staff internal filing creation workflow and the administrative correction functions will provide the ability to upload documents scanned outside the system. This will allow association of the documents to either a new filing or a previously submitted filing.
The system must store Images as compressed .tif or .pdf files	The Cenuity database will temporarily store the images either as compressed .tif during the scanning and association process and will store the finalized images as .pdf files for long term storage as part of the filing record.
The system must store all documents as a single file linked to the entity and filing	When multiple documents and/or multi-page documents are uploaded and/or scanned into the system and associated to an entity and filing, Cenuity will stitch all pages and documents together in a single, concatenated, multi-page .pdf document. This document will then be stored in the integrated document repository with a unique Document ID number which associates it to a single specific filing.
The system must provide ability to store all documents in perpetuity for active and inactive entities	The images will be by default stored in perpetuity. Entities which expire, are revoked, or are otherwise rendered inactive will be retained within Cenuity database and repository but with an "Inactive" status (or other status as defined during requirements). PCC will work with the State to define which Status values are returnable in external versus internal searches.
The system will provide ability to upload scanned documents and associate them to a business entity, structure	Cenuity will provide staff various methods of uploading documents to associate to an entity. Both the staff internal filing creation workflow and the administrative correction functions will provide the ability to upload documents scanned outside the system. This will allow association of the documents to either a new filing or a previously submitted filing.
The system will provide ability to view or remove a scanned/imaged document	The images within Cenuity will be able to be viewed or removed from a main record by an administrative user through the use of the Office Correct tool.
The system will provide ability to create and recreate any and all certified documents	The Cenuity Business Services Suite will automatically produce certified documentation upon the approval of a filing type associated to a certified template. These documents will be attached to the record and available for download both in-house and online. The Office Correct tool will provide the ability to recreate documents when there is an issue with the filing documents. The Print Acceptance tool will allow for the search, recall and download/printing of certified documents.
The system will provide the ability allow external users to upload documents per service area	Cenuity's Online filing workflow will provide the ability to upload attachments with online filings per service area. The Online workflows will be customized to State business rules to provide this feature only for appropriate file types.

Imaging	Response
The system must provide the ability for optical scanning capabilities to identify and automatically read barcodes printed on incoming documents for indexing purposes for both batch and individual scanning	Cenuity will provide the ability for optical scanning capabilities to identify and automatically read barcodes printed on the incoming documents for indexing purposes for both batch and individual scanning. The system will use the barcode to identify the filing/document type. During both batch and individual scanning, the system will compare the filing type as indicated by the barcode and the filing type as indicated by the user on the transaction level (filing information) of the work order. Mismatches will trigger error alerts to the user and prompt for correction.
The system must adhere to the Agency requirements in compliance with West Virginia State Law and the Americans with Disabilities Act (ADA)	Cenuity will adhere to Agency requirements in compliance with West Virginia State Law and the Americans with Disabilities Act (ADA).
The system shall be designed for American English speakers	Cenuity will be designed for American English speakers.
The system will support deletion of scanned images	The images within Cenuity will be able to be viewed or removed from a main record by an administrative user through the use of the Office Correct tool.

7.5 CORRESPONDENCE

Correspondence	Response
The system will allow for the generation and access specific correspondence templates	Cenuity will allow for the generation of and access to specific correspondence templates. PCC will work with the State to gather state-specific requirements and create form templates for correspondence and certificates. Each template will be associated to one or more filing type and the system will generate documents from the correspondence templates based on business rules as appropriate for filing type and actions within the system.
The system will allow for the generation of correspondence, by authorized Division users utilizing approved templates	The templates will be auto-filled based on business rules specific to the given template type and contain the signature of the appropriate certifying party (usually the Secretary of State). The system will enforce business rules so that only the pre-configured, pre-approved form of correspondence will be generated for each filing type or filing action.
The system will allow for the communication with business owners and/or contacts via email	The correspondence that will be sent out includes emails that are sent to online users upon account creation, filing confirmation, rejection, or status update, password changes, and compliance notifications. Cenuity will be configured such that communications are sent according to business rules upon the appropriate schedule or upon a triggering action or criteria and utilize defined templates and content.

Correspondence	Response
The system will allow for the generation and sending of a single correspondence and generate and send mass correspondence to specific users (both internal and external)	Cenuity will allow for the generation and sending of a single correspondence and generate and send mass correspondence to specific users (both internal and external). Single external user correspondence will be generated according to business rules and templates upon specific triggers such as filing acceptance, rejection, etc. Cenuity will process mass correspondence batch notifications for upcoming compliance needs or alerts for out-of-compliance entities. These notifications are executed by pre-defined automated system jobs and specific users are included based on the status of the trademark, notary, or other type of record, and business rules regarding conditions when they are expected to file compliance reports or renewals. The system will also allow alerts and notices to be communicated to external users via the online dashboard and internal users via their internal staff dashboard widgets.
The system will allow for the logging and retrieval of all correspondence sent to users regarding their business entity	All correspondence for the filings performed by external users will be available in the Cenuity online digital mailbox for guaranteed delivery and for retrieval in perpetuity. In addition, the user will also receive a copy of the filing in the email address specified on their account. Cenuity can also be configured by PCC so that correspondence that is filed internally (mail, counter drop-off) will also be delivered to the external customers digital mailbox, provided the customer provides their unique customer ID with the physical correspondence.
The system will allow for the filing of acknowledgements by email regardless of submission method	Cenuity will allow for the ability to store email information regardless of submission method. The email will be used to deliver acknowledgements of filings and approval/rejection documentation.
The system will provide the ability for certified certificates of status to be available for download as PDF files and include a watermark and the information for the Secretary of State at the time of initial certification.	Cenuity will provide the ability for certified certificates of status to be available for download as PDF files and include a watermark and the information for the Secretary of State at the time of initial certification. Cenuity's Dashboard as well as an internal staff workflow will provide the ability to easily request a certificate of status in PDF format or additional copies of a certificate of status for the filing types and forms described in this document as appropriate per State business rules. Cenuity will provide an intuitive tool that allows the user to search and locate a specific record and then request, purchase, and download a certificate of status for that record. Certificates will be able to be customized, per State requirements. Cenuity will store SOS information and signature images by date in the database for use in certificates. Certificates will contain unique ID's for third party verification, which will also be provided on the online portal.

Correspondence	Response
The system must store all correspondence generated and provide the ability for future retrieval	Cenuity's system-generated correspondence are stored in the integrated filing repository as .pdf documents. This includes file stamped versions of scanned or uploaded document images, receipts, acceptance letters, rejection letters, and notices. Cenuity will allow search, view and reprint of these documents through the appropriate system search tool.
The system must auto generate confirmation or tracking numbers and status information for online submissions via email to all users associated to an entity	The Cenuity solution will generate unique identification numbers for each transaction created in the system. The identification numbers will be available to be used in system searches to retrieve filing information, including current status of the filing. The identification numbers will be included on all correspondence to the filer. PCC will configure Cenuity to deliver filing notices to all users associated to an entity record which have valid email addresses in the system.
The system must generate renewal and expiration notices and change record status	Cenuity will provide batch jobs that will auto-generate renewal and expiration notices using rules determined by the State. Rules will also be customized with the State to update record statuses and send notices of changes in record status to the stakeholder for an entity. The notices will be available to be emailed to the appropriate parties or generated for paper mailings. In addition, for those online users that file online, or opt to receive dashboard updates, the user's will have alerts display in their online dashboard of renewal and expiration notices, and notices of modifications to their associated entity's status.
The system must provide functionality for internal staff to manage periodic forms and notices for mailings	Cenuity will allow internal staff manage the periodic forms and notices for mailings through a Manage Batch Job tool. Scheduling and eligibility criteria will be configured and maintained in this tool by users with sufficient privileges.
The system must provide ability to integrate signature fonts or signature images to be reflected on certificates and correspondence	The Cenuity in-house application will provide the functionality to store and integrate signature fonts or signature images to be displayed on certificates and correspondence. The functionality will allow the ability to save multiple signatures within date ranges the signature is applicable for correcting and regenerating historical data.
The system is to provide an option to reprint previously generated certificates, rejection letters and receipts.	The Cenuity in-house application portal will allow staff to easily search for certificates, rejection letters, and receipts by submitter, entity name, and payment confirmation number in order to re-print any needed documentation. The online dashboard of previously submitted filings will allow for easy retrieval of certificates, rejection letters and receipts that are associated with the external user's account.

7.6 REPORTING

Reporting	Response
The system will log and retrieve all reports generated by the system	Cenuity will log system-generated reports with date/time and user id in an audit table. Critical reconciliation reports will be stored as .pdf files in the file repository, marked with date/time, user ID and unique ID tying it to the log report. At-will canned reports and ad hoc queries will be logged with criteria, date/time and user ID in the audit table and may be retrieved by re-running the report with the criteria or saved query in the Ad Hoc Query tool.
The system will create and run specific reports for pertinent staff and functional areas (e.g. fiscal reports, administrative reports etc.)	Cenuity will create and run specific reports for pertinent staff and functional areas as defined during requirements analysis. Some key reports are the Daily Individual User Close Out, which reconciles all deposits and fiscal actions (entry or modifications of funds) for a user, the Master Close Out which reconciles deposits and fiscal actions system-wide, and the Filing Summary Reconciliation Report which compiles totals of filing counts and fees by filing type.
The system will provide a user dashboard to enable staff to access reports based on user access and permissions	The Cenuity Business Service Suite will consider a user's role when determining which reporting tools are available on the user's dashboard. Privileges to access a given reporting tool can be given or denied to users on a role-based level.
The system will provide the ability for authorized Division users to write and run ad hoc reports	One of the most powerful tools within Cenuity is the Ad-Hoc Query Tool. This tool provides Administrators with the ability to dynamically generate reports containing a variety of fields in the database. PCC provides 10 broad SQL views which are used to generate the list of available data fields. The administrative user can pick and choose which fields they need in an easy-to-use graphical user interface. The interface was designed to offer a great deal of flexible reporting functionality without requiring the staff member to have SQL knowledge. The ad-hoc query tool builds the queries behind the screen and returns a dataset to the user. Like standard reports, ad-hoc reports can be exported to Excel, CSV, or PDF. Once a report is built it can be saved and run again at a later time. Saved report queries may also be edited and re-saved. The main goal of the ad-hoc query tool is to provide staff with data and information on an as-needed basis without requiring special knowledge or access to the database directly.
The system will provide scripts for ad hoc reports that will be maintained within the system for future use	See content in response above Cenuity provides an ad-hoc query tool. The authorized staff user can configure queries based on pre-configured views with easy to understand parameters, and the queries can be saved for future use. The saved queries can be user-based or shared with all staff for reusability.

Reporting	Response
	PCC will provide 10 broad initial views of data fields that may be used by the state to build customized query scripts. During requirements analysis PCC will train Stakeholders to design and create within the tool 10 initial queries which are useful to the State. The application also offers many financial and administrative reports which have pre-defined scripts but can be run at will with user-provided criteria. For example, the Payment History by Payer Report can be run by staff at will. The staff user can modify the date range over which the report is run as well as the User ID of the Payer (Customer).

7.7 ADMINISTRATION

Administration	Response
The system will provide a workflow queue with work assignments based on current functional areas	Cenuity will provide an integrated, configurable work queue routing and processing system. This feature will center around the Work Queue Dashboard, where users and administrators will monitor pending and completed work and pull items from the queue to review, input or otherwise process. PCC will work with stakeholders to design and create a set of user roles based on current functional areas and workflow requirements. Each user role created in the system will have a corresponding work queue. For each role work queue an administrator will define the filing types which be routed to that queue and therefore to all users who are assigned that role. Processing users will all access the Work Queue Dashboard but will each see an individualized version configured to their role. PCC will work with the Stakeholders to design and configure within the system tools a set of initial queues and routing rules based on functional areas and workflow requirements.
The system will provide ability to assign work assignments to specific staff	Cenuity's Work Queue Dashboard will allow users with sufficient role privileges to assign work to specific staff users. Cenuity will provide assignment buttons on each filing transaction in the work queue and allow the user to select from a list of eligible users as well as a work priority value. Once assigned, the transaction will be visible only to supervisors and the assigned user and no longer be visible to other staff users. On the assigned user's dashboard the assigned transaction will be promoted above other non-assigned, pending transactions. When multiple transactions are assigned to a user, they will be sorted on the dashboard in order of the work priority set by the supervisor.

Administration	Response
The system will provide the ability for staff to manage, sort and route tasks	Cenuity provides the ability to manage, sort and route tasks from the Work Queue Dashboard. Administrators can define the default work routing flow by filing type and user role. Supervisors can view the status of all work within the system and assign work to specific users. All users can search the work queue transactions by entering unique criteria such as Work Order ID or Filer Name or refining the visible transactions by status or filing type, or sort upon one of the columns of the transaction such as received date.
The system will provide the ability for staff and administrators to modify work assignments during any phase of the workflow lifecycle	The in-house portal allows supervisors to control workflow by assigning (or un-assigning) work to users. Filing type and other transaction information can be modified from the Work Order itself, which will update the transaction and its location in the Work Queue.
The system must maintain audit log for all changes to records containing information on edit date, last edit user and previously stored content	Cenuity contains an audit logging feature designed to capture changes being made to data and to store the user, IP address, and metadata regarding the change being made. This audit log can be queried through the use of the ad-hoc query tool.
The system must ensure that all system transactions are logged in the database and auditable	Cenuity also contains an audit logging feature designed to capture changes being made to data and to store the user, IP address, and metadata regarding the change being made. This audit log can be queried through the use of the ad-hoc query tool.
The system will ensure that user access levels shall be tiered for internal user access levels, with varying view and edit permissions based on role	Cenuity is role-based and access will either be restricted or expanded based on the user login. The role is assigned at the time of user creation and can be modified at any time.
The system software will not contain any features permitting access to the system in violation of its security features or the change management process	Cenuity will not contain any features permitting access to the system in violation of its security features or the change management process
The system software will not contain any features rendering the system inoperable, or degrade its performance	Cenuity will not contain any features rendering the system inoperable, or degrade its performance
The system software provided will be certified by the vendor as virus and malware free	Cenuity provided will be certified by the vendor as virus and malware free
The system must have the capability to monitor transactions through the system for the purposes of auditing, error diagnosis, and performance management	Cenuity will have the capability to monitor transactions through the system for the purposes of auditing, error diagnosis, and performance management
The system must support encryption of data, including the ability to transmit and receive encrypted files and messages	Cenuity will support https and sftp for the transmission and reception of files and messages.

7.8 AUTHENTICATION AND AUTHORIZATION

Authentication and Authorization	Response
The system will have the ability to create, update and manage user roles and permissions for both internal and external users	The in-house portal of Cenuity will be used by different staff users who are assigned differing duties and responsibilities within the office. While these role permissions are mapped from within the Cenuity system, the authentication requests are validated against the State Active Directory to verify whether the given user should even be allowed any access in the first place. External users will have a separately managed set of permissions maintained in "Customer Maintenance". Based on state requirements, this tool will contain toggles to turn on or off various features of the external portal on an individual user account basis.
The system will have the ability to control access to sections of the system according to defined permissions and roles	Features and sections of Cenuity are accessed by clicking on menu items displayed on the internal dashboard. Each user can be assigned to a role and each role is mapped to a selection of menu items in Cenuity. This will allow administrative users to restrict certain roles from having access from certain menu functions and from the associated features and sections of the system.
The system will have the ability to differentiate between internal and external users	Internal Cenuity users will access the in-house system from entirely different portal than the public users. This portal has its own URL that is not provided to the public. The in-house portal authenticates users against the agency's Active Directory (AD). This assures first that the user is a validated member of the agency who has sufficient authority to be included in the agency's enterprise credential store. This precludes unauthorized access to the system by users that are not a part of the State AD. Second, if the user is a part of the AD, the system checks its own user table to determine whether this particular user has been added by an administrator. Only upon these successful checks, and a valid password, will the user be granted access to the Cenuity system.
The system will have the ability to display access to specific pages and information about business entities and structures to public without a user login	The unauthenticated public user will have access to forms, links, and searches within the system. The user will arrive at the Cenuity homepage from either an internet search or from a link on the SOS website. On the homepage, they will be able to find information related to the service areas that the State wishes to compile and provide to PCC for placement. If the user wishes to perform searches, they will be able access the public search feature. Once the user wishes to perform filings in the system, they will be required to create an account. Since these users do not authenticate into the system, there is no authorization that occurs. They remain a general public user until such time as they decide to create an account.

Authentication and Authorization	Response
The system will provide one-to-one credentials only. There is not to be any shared access	Cenuity authenticates users against the State Active Directory system. A credential and user id within Cenuity will map to only one Active Directory credential. There will be no shared access in Cenuity.
The system must provide access in the areas of fiscal, imaging, correspondence and service areas in addition to areas already defined	Cenuity will provide access in the areas of fiscal, imaging, correspondence and service areas in addition to areas already defined
The system will ensure that different levels of permission will be defined by the project team and implemented according to approved design requirements	Cenuity will make sure that different levels of permission will be defined by the project team and implemented according to approved design requirements

7.9 MIGRATION

Migration	Response
The system must have the ability to integrate and migrate data from existing systems	PCC will perform data conversion/migration into the new system as a part of Cenuity implementation. PCC will work with Stakeholders during requirements analysis to identify the sources of data mentioned within this RFQ and integrate the appropriate data into the new table structures for user validation prior to Go-Live.
The system must have the ability to import data from other data sources (e.g. FTP; code tables etc.)	PCC will perform data conversion/migration into the new system as a part of Cenuity implementation. During requirements analysis PCC will work with stakeholders to identify the relevant data from the sources listed in the RFQ and import it into the new system prior to go live. Cenuity will also import data from the interfaces developed as per described in the RFQ. Cenuity is flexible systems and will allow for additional interfaces to be developed if the need is identified in the future.
The vendor will provide mapping of the .tif and .pdf images in the Legacy system	As part of the data conversion process PCC will migrate the images from the legacy system into Cenuity's integrated document repository. At the same time, the records from the legacy data tables will also be migrated and mapped to the legacy images. Prior to go-live the migration and mapping of the data will be validated by Stakeholders, and Cenuity will track all future record-image mapping within Cenuity's own schema and repository.
The vendor will provide a migration plan which successfully moves all the data to a single database and database type	Data conversion design and development tasks will occur in parallel with system configuration or customization of the other modules described in this section, to accommodate required data and record types being available for System Integration and User Acceptance Testing. This allows anomalies to be addressed at a point when they will be less disruptive to the cost and schedule of the project. PCC will provide a data migration plan as part of this process. Cenuity will utilize an SQL Server database.

Migration	Response
The vendor must provide a migration plan that will include multiple migrations to include historical data, data through development, and "Go Live" data	As part of initial requirements analysis PCC will develop a migration plan includes multiple data pulls (migrations) at different points in the development and implementation process. The exact timeline and number of pulls will be determined at the analysis phase but will include at the least all legacy data delivered or made available at kick off, all delta data recorded between kick off and Go-Live, as well as any data required to be present in the system at the point of Go Live.
The vendor will ensure that the migration of "Go Live" data will have a limited impact on the duration existing public facing interface is offline	PCC will ensure that the migration of "Go Live" data will have a limited impact on the duration existing public facing interface is offline. PCC has experience gained through several dozen Go Live events and has developed strategies for minimizing downtime and efficiently managing cut over activities between two systems.
The system must provide the ability for images to be indexed in the database with all images of documents stored on a file server	PCC will perform image conversion to transfer database images to PDF and the images to a single repository on the recommended storage hardware. The images will not be stored as objects within the database, only the relationship to a filing will be recorded within the database.
The system must ensure that migration will keep a 1:1 relationship between filings and an entity	Cenuity will ensure that migration will keep a 1:1 relationship between a given filing and an entity. The entity record is linked to the filing by use of a foreign key constraint at the filing table. At the time the transaction occurs, this is stored atomically and assures a one to one relationship.
The system must ensure that migration will keep a 1:1 relationship between a filing and associated images	Cenuity will ensure that migration will keep a 1:1 relationship between a filing and its associated images. Much as the relationship between an entity and a filing, the filing image is stored on the file system structure with a path that is kept in the database. Upon generation and storage of a filing image, the file path is stored with a foreign key constraint to the filing, thus assuring a one to one relationship.
The vendor must develop a 5-year growth plan for the database based on a 10% annual increase of filings	PCC will develop a 5-year growth plan for the database based on a 10% annual increase of filings
The system must maintain the historical records and associations to the appropriate filings during the migration process	Cenuity will maintain the historical records and associations to the appropriate filings during the migration process. PCC's data conversion team keeps the current linking intact when historical records are migrated to the new system.
The vendor must ensure the data be analyzed for integrity, gaps identified where necessary, and recommend where differences will need to be reconciled	PCC will ensure the data be analyzed for integrity, gaps identified where necessary, and recommend where differences will need to be reconciled. PCC will provide data anomaly reporting from a technical perspective and allow the state to provide rules to correct the data prior to final migration.
The vendor must ensure that the data be transformed from current to future state and routines created for converting	PCC will ensure that the data is transformed from current to future state and that routines are created for performing this conversion. PCC performs data analysis and mapping from legacy to the new system and then develops the appropriate routines as a result.

Migration	Response
The vendor must plan for the addition and modification of data throughout the migration process	PCC will plan for the addition and modification of data throughout the migration process by allowing the State to perform manual data cleaning, if such a need is identified. PCC using a multiple-pull strategy to assure the State of ever more accurate data conversion.

7.10 GENERAL

General	Response
The selected COTS solution must have modules successfully deployed for the Secretary of State for at least two (2) of the 50 United States or its territories	Fifteen states chose PCC's Cenuity product for their business filing and registry solution. For all projects, PCC provided project management, requirements gathering, development and configuration, testing, and training. We continue to provide maintenance and support for each of these clients.
The selected COTS solution must be secure, sustainable, efficient, high performing, and economical	As described in Section 04 General Requirements, Cenuity is built on modern .Net framework to secure and protect public data as well as provide confidence in continued service availability.
The selected COTS solution must include differential authentication and authorization levels	As described in Section 04 General Requirements, Cenuity includes role-based administrative and supervisory access. Account creation is secure and managed through single sign-on and application level security.
The system must maintain an audit log of all filings, edits to filings, and other transactions to include date and time, by whom, and the original and modified transaction	Cenuity contains an audit logging feature designed to capture changes being made to data and to store the user, IP address, and metadata regarding the change being made. This audit log can be queried through the use of the ad-hoc query tool
The selected vendor must submit scheduled status reports for each activity group and a summary report of the project	PCC monitors project performance daily and reports project performance, including adherence to the baseline schedule, to the SOS project manager in the weekly status report.
The vendor must develop and execute a detailed testing plan at the unit, integration, system (Beta), and User acceptance	PCC's testing approach begins with the creation of a Test Plan. The purpose of this Test Plan is to outline the testing approach and strategy for Cenuity through the development of each software release. The test plan includes testing deliverable details, resources, assumptions, and risks. The primary audience is the SOS project manager, SOS subject matter experts (SMEs), PCCs project manager, and SOS technical resources. The Test Plan will be initiated during Phase 2: Gap Analysis and Specification Documentation, updated during Phase 3: Software Modification and Unit Testing and finalized during Phase 5: Testing.
The selected vendor must engage Business Analysts to document all aspects of the project	PCC keeps business analysts engaged throughout the implementation to perform gap analysis and document the pertinent functional specifications.
The selected vendor will maintain a repository of the documents for all project team members	SharePoint services provide for project management standardization, a secured portal, collaboration, and document management capabilities. PCC will establish a unique SharePoint site for this project to manage and access all project deliverables, work products organizational charts, decision

General	Response
	documents, standards, forms and other documents supporting the solution design. The repository will be used to catalog, share, and build transparency relative to reporting and the logging of questions raised, decisions made, and authorizations received
The selected vendor will ensure that all subcontractors must be properly vetted and approved by the Department	If engaging with subcontractors, PCC will obtain any required licenses and registrations, prior to engaging in work on the project.

7.11 SECURITY

Security	Response
The system must provide ability to create external user accounts and user credentials for authentication and authorization	Should the public user need to perform additional functions not available to unauthenticated users, the account creation process is an easy, one-step process that does not require intervention by in-house staff. The user provides basic non-sensitive information about themselves, including a unique email address, and the system creates an account. The user then can log in to the public portal where they will be presented with a dashboard and a menu to the in-scope online services.
The system must provide ability to send an authentication email when an external user creates a user account	Cenuity will send an authentication email when an external user creates a user account. The email informs the user, without divulging sensitive information, that an account has been created for them and that they can now verify the account.
The system must provide the ability for external users to create, manage and change their usernames and passwords without Agency intervention	For the external portal, the solution will collect user name and password information from users when they create their profiles. These credentials shall then be used to authenticate those users on subsequent visits. Users can use the "Forgot Password" link to have temporary new credentials provided to them through an email process and can proactively change their password and other personal/preference information within their profile once logged in to the portal.
The system's website must utilize a Secure Socket Layer (SSL) with at least 128-bit encryption	The Cenuity Business Services Suite is a secure solution. PCC deploys Cenuity with Transport Layer Security (TLS) 1.2 to achieve the industry-standard level of protection for data in transit. This is a greater level of protection than Secure Socket Layer, which at the time of writing is considered deprecated by the industry. Requests that initiate from the web are routed through the web server which has TLS applied.
The solution must meet the Laws, Rules, Regulations, and Codes of the State of West Virginia and its agencies	PCC commits to meeting the laws, rules, regulations, and codes of the State of West Virginia as they pertain to the scope of this RFQ.

7.12 CALENDARING

Calendaring	Response
The system will allow filings to occur at any time of the year	Cenuity does not restrict filings to a particular time of year. Users will be able to file throughout the year.
The system must recognize weekends and not include them in the business day count	The allowable effective date range will be customized for the State. The system will not count weekends and State holidays when determining the allowable range.
The system must recognize state holidays and not include them in the business day count	The allowable effective date range will be customized for the State. The system will not count weekends and State holidays when determining the allowable range.
The system must allow for ad hoc closing of the business office (e.g., hurricanes) and not count the closed days in the count of business days	Cenuity will allow for customized closing dates. The system will not count customized closing dates when determining the allowable range. These dates will be managed in a Calendar Maintenance tool.
The system must allow for later effective dates on business entity filings and restrict the effective dates for associated entities to that later date or after	The Cenuity Business Services Suite will be date-aware as there are a number of functions and processes that depend on a variety of date types that are stored in the system. Regardless of which date type is being acted upon by the business logic, the audit features of Cenuity will store the actual date upon which a given event or filing occurred. This is an important concept which keeps the "actual" date physically separated and distinct from the other date types which are captured to drive statutory business logic. An example of this type of "logic date" is the effective date. Effective dates are statutorily captured to denote that a particular filing (if so allowed) must not be considered officially filed until the specified effective date has been reached, even though it has been actually filed and approved prior to that date. The system will treat these filings as normal filings during the intake process but stores the specified effective date alongside the associated records so that it can be used while performing functions such as a name availability search.
The system must allow for later effective dates for amendments and make change on selected date	The Cenuity Business Services Suite will be date-aware as there are a number of functions and processes that depend on a variety of date types that are stored in the system. Regardless of which date type is being acted upon by the business logic, the audit features of Cenuity will store the actual date upon which a given event or filing occurred. This is an important concept which keeps the "actual" date physically separated and distinct from the other date types which are captured to drive statutory business logic. An example of this type of "logic date" is the effective date. Effective dates are statutorily captured to denote that a particular filing (if so allowed) must not be considered officially filed until the specified effective date has been reached, even though it has been actually filed and approved prior to that date. The system will treat these filings as normal filings during the intake process but stores the specified effective date alongside the associated records so that it can be used while performing functions such as a name availability search.

7.13 TRAINING

Training	Response
The vendor must develop and provide training using a "train the trainer" method	PCC will equip the staff with proper understanding and tools to learn the customized Cenuity in-house and online solution. PCC will conduct a train-the-trainer for the State designated trainers. The train-the-trainer facilitated workshops will allow the attendees to practice in the system and role play situations. Attendees will be provided modularized User Training Guides and Quick Reference materials.
The vendor must provide training onsite at the WV Secretary of State's Office	All training conducted by PCC will be conducted onsite at the WV Secretary of State's Office at an agreed time and place. The State will provide the equipment needed for the training sessions.
The vendor must ensure that at the deployment of the solution, staff members are competent in the navigation and use of the modernized business registry and can provide high level assistance to all level of users	To insure staff members are competent before deployment of the solution, PCC will survey attendees to gather metrics regarding the readiness of the staff following training. Training gaps will be identified and addressed to insure users are competent before the deployment.
The vendor will provide a "sandbox" for the exploration, demonstration, and training of the system	PCC will provide a "sandbox" for the exploration, demonstration, and training of the system.

7.14 TESTING

Testing	Response
The vendor must develop and execute a detailed testing plan at the unit, integration, system (Beta), and User acceptance	PCC will provide end-to-end testing services based on industry standards and the real-life experience PCC has amassed through dozens of similar projects. The types of testing and quality assurance experience and capabilities PCC will bring to bear for the project include: • Test and quality assurance planning • Requirements traceability to ensure full testing coverage of requirements • Iterative major document deliverables to allow for quality assurance and approvals in easier to manage pieces • Pre-developed core product test scripts customized for client-specific requirements • Exhaustive Unit Testing of each developed code module and procedure • System Integration Testing to ensure all consolidated modules work together in harmony prior to User Acceptance Testing (UAT) • Automated system, UAT and regression testing

Testing	Response
	• UAT Training for testing stakeholders to ensure ability to navigate application to execute tests and understanding of test scripts and issue reporting process • Supervised UAT kickoff with ongoing UAT support for user self-testing • Data conversion testing and exception reporting • Security penetration and vulnerability testing via Qualys • Production viability testing • Ongoing unit, user, and regression testing for warranty and maintenance releases
The vendor is responsible for designing, implementing, and validating a test plan for each function of the application and the overall unit in which the function is deployed	PCC will follow best practices in designing, implementing, and validating thorough test plans for each function of the application and the overall unit in which the function is deployed. PCC will partner with the State to insure test plans are appropriate and meet the individual needs of each business unit.
The vendor must ensure that testing is to include unit and integration testing and integration testing is to take place every time there is a modification to the code and/or functionality	PCC will insure through best practices in deployment and test planning that unit and integration testing are included in the system modification lifecycle. Test scripts will be written based on documented and approved requirements. The test scripts will include not only the expected changes to the system, but processes potentially impacted by the proposed changes.
The system must ensure that all promotions are to be Beta and successfully complete User Acceptance Testing (UAT) before a deployment	PCC will use best practices in release management to insure only those items that successfully complete User Acceptance Testing (UAT) will be promoted to a production environment. PCC uses source code management and release management software to restrict unapproved changes from migrating to production environments.
The vendor is to provide an issue tracking system (ITS) for the reporting and tracking of "bugs"	PCC will utilize Team Foundation Server (TFS) for issue tracking, reporting and management. This is our central development management system and it is used to track and manage conversion related anomalies, reported issues, and related resolutions. TFS will be used from the moment that the data conversion project begins until the entire project is successfully completed
The vendor must ensure that the ITS is to record such things as a name for the issue, a tracking ID, a description of the issue, the reporter, the date reported, the priority, and the severity of the issue, as well as who is assigned to fix the issue, the status of the issue, and by whom the issue was tested and approved for promotion	PCC will ensure that Team Foundation Server (TFS) will record as a name for the issue, a tracking ID, a description of the issue, the reporter, the date reported, the priority, and the severity of the issue, as well as who is assigned to fix the issue, the status of the issue, and by whom the issue was tested and approved for promotion
The vendor must ensure that safeguards are to be in place for promoting data both on a schedule and as needed in an emergency only	PCC will ensure that safeguards are to be in place for promoting data both on a schedule and as needed in an emergency only after being unit, integration, Beta, and User Accepted. PCC will work with the Stakeholders to develop a release plan and process to promote code, including well

Testing	Response
after being unit, integration, Beta, and User Accepted	defined oversight and sign-off criteria at each step. TFS will be used to manage and promote builds to the various solution environments.
The vendor must ensure that safeguards are to be in place to back out promoted code and return the system to a defined point and time through a source control program.	PCC will ensure that safeguards are to be in place for promoting data both on a schedule and as needed in an emergency only after being unit, integration, Beta, and User Accepted. PCC will work with the Stakeholders to develop a recovery plan and process to back out promoted code, including well defined oversight and sign-off criteria at each step. TFS will be used to manage and promote builds and roll backs to the various solution environments.

APPENDIX 1 – SAAS SOFTWARE LICENSE HOSTING MAINTENANCE

CONTRACT FOR SOFTWARE LICENSE, HOSTING, AND MAINTENANCE

This agreement ("**Agreement**") is made and entered into on ________, 2018, ("**Effective Date**") by and between the State of West Virginia ("**Licensee**" or "**State**") and PCC Technology Inc., located at 100 Northfield Dr., Suite 300 Windsor, Connecticut 06095 ("**PCC**") (Licensee and PCC each a "**Party**" and collectively the "**Parties**").

WHEREAS, Licensee desires PCC to provide those software modules identified on **Attachment A (Software)** as licensed to Licensee ("**Software**") and associated hosting, maintenance and other professional services in connection with the use of the Software;

In consideration of the mutual promises and agreements of the Parties herein, the Parties agree as follows:

ARTICLE 1 – LICENSE

1.1 **Grant**. Subject to the terms and conditions of this Agreement, PCC hereby grants to Licensee a nonexclusive, worldwide, and nontransferable license ("**License**") to use the Software, its derivatives, and documentation of the Software provided or made available to Licensee pursuant to this Agreement ("**Licensed Material**") solely for Licensee's governmental purposes as contemplated by CRFQ 1600 SOS1800000007 ("**RFQ**"), including access by members of the public to make governmental filings. The License includes copying of the Licensed Material by Licensee with respect to its intended and licensed use, including copying of the Licensed Material for archival purposes.

1.2 **License Term**. The License will be limited to the term of this Agreement.

1.3 **Authorized Users.** The License is extended to Licensee's employees, agents, subcontractors, contractors, outsourcing vendors, consultants and others who have a need to use and copy the Licensed Material ("**Authorized Users**") in accordance with the terms of this Agreement. Licensee will be responsible for the Authorized Users, and any acts or omissions of any Authorized User which if done by Licensee would constitute a breach of this Agreement by Licensee, will be deemed a breach of this Agreement by Licensee.

1.4 **Ownership**. Licensee acknowledges, agrees, and understands that PCC is the sole and exclusive owner of the Licensed Material and any improvements thereto.

1.5 **Prohibited Uses**. Licensee shall not do, shall not permit any third party to do, and shall use commercially reasonable efforts to prohibit any Authorized Users or other third parties from doing any of the following: (a) using any Licensed Material in a manner that violates this Agreement or any applicable laws and regulations, or to send unsolicited bulk email or "spam", (b) reverse engineering, translating, decompiling or disassembling the object code of the Licensed Material, or (c) copying (other than for archival purposes as described in **Section 1.1 (Grant)**), modifying, creating derivative works of, sublicensing, selling, leasing, loaning, renting, distributing, conveying, pledging as security, or otherwise encumbering the Licensed Material.

1.6 **No Implied Licenses.** No different, other or further right or license, other than what is granted in this **ARTICLE 1 (LICENSE)**, is intended or granted by this Agreement, whether by express or implied means or by estoppel, and this Agreement does not assign any right, title or interest in any of the Licensed Materials. All rights and interests not expressly granted under this Article 1 are reserved to PCC, Inc.

ARTICLE 2 – HOSTING

2.1 **Hosting Services.** Throughout the term of the Agreement, PCC shall provide hosting services as set forth in **Attachment B (Hosting) ("Hosting")**.

2.2 **De-Hosting.** Upon request by Licensee within the 6 months following termination of the Hosting, PCC will make a copy of the hosted data available to Licensee in a mutually agreeable format.

ARTICLE 3 – MAINTENANCE

3.1 **Maintenance Services.** Throughout the term of the Agreement, PCC shall provide maintenance services as set forth in **Attachment C (Maintenance) ("Maintenance")**. In general, the maintenance services consist of (a) prompt customer support on-site or by telephone, fax or email; and (b) Software updates, new releases, and enhancements reflecting on-going development at PCC and as made generally available to PCC's customers of the Software.

3.2 **Licensee Cooperation.** Licensee acknowledges that PCC's ability to provide Maintenance is dependent on the cooperation of Licensee and the quantity of information that Licensee can provide. Licensee will use commercially reasonable efforts to reproduce all reported problems and gather troubleshooting information as requested by PCC. If Licensee cannot reproduce such problems or gather requested information, Licensee will provide PCC temporary login access on Licensee's system to identify and address reported problems. PCC will have no responsibility for failure to provide Maintenance as a result of Licensee's failure to cooperate with PCC.

ARTICLE 4 – COMPENSATION

4.1 **Fees**. Licensee will make the payments for the Software, Hosting, and Maintenance in accordance with the cost proposals and pricing page contained in PCC's response to the RFQ.

4.2 **Payment Terms.** PCC will invoice the State prior to each applicable license period, for any Software license and support or hosting fees due. Payment terms for all invoices are net thirty (30) days from receipt of invoice. The State of West Virginia as Licensee represents that it is tax exempt.

ARTICLE 5 – INDEMNIFICATION AND LIABILITY

5.1 **Intellectual Property Indemnification**. PCC warrants that it is authorized to grant Licensee the right to use the Licensed Material as defined in this Agreement. Licensee shall advise PCC promptly in writing of any notice or claim of infringement or of the commencement of any suit or action for infringement of a third party's intellectual property, and which claim or suit or action is based upon the use of the Licensed Material in accordance with the terms of this Agreement. If the use by the Licensed Material is in accordance with this Agreement, PCC will, upon receipt of notice hereinabove required, undertake at its own expense the defense of any such suit or action for infringement based upon such use by Licensee. PCC shall have charge and direction of the defense of such suit or action, and Licensee agrees that it will render PCC all reasonable assistance that may be required by PCC in the defense of such suit or action. Licensee shall have the right to be represented therein by an advisory counsel of its own selection at its own expense. PCC will seek to resolve the claim in consultation with Licensee, either by means of alternative arrangements for the services and Licensed Material, or by obtaining permission to use the intellectual property in question. If PCC fails to obtain permission for the continued use the intellectual property in question, or fails to provide a suitable replacement with equal or greater functionality, PCC or Licensee may terminate this Agreement and refund any fees paid by Licensee related to such intellectual property for future use. Neither PCC nor Licensee shall settle or compromise any such claim or suit or action without consent of the other if the settlement or compromise obliges the other to make any payment or part with any property, or to assume any obligation or grant any licenses or other rights, or be subject to any injunction by reason of such settlement or compromise. PCC will have no obligation to indemnify Licensee for any claims of infringement which are (a) as the result of Licensee's use of the Licensed Material in violation of this Agreement, (b) as the result of Licensee's or a third party's modification of the Licensed Material, (c) as the result of Licensee's combination of the Licensed Material with any other hardware or software not authorized by PCC for use with the Licensed Material in writing or disclosed in the documentation as for use with the Licensed Material.

5.2 **Consequential Damages Waiver**. Neither Party shall, under any circumstances or in any event, be liable to the other Party for any special, punitive, indirect, incidental, or consequential damages of any nature, including, without limitation, loss of actual or anticipated profits or revenues; loss of production, by reason of shutdown, non-operation, or otherwise; increased expense of manufacturing or operation; loss of use; increased financing costs; or cost of capital.

5.3 **Limit of Liability**. Notwithstanding anything set forth in this Agreement, PCC's maximum liability in the aggregate for any claim arising under or otherwise related to this Agreement shall in no event exceed two (2) times the amount of monies received by PCC under this Agreement in the 12 months prior to such claim.

ARTICLE 6 – CONFIDENTIALITY

6.1 **Confidentiality Generally**. Licensee acknowledges, agrees, and understands that the Licensed Material contains certain information that is and must be kept confidential. To ensure the protection of such information, and to preserve any confidentiality necessary under intellectual property law, including trade secret laws, Licensee agrees not to disclose the Licensed Material to anyone unless allowed by PCC or required to do so by law. Licensee's confidentiality obligation does not extend to (a) information that is known to Licensee prior to obtaining the same from PCC; (b) information that is, at the time of disclosure by PCC, then in the public domain; or (c) information that is obtained by Licensee from a third party who did not receive same directly or indirectly from PCC and who has no obligation of secrecy with respect thereto. To the extent any Authorized Users have access to Licensed Material for the benefit of Licensee, such Authorized Users will be obligated to agree to protect the confidentiality of the Licensed Material to the same extent this Agreement obligates Licensee to protect the confidentiality of the Licensed Material and Licensee will ensure that such Authorized Users are bound by confidentiality obligations consistent with those of this **Section 6.1 (Confidentiality Generally)**. Licensee agrees to be liable for any breaches of such Authorized Users of the confidentiality of the Licensed Material.

ARTICLE 7 – TERM AND TERMINATION

7.1 **Term**. The Agreement is effective as of the Effective Date and will continue as set forth in the RFQ.

7.2 **Termination/Suspension for Default**. In the event of any material breach of this Agreement, the non-breaching Party may terminate this Agreement by giving 30 days' prior written notice to the breaching Party; provided, however, that this Agreement shall not terminate if the breaching Party has cured the breach prior to the expiration of such 30-day period.

7.3 **Termination for Insolvency**. If (a) insolvency, receivership or bankruptcy proceedings are instituted by or against a Party and are not terminated within 30 days, (b) a Party makes an assignment for the benefit of creditors or (c) a Party admits an inability to pay its debts as they come due, then in any such event the other Party may in its sole discretion terminate this Agreement without notice.

7.4 **License Post-Expiration or Termination.** The License, along with **Section 1.1 (Grant)** through **Section 1.6 (Prohibited Uses)** will be terminated with any expiration or termination of this Agreement.

7.5 **Disposition of Licensed Material on Termination.** Upon any expiration or termination of this Agreement, Licensee shall immediately: (a) return the Licensed Materials to PCC; (b) purge all copies of the Software or any portion thereof from all computers and from any computer storage medium or device on which Licensee has placed or permitted others to place the Software; and (c) upon written request, give PCC written certification that through its best efforts and to the best of its knowledge, Licensee has complied with all of its obligations under this paragraph.

7.6 **Survival.** Except as set forth to the contrary herein, the Parties understand and agree that all terms and conditions of this Agreement, which by reasonable implication contemplate continued performance or compliance beyond the termination of this Agreement (by expiration of the term or otherwise) shall survive such termination and shall continue to be enforceable as provided herein), including **Section 1.4 (Ownership)**, **Section 1.6 (No Implied Licenses)**, Section 2.2 **(De-Hosting)** (for the time period described in that Section), **ARTICLE 4 (COMPENSATION)** (to the extent any payments are due but not yet paid as of expiration or termination), **ARTICLE 5 (INDEMNIFICATION AND LIABILITY)**, **ARTICLE 6 (CONFIDENTIALITY)**, **Section 7.4 (License Post-Expiration or Termination)**, **Section 7.5 (Disposition of Licensed Material on Termination)**, this **Section 7.6 (Survival)**, and **ARTICLE 8 (MISCELLANEOUS)**.

ARTICLE 8 – MISCELLANEOUS

8.1 **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of West Virginia, excluding any choice of law provisions that may direct the application of any laws of any other jurisdiction.

8.2 **Assignment.** Neither Party shall assign any interest in this Agreement by assignment, transfer, or novation, without prior written consent of the other Party, which permission will not be unreasonably withheld; provided, however, that PCC may assign this Agreement (a) to any affiliate of PCC or (b) in connection with an assignment of all or substantially all of PCC's assets to which this Agreement relates.

8.3 **Affiliate Personnel.** From time to time Licensor may assign a limited number of employees from its affiliates or individuals (whether retained directly or through a staffing service) to support the Software. Licensee acknowledges that the assignment of such employees and individuals is permitted.

8.4 **Third Party Experts.** Licensor continuously develops products for the use of Licensor's customers generally. In the course of this development, including improvements to the Software, Licensor may find it necessary or useful to engage third parties to provide expertise. Licensee acknowledges that such development is permitted.

8.5 **Force Majeure**. Neither Licensee nor PCC shall be considered in default in the performance of the obligations hereunder, if such performance is prevented or delayed because of unavailability of labor, war, hostilities, revolution, civil commotion, acts of terrorism, strike, epidemic, accident, fire, wind, flood; or because of any act of God; or for any cause, whether similar or dissimilar, now or hereafter existing, beyond the reasonable control of the Party affected. The Party suffering a delay in its performance caused by an above described occurrence shall give notice thereof to the other Party as soon as reasonably possible thereafter, and shall use reasonable efforts to overcome such delay. In the event of such an occurrence, the Parties shall consult to determine how to overcome the effect on the Project and shall mutually agree to any equitable adjustment to the compensation due PCC hereunder.

8.6 **Export**. Licensee agrees to abide by any restrictions or conditions respecting the export, re-export, or other transfer of the Licensed Material disclosed and/or licensed to Licensee in accordance with this Agreement that are in effect now or are hereafter imposed by the United States Government, and will not export, re-export, or otherwise transfer the Licensed Material, except in full compliance with all relevant U.S. laws and regulations.

8.7 **Specific Performance**. The Parties agree that irreparable damage would occur if the obligations of **Section 1.4 (Ownership)**, **Section 1.5 (Prohibited Uses)**, or **Section 6.1 (Confidentiality Generally)** were not performed in accordance with their specific terms or were otherwise breached. It is accordingly agreed that the Parties will be entitled to an injunction or injunctions to prevent breaches of those Sections and to enforce specifically the performance of the terms and provisions of those Sections without proof of actual damages, this being in addition to any other remedy to which is the Parties are entitled at law or in equity. Licensee agrees that PCC will not be required to obtain, furnish or post any bond or similar instrument in connection with or as a condition to obtaining any remedy referred to in this **Section 8.7 (Specific Performance)**, and Licensee irrevocably waives any right it may have to require the obtaining, furnishing or posting of any such bond or similar instrument.

8.8 **Miscellaneous**. This Agreement is the entire agreement of the Parties on the subject matter hereof. This Agreement supersedes all prior agreements and understandings (whether written or oral) between the Licensee and PCC with respect to the subject matter hereof. In addition, this Agreement may not be modified or amended unless agreed by the Parties, reduced to writing, and signed by both the Licensee and PCC. Further, if any part of this Agreement is adjudged invalid, illegal or unenforceable, the remaining parts shall not be affected and shall remain in full force and effect. Headings in this Agreement are for convenience only and shall not affect the interpretation thereof.

IN WITNESS hereof, the Parties have executed this Agreement to be effective on the day and year first above written.

State of West Virginia	PCC Technology Inc.
Signature: ______________________	Signature: ____________________
Print: __________________________	Print: _______________________
Title: __________________________	Title: _______________________
Date: ___________________________	Date: _______________________

The following attachments constitute a part of this Agreement and are incorporated herein by this reference.

Attachment A – Software

Attachment B – Hosting

Attachment C – Maintenance

ATTACHMENT A

SOFTWARE

Software: The following modules of the PCC Cenuity Business Services Suite as described in the PCC Response to the RFQ (CRFQ 1600 SOS1800000007):

- Cenuity Core
- Trademark Registry
- Notary Public Registry and Authentications
- Charities Registry
- Licensing Registry

ATTACHMENT B

HOSTING

PCC agrees to provide Licensee with access to the Software through a hosted computing environment. Hosting of the Software is provided through the Amazon AWS GovCloud, an Amazon region designed to allow US government agencies at the federal, state and local level, along with contractors, educational institutions and other US customers to run sensitive workloads in the cloud by addressing their specific regulatory and compliance requirements.

Term

Hosting will continue during the term of the Agreement.

Pricing

Pricing for hosting will be as set forth in the PCC Response to the RFQ (CRFQ 1600 SOS1800000007).

Security and Compliance

Physical Location and Security

The AWS GovCloud Region is located in the Northwestern United States. AWS data centers are housed in nondescript facilities. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, intrusion detection systems, and other electronic means.

Network Security

Network devices, including firewall and other boundary devices, are in place to monitor and control communications at the external boundary of the network and at key internal boundaries within the network. These boundary devices employ rule sets, access control lists (ACL), and configurations to enforce the flow of information to specific information system services. ACLs, or traffic flow policies, are established on each managed interface, which manage and enforce the flow of traffic. ACL policies are approved by Amazon Information Security. These policies are automatically pushed using AWS's ACL- Manage tool, to help ensure these managed interfaces enforce the most up-to-date ACLs.

Further information about the security of the AWS GovCloud is available at https://aws.amazon.com/govcloud-us/security/

Compliance

The AWS GovCloud (US) region allows customers to adhere to U.S. International Traffic in Arms Regulations (ITAR) regulations, the Federal Risk and Authorization Management Program (FedRAMP) requirements and Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG) Levels 2 and 4, in addition to HIPAA, SOC 1/SOC 2/SOC 3, PCI DSS, HIPAA, FIPS 140-2 compliance.

Further information about compliance of the AWS GovCloud is available at https://aws.amazon.com/govcloud-us/security/

ATTACHMENT C

MAINTENANCE

This document describes services included as maintenance and support for Licensee. PCC will provide project management and a Helpdesk to answer designated Licensee Staff questions, log trouble tickets, escalate bugs to PCC's Level 2 support team for application defect resolution, and estimate change requests for enhancements.

PCC's Project Manager will:

- Review and prioritize the issue log weekly to ensure progress.
- Evaluate & coordinate enhancement requests based on Licensee priority and funding.
- Conduct monthly status meetings to discuss support service applicability, responsiveness, effectiveness, and quality.

The Helpdesk will:

- Answer Licensee-designated Staff questions regarding issues with operation or performance of the application.
- Log trouble tickets.
- Escalate to Level 2 Support for problem triage.

PCC's Level 2 Support team will:

- Analyze problem reports.
- Determine the nature of problem – data, software, operation.
- Recommend work-arounds when feasible.
- Provide assistance in resolving data issues.
- Escalate to Level 3 Support for software and database analysis.

PCC's Level 3 Support (Application Maintenance) team will:

- Research escalated problems; perform root cause analysis and plan corrections.
- Recommend implementation plans for corrections (i.e. 'hot fix' patches, interim builds, or future releases).
- Develop temporary workarounds as required.
- Correct software defects.
- Perform application and database performance tuning.

Helpdesk Access & Defect Reporting

Eligible Users:	Designated Licensee staff
Help Desk Support Levels:	Level 2 and 3
Help Desk Hours:	7:00 AM – 4:30 PM Central Time: Monday – Friday Except US Federal and State of West Virginia holidays
Telephone #:	To be established upon contract execution. Available 24/7; includes voice mail box after Help Desk support hours stated above
Help Desk Email:	To be established upon contract execution. [__________@pcctg.com] Available 24/7; monitored during business hours stated above
Managed Hosting:	N/A
Licensee Support Portal:	To be established upon contract execution.
Help Desk Response:	The Help Desk will respond to users as detailed in the support tier table below. Requests received during non-business hours will be addressed the next business day.

Help Desk Priorities and Escalation Protocol

When an Authorized User contacts the Help Desk, a ticket will be opened in the user's name. The Help Desk uses an internal ticket tracking system. If the user has an email address on file with the Help Desk, the user will receive an email that verifies a ticket has been opened and provides the ticket reference number.

If an Authorized User sends an email or leaves a voice mail message, a ticket will still be opened for the user's problem or question as quickly as possible. Support and enhancement requests may also be initiated by this same process. Tickets are categorized according to the severity of the problem. As help requests are received, a ticket is created and assigned a priority based on the severity of the problem. The table below outlines the four priorities, their definitions, the response times to be expected, the update frequency, and the expected resolution time.

Severity Level	Issue	Description	Response	Status	Resolution
1	Critical	• No system feature is currently functioning; application is completely unavailable or severely impaired. • Multiple people are or the entire office is unable to function. • No suitable workaround is available.	1 business hour	Every 2 hours	ASAP
2	Serious	• System is not functioning properly or a core component of the system is no longer functional. • Work is able to continue in an acceptable capacity with a sufficient workaround.	1 business day	Daily	As Scheduled with Licensee
3	Medium-Low	• System is functioning according to design specifications. Incident can be regarded as a cosmetic issue or non-business essential, possible enhancement or future feature suggestion. • End user may have a question about the functionality of the application. Incorrect spelling or wording on the system.	2 business days	Monthly	As Scheduled with Licensee

If the reported problem cannot be solved by the Helpdesk, the ticket will be escalated to the Level 2 support team. Level 2 teams include subject matter experts. When necessary, tickets will be escalated to the Level 3 support team. Level 3 is staffed by software and database staff with expertise with the Software and the appropriate development technology.

All problems escalated to Level 2 or 3 and all enhancement requests will also be posted in the internal ticket tracking system. Status updates will be provided to the Authorized User as the status of the ticket changes.

Pricing for maintenance and support will be as set forth in the PCC Response to the RFQ (CRFQ 1600 SOS1800000007)

APPENDIX 2 – SIGNED PURCHASING AFFIDAVIT

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: PCC Technology Inc.

Authorized Signature: [signature] Date: June 19, 2018

State of Connecticut

County of Hartford, to-wit:

Taken, subscribed, and sworn to before me this 19th day of June, 2018.

My Commission expires October 31, 2022

AFFIX SEAL HERE

NOTARY PUBLIC Jennifer Mikalonis

Purchasing Affidavit (Revised 01/19/2018)

JENNIFER MIKALONIS
Notary Public, State of Connecticut
My Commission Expires Oct 31, 2022

Exhibit A - Pricing Page - Revised per Addendum No. 3 issued 7/3/18 - CRFQ SOS1800000007

WV Secretary of State - Enterprise Registration and Licensing System (ERLS)

Item No.	Item	Vendor Description	Unit of Measure	Quantity	Unit Price	Extended Cost
1	Commercial Off-the-Shelf (COTS) Enterprise Registration and Licensing System (ERLS) including License, Software, Set-up, Configuration, Installation, Historical Data Migration and System Training, including Five Years of Maintenance and Support/Warranty * *Vendors should include an itemized breakdown of the charges below.*	License and Implementation Fee	Lump Sum	1	#########	$ 800,000.00
2	Sixth Year (6th) Maintenance and Support/Warranty **	Included in trancaction fee below	Year	1		$ -
3	Seventh (7th) Year Maintenance and Support/Warranty **	Included in trancaction fee below	Year	1		$ -
4	Eighth (8th) Year Maintenance and Support/Warranty **	Included in trancaction fee below	Year	1		$ -
			Total for Item Nos. 1 through 4			$ 800,000.00

UNIT PRICES

Vendor should provide a unit price for custom programming. This unit price 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 of the Item(s) will be purchased.

Item No.	Item	Vendor Description	Unit of Measure	Estimated Quantity	Unit Price	Extended Cost
5	Customization Programming		Hour	80	$ 125.00	$ 10,000.00
6	Transactional Fee	*Annual amount for the duration of the contract	Each	30,000	$ 7.95	$ 238,500.00
			Total for Item Nos. 5 and 6			$ 238,500.00

Lowest Overall Total Cost (Item Nos. 1+2+3+4+5+6) =	$ 1,038,500.00

The Contract is intended to provide Agency with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services (Item Nos. 1 through 6 above) meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. Renewal options for years 6, 7, and 8 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. Customization Programming will only be used to execute change orders during the life of the contract, if required.

* **Breakdown of Costs for Item No. 1**

ERLS System	N/C	
License and Software	$	250,000.00
Set-up, Configuration and Installation	$	400,000.00
Historical Data Migration	$	130,000.00
System Training	$	20,000.00
Maintenance and Support/Warranty Years 1 through 5	Included in Transaction Fee	
Unit Price for Customization Programming	$	125.00
Unit Price for Transactional Fee	$	7.95

** Years 6, 7 and 8 of annual maintenance and support/warranty will be added by subsequent change order upon mutual agreement between the vendor and the agency.

Vendor Name: PCC Technology Inc.

Authorized Signature: ____________________