

NOTICE

Please note that this bid from Hyland Software for PEI2000000002 was received at the Purchasing Division after the established bid opening time. This bid was sent to a different FAX in the Purchasing Division, which displays an incorrect time. The time displayed is one (1) hour slower than the actual time.



Beverly A Toler
Support Services Supervisor

FAX

Date: 10/29/2019

Pages including cover sheet: 13

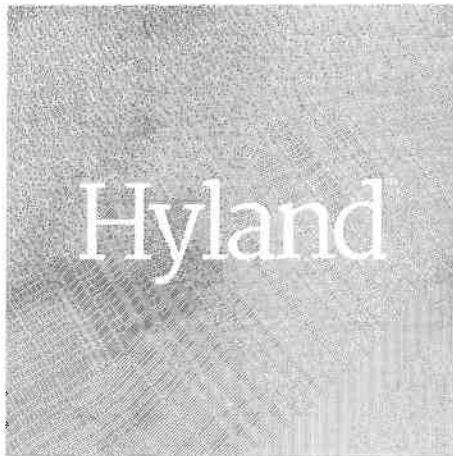
To:	
Phone	
Fax Phone	(304) 558-4115

From:	Valerie Mueller
	Valerie Mueller
	30300 Ashton Ln
	Cleveland
	OH 44140
Phone	14408293740
Fax Phone	18335300216

NOTE:

This is in addition to the online submission for Hyland Software for PEI2000000002 confirmation

BID RECEIVED LATE
BUYER *Melissa K. Rottler*
WITNESS *[Signature]*
DISQUALIFIED



Response for:

**State of West Virginia
Public Employee Insurance Agency
Solicitation PEI2000000002
Imaging System
10/29/2019**

10/29/2019

Melissa Pettrey
Senior Buyer
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, West Virginia 25302

Dear Melissa,

Thank you for considering Hyland Software, Inc. ("Hyland") and our solution for your project. We have thoroughly reviewed State of West Virginia Public Employee Insurance Agency's ("PEIA") stated requirements, understand your needs and trust this will come through in our response.

The solution proposed is well suited to meet your organization's goals for this project. Hyland commits to providing a complete, tailored and primarily point-and-click configurable solution. We are excited to share the features of our product with you.

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

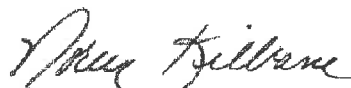
Thank you again for your interest in Hyland. Should questions arise during your review process, please contact us to discuss.

Sincerely,



Kristen Vorobel
Account Manager,
Government & Higher Education
Phone: 440.788.6889
E-mail: Kristen.Vorobel@hyland.com

(Main Point of Contact)



Noreen Kilbane
EVP, Chief Administrative Officer

(Authorized Signer)

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Executive Summary

Hyland is honored to be considered for the State of West Virginia Public Employees Insurance Agency (PEIA) Scanning Software, Maintenance and Implementation solution. Over the past 20+ years, the OnBase enterprise content management (ECM) solution has been helping organizations like PEIA revitalize their work processes, making the workplace more efficient. Hyland has the necessary personnel, resources, and technologies to meet the specific needs as identified in this RFQ. Our understanding of your current OnBase solution, together with our specialized experience, enables us to deliver a solution that will meet and exceed the requirements.

You will see in our response that we aim to empower our customers to take full ownership of their solution and continue expanding it on their own from the inside out. Our extensive training options allow each entity to choose their own way of training whether it be a "train the trainer" approach, or full end-user training. Hyland also has the Global Services team to leverage should it be needed.

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

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

To ensure PEIA is afforded an economical solution, we are providing pricing for OnBase as a subscription fee over the next three years (2020-2022) with your current platform and scanning in place. As such, we are not responding to the Mandatory Requirements nor the Implementation sections. By converting PEIA to a subscription pricing model, we have been able to waive the back maintenance and reinstatement fees that PEIA has accrued. Additionally, we have included in our response an updated Master Agreement, and we are providing updated Purchasing Affidavit for PEIA's files.

Remaining with OnBase will allow PEIA to save time, labor, and implementation and training costs. As PEIA knows, the current software, OnBase, is configured to integrate into PEIA's system which administers electronic protected health information, and integrates with many other applications that PEIA heavily utilizes. By remaining with the established software, PEIA will maintain and have no interruptions to their existing workflows and integrations, including all automating, routing, features and functionality.

Hyland Software - "Leader"

Gartner recognizes Hyland as a "Leader," in the Gartner Magic Quadrant (GMQ) for Content Services Platforms, 2018. Hyland is also recognized as a "Leader" in the Forrester Wave™: ECM Content Platforms, Q3 2019. Additional information on the GMQ and Forrester Wave™ charts is provided on our website at: <https://www.hyland.com/en/company/awards-and-recognition>.

SPECIFICATIONS

PEIA's current image scanning and document management software includes the PSIGEN PSicapture version 7.1.0.7 (PSIGEN) integrated with a Hyland Software OnBase version 16.0.0.14 document management system (OnBase.) These two-software applications interface with a Microsoft Dynamics CRM version 13 SPI(CRM), and a RightFax fax server. All existing workflows and integrations must remain in place after implementation of solution. All PEIA documents have metadata templates. PEIA currently utilizes two Fujitsu fi-6670 and one Fujitsu fi-6770 scanner. These scanners are ISIS or TWAIN compatible.

To maintain the most economical solution for PEIA, Hyland suggests maintaining current image scanning capabilities and maintain this at maintenance renewal pricing.

If PEIA decides to upgrade systems in the future, Hyland has extensive imaging solutions available that allow seamless integration with the OnBase solution currently installed, including Advanced Capture or Brainware.

MANDATORY REQUIREMENTS

Contract Services Requirements and Deliverables - 4.1.1 Vendor will be required to provide scanning software capable of meeting the parameters put forth below.

If PEIA decides in the future to upgrade systems in the future, Hyland has extensive imaging solutions available that allow seamless integration with the OnBase solution currently installed, including Advanced Capture or Brainware.

Installation and Implementation:

The system must be fully implemented and achieve Acceptance within 120 calendar days (test period) of a fully executed contract.

Maintaining the current OnBase system allows PEIA the most economical solution and time saving solution, as procedures and processes are established and in place; requiring no training, system conversion or system down-time.

Contract Award

5.2 Pricing Page: Vendor should complete the Pricing Page by inputting the respective pricing information. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Please see Exhibit A Pricing Page following this section.

Please note that we are providing pricing as a maintenance renewal and have changed the annual pricing to a subscription model to give PEIA the most economical solution possible. By doing so, PEIA will avoid the back maintenance and reinstatement fees that have accrued.

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

Hyland Software, Inc. ("Hyland") licenses its software, provides implementation and consulting services related to the solutions, and provides maintenance and support services for its software, pursuant to the form of Master Software License, Services and Support Agreement attached to this response to Solicitation: PEI2000000002 in Sample Agreements and Policies (the "Master Agreement"). The Master Agreement addresses the many of the matters addressed in Solicitation: PEI2000000002, including: (a) the subscription licensing of the OnBase System software and related support and maintenance; (b) the provision of related professional services such as installation, consulting, project management, development services, etc.; (c) the provision of maintenance and technical support services; (d) related warranties; (e) Hyland Software's indemnification obligations; and (f) confidentiality provisions, etc. To the extent that the terms of the attached Master Agreement differ from the terms of Solicitation: PEI2000000002, Hyland Software takes exception to those differences and rejects the differing terms included in Solicitation: PEI2000000002; however, promptly upon the selection of Hyland Software to provide this solution, Hyland Software is prepared to negotiate in good faith with PEIA to address the business and legal needs of PEIA, and incorporate into the Master Agreement such additional or different terms into the final version of the Master Agreement as may be mutually agreed upon by the parties.

In addition, Hyland Software and PEIA are currently parties to an End User License Agreement and Maintenance Agreement, dated September 20, 2018, Contract # EU- 10394-16227499, and subsequently amended from time to time (Collectively "Hyland Agreement"). Therefore, should Hyland Software be the successful bidder, and the Software and Services purchased by PEIA fall within the Hyland Agreement, PEIA purchase of such Software and Services shall be governed by the existing Hyland Agreement.

EXHIBIT A PRICING PAGE







S.No	Question	Response
1	Scanning System Software+ Yr 1 Maintenance/Support	\$0.00 Hyland is providing pricing for Image Management only
2	Image Management System Software+ Yr 1 Maintenance/Support	\$45,624.80 annual subscription
3	Implementation	\$0.00 No Implementation costs for this maintenance renewal solution
4	Scanning System Software Maintenance - Yr 2	\$0.00 Hyland is providing pricing for Image Management only
5	Scanning System Software Maintenance - Yr 3	\$0.00 Hyland is providing pricing for Image Management only
6	Scanning System Software Maintenance - Yr 4	\$0.00 Hyland is providing pricing for Image Management only
7	Scanning System Software Maintenance- Yr 5	\$0.00 Hyland is providing pricing for Image Management only
8	Scanning System Software Maintenance - Yr 6 - 1st Opt. Renewal	\$0.00 Hyland is providing pricing for Image Management only
9	Scanning System Software Maintenance - Yr 7 - 2nd Opt Renewal	\$0.00 Hyland is providing pricing for Image Management only
10	Scanning System Software Maintenance - Yr 8 - 3rd Opt. Renewal	\$0.00 Hyland is providing pricing for Image Management only
11	Image Management System Software Maintenance - Yr 2	\$45,624.80 annual subscription
12	Image Management System Software Maintenance - Yr 3	\$45,624.80 annual subscription
13	Image Management System Software Maintenance - Yr 4	\$0.00 Hyland will provide further pricing in Year 4 of the contract
14	Image Management System Software Maintenance - Yr 5	\$0.00 Hyland will provide further pricing in Year 5 of the contract
15	Image Management System Software Maintenance - Yr 6 - 1st Optional Renewal	\$0.00 Hyland will provide further pricing in Year 6 of the contract
16	Image Management System Software Maintenance - Yr 7 - 2nd Optional Renewal	\$0.00 Hyland will provide further pricing in Year 7 of the contract
17	Image Management System Software Maintenance - Yr 8 - 3rd Optional Renewal	\$0.00 Hyland will provide further pricing in Year 8 of the contract
18	Total Bid Amount	\$45,624.80 annual subscription, 3 year contract totaling \$136,874.40

Required Forms

NOTE: please double-click the document icon below to open and view all pages.

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

Exhibit B Business Associate Addendum was not attached to this solicitation. As such, Hyland will review documentation as provided by PEIA prior to Purchase Order issuance.


Purchasing Affidavit	 Attachment 06_Purchasing Affidavit
Addendum Acknowledgement	 Attachment 07_Addendum Acknowledgement
CRFQ 0225 PEI2000000002 Version 4, Executed Copy	 Attachment 06_CRFQ_0225_PEI2000000002_V4_Executed_Copy
Designated Contact	 Attachment 07_Designated Contact
Contract Manager	 Attachment 08_Contract Manager
Appendix A	 Appendix A.pdf

Legal Considerations and Agreements

Sample Agreements and Policies

NOTE: please double-click the document icon below to open and view all pages.

CONFIDENTIAL – The following document(s) are confidential.

Master Agreement	 Attachment 01 UNL AND MAST
Contractor Use Agreement	 Attachment 02 CONTRACTOR
Travel Expense Policy	 Attachment 03 TRAVEL EXPEN

Notice

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