



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

State of West Virginia  
 Request for Proposal  
 34 - Service - Prof

Proc Folder: 623121

Doc Description: Addendum #4 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

| Date Issued | Solicitation Closes    | Solicitation No         | Version |
|-------------|------------------------|-------------------------|---------|
| 2020-02-06  | 2020-02-28<br>13:30:00 | CRFP 0511 BMS2000000001 | 5       |

**BID RECEIVING LOCATION**

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



**VENDOR**

Vendor Name, Address and Telephone Number:

Datalogic Software, Inc.  
 1605 W. Tyler Ave  
 Harlingen, TX 78556  
 956-412-1424

**FOR INFORMATION CONTACT THE BUYER**

Brittany E Ingraham  
 (304) 558-2157  
 brittany.e.ingraham@wv.gov

Signature X

FEIN # 742880519

DATE 2/7/20

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

**ADDITIONAL INFORMATION:**

Addendum No. 4 is issued to modify the bid opening date as follows:

Bid opening WAS 02/14/2020 at 1:30 PM ET  
 Bid opening IS NOW 02/28/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                      | Qty     | Unit Issue | Unit Price | Total Price |
|------|-----------------------------------|---------|------------|------------|-------------|
| 1    | Implementation-Payment Milestones | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Implementation-Payment Milestones (DDI)

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                                | Qty     | Unit Issue | Unit Price | Total Price |
|------|---|---------|------------|------------|-------------|
| 2    | Implementation-Project Management Recurring | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Implementation-Project Management Recurring (DDI)

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                        | Qty     | Unit Issue | Unit Price | Total Price |
|------|-------------------------------------|---------|------------|------------|-------------|
| 3    | Implementation-Training and Meeting | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Implementation-Training and Meeting(DDI)

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                        | Qty     | Unit Issue | Unit Price | Total Price |
|------|-------------------------------------|---------|------------|------------|-------------|
| 4    | Base Year One Operations (6 months) | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year One Operations (6 months)

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc  | Qty        | Unit Issue | Unit Price | Total Price |
|------|---|------------|------------|------------|-------------|
| 5    | Base Year One Operations (6 months) Additional Services | 2000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Base Year One Operations (6 months) Additional Services  
from 07/01/2020-12/31/2020

| INVOICE TO                         |              | SHIP TO                            |               |
|------------------------------------|--------------|------------------------------------|---------------|
| PROCUREMENT OFFICER - 304-356-4861 |              | PROCUREMENT OFFICER - 304-356-4861 |               |
| HEALTH AND HUMAN RESOURCES         |              | HEALTH AND HUMAN RESOURCES         |               |
| BUREAU FOR MEDICAL SERVICES        |              | BUREAU FOR MEDICAL SERVICES        |               |
| 350 CAPITOL ST, RM 251             |              | 350 CAPITOL ST, RM 251             |               |
| CHARLESTON                         | WV25301-3709 | CHARLESTON                         | WV 25301-3709 |
| US                                 |              | US                                 |               |

| Line | Comm Ln Desc             | Qty     | Unit Issue | Unit Price | Total Price |
|------|--------------------------|---------|------------|------------|-------------|
| 6    | Base Year Two Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Base Year Two Operations

| INVOICE TO                         |              | SHIP TO                            |               |
|------------------------------------|--------------|------------------------------------|---------------|
| PROCUREMENT OFFICER - 304-356-4861 |              | PROCUREMENT OFFICER - 304-356-4861 |               |
| HEALTH AND HUMAN RESOURCES         |              | HEALTH AND HUMAN RESOURCES         |               |
| BUREAU FOR MEDICAL SERVICES        |              | BUREAU FOR MEDICAL SERVICES        |               |
| 350 CAPITOL ST, RM 251             |              | 350 CAPITOL ST, RM 251             |               |
| CHARLESTON                         | WV25301-3709 | CHARLESTON                         | WV 25301-3709 |
| US                                 |              | US                                 |               |

| Line | Comm Ln Desc                                    | Qty        | Unit Issue | Unit Price | Total Price |
|------|---|------------|------------|------------|-------------|
| 7    | Base Year Two Operations<br>Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Base Year Two Operations Additional Services  
from 01/01/2021-12/31/2021

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc               | Qty     | Unit Issue | Unit Price | Total Price |
|------|----------------------------|---------|------------|------------|-------------|
| 8    | Base Year Three Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year Three Operations

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                                      | Qty        | Unit Issue | Unit Price | Total Price |
|------|---|------------|------------|------------|-------------|
| 9    | Base Year Three Operations<br>Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year Three Operations Additional Services  
from 01/01/2022-12/31/2022

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc              | Qty     | Unit Issue | Unit Price | Total Price |
|------|---------------------------|---------|------------|------------|-------------|
| 10   | Base Year Four Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year Four Operations

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                                     | Qty        | Unit Issue | Unit Price | Total Price |
|------|--|------------|------------|------------|-------------|
| 11   | Base Year Four Operations<br>Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year Four Operations Additional Services  
from 01/01/2023-12/31/2023

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc              | Qty     | Unit Issue | Unit Price | Total Price |
|------|---------------------------|---------|------------|------------|-------------|
| 12   | Base Year Five Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Base Year Five Operations

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV25301-3709<br><br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV 25301-3709<br><br>US |  |

| Line | Comm Ln Desc                                     | Qty        | Unit Issue | Unit Price | Total Price |
|------|--|------------|------------|------------|-------------|
| 13   | Base Year Five Operations<br>Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**  
 Base Year Four Operations Additional Services  
 from 01/01/2024-12/31/2024

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV25301-3709<br><br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV 25301-3709<br><br>US |  |

| Line | Comm Ln Desc                            | Qty     | Unit Issue | Unit Price | Total Price |
|------|---|---------|------------|------------|-------------|
| 14   | Optional Renewal Year One<br>Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**  
 Optional Renewal Year One Operations

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV25301-3709<br><br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br><br>CHARLESTON WV 25301-3709<br><br>US |  |

| Line | Comm Ln Desc  | Qty        | Unit Issue | Unit Price | Total Price |
|------|---|------------|------------|------------|-------------|
| 15   | Optional Renewal Year One<br>Operations-Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Optional Renewal Year One Operations-Additional Services  
from 01/01/2025-12/31/2025

| INVOICE TO                         |              | SHIP TO                            |               |
|------------------------------------|--------------|------------------------------------|---------------|
| PROCUREMENT OFFICER - 304-356-4861 |              | PROCUREMENT OFFICER - 304-356-4861 |               |
| HEALTH AND HUMAN RESOURCES         |              | HEALTH AND HUMAN RESOURCES         |               |
| BUREAU FOR MEDICAL SERVICES        |              | BUREAU FOR MEDICAL SERVICES        |               |
| 350 CAPITOL ST, RM 251             |              | 350 CAPITOL ST, RM 251             |               |
| CHARLESTON                         | WV25301-3709 | CHARLESTON                         | WV 25301-3709 |
| US                                 |              | US                                 |               |

| Line | Comm Ln Desc                         | Qty     | Unit Issue | Unit Price | Total Price |
|------|--------------------------------------|---------|------------|------------|-------------|
| 16   | Optional Renewal Year Two Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Optional Renewal Year Two Operations

| INVOICE TO                         |              | SHIP TO                            |               |
|------------------------------------|--------------|------------------------------------|---------------|
| PROCUREMENT OFFICER - 304-356-4861 |              | PROCUREMENT OFFICER - 304-356-4861 |               |
| HEALTH AND HUMAN RESOURCES         |              | HEALTH AND HUMAN RESOURCES         |               |
| BUREAU FOR MEDICAL SERVICES        |              | BUREAU FOR MEDICAL SERVICES        |               |
| 350 CAPITOL ST, RM 251             |              | 350 CAPITOL ST, RM 251             |               |
| CHARLESTON                         | WV25301-3709 | CHARLESTON                         | WV 25301-3709 |
| US                                 |              | US                                 |               |

| Line | Comm Ln Desc   | Qty        | Unit Issue | Unit Price | Total Price |
|------|--|------------|------------|------------|-------------|
| 17   | Optional Renewal Year Two Operations-Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

**Extended Description :**

Optional Renewal Year One Operations-Additional Services  
from 01/01/2026-12/31/2026



| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc                           | Qty     | Unit Issue | Unit Price | Total Price |
|------|--|---------|------------|------------|-------------|
| 18   | Optional Renewal Year Three Operations | 0.00000 |            |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Optional Renewal Year Three Operations

| INVOICE TO   |  | SHIP TO   |  |
|--|--|---|--|
| PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV25301-3709<br>US |  | PROCUREMENT OFFICER - 304-356-4861<br>HEALTH AND HUMAN RESOURCES<br>BUREAU FOR MEDICAL SERVICES<br>350 CAPITOL ST, RM 251<br>CHARLESTON WV 25301-3709<br>US |  |

| Line | Comm Ln Desc   | Qty        | Unit Issue | Unit Price | Total Price |
|------|--|------------|------------|------------|-------------|
| 19   | Optional Renewal Year Three Operations-Additional Services | 4000.00000 | HOUR       |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 93151507  |              |               |         |

Extended Description :  
Optional Renewal Year One Operations-Additional Services  
from 01/01/2027-12/31/2027

**SCHEDULE OF EVENTS**

| Line | Event          | Event Date |
|------|----------------|------------|
| 1    | Prebid Meeting | 2019-12-16 |
| 2    | Questions Due  | 2019-12-23 |

**SOLICITATION NUMBER: CRFP 0511 BMS2000000001**  
**Addendum Number: 4**

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The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Additional Documentation:** This purpose of this addendum is to:

1. Modify the bid opening date as follows:

Bid opening WAS 02/14/2020 at 1:30 PM ET  
Bid opening IS NOW 02/28/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFP 0511 BMS200000001**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Datalogic Software, Inc.  
Company

  
Authorized Signature

2/7/20  
Date

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