



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 EDD301670

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 SHELLY MURRAY
 304-558-8801

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/16/2008				

BID OPENING DATE: 09/25/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS QUESTIONS RAISED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 9/10/2008 AND TO REPLACE THE VENDOR PREFERENCE CERTIFICATE FROM THE ORIGINAL REQUEST FOR QUOTATION WITH THE ATTACHED VENDOR PREFERENCE CERTIFICATE.						
ATTACHMENTS: QUESTIONS AND ANSWERS APPENDIX A VENDOR PREFERENCE CERTIFICATE						
THE BID OPENING DATE REMAINS: 9/25/2008						
0001	1	LS		205-62		
INTEGRATED FINANCIAL SOFTWARE PACKAGE						
EXHIBIT 10						
REQUISITION NO.: EDD301670						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. S:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 1					
NO. 2					
NO. 3					
NO. 4					
NO. 5					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p>..... SIGNATURE</p> <p>..... COMPANY</p> <p>..... DATE</p> <p>REV. 11/96</p> <p>----- END OF ADDENDUM NO. 1 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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EDD301670 Addendum No. 1

1. Currently the Purchase Order and the Requisition are the same document. Is the goal for the new system to have these be separate documents or should the requisition continue to become the PO once the appropriate approvals have been received?

It is intended that the current manner of requisitioning and purchase order generation be separated in the new system into two distinct functions: requisitioning as opposed to purchase order creation. Each step would then become an identifiable and quantifiable/trackable metric. Furthermore, it is intended that the system move away from being paper centered. Paper documents should still be available for print, but the system is intended to be electronic, centered on the internet platform.

2. Because the Department of Education does not process the payments directly what format is required for the data to facilitate payment?

The West Virginia State Auditor's Office documentation (Appendix A), included with this addendum, describe the standards for electronic invoice submission which would complete the payment process by the State of West Virginia. This information is the same as was listed in the RFQ as Appendix A, but was inadvertently omitted.

3. Is there any change in data to facilitate payment of partial shipments?

It is not uncommon for partial shipments and therefore multiple invoices to occur. The system must have the flexibility to adequately record, tally, and process multiple shipments/payments. This could mean multiple payment records against a single purchase order, different account information against shipments occurring after a particular time period, or multiple change orders against a purchase order. As this would depend on the structure of the data as maintained by each vendor's solution, there could be a need for changes in data; however, we cannot fully anticipate these changes.

4. Concerning RFQ#EDD301670, in the 'General Project Overview', it references an Appendix A two times. But there is no Appendix A attached to this RFQ. Where can I attain Appendix A?

See response to question #2.

5. The General Requirements under 'Software application MUST', states that the 'solution be able to interface indirectly with the State's existing legacy system'. Our system is capable of interfacing (we are currently performing this with other State agencies), but is a separate module and implementation that is not

defined in this document. Do we need to include this module that performs the interface, or is this just making sure our software has this capability for future use?

It is intended that this module be included in the vendor's bid. If such a module doesn't exist, vendors are expected to determine and quote a fixed, not to exceed cost anticipated to assure their system will interface with the State's system. It is intended that after award and installation, the system be immediately operational.

6. The document states 'software must allow for multiple account codes to be entered for any given requisition/purchase order . . .' Our software allows multiple account codes per requisition/purchase order, but only one account code per req/po line item. Is there a need for more than one general ledger account per line item on a req/po? If so, please explain.

It is intended that the account coding be flexible, to allow such capabilities such as specific coding per item or allowing allocation formulas to be generically applied to payment documents. Example: a hotel billing could be split 60%/40% between two different funding sources.

7. User licensing:

- a. Will all 600 employees need access to the requisition system? If not how many?

At this time, there is no number which can be determined with certainty as the ORIGINATORS of requisitions. The 600 represents the total number of Department employees and has been provided with the intent of documenting the maximum potential users. Generally, only the support staff act as originators—but that could be subject to change in the future—and that number is estimated to be about 200 employees. As far as total users needing ACCESS to the requisition system (for instance for inquiries) that number would approach the total number of employees.

- b. How many users will be creating and customizing vendor purchase orders (not requisitions), contracts, and blanket release orders?

The system will be expected to take data from the requisitions (after approval by the management outlined in the RFQ) and formatting that data to create a purchase order. Because of the centralized nature of the organization, the number of users anticipated to create and/or edit would be the four financial staff approvers as well as the staff in the financial office which is approximately 20 individuals.

- c. How many users are needed to perform the receiving three-way match process?

Currently the organization has about 250 internal authorized receivers, some of which may be inactive.

8. Would proposals for externally hosted solutions be accepted?

Proposals for externally-hosted solutions will not be disqualified from consideration. However, none of the data can be stored outside the State's network. Only application functions may be externally hosted, and under no circumstances can data be 'mined' or otherwise recorded as a result of the operation of the vendor's solution.

9. In the RFQ for the Integrated Financial Software Package under the "Agency Environment" there are four (4) individuals in the finance staff that must approve each transaction. Is this to ensure sufficient [funds] are in place and/or will integration into the General Ledger for encumbrance accounting be required. If financial approvals by the staff members supplant the need for encumbrance integration it will greatly reduce implementation costs.

The quantity of four staff in the fiscal office represents those with the capability or authority to approve documents. Generally, only one individual approves specific types of documents and this approval is to assure conformity with purchasing regulations, not to maintain fund balances. Currently the legacy system for the organization maintains strict fund accounting. It is intended that the vendor's system will interface with the legacy system to maintain the same level of control over fund balances.

10. What is the annual estimated expenditures for WV Dept. of Ed?

In the fiscal year ended June 30, 2008, the estimated annual expenditures for the WVDE were \$412,000,000.00. Excluded from that amount were about \$1,290,000,000.00, representing payments to local county boards of education as state aid funding for public education.

11. How many requisitions purchase orders are processed annually?

In excess of 12,000 commitment documents were processed during the fiscal year ended June 30, 2008. This number would not include invoices processed in a non-purchase order situation.

12. How many invoices are processed annually?

In the fiscal year ended June 30, 2008, the estimated number of invoices, excluding purchasing card transactions was in excess of 41,000. This number excludes the following: about 21,000 payments to local county boards of education as state aid funding for public education; 4,500 internal documents representing payments to other State of WV entities; and 2,800 payroll and payroll-related transactions. It is estimated that the volume of purchasing card transactions, which we would like to be included in the system being proposed is approximately 3,000-5,000 annually.

13. What is the total number of suppliers currently maintained?

The number of suppliers is not currently known. A blind guess would estimate this number to be approximately 60% of the 41,000 invoices total invoices processed which would yield an estimate of 25,000.

14. Can you provide the following:

a. Total number of users.

See question #7a.

b. Number of purchasing users involved with creating and managing Purchase Orders.

The purchasing area of the organization is currently comprised of two associate staff and one financial office approver/procurement officer. Also see the response to questions #7 and #9. The total staff of the financial office is about 20. Depending on the type of invoice (i.e. travel reimbursements), cross training requirements, or coverage during absences, other staff from the financial office, may be involved with creating or managing purchase orders.

c. Number of AP Users involved with Invoice Matching.

The AP section of the financial office is staffed by one AP accountant, two data entry accountants and any one of the four financial office approvers. Documents referred to as 'invoices' in the State's legacy system are also processed for travel reimbursements (1), payroll documents (2), grants (2) and food claim forms (1). The number in parentheses denotes the number of associate staff within the financial office with responsibility for creating or editing these documents. The same four approvers cover all the transactions of the organization.

Users involved with invoice matching are not confined to the financial office and are designated throughout the organization. See question #7c for the quantity of these users.

d. Number of supplier catalog interfaces (both "punching out" to a vendor site as well as importing Items from a Supplier)

None are currently being utilized, however, a significant number of transactions are processed against pre-negotiated contracts known as state-wide or agency-wide contracts. An estimated 5-10% of the transactions are probably processed against as few as 3-5 vendors who have online catalog capability.

15. Our software can be licensed either as a one-time fee, allowing you perpetual use, or on a yearly lease basis, whereby you will need to pay each year in order to use the system. How should we price this out on the RFQ?

It is preferred that the system be licensed for perpetual use. However, unless the vendor has prohibitions against disclosing the two amounts, the vendor may list both prices, as long as the pricing detail is clearly and properly communicated with each option separate and distinct from the other. Keep in mind that the lowest price will be evaluated for award.

16. Our product is licensed based on the number of named users/suppliers. Could you give me user counts:

- a. The number of users involved in the Requisitioning, Approval, Purchasing, and Receiving Process for this initiative.

Related to the number of users involved in requisitioning, see question #7a.

The number of users anticipated to be involved in the approval process before reaching the financial office is described in the RFQ under the section titled Agency Environment.

The number of users involved in the financial office approval is described in the response to question #14b and 14c. All purchase orders currently require three levels of involvement. First, the initiator must be determined, second approval from the office must be granted, and third approval in the financial office is required as the final step before conversion from a requisition to a purchase order. The number of users involved in the receiving three way match is described in the response to questions #7c and #14c.

- b. The number of AP users involved in entering or reconciling invoices.

See response to question #14c.

- c. The number of suppliers that you would allow to submit electronic invoices.

At this time, the organization does not anticipate rolling this capability out, thus we have asked that the pricing be included as an option which may be activated during some other time during the life of the contract. If it was initiated now, we would expect quantities to be similar to those discussed in the response to question #14d. However, at this time, no statistical information has been captured to support the estimates provided in the response to question #14d.



State of West Virginia

Office of the State Auditor
1900 Kanawha Boulevard, East
State Capitol Complex, Building 1, Room W-100
Charleston, West Virginia 25305

Glen B. Gainer III
State Auditor

Telephone: (304) 558-2251
FAX: (304) 558-5200
www.wvsao.gov

WV State Auditor's Office Electronic Invoice Imaging Standards and Requirement Policy

Effective Immediately

Denoted below are the technical standards and required transfer protocol for electronic invoice presentation to the West Virginia State Auditor's Office. These standards are intended to define the only "acceptable" image format and means of transfer by which the State Auditor's Office will accept, process, and store the electronic images.

These standards should in no way be interpreted to overrule, supersede, or in any way change requirements mandated by West Virginia State Code, legislative rules, administrative policy and procedures, and /or Federal guidelines. Electronic documents presented in this format, will however, have the same legal and binding effect as paper copies sent to the Auditor's Office as part of the payment process. Documents sent in the prescribed format will be maintained by the State Auditor's Office on an "unalterable" (write once read many) WORM disk for a period consistent with the current paper invoice retention policy.

Technical Standards and Transfer Protocol:

Digital Signature: All imaged documents will be sent with a digital signature using Pretty Good Privacy (PGP) digital signatures. The agency will exchange public keys with the WV State Auditor's Office and will sign their imaged documents before transmission. The digital signature will enable the WV State Auditor's Office to verify the authenticity of the imaged document and will also provide non-repudiation.

Resolution: Minimum 200 Dots per Inch (dpi) with a maximum dpi not to exceed 300

File Format: Compressed Adobe Portable Document Format (PDF)

Transfer Protocol: Web Services or File Transfer Protocol (FTP)

Color: Black and white only

**WV State Auditor's Office
Electronic Invoice Imaging Standards
and Requirement Policy
Page 2**

File name: 10 character corresponding FIMS document number (leading "I" alpha character plus 9 character numeric value with leading zeros)
Example - I007893457.

Annotations: Annotations to the image such as sticky notes, bookmarks, rubber stamps, highlighters, etc., may affect the compatibility of files. Some vendor annotation programs change the file format. Permanent and long-term documents should not be annotated in order to maintain their legal integrity.

There are other technologies that may be used in conjunction with document management/imaging systems, bar codes, OCR, document versioning, etc. Each of these should be reviewed to address how this technology fits within the system design, ease of use, provides for accuracy and meets basic records management guidelines including document integrity. Always practice "due diligence" when considering the use of these or any other technologies.

Specific questions and/or technical assistance inquiries should be directed to Paul White at 304.558.2261, extension 2141, (paul.white@wvsao.gov).



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State of West Virginia

Glen B. Gainer III
State Auditor

Office of the State Auditor
1900 Kanawha Boulevard, East
State Capitol Complex, Building 1, Room W-100
Charleston, West Virginia 25305

Telephone: (304) 558-2251
FAX: (304) 558-5200
www.wvsao.gov

April 16, 2007

Mr. Philip Uy
Department of Education
Bldg. 6, Room 204 - Capitol Complex
Charleston, West Virginia 25305

Dear Mr. Uy:

As an integral part of my paperless audit vision, the West Virginia State Auditor's Office has completed the process of piloting electronic requisitions with four different state agencies with great success. The exciting news is that all four piloting agencies have realized significant cost savings. We have reduced the pushing of paper, improved the payment workflow, and enhanced document retention and retrieval capabilities across the board.

As part of these efforts, I pushed for and celebrate the passing of Senate Bill 405 during the 2007 regular Legislative Session. This bill effectively amended Chapter 12, Article three, section five (12-3-5) of the Code of West Virginia, which defines when a requisition to the Auditor is sufficient authority for issuing a warrant. More specifically, subsections (b) (1) and (b) (2) were both amended to require that electronic requisitions be **"in an unaltered format approved by the Auditor."**

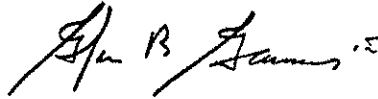
Therefore, I have prepared and approved the **Electronic Invoice Imaging Standards and Requirement Policy**, a copy of which is included with this correspondence that sets forth the technical standards and required transfer protocol for all agencies wishing to participate in electronic requisitions.

I am very excited about additional state agencies participating and utilizing electronic submission of payment requisitions to my office. In order

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April 16, 2007

to ensure a coordinated and successful roll-out of additional agencies, I ask that any interested agencies contact Lisa Comer, 304.558.2251, extension 2163 (lisa.comer@wvsao.gov), with participation questions and/or Paul White 304.558.2251, extension 2141 (paul.white@wvsao.gov), with technical questions relating to the standards. A copy of the Electronic Invoice Imaging Standards and Requirement Policy, along with a listing of the current participating agencies and their contact numbers, are available on the Auditor's web site at www.wvsao.gov under the Auditing tab.

Sincerely,



Glen B. Gainer III
State Auditor

GBGIII;TC:cc

c: Todd Childers
Kevin Goode
Robin Brumfield
Ross Guyer

Attachment

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
- 2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
- 3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
- 4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
- 5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
- 6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ **Signed:** _____

Date: _____ **Title:** _____

**Check any combination of preference consideration(s) indicated above, which you are entitled to receive.*