



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
 WWV11871

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 FRANK WHITTAKER
 304-558-2316

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/04/2011				
BID OPENING DATE: 01/11/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS AND ANSWERS, REVISED SPECIFICATIONS AND REVISED COST SHEET.						
THE BID OPENING DATE AND TIME HAVE NOT CHANGED.						
0001	1	LS		920-45		
COMPUTER SOFTWARE MAINTENANCE/SUPPORT						
***** THIS IS THE END OF RFQ WWV11871 ***** TOTAL:						

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. 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.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and 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.
14. **CONFIDENTIALITY:** The vendor agrees that he or she 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/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors 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, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will 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 the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

TECHNICAL QUESTIONS AND ANSWERS FOR
WWV11871

Q1. What was the last date the software was under an active maintenance agreement (both OnBase and AnyDoc)?

A1. December 31, 2009 (12/31/09)

Q2. Is maintenance to be bid for the OnBase COLD module? It is referred to in the description but listed as N/A on page 18 of the Cost Sheet.

A2. Our system uses an alternative "COLD" process which utilizes Reform software. The Reform "COLD" process is used in lieu of the OnBase "COLD" module. Our agency owns the Reform Software and is not currently under maintenance and will not require maintenance in the future. However, the successful vendor will be required to make customization changes and add additional documents to the existing process. The cost sheet has been amended to reflect an hourly rate for future customization to the Reform "COLD" process.

Q3. The system description references OnBase access via browser based clients but the OnBase Web Server module is not listed on page 18 of the Cost Sheet. How is this browser based access achieved?

A3. Section 2.4 number 1 of this RFQ has been amended to reflect that the current system is capable of supporting a minimum of 50 users concurrently; a combination of client workstations or browser clients via intranet or Internet. However, we have no browser based clients at this time and do not expect there to be a need for an OnBase Web Server module.

Q4. Is the disaster recovery system operational today? Are the database and object files replicated in the disaster recovery system and, if so, how is this done.

A4. The disaster recovery system is still operational (the servers and Centera are online). However there have been no "tests" of the disaster recovery process since very early in the project. The following is how the process was set up.

The production and disaster recovery Centera devices were set up so that they were in a replication partnership.

- a) The primary file server for OnBase was set up as "COPY1", the secondary (disaster recovery) file server was going to be "COPY2" and the production Centera was going to be "COPY3" and they would be able to run some built-in OnBase utilities to verify that all copies of the images were synced up (if necessary).
- b) The production SQL server was going to be set up to write the nightly backup files to the disaster recovery SQL server, this served two purposes in that it got the backup files off site and it also allowed for quick recovery in the event a failover to disaster recovery was require

- c) In this configuration the clients would be able to read/write to whatever copy location(s) were online and available and in the event the entire site was lost they could use the disaster recovery file server copy as the new primary copy and configure the system to write to the disaster recovery Centera device (which would replicate any changes to the production device when/if it came back online). They could also restore the database to the disaster recovery SQL server and point the clients at the new location for the database(s).

Q5. Are there any other OnBase modules licensed which are not listed on the Cost Sheet detail of modules?

A5. No



REQUEST FOR QUOTATION

MAINTENANCE CONTRACT
REQUEST FOR QUOTATION: "WWV11871"

TABLE OF CONTENTS

1. BACKGROUND	2
2. CURRENT ENVIRONMENT	3
2.1. SOFTWARE USED.....	3
2.2. DOCUMENT SOURCE/ INPUTS	4
2.3. HIGH LEVEL SYSTEM SPECIFICATIONS.....	4
2.4. SYSTEM SPECIFICATIONS	4
2.5. DOCUMENT CAPTURE SPECIFICATIONS	5
2.6. DOCUMENT RETRIEVAL SPECIFICATIONS	6
2.7. WORKFLOW SPECIFICATIONS.....	6
2.8. DISASTER RECOVERY SPECIFICATIONS	6
2.9. IMAGE AND INDEX SPECIFICATIONS.....	7
2.10. CUSTOMIZATIONS DONE	7
2.11. HIGH LEVEL BUSINESS PROCESS.....	8
3. SCOPE	9
4. GENERAL REQUIREMENT SPECIFICATION.....	9
5. CONTRACT	10
6. MAINTENANCE/WARRANTY /SOFTWARE SUPPORT REQUIREMENTS	10
7. SERVER; IMAGE STORAGE AND DISASTER RECOVERY.....	11
8. DOCUMENTATION	11
9. VENDOR QUALIFICATIONS (MANDATORY).....	11
10. NO DEBT AFFIDAVIT	12
11. COSTS.....	12
12. COST SHEET	14

1. BACKGROUND

WORKFORCE West Virginia, Unemployment Compensation Division (UC) began using the current Electronic Document Management System (EDMS) OnBase Imaging System to deal with over 35,000 employer accounts and associated quarterly wage and contribution reports. The purpose of the EDMS OnBase Imaging System is to provide an automated method for Unemployment Compensation Division to scan, index and retrieve employer account information, scan, index and interpret through OCR/ICR quarterly wage and contribution reports, electronically route workflow of internal documents, allow for electronic submission of employer registration documents and provide query for all stored images.

2. CURRENT ENVIRONMENT

1. The WORKFORCE West Virginia, Unemployment Compensation Division, is located at 112 California Avenue, Charleston, WV 25305. There are remote offices located throughout the state.
2. The existing system is an OnBase solution that uses AnyDoc for scanning on three (3) Bowe, Bell & Howell Spectrum XF series scanners. These scanners will remain in use.
3. The current licenses for the software have lapsed; any costs incurred for reinstatement of these licenses must be included in the cost sheet attached.
4. New applications are scanned, routed electronically and assigned an account number, if liable for unemployment compensation.
5. Employers that are liable for unemployment compensation report the wages of employees on the Wage Report, quarterly. Using AnyDoc OCR/ICR technology the data on these forms is read and exported to the State's mainframe computer.
6. Reform Enterprise (Alternative to OnBase COLD process) is used as an enterprise report manager for automatically processing and indexing reports and computer generated documents from the FTP server.
7. Fax Server – CopiaFacts is used to convert the images from documents faxed into TIFF format to be manually indexed and imported into OnBase.
8. The Benefit Payment Control Section utilizes the system as a paperless filing system with scan, index and retrieve capability.

2.1. SOFTWARE USED

1. **DOCUMENT CAPTURE**--Any Doc – Scanning and indexing.
(<http://www.anydocsoftware.com/>).
2. **QUALITY/INDEXING/RETRIEVAL**--OnBase – Highland – (<http://www.hyland.com/onbase-and-ecm.aspx>)

- a. OnBase version 5.2; which is no longer supported and has been retired by Highland Software.
- 3. **REFORM ENTERPRISE** – ALTERNATIVE TO ONBASE COLD PROCESS.
- 4. **FAX SERVER** – CopiaFacts.

2.2. DOCUMENT SOURCE/ INPUTS

- 1. Documents through mail/post- (Scanned into the system).
- 2. West Virginia State Tax Department sends the documents via an email/FTP server.

2.3. HIGH LEVEL SYSTEM SPECIFICATIONS

- 1. System architecture is client-server and operates on Microsoft SQL Server database.
- 2. System is compatible with AnyDoc; this product is used to scan, index and capture data from the Contribution and Wage reports for export into the state's mainframe.
- 3. Browser based clients are able to retrieve, print and index documents that have been scanned to a batch.
- 4. System is capable of storing a variety of contents including black and white, gray scale and color images; computer outputs; word processing documents and spreadsheets.
- 5. System includes a workflow module that provides rule based and ad hoc document routing.
- 6. System includes an enterprise report manager for automatically processing and indexing reports and computer generated documents.
- 7. Images are stored on a content addressable storage device using the write once/read many certified magnetic disks. This system is installed at 112 California Avenue, Charleston, WV.
- 8. System is replicated for disaster recovery with the ability to be restored within two (2) hours.

2.4. SYSTEM SPECIFICATIONS

- 1. Current system is capable of supporting a minimum 50 users concurrently; a combination of client workstations or browser clients via intranet or Internet.
- 2. System has an annotation capability. It controls the accidental modifications and erasure if annotations.
- 3. System is capable of integrating with ODMA (Open Document Management API) compliant applications.
- 4. Microsoft Word documents can be saved and indexed.
- 5. The system can check these documents out, open them in their native format, modify them, and then check them back in.

6. On Check in; it identifies the modified document as a major revision, minor revision or as a replacement page version. Any versions of every document can be maintained and stored in the current system.
7. System has an audit trail capability to record the date, time and user ID for the user log on, entry and changes of the data.
8. System includes a security module that can be managed by system administrators with multiple level of security including application level, functional level and document level security.
9. The security controls include scan and index; modify and index; delete page per document; access to annotations and redactions; editing or deleting annotations or redactions; ability to create or modify an application; retrieve and print; and security maintenance.

2.5. DOCUMENT CAPTURE SPECIFICATIONS

1. System accepts images and indexes that have been captured in AnyDoc. Wage Reports and Contribution reports are scanned, indexed by barcode and processed through the recognition module. All images and indexes are imported in OnBase.
2. System offers scan and index and batch scan capability. It is possible to index batches from any workstations on the system, based on user rights.
3. System can append a page to an existing document and insert a page into a specific location in the document.
4. System imports and stores documents that are received via fax.
5. System is able to import and store images received on the FTP server from West Virginia State Tax Department.
6. System includes a fully integrated report management module (COLD) that automatically store computer generated reports and documents.
7. Based on data collected and entered into the mainframe some documents are automatically created (Debit Memorandums, Credit Memorandums; Rate Statements; Delinquent Notices and No Wage Letters). These documents are automatically stored into the system and automatically indexed into the application.
8. Approximately 1300 large employers submit their wage reports electronically. This data is imported into the mainframe. The mainframe presents an ASCII file and the agency stores this using a template into the On Base system.
9. System automatically detects that a report or batch of computer generated documents are ready to be processed.
10. System automatically extracts data from the report which is used to index and retrieve the report.
11. System offers to compress reports prior to the storage.

2.6. DOCUMENT RETRIEVAL SPECIFICATIONS

1. System supports a minimum of 50 users concurrently for combination of scan and retrieval.
2. System offers a browser based client for the users that have retrieval only function. The retrieval is possible via internet or intranet at agency discretion.
3. Users are able to search across multiple applications with a common index field.
4. Reports and computer generated documents are accessible from the OnBase system workstation clients and browser clients.

2.7. WORKFLOW SPECIFICATIONS

The system workflow included:

1. An integrated workflow that has the ability to provide rules-based and ad hoc document routing.
2. An application development tool that an administrator uses to design and develop business process maps, database definitions, business rules and business process roles.
3. Ability to create, modify and maintain electronic workflow templates.
4. Ability to add an object or document workflow task.
5. Capability to place a job on hold and indicate the reason and duration of the hold. Others users are able to see the cause and status of the hold.
6. Reassigning of the workflow task to another user before the task is initiated is possible.
7. Providing real time workflow monitoring, ability to capture workflow statistics, such as length of the time to complete a task or portion of the task, the status of any in process task, the person performing the task, and the assignment and completion date of each workflow step.
8. Providing means for a user to monitor the Inbox without having to log into the host application. System notifies the workflow participants that new items have arrived in their Inbox.
9. Supporting sequential, parallel; conditional and rule based routes.
10. A trigger to indicate that an acknowledged workflow event was not started on time finished on time and/or has exceeded the allotted time for execution.
11. A workflow audit trail indicating the steps a document has completed, the person who performed the task and date and time each action initiated and completed.
12. Controls to ensure only a relevant level of authority can start and stop workflows.
13. Supporting Microsoft SQL Server for data storage and management.

2.8. DISASTER RECOVERY SPECIFICATIONS

1. In the event of a catastrophic failure, the system is replicated to a second site (One Davis Square, Charleston, West Virginia.)
2. In the event of a system failure application failover occurs within two (2) hours. The previous vendor was responsible for providing all hardware, software and services necessary for production and disaster recovery site as well as training personnel on failover procedures.
3. A successful failover and recover of the system by WORKFORCE West Virginia was completed before the system was accepted.

2.9. IMAGE AND INDEX SPECIFICATIONS

1. Approximately 4 million documents are on the existing system in TIFF format.
2. Approximately 200,000 annotations are present in form of sticky notes, text, stamps, highlights, pen and arrows.

2.10. CUSTOMIZATIONS DONE

1. Scan queues for categories (BPC, CAE, CR and SD) based on pages were customized 1, 2 or X pages (Scanning).
2. Mathematical edits (built in) for calculation of various fields based on rules for Quality Check after scanning (Reading of Document Templates).
 - a. Indexes identified (Used for querying/lookup).
 - i. Batch# was also added later.
 - ii. BPC Queue lookup fields are not same as other queues.
 - b. Dates.
5. Changed batch process for Anydoc from overnight/nightly to all day.
6. One file is read; scanned only once a year with approx 36k pages.
 - a. The process was broken down into number of smaller iteration to meet the business needs.

7. The FileNet system COLD Process was replicated into the new system; Reform Enterprise - (OnBase Cold Process) is used in the current system.
 - a. Added new document templates (Letter Heads).
8. Workflow.
9. Template designed to import and index documents received via FTP server from the West Virginia State Tax Department.

2.11. HIGH LEVEL BUSINESS PROCESS

A. SCANNING: (AnyDoc OCR/ICR used for scanning)

1. The documents are manually scanned using the customized scan queues.
2. **Customized** Queue has been designed for each unit
 - a. 4 OCR templates.
 - i. Contribution Report and Wage Report (Hand and Machine Print).
 - b. Twelve (12) Manual Templates three (3) each for BPC, CAE, CR and SD.
 - c. One (1) template for Tax Department.
3. User selects the scan queue based on the number of pages.
 - a. The scan queues are **customized** to read according to the number of pages (1, 2 or X number of pages).

B. QUALITY/INDEXING/ RETRIEVAL: (ONBASE VERSION 5.2)

1. The documents are indexed in First in First out (FIFO).
2. The Indexes' identified.
 - a. Index- ACCT #, Name, ZIP CODE, Quarter, Year, Social Security Number, Benefit Date and Batch#.
3. Bar-coded forms are read by the system and assigned batch numbers.
4. Documents manually scanned are updated with batch numbers similar to the ones on the Mainframe.
5. Mathematical edits (built in) have been customized and reads/captures the details from the document.

6. For Quality purpose the system shows a “yellow highlight” for details recognized as bad data – Manual check is done.
7. Once the document is read or indexed the system prompts for release of document.
8. Documents are segregated into two (2) files “Text and Image” files and updated into the Mainframe over night.
9. Unemployment Compensation Tax Forms: Contribution and Wage Reports were customized for reading into the system.
10. OnBase system is used for customized retrieval of documents.
 - a. Queries for retrieval of documents are based on the Indexes assigned and dates.

C. REFORM: (ONBASE COLD PROCESS)

1. Data is imported from FTP server into the Mainframe.
 - a. Customized to fit the templates.
 - b. Text file is created and then imported into OnBase.

D. WORKFLOW:

1. Admin Role - Required to setup users.
2. User Profiles assigned.
3. Queues Created.

3. SCOPE

WORKFORCE West Virginia, Unemployment Compensation Division (UC) requests quotations for maintenance of their (EDMS) OnBase Imaging System. The UC, identified hereinafter as the customer, can scan, index and retrieve employer account information, scan, index and interpret through OCR/ICR quarterly wage and contribution reports, electronically route workflow of internal documents, allow for electronic submission of employer registration documents and provide query for all stored images. This maintenance agreement is important, because of the administrative funding for personnel continues to decrease, and the WORKFORCE West Virginia have to rely on this automated system. The (EDMS) OnBase Imaging System identified on the attached cost sheet, was installed in 2005 and has been in continual operation since.

4. GENERAL REQUIREMENT SPECIFICATION

The vendor must provide the services and resources necessary to support the (EDMS) OnBase electronic document imaging management system. This will include, but not be limited to the following tasks: system (software) installation, customization to meet the requirements of the agency, testing, documentation, training and acceptance testing.

5. CONTRACT

1. First year's maintenance will become effective upon the issuance of an approved purchase order by State Purchasing to the successful vendor of this RFQ.
2. The purchase of additional licenses, items or any future customizations in excess of the 20 hours provided for in the RFQ shall be acquired by separate procurements and authorized by the issuance of approved change orders from State Purchasing.

6. MAINTENANCE/WARRANTY /SOFTWARE SUPPORT REQUIREMENTS

1. The successful vendor, after the award of a purchase order, must provide a one (1) year maintenance/warranty for all licensed software, regardless of the manufacturer's warranties, with the option of two (2) one (1) year renewals upon mutual written agreement of the parties.
2. The vendor must provide a resolution and/or plan of action for any maintenance issue(s) within four (4) hours of notification from WorkForce WV of a problem. When a resolution to a problem cannot be obtained via the telephone, the Vendor must provide on-site support, at no additional cost until the problem is resolved to the satisfaction of the state of WV. WorkForce WV will exhaust all resources before requiring the Vendor to report on-site.
3. Any maintenance performed by a third party is solely the successful vendor's responsibility. The vendor must be the Agency's single point of contact. Any third party software will require a software agreement that states there are no additional terms and conditions to any purchase order resulting from this RFQ.
4. The successful vendor must provide all software upgrades and patches during the maintenance/warranty period at no additional cost to the maintenance/warranty quote.
5. Subsequent to the award of a purchase order as a result of this RFQ, the successful vendor shall provide any assistance necessary to transfer the data from the existing server to any new server that WorkForce WV may procure in the future via separate purchase order from whatever vendor successfully bids on providing said equipment.
6. The successful vendor must provide unlimited remote support with a domestic toll free Help Desk (not recordings) service available 24 hours a day, 7 days a week from the vendor for the technical software support.

7. SERVER; IMAGE STORAGE AND DISASTER RECOVERY

1. In the event WorkForce WV decides to procure a new server subsequent to the award of a purchase order resulting from this RFQ, the successful Vendor of this RFQ will provide the minimum specifications for the new server required to implement this solution. The new server for the content storage system will be acquired in a separate procurement hosted by the Office of Technology at 1900 Kanawha Blvd, Building 6 Room B110.
2. In the event of a catastrophic failure, the system must be replicated to a second site. (One Davis Square, Charleston, West Virginia) In the event of a system failure application failover must occur within two (2) hours. The successful vendor is responsible for providing all software and services necessary for production and IF required for the disaster recovery site, as well as train personnel on failover procedures. Vendor must have an up-to-date detailed disaster recovery plan. A copy of which will be provided at the agency's request.

8. DOCUMENTATION

1. The successful vendor must provide all necessary documentation to fully operate the EDMS system. This includes but is not limited to all aspects of end user operations, system administration, application development, statistical reporting and security administration.
2. Documentation can be on-line or on CD. The successful vendor must provide a list of documentation.

9. VENDOR QUALIFICATIONS (MANDATORY)

1. The vendor must have been in the EDMS implementation business for a period of at least two (2) years.
2. The vendor must have provided these services for at least three (3) or more clients.
3. The vendor must have two (2) years experience with successful implementation of EDMS using AnyDoc software.
4. The vendor must have two (2) years experience with successful implementation of EDMS using OnBase software.
5. The Agency desires that the vendor assigns the same project manager for the duration of the project/contract unless WORKFORCE West Virginia requests a replacement. The Agency reserves the right to request a replacement if the person named is found to be inadequate during the life of this contract.

10. NO DEBT AFFIDAVIT

West Virginia State Code § 5A-3-10a-(3) (d) requires that all vendors submit an affidavit of debt which certifies that there are no outstanding obligations or debts owing the State of West Virginia. The Debt Affidavit is attached to this request for quotation which should be completed, signed and returned with the vendor's quotation.

11. COSTS

1. The vendor shall complete the attached cost sheet and include it with the bid response.
2. Costs quoted shall be all-inclusive. No separate reimbursement will be made to the vendor for travel or any other expense.

12. SUMMATION SHEET

**SUMMATION SHEET FOR ALL MANDATORY REQUIREMENTS OF WWV11871
THIS SUMMATION SHEET MUST BE SIGNED AND SUBMITTED WITH ALL BIDS IN RESPONSE TO THIS RFQ**

1. The vendor must provide the services and resources necessary to support the (EDMS) OnBase electronic document imaging management system.
2. The successful vendor, after the award of a purchase order, must provide a one (1) year maintenance/warranty for all licensed software, regardless of the manufacturer's warranties, with the option of two (2) one (1) year renewals upon mutual written agreement of the parties.
3. The vendor must provide a resolution and/or plan of action for any maintenance issue(s) within four (4) hours of notification from WorkForce WV of a problem.
4. The vendor must be the Agency's single point of contact. Any third party software will require a software agreement that states there are no additional terms and conditions to any purchase order resulting from this RFQ.
5. The successful vendor must provide all software upgrades and patches during the maintenance/warranty period at no additional cost to the maintenance/warranty quote.
6. In the event WorkForce WV decides to procure a new server subsequent to the award of a purchase order resulting from this RFQ, the successful Vendor of this RFQ will provide the minimum specifications for the new server required to implement this solution.
7. Subsequent to the award of a purchase order as a result of this RFQ, the successful vendor shall provide any assistance necessary to transfer the data from the existing server to any new server that WorkForce WV may procure in the future via separate purchase order from whatever vendor successfully bids on providing said equipment.
8. The successful vendor must provide unlimited remote support with a domestic toll free Help Desk (not recordings) service available 24 hours a day, 7 days a week for the technical software support.
9. In the event of a catastrophic failure, the system must be replicated to a second site. (One Davis Square, Charleston, West Virginia) In the event of a system failure application failover must occur within two (2) hours. The successful vendor is responsible for providing all software and services necessary for production and IF required for the disaster recovery site, as well as train personnel on failover procedures.
10. Vendor must have an up-to-date detailed disaster recovery plan.
11. The successful vendor must provide all necessary documentation to fully operate the EDMS system.
12. The vendor must have been in the EDMS implementation business for a period of at least two (2) years.
13. The vendor must have provided these services for at least three (3) or more clients.
14. The vendor must have two (2) years experience with successful implementation of EDMS using AnyDoc software AND OnBase software.
15. The current licenses for the software have lapsed; any costs incurred for reinstatement of these licenses must be included in the cost sheet attached.

By signing below, the bidding vendor hereby certifies that they have read and understood this RFQ and agree to meet all mandatory requirements contained therein and summarized hereinabove.

Vendor Name: _____ Signature of Authorized Representative: _____

13. COST SHEET

Present Specifications – Cost Quote for Maintenance – Annual Year 1				
Software	License	Number of License	Cost Per Unit	Total Cost
AnyDoc <i>Version 4.0</i>	Scan License	3		
	Verifying License	10		
	Key on Server	2		
	Config/Admin Keys	2		
OnBase <i>Version 5.2</i>	Concurrent Client	100		
	Document Import Processor	1		
	Multi User Server	1		
	Named User Client	56		
	Storage Integration of EMC Centera	1		
	Virtual Print Driver	1		
	Workflow Departmental Server	1		
	Workflow Named User Client	31		
	Workstation Client	1		
License Reinstatement Fee (if any)				
Total Cost – Annual Year 1				

Future Customization*		
Number of Hours	Rate/Hour	Total Cost
40		
Total Cost		

Cost Quote for Maintenance – Annual Year 2**

Total Cost – Annual Year 2

Cost Quote for Maintenance – Annual Year 3**

Total Cost – Annual Year 3

Grand Total

(Total Cost Annual Year 1+ Future Customization + Year 2 & 3 Maintenance = Total Cost)

NOTE: Please do not alter this cost sheet or provide any additional pricing not specifically requested hereinabove. Doing so may result in the disqualification of your bid.

NOTE: The quantities listed in this cost sheet are based on current and anticipated usage.

****THE HOURS SPECIFIED HEREIN ARE ESTIMATED BASED ON ANTICIPATED FUTURE NEEDS. THE NUMBER OF HOURS MAY CHANGE. ONE EXAMPLE OF FUTURE CUSTOMIZATION IS NEW SCAN QUEUES BEING ADDED TO ACCOMMODATE SCANNING DOCUMENTS FOR ADDITIONAL SECTIONS OF THE DEPARTMENT. ANOTHER IS ADDING DOCUMENTS TO THE REFORM “COLD”PROCESS AND MAKING CHANGES TO OUR EXISTING PROCESS.***

*****MAINTENANCE FOR YEARS 2 AND 3 WILL BE ADDED VIA CHANGE ORDER TO THE ORIGINAL CONTRACT. THE ORIGINAL TERM OF THE CONTRACT IS FOR ONE YEAR WITH TWO ONE YEAR RENEWALS. MAINTENANCE FOR YEARS 2 AND 3 CANNOT BE PAID UNTIL THE CHANGE ORDER IS PROCESSED WHICH IS SUBSEQUENT TO THE EXPIRATION OF THE ORIGINAL TERM.***