Electronic Case Management System (ECMS)

Prepared for:

State of Hawaii
Department of Labor & Industrial Relations (DLIR)
Disability Compensation Division

Disability Compensation Division's (DCD) Web-Accessible Case Management System with Auditing and Financial Tracking

RFP-17-002-DCD

Prepared by:

DataHouse
1585 Kapiolani Blvd
Suite 1800
Honolulu, HI 96814
(808) 942-8108

Due Date: June 5, 2018

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II. Transmittal Letter

Ala Moana Pacific Center, Suite 1800
1585 Kapiolani Boulevard
Honolulu, Hawaii 96814-4500
Telephone 808 942-8108
Facsimile 808 948-9595

DataHouse

June 5, 2018

DataHouse Consulting, Inc.
1585 Kapiolani Blvd, Suite 1800
Honolulu, HI 96814

Attn: RFP-17-002-DCD

To Whom It May Concern:

DataHouse Consulting, Inc. ("DataHouse") is pleased to submit this proposal in response to Request for Proposal No. RFP-17-002-DCD for the State of Hawaii, Department of Labor & Industrial Relations, Disability Compensation Division, for the Disability Compensation Division's (DCD) Web-Accessible Case Management System with Auditing and Financial Tracking.

DataHouse has partnered with Imagine Solutions and eightCloud in the creation of this response. DataHouse, Imagine Solutions and eightCloud share many common cultural values, including a strong client-centric approach. We will utilize our decades of experience to deliver to DLIR DCD a tailored solution that fulfills all DLIR DCD's needs, along with the project's outcomes.

Our solution for DCD's new web accessible Electronic Case Management System (ECMS) is based on IBM ECM and Salesforce application platforms, both industry leaders in their respective domains. By using a platform approach, we will deliver a tailored solution built on a strategic foundation to support DCD's needs in the future. We strongly believe that a tailored solution is the only cost-effective way to deliver all DCD's current needs, while leaving the solution adaptable to future requirements.

With the industry-leading IBM and Salesforce platforms, and the highly-skilled delivery team of DataHouse, Imagine Solutions and eightCloud, we are absolutely convinced that DCD will be thrilled with the resulting solution. We look forward to discussing our solution with DCD, and ultimately delivering all desired outcomes.

This Transmittal Letter confirms that DataHouse shall comply with all the provisions of this RFP. If there are any questions or concerns regarding this proposal, our contact information is shown below:

Firm Name	DataHouse Consulting, Inc.
Firm Address	1585 Kapiolani Blvd, Suite 1800, Honolulu, HI 96814
Contact Name	Edward Ontai
Contact Mailing Address	1585 Kapiolani Blvd, Suite 1800, Honolulu, HI 96814
Contact Email Address	Edward_ontai@datahouse.com
Contact Telephone Number	(808) 948-9191
Contact Fax Number	(808) 948-9595

Subcontractor Statements are included in the pages below. The subcontractor statements are signed by an individual authorized to legally bind the subcontractor, and state the general scope of work to be performed, along with willingness to perform for the indicated.

The following forms appear in the pages below:

1) Offer Form Standard Form Letter OF-1
2) Notarized evidence of the authority of the officer submitting the proposal to submit such proposal
3) Certificate of Eligibility to Claim Preference as a Hawaii Software Development Business as Defined by Section 103D-1006 HRS Form SPO-009
4) Wage Certificate form
5) Tax Equalization Certificate.

Please do not hesitate to contact me if you have any questions regarding our qualifications and experience.

Sincerely,
DataHouse Consulting, Inc.

Edward Ontai
President

Subcontractor's Statement – Imagine Solutions

IMAGINE SOLUTIONS™

May 11, 2018

DataHouse Consulting, Inc.
1585 Kapiolani Blvd, Suite 1800
Honolulu, HI 96814

Dear DataHouse Consulting, Inc.,

This letter serves as a commitment that Imagine Solutions has reviewed and understands the scope of the Request for Proposal No. RFP-17-002-DCD DISABILITY COMPENSATION DIVISION'S (DCD) WEB-ACCESSIBLE CASE MANAGEMENT SYSTEM WITH AUDITING AND FINANCIAL TRACKING. The general scope of work to be performed by Imagine Solutions includes the following:

1. Digital capture and indexing of unstructured Records and Claims content
    a. Distributed and centralized capture
    b. Manual classification and indexing
    c. Selected OCR/ICR-based automated classification, indexing and extraction
2. Integration with the State's IBM-based content repository and viewing tools for
    a. Secure content storage and archival
    b. Robust search and viewing
    c. Selected content redaction as required
3. Facilitate support of image content awareness and access across new case management solutions

Imagine Solutions has the ability and willingness to perform the work in support of this proposal. Our expertise and experience encompass implementation of content capture, workflow and digital process automation solutions based largely on the IBM Digital Business Automation suite of tools. We also own and market Encapture®, a leading enterprise platform for the secure, intelligent ingestion of unstructured content.

Our clients have included a wide array of major financial institutions and state/local governments in North America, including the State of Hawaii.

Our contact information is as follows:

- Imagine Solutions
- Address: 3010 Lyndon B Johnson Fwy #900, Dallas, TX 75234
- Contact: Joe Hekimian
- Email: joe.hekimian@imaginesolutions.com
- Phone: 949-375-3512
- FAX: 214-572-3601

3010 LBJ FREEWAY, SUITE 900, DALLAS, TX 75234 • PHONE [214] 572 3600 • FAX [214] 572 3601 • IMAGINESOLUTIONS.COM

IMAGINE
SOLUTIONS™

We look forward to working with you.

Sincerely,
Imagine Solutions

Darrell Royal
President

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Subcontractor's Statement – eightCloud

May 11, 2018

DataHouse Consulting, Inc.
1585 Kapiolani Blvd, Suite 1800
Honolulu, HI 96814

Dear DataHouse Consulting, Inc.,

This letter serves as a commitment that eightCloud has reviewed and understands the scope of the Request for Proposal No. RFP-17-002-DCD DISABILITY COMPENSATION DIVISION'S (DCD) WEB-ACCESSIBLE CASE MANAGEMENT SYSTEM WITH AUDITING AND FINANCIAL TRACKING. The general scope of work to be performed by eightCloud includes all aspects that requires Salesforce.com analysis, design, configuration, development and training.

eightCloud is a Silver Consulting Partner of Salesforce.com with decades worth of collective experience in Customer Management Relationship (CRM) solutions. eightCloud employees have 90+ certifications on Salesforce (Platform, Service Cloud, Community Cloud, AppExchange solutions) and work in a variety of verticals in the private- and public-sector industries. We have extensive experience working with public sector agencies in the states of WA, OR, CA, OH, CO, TN, WY and HI on Salesforce solutions focused on areas of Housing, Licensing, Call Centers, Grants Management, Citizen Outreach, Compliance, Inspections and Case Management.

eightCloud has the ability and willingness to perform the work in support of this proposal.

Our contact information is as follows:

- Name: eightCloud
- Address: 9805 NE 116th St; #7156, Kirkland, WA 98034
- Contact: Ajay Nair
- Email: ajay.nair@eightcloud.com
- Phone: 206-769-5104
- Fax: None

We look forward to working with you.

Sincerely,

Ajay Nair, co-Founder & Managing Partner
P: (206) 769-5104 | E: ajay.nair@eightcloud.com

www.eightCloud.com
9805 NE 116thSt; #7156
Kirkland, WA 98034

OFFER FORM, STANDARD FORM LETTER
OF-1

DISABILITY COMPENSATION DIVISION'S (DCD) WEB-ACCESSIBLE CASE MANAGEMENT SYSTEM
WITH AUDITING AND FINANCIAL TRACKING
STATE OF HAWAII
DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS DISABILITY COMPENSATION DIVISION
RFP-17-002-DCD

Leila Shar, Business Management Officer
Department of Labor & Industrial Relations/Administrative
Services Office State of Hawaii
Honolulu, Hawaii 96813

Dear Procurement Officer:

The undersigned Offeror has carefully read and understands the terms and conditions specified in the Specifications and Special Provisions attached hereto, and in the General Conditions, by reference made a part hereof and available upon request; and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof.

The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2)he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

The undersigned Offeror also agrees to the following:

1. All services shall be provided in accordance with the solicitation, and applicable Federal and State laws and rules.

2. The Department of Labor & Industrial Relations, State of Hawaii (State) reserves the right to cancel the solicitation when, in their opinion, such cancellation is in the best interest of the State.

3. The State may reject proposals, in whole or part, and waive any defects, when in the State's opinion, such rejection or waiver will be in the best interest of the State.

4. The State shall not be liable for any costs, expenses, loss of profits, or damages, whatsoever incurred by the Offeror in the event this solicitation is cancelled or a quote is rejected.

5. The State shall have exclusive ownership rights to the customized application developed for DLIR DCD. The Contractor will assign ownership and copyrights to DLIR DCD.

The undersigned Offeror shall answer the following with a "YES" OR "NO"

6. The Offeror has read and understands following requirements of the solicitation.

   a. Section One – Introduction, Terms, and Acronyms, Key Dates YES
   b. Section Two – Background and Scope of Work
      i. 2.1 – Project Overview and Goal YES
      ii. 2.7 – Key Processes Performed by Users YES
      iii. 2.8, 2.8.2 – Scope of Work, Business Requirements YES

iv. 2.8.5 – Scope of Services YES
v. 2.8.10 - RFP Considerations YES
vi. 2.9 – Vendor Responsibilities YES
c. Section 3 – Proposal Format and Content YES
d. Section 4 – Evaluation Criteria Requirements YES
e. Section 5 – Contractor Selection and Contractor Award Requirements YES
f. Section 6 – Special Provisions YES
g. Attachments Q: Future DCD User Perspective Scenarios for WC, TDI, PHC YES

7. The Offeror has read and understands all remaining information and requirements of the solicitation not specified above. YES

8. The Offeror has read and understands all applicable Federal and State laws in the provision of services under the solicitation. YES

9. The Offeror is authorized to transact business in the State of Hawaii. YES

10. The Offeror has attached the following information:

a. Experience, Qualification, and Availability of Staff YES
b. Meeting the Required Deadlines in Section 2.1 YES
c. Cost per Year (including taxes)
i. FY July 1, 2018 – June 30, 2019: $ 5,292,912
ii. FY July 1, 2019 – June 30, 2020: $ 3,668,654
iii. FY July 1, 2020 – June 30, 2021: $ 2,940,737

This "Standard Proposal Letter" must be signed and dated by an individual or individuals authorized to legally bind the Offeror.

Offeror is:

☐ Sole Proprietor ☐ Partnership X *Corporation ☐ Joint Venture
☐ Other ________________________________
*State of incorporation: Hawaii

Hawaii General Excise Tax License I.D. No. GE-073-997-7216-01

Federal I.D. No. 99-0358955

Payment address (other than street address below): Same as below
City, State, Zip Code: Same as below

Business address (street address): 1585 Kapiolani Blvd, Suite 1800
City, State, Zip Code: Honolulu, HI 96814

Respectfully submitted:

Date: 6/5/2018

(x)____________________

Authorized (Original) Signature

Telephone No.: (808) 948-9191

Edward Ontai, President

Name and Title (Please Type or Print)

Fax No.: (808) 948-9595

E-mail Address: Edward_ontai@datahouse.com

** DataHouse Consulting, Inc.

Exact Legal Name of Company(Offeror)

**If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:

Notarized Evidence

From RFP-17-002-DCD Section 5.28 Irregular Proposals - …include evidence of the authority of the officer submitting the proposal to submit such proposal.

STATE OF HAWAI'I)
) SS
CITY & COUNTY OF HONOLULU)

On this 5th day of June, 2018, in the First Circuit, State of Hawai`i, before me personally appeared EDWARD ONTAI, to me personally known, who, being by me duly sworn or affirmed, did say that he executed the foregoing instrument identified or described as Attachment A: OFFER FORM, STANDARD FORM LETTER OF-1 State of Hawaii Department of Labor & Industrial Relations (DLIR) Disability Compensation Division's (DCD) Web-Accessible Case Management System with Auditing and Financial Tracking RFP-17-002-DCD, as his free act and deed, and if applicable in the capacity shown, having been duly authorized to execute such instrument in such capacity.

The foregoing instrument is dated June 5, 2018 and contained 26 pages at the time of this acknowledgment/certification.

LYNNE SHIMIZU
NOTARY
05-558
PUBLIC
STATE OF HAWAII

Print Name: LYNNE SHIMIZU
NOTARY PUBLIC, STATE OF HAWAI'I

My commission expires: September 4, 2021

Certificate of Eligibility to Claim Preference as a Hawaii Software Development Business as Defined by Section 103D-1006, HRS, SPO-009

STATE OF HAWAII
CERTIFICATE OF ELIGIBILITY
TO CLAIM PREFERENCE
AS A HAWAII SOFTWARE DEVELOPMENT BUSINESS
AS DEFINED BY SECTION 103D-1006, HRS

I, Edward Ontai,
(Authorized Officer's Name)

President of DataHouse Consulting, Inc.,
(Office or Position Held) (Name of Offeror)

certify that the principal place of business or ancillary headquarters of

DataHouse Consulting, Inc.,
(Name of offeror)

is located in the State of Hawaii at the following address:

1585 Kapiolani Blvd, Suite 1800
Honolulu, HI 96814;

and that the above named office was opened on the following date: June 1993;

and, that eighty percent (80%) of the DataHouse Consulting, Inc.
(Name of Offeror)

employees who will be performing the work on the software development project described in RFP/IFB No. RFP-17-002-DCD are domiciled in Hawaii. To the best of my knowledge, the names and residence addresses of the employees who will perform the work are as follows:

(Name)	(Address)
Jordan Takemoto	310 Kamala Loop Honolulu, HI 96825
Jamie Stanford	1250 Pihana St. Honolulu, HI 96825
Chan Yi	98-099 Uao Pl Unit 1708 Aiea, HI 96701
Erin Nakashima	3238 Brokaw St. Honolulu, HI 96815
Calvin Kishimori	94-1045 Lelehu St. Waipahu, HI 96797

SPO Form-9 (Rev. 2/12/14) 1

(Name)	(Address)
Randy Muth	1025 Kalo Pl. Unit 307 Honolulu, HI 96826
Kristy Fukunaga	3607 Kepuhi St. Honolulu, HI 96815
Wade Kaneshiro	95-1055 Ulahea St. Mililani, HI 96789
Milton Taba	98-1421 B Kaahumanu St. Aiea, HI 96701
Danny Kennison	2219 Kanealii Ave. Honolulu, HI 96813
Lawson Kita	5122 Likini St. Unit 706 Honolulu, HI 96818
Rodney Murashige	7156 Hawaii Kai Dr. Apt 209 Honolulu, HI 96825
Randy Wilson	1212 Punahou St. Unit 2704 Honolulu, HI 96826
Edward Ontai	99-779 Meaala St. Aiea, HI 96701
Clyde Shiigi	3028 One St. Honolulu, HI 96822
Michael Higashi	743 Ainapo St. Honolulu, HI 96825
Becky Arakawa	1918 Alaweo St. Honolulu, HI 96821
Danette Maruyama	972 Waiholo St. Honolulu, HI 96821
Rhanda Kim	3593 Alani Dr. Honolulu, HI 96822
Scott Fujieda	3332 Woodlawn Dr. Honolulu, HI 96822

SPO Form-9 (Rev. 2/12/14) 2

(Name)	(Address)
Michael Uranaka	95-129 Hamumu Pl. Mililani, HI 96789
Scott Sakai	1149A 20th Ave Honolulu, HI 96816
Derek Fukuhara	919B 14th Ave Honolulu, HI 96816
Sharon Uranaka	3225 Woodlawn Dr. Honolulu, HI 96822
Pam Kaneshiro	98-719 Iho Pl. Unit 1003 Aiea, HI 96701
Lynne Shimizu	1203 Ala Alii St. Apt. #87 Honolulu, HI 96818
Jev Tran	98-941 Kaonohi St. Unit B Aiea, HI 96701
Andrew Lau	1288 Kapiolani Blvd Unit 2002 Honolulu, HI 96814
Daniel Kong	2231 Dole St. Apt. B Honolulu, HI 96822

(Attach a continuation sheet if necessary.)

I further certify that any changes in the personnel identified above shall be reported to the Contract Administrator or purchasing agency's contact person identified in the RFP/IFB.

Signature of Authorized Officer

Edward Ontai, President
Print Name and Title

6/5/2018
Date

SPO Form-9 (Rev. 2/12/14) 3

WAGE CERTIFICATE
FOR SERVICE CONTRACTS
(See Special Provisions)

Subject: RFP No.: RFP-17-002-DCD

Title of RFP: Disability Compensation Division's (DCD) Web-Accessible Case Management System with Auditing and Financial Tracking

Pursuant to Section 103-55, Hawaii Revised Statutes (HRS), I hereby certify that if awarded the contract in excess of $25,000, the services to be performed will be performed under the following conditions:

1. All applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety will be fully complied with; and

2. The services to be rendered will be performed by employees paid at wages or salaries not less than the wages paid to public officers and employees for similar work, with the exception of professional, managerial, supervisory, and clerical personnel who are not covered by Section 103-55, HRS.

I understand that failure to comply with the above conditions during the period of the contract will result in cancellation of the contract, unless such noncompliance is corrected within a reasonable period as determined by the Director of Labor. Payment in the final settlement of the contract or the release of bonds, if applicable, or both will not be made unless the Director of Labor has determined that the noncompliance has been corrected; and

I further understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wage required by section 103-55, HRS.

Offeror DataHouse Consulting, Inc.
Signature
Title President
Date 6/5/2018

TAX EQUALIZATION CERTIFICATE

SUBJ: Offer No.: RFP-17-002-DCD

Description: Disability Compensation Division's (DCD) Web-Accessible Case Management System with Auditing and Financial Tracking
(To be filled in by prospective offeror)

Out-of-State offerors not possessing a Hawaii General Excise Tax (GET) license must answer all questions:

		Yes	No
		(check only one)	
1.	Does your business have an office, inventory, property, employees, or other representation in the State of Hawaii (hereinafter SOH)?	☒	☐
2.	Does the contract to be awarded require your business to have an office, inventory, property, employees, or other representation in the SOH?	☒	☐
3.	Does your business provide services in conjunction with the sales of property, such as training, installation, or repairs in the SOH?	☒	☐
4.	Will your business provide any services in the SOH under the contract to be awarded?	☒	☐*

* If the entire services are to be subcontracted, subject to the State's approval, provide the names of the subcontractor(s):

If you answered "Yes" to any question, then you have sufficient presence in the State and are advised that the gross receipts derived from this solicitation are subject to the GET imposed by Chapter 237, HRS, at the current 4% rate, and where applicable to tangible property imported into the SOH for resale, subject to the current 1/2% use tax imposed by Chapter 238, HRS.

If you answered "No" to all questions, then the tax equalization provision described in Section 103D-1008, HRS, applies to you.

Offeror DataHouse Consulting, Inc.

Signature

Title President

Date 6/5/2018

III. Executive Summary

Section III: <u>Executive Summary</u>. Include an Executive Summary, signed by an officer of the company, describing the Offeror and providing a brief synopsis of the proposal, including benefits to the State if accepted. This synopsis should be three (3) or fewer pages in length and easily understood.

The DataHouse / Imagine Solutions / eightCloud team ("The DataHouse Team") is pleased to submit its response to the RFP-17-002-DCD for the State of Hawaii Department of Labor & Industrial Relation's (DLIR) Disability Compensation Division (DCD).

The DataHouse Team

DataHouse has been in operation since 1975, and has grown to become the largest IT services firm in Hawaii. We have been continuously working with the DLIR for over 35 years, and have a deep appreciation for the important role it plays in serving Hawaii's citizens. This project presents a unique opportunity to establish a long-term, strategic technology platform to support DCD in fulfilling its mission. As a vested member of our local community, we see this not only as a project but part of a digital transformation to better serve the citizens of Hawaii.

DataHouse has an extensive track record at DLIR with highly unique qualifications for this project. We successfully implemented the UI Benefits System in 1984, UI Quarterly Wage System in 1990, UI Interactive Voice Response System in 1997, UI Internet System in 2008-2011, Employment Security Appeals Referees' Office (ESARO) Appeals System in 2011, UI Low Earnings Reporting and Monitoring System in 2012, UI Modernization in 2017, and UI Employer portal in 2018.

We also developed the Disability Compensation Information System (DCIS) in 1990, DCD Lotus Notes/Domino (DCD-NET) in 2000, and the Electronic Cost Accounting System (E-CAS/SESA) in 2008. Over the years, DataHouse has amassed a vast amount of subject matter and institutional knowledge about DLIR and DCD that we believe will contribute greatly to the success of this project. That said, we are fully aware of DCD's vision and requirements of the RFP, along with available solutions and technology trends, and have assembled a world-class team that includes experts in the key technology components of our proposed solution.

Imagine Solutions' core business is the integration of IBM's Enterprise Content Management (ECM) platform into customers' operational environments. They employ extensively certified architects, engineers and developers who have designed, developed and deployed some of the largest FileNet workflow solutions currently in use. Imagine is an authorized IBM-ECM First-Call Support Provider, and offers Remote Administration, Monitoring, and Custom Application Support.

Imagine Solutions was awarded a contract by the State of Hawaii Department of Human Services Benefit, Employment, and Support Services Division (DHS/BESSD) to build and deploy the Electronic Case Folder (ECF) system. The solution went live in November 2013, supporting the programs and providing assistance for basic needs. The solution is used by over 300 users at 22 offices across the Hawaiian Islands. Approximately 90,000 documents are committed to the ECF system each month.

eightCloud has implemented custom/configured Salesforce-based solutions for commercial and public-sector entities for the past 7 years, and is exclusively focused on the Salesforce ecosystem of products. eightCloud employees are highly skilled in Salesforce, holding over 90 official certifications, including Technical Architect, Certified Administrators, Certified Advanced Administrators, Sales Cloud Consultant, Service Cloud Consultant, and Salesforce Developer.

eightCloud is highly recognized by their clients and the Salesforce ecosystem. On the Salesforce AppExchange, they have a 9.75/10 rating for customer satisfaction on projects, and all 5-star ratings on the company. These are the highest ratings amongst Silver Level Consulting Partners. Salesforce Public-Sector team has recognized these accolades and named eightCloud as one of the emerging Partners in the Public-Sector market.

Collectively, The DataHouse Team offers DCD an unrivaled combination of DCD-specific subject and institutional knowledge, world-class ECM expertise with a proven track record in Hawaii, and industry-recognized experts in Salesforce application development. DataHouse will be responsible for the project as the prime system integrator, and will provide local project management, analysis, development, integration, configuration, change management, quality assurance, and advisory services. DataHouse will also provide local support after the system is implemented. Imagine Solutions will implement the IBM ECM platform and assist with integration. eightCloud will work with DataHouse in developing the case management application on the Salesforce platform.

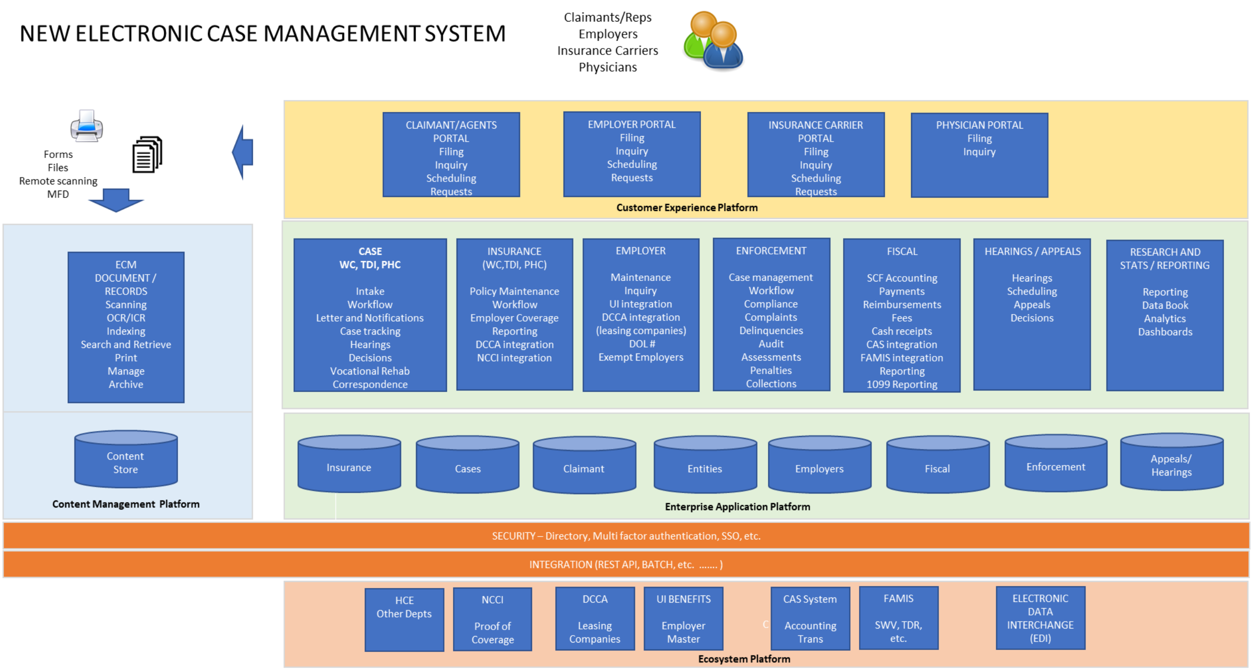
Benefits to the State

DataHouse is a local, Hawaii-based company. Its staff is personally vested in the success of technology projects to provide a better future for everyone in Hawaii. DataHouse also understands that the success of this project will be a personal reflection of the company. This value and purpose to serve Hawaii makes us accountable and committed to the success of this project. Imagine Solutions and eightCloud share these values and commitment to deliver. We firmly believe that The DataHouse Team will provide DCD with the best, most cost-effective solution to deliver its stated goals and objectives for this project.

Solution

Our proposed solution considered all requirements that were specified in the RFP, including Business Requirements that we believe provides a more complete understanding of the total solution required to replace DCIS, Lotus Notes and Docushare applications.

In addition to mapping functional and technical requirements, we also considered a long-term strategy in the overall design of the solution. Rather than developing a monolith application or loosely-coupled point solutions, we are proposing to develop the new web accessible Electronic Case Management System (ECMS) on integrated platforms that serve as a strategic foundation to build future capabilities along DCD's digital transformation journey. This serves to future-proof DCD applications, compared to custom-developed or single-COTS solutions that are limited in scope and scale. (Refer to V. Functionality, B. Solution Overview diagrams)



Conclusion

We strongly believe that DCD will find us to be the partner of choice for this project. We have presented an experienced team and proven approach that will deliver a quality, cost-effective solution. If awarded, DCD can trust The DataHouse Team to conduct and deliver this project in a professional manner that meets its time, cost, and quality expectations.

Signed:
Edward Ontai, President, DataHouse Consulting, Inc.

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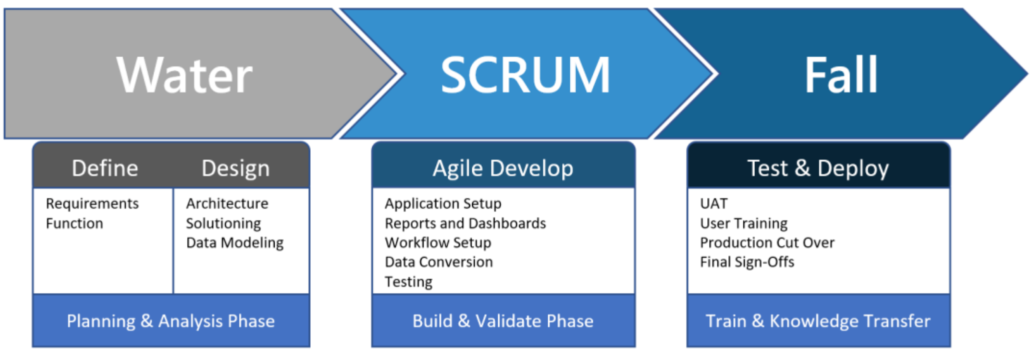
IV. Plan of Action

Section IV:	**<u>Plan of Action.</u>** Include among other things, the identification of specific phases, tasks and activities, schedules, deliverables, identification of personnel responsibilities, and other information required to ensure a successful implementation.

A. Software Development Methodology

DataHouse uses a modified Agile methodology and the SCRUM framework to clearly identify requirements workflow steps as part of the Water-SCRUM-Fall development methodology.

The Agile/SCRUM approach helps the development team adopt useful Agile practices such as test-driven development (TDD), collaboration with business owners, and self-directed teams to create the best solutions for our clients.



Unlike with pure Agile projects, our Water-SCRUM-Fall approach starts by defining the full set of requirements at the onset. Assumptions are made based on the knowledge at the time, then reconciled after the discovery and documentation of the user stories are completed and estimated. Further understanding and clarity of scope will be attained once business requirements are gathered and turned into stories based on the requirements. Reconciliation of how much scope is possible in the time frame and budget allotted occurs at the Story Toll Gate Stage. If a significant amount of work is determined over the original estimate, stories are prioritized, and some lower priority stories are placed in the parking lot. Once the approved backlog stories are completed, parking lot items are completed as time allows within the last iteration and support periods.

Over the course of the project, we will stay coordinated with the client through weekly huddles as we collaborate on these key project elements. Our lean and agile projects involve a high degree of collaboration with our clients. DataHouse is particularly well-suited to this kind of engagement with our "people first" culture. While we do interact a great deal with our clients, we are always respectful of their time and aim for efficient interactions.

Planning and Analysis Phase

Utilizing the Water-SCRUM-Fall methodology, the Planning & Analysis phase will use the Waterfall method to analyze the complete requirements needed for the project, which includes preparation, design sessions, design deliverables, sandbox environment creation and attribute finalization. This phase is where we define the design of the targeted functionality for completion of the project. In addition to the design criteria and task list development, finalization of the testing, data conversion, go live and other plans will be created. Some items like solution design will be part of a living document that will be adjusted as items are developed to the specific desires of the users. Others like the test plan will be set up front and followed by test case development after each development iteration, then testing activities during the Build and Validate phase.

The Planning & Analysis phase is also where the teams discover the specific business process, rules and requirements that will need to be configured or developed through customizations. The approved business process diagrams, along with the documented requirements, will become the roadmap for configurations and customizations.

The team will get into a rhythm and build a working relationship with the business process owners that will be leveraged throughout the project for clarification along with artifacts needed to ensure the system meets user expectations.

Build and Validate Phase

The Agile methodology is used as a software development framework during the Build & Validate phase of the project. DataHouse will build features or modules of the system and review them at a regular interval with end users and business process SME's to ensure that the configuration and customizations are meeting their needs. Any adjustments will be made during the next iteration, and all rework will be prioritized and slotted in with new work and tracked during iteration. This development methodology has proved very successful for our public-sector clients and provides better user engagement and collaboration during the project, resulting in significantly fewer bugs during user acceptance testing, and post go live.
Each development iteration will consist of these activities:

	Development Iteration Activity	Description/Purpose
1.	Core Team Iteration Planning/Architecture Review	System Architect and developers review stories to determine if there are questions regarding configuration or proposed solution for the story.
2.	Planning Game	Business process owners and SMEs participate with developers and configurators in reviewing each story and determine if clarifications or artifacts are clear/needed to provide developers with a solid

		understanding prior to development and configuration.
3.	Tasking	Each developer/configurator is assigned stories for the iteration and works with the Solution Architect and Lead Developer to determine and create the tasks needed to complete the functionality to meet the story requirements. Developers document the tasks for each story in the development tool (JIRA).
4.	Configuration/Development	Configurators and developers complete their assigned tasks and unit test the system based on the stories requirements.
5.	Test Case/Acceptance Criteria	QA will create test case and/or acceptance criteria for each story based on its requirements and tasks.
6.	Iteration Demo and Business Feedback	Business reviews the development completed during the previous iteration and provides feedback. Changes to fields and forms are logged as bugs. Changes to functionality are logged as Requests and added to the Parking Lot for prioritization.

The last iteration is where development is complete, and we use the Waterfall methodology as the framework to prepare the final sequence of activities for deployment to production and training of the end-users or the client's trainers. This will include user acceptance testing, data cut over and environment access to other production systems. This is also when we help facilitate the client in change management training for the users. The roll out schedule will then be followed to accomplish a successful go live. Post go live support will then be performed as we manage bugs and application enhancement requests that will go into a backlog for future development during the support period.

Client business users/SME's involvement will be higher during the initial and the last iteration of the development. There will be constant involvement from the business during the development iterations, but the time commitment will be less than the workshop sessions in the beginning and the training in the end. DataHouse works with clients on scheduling around specific business events to adjust our milestones to best facilitate a successful launch.

Additional steps in the phase also include:

Security Approach

- Provide users with the access only to the appropriate levels of information that is required to do their jobs.
- Categorize users by role and restrict access based on those roles.

- Support data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort.
- Prevent a user's access to records the user does not own or share.

Data Migration & Conversion

During the Data Discovery workshops, the engagement team will develop a data migration plan based on the specific systems and data needing to be migrated, as well as work with the DLIR DCD SMEs to create the Data maps once the requirements have been determined.
Our approach to making data migration easier is as follows:

- Understand the data model of the current system.
- Work with current users of the system and understand their responsibilities and interactions (business flows) with the systems
- Perform a data extraction and analyze size, entity relationships and data history. DCD will be responsible for extracting data from their current systems.
- Talk to stakeholders about current issues related to data integrity
- Investigate if any changes can be made to current database to eliminate the data integrity issues (*for example: making a field mandatory*)
- Determine where and when data cleansing will be done. In some instances, it is easier to update target system after a data load. At times, it is better to update data in the source system before extraction. The ideal approach is to always fix the source system before extraction. DCD will be responsible for all data cleansing.
- In our project plan, we have tentatively planned 2-3 data migrations and 2-3 validations iterations from source systems to Salesforce. We believe that repetition and validation will lead to a successful migration before "go-live"

Training and Knowledge Transfer/ Deploy Phase (Go Live)

This phase is where we deploy the solution for all stakeholders. The following steps will be executed:

- User Acceptance Testing (UAT)
- Bug Triage and Prioritization
- Training
- Knowledge Transfer
- UAT sign-off
- Code Migration (change-sets) from Sandbox/TEST to Production environment
- Production system set-up/final review
- Execute Data Migration
- Go-Live
  - User Communication
  - System Launch
- Final system sign-off

B. Implementation Approaches

Testing Approach

A brief description of each testing type we will perform on this project, with draft entry-exit criteria's and artifacts, are described in the table below:

Test Type	What	Entry Criteria	Exit Criteria	Artifacts
System Test	System testing ensures that the system/Subsystem functions as designed after development and modification of its components. End to End Testing of a System/Subsystem Component. All interface connections will be established and complete end to end testing on all interfaces will be performed.	Development and unit testing completion and modification of a system/ Subsystem. Readiness of System test environment.	Successful closure of all High and Medium Severity defects of each System test.	Weekly Test Report and Defect Reports during the system test cycle.
Integration Test	Integration testing helps ensure that a defined set of interconnected systems/sub-systems will perform as designed after additions/ modifications to components. All interfaces with external systems will be verified if it is exchanging data correctly. End to end testing of transactions.	Development, Unit testing and system testing completion and modification of a collection of system/ Subsystem. Readiness of Integration test environment.	Successful closure of all defects of Integration tests.	Weekly Test Report and Defect Reports during the Integration test cycle.
Regression Test	Regression testing ensures that new releases do not break/corrupt existing systems.	Each time a software release is placed into an environment. Impact areas are identified with the new release.	Successful closure of all defects of Regression test on each software release.	Weekly Test Report and Defect Reports during Software release.

Test Type	What	Entry Criteria	Exit Criteria	Artifacts
Security Test	Security testing helps ensure that the system is protected from Vulnerability attacks. Test access control to users by granting or denying access to the privileged user, verify all auditable actions to identify the user performing the action and database security testing will be performed to protect the system.	Development, Unit testing and system testing completion and modification of a collection of system/Subsystem. Readiness of Security test environment.	Successful closure of all defects of Security tests.	Weekly Test Report and Defect Reports during the Security test cycle.
User Acceptance Test – Conference Room Pilot	Validation step by DCD to ensure that the system meets RFP requirements and all DCD approved change orders function properly. This will also include but not be limited to testing of all business processes, third party solutions and business rules engines.	Successful completion of regression and load testing. The readiness of UAT controlled stable environment.	Sign off on UAT by DCD.	UAT Status report, Defect Report during UAT phase.
Operational Readiness Test	Readiness test to ensure the system is ready to meet the full functional requirements. This will be a pilot test with full data volume.	Successful completion of UAT, Approval of Pilot Plan and readiness of live environment.	Sign off on the Operational test by DCD.	Operational Readiness Test status report.

Training Approach

DataHouse is committed to maximizing your technology investment by effectively leveraging and enhancing the proposed holistic solution. Training at the many levels of the organization is critical to the overall success of the implementation. Functionality is no longer the definition of success. Usability is the key factor in an end user’s willingness to accept change in their daily routines and work environment. DataHouse has done train-the-trainer approach in other projects with great success and is committed to duplicate lessons learned into the approach at DCD.

Training is designed around the specific business processes for the roles.

Training sessions are generally held as classroom instruction to facilitate the intended audiences receive the materials in a highly retainable fashion. DataHouse recommends training in four-hour increments and multiple sessions to provide flexibility for users to attend while maintaining the productivity of their workload.

Training documents will be prepared for the specific audiences and training environments will be created with the proper test data necessary to facilitate the training subject.

Our detailed end-user training approach is designed to assist with meeting the needs of the DCD system users, ensuring the long-term success of the proposed solution deployment.

Our goal is to help you develop both the technical know-how and the creative vision it takes to assist with meeting your most demanding business challenges.

DataHouse will work with DCD to develop a Training Plan that will:

- Designate roles/end-users who will be provided training – this includes training-the-trainer, as well as users at various levels (administrators, power users, limited users, etc.)
- Designate locations and schedule of training and number of sessions
- Designate who will deliver the trainings at each location, date and session
- Establish if training sessions will be recorded for viewing online in the future
- Establish team members to prepare training materials and documentation needed for the sessions
- Assist in the training when needed
- Establish business scenarios to use to base the training materials/sessions on.
- Develop an evaluation plan that defines the metrics of successful training

Knowledge Transfer Approach

As part of DataHouse's strategic project success planning, the Knowledge Transfer Plan prepares DCD for the continued development, operation and support of the system.

Knowledge Transfer Activities:

- Daily Scrum
- Agile Development Process
- Mentoring
- Decision Log
- Project Documents
- Code Review
- Defect List
- Developer/Core Team Planning Sessions
- Planning Game Sessions
- Iteration Review/Show & Tell Sessions
- Project Closure Knowledge Transfer Sessions

- User Guides
- UAT Training and Testing
- Train-the-Trainer Sessions

C. Project Workplan

This project workplan is an estimate and subject to change.

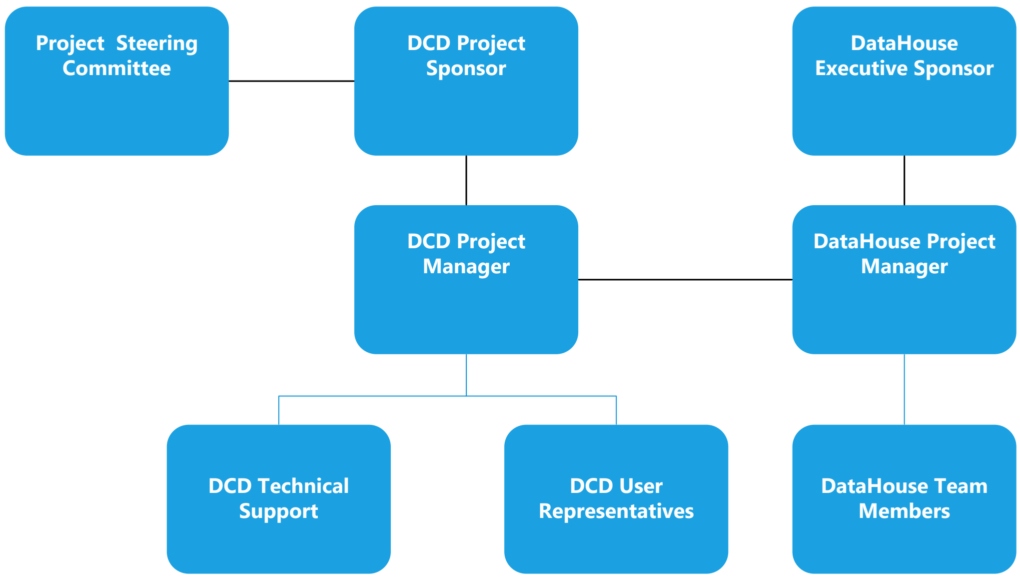
WBS	Task Name	Duration	Start	Finish
1	**RFP-17-002-DLIR-DCD ECMS**	**793 days**	**Thu 6/28/18**	**Mon 7/12/21**
1.1	**Contract Completion**	**23 days**	**Thu 6/28/18**	**Tue 7/31/18**
1.2	**Phase 1**	**321 days**	**Mon 7/9/18**	**Mon 9/30/19**
1.2.1	**PLANNING & ANALYSIS**	**47 days**	**Mon 7/9/18**	**Tue 9/11/18**
1.2.1.1	**Iteration 0 - Project Initiation**	**47 days**	**Mon 7/9/18**	**Tue 9/11/18**
1.2.1.1.1	Kick-off Meeting Planning	2 days	Mon 7/9/18	Tue 7/10/18
1.2.1.1.2	Kick-off Meeting	2 days	Wed 7/11/18	Thu 7/12/18
1.2.1.1.3	Team Orientation	3 days	Fri 7/13/18	Tue 7/17/18
1.2.1.1.4	**ECMS**	**40 days**	**Wed 7/18/18**	**Tue 9/11/18**
1.2.1.1.4.1	Business Modeling	10 days	Wed 7/18/18	Tue 7/31/18
1.2.1.1.4.2	Document repository and capture requirements	40 days	Wed 7/18/18	Tue 9/11/18
1.2.1.1.4.3	Design target repository and capture configuration	40 days	Wed 7/18/18	Tue 9/11/18
1.2.1.1.4.4	DocuShare Migration Analysis	10 days	Wed 7/18/18	Tue 7/31/18
1.2.1.1.5	DCIS Migration Analysis	30 days	Wed 7/18/18	Tue 8/28/18
1.2.1.1.6	Requirements Analysis (new DCD system)	30 days	Wed 7/18/18	Tue 8/28/18
1.2.1.1.7	Solution Design	20 days	Wed 7/18/18	Tue 8/14/18
1.2.1.1.8	Receive Auto-Classification Samples from DLIR	20 days	Wed 7/18/18	Tue 8/14/18
1.2.2	**BUILD & VALIDATE STAGE**	**231 days**	**Wed 8/15/18**	**Wed 7/3/19**
1.2.2.1	**Environment Setup**	**35 days**	**Wed 8/15/18**	**Tue 10/2/18**
1.2.2.1.1	Install FileNet P8 platform	35 days	Wed 8/15/18	Tue 10/2/18
1.2.2.1.2	Install Encapture platform	35 days	Wed 8/15/18	Tue 10/2/18
1.2.2.1.3	Install Encapture clients	35 days	Wed 8/15/18	Tue 10/2/18
1.2.2.1.4	Install Datacap and Parascript platform	35 days	Wed 8/15/18	Tue 10/2/18
1.2.2.1.5	Setup and Configure Salesforce Environments	10 days	Wed 8/15/18	Tue 8/28/18
1.2.2.1.6	Integration Env Setup	10 days	Wed 8/15/18	Tue 8/28/18
1.2.2.2	**Content Management Platform (FileNet)**	**45 days**	**Wed 10/3/18**	**Tue 12/4/18**
1.2.2.2.1	Configure FileNet P8 repository	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.2	Configure search templates	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.3	Test FileNet P8 platform configuration	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.4	Configure Encapture BCT's	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.5	Build Encapture Auto-Classification Model	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.6	Build Datacap Model for OCR and ICR	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.2.7	Build Extraction Rulesets	45 days	Wed 10/3/18	Tue 12/4/18
1.2.2.3	**Case Management Platform (Salesforce)**	**91 days**	**Wed 8/29/18**	**Wed 1/2/19**

1.2.2.3.1	Build SalesForce Virtual Case File Folder Viewer	30 days	Wed 8/29/18	Tue 10/9/18
1.2.2.3.2	Build SalesForce Workflow Event	30 days	Wed 8/29/18	Tue 10/9/18
1.2.2.3.3	Build SalesForce Document Committal Event	30 days	Wed 8/29/18	Tue 10/9/18
1.2.2.3.4	Build Document Download and Encrypt Functionality	30 days	Thu 8/30/18	Wed 10/10/18
1.2.2.3.5	Test Encapture configuration	45 days	Wed 8/29/18	Tue 10/30/18
1.2.2.3.6	Test Auto-Classification	5 days	Thu 10/11/18	Wed 10/17/18
1.2.2.3.7	Test Extraction	10 days	Thu 10/11/18	Wed 10/24/18
1.2.2.3.8	Test SalesForce Virtual Case File Folder Viewer	60 days	Thu 10/11/18	Wed 1/2/19
1.2.2.3.9	Test SalesForce Workflow Event	60 days	Thu 10/11/18	Wed 1/2/19
1.2.2.3.10	Test SalesForce Document Committal Event	60 days	Thu 10/11/18	Wed 1/2/19
1.2.2.3.11	Test Document Download and Encrypt Functionality	60 days	Thu 10/11/18	Wed 1/2/19
1.2.2.4	**New DCIS System Development**	**90 days**	**Thu 1/3/19**	**Wed 5/8/19**
1.2.2.4.1	Build DCIS Replacement Functions	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.2	Setup	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.3	Customizing Fields	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.4	Customizing Case Page Layouts	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.5	Creating Email Templates	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.6	Defining Assignment Rules	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.7	Setting Up AutoResponse Rules	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.8	Setting Case Escalation Rules	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.9	Capturing Cases from Requirements	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.10	Capturing Cases from Customer Emails	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.11	Customizing the Case Sharing Model	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.12	Setting Up Case Teams	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.13	Feature Rollout	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.14	Case Process Overview	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.15	Tips for Training Users	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.16	Key Reports	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.4.17	Index	90 days	Thu 1/3/19	Wed 5/8/19
1.2.2.5	**Interface Integration Development**	**30 days**	**Wed 10/10/18**	**Tue 11/20/18**
1.2.2.5.1	Building Interfaces (NCCI, UI Tax Benefit Employer, EDI)	30 days	Wed 10/10/18	Tue 11/20/18
1.2.2.5.2	Validate source and target destination	30 days	Wed 10/10/18	Tue 11/20/18
1.2.2.5.3	Design integration method	30 days	Wed 10/10/18	Tue 11/20/18
1.2.2.5.4	Implement and schedule interface	30 days	Wed 10/10/18	Tue 11/20/18
1.2.2.6	**DCIS Migration Development**	**40 days**	**Thu 5/9/19**	**Wed 7/3/19**

1.2.2.6.1	Tasks (Data Migration, Testing, Cutover)	30 days	Thu 5/9/19	Wed 6/19/19
1.2.2.6.2	Testing/Bug Fix	10 days	Thu 6/20/19	Wed 7/3/19
1.2.3	**DEPLOY STAGE**	**63 days**	**Thu 7/4/19**	**Mon 9/30/19**
1.2.3.1	Implementation Planning	2 days	Thu 7/4/19	Fri 7/5/19
1.2.3.2	**UAT**	**61 days**	**Thu 7/4/19**	**Thu 9/26/19**
1.2.3.2.1	Test Planning	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.2.2	Test Case Development	30 days	Thu 8/15/19	Wed 9/25/19
1.2.3.2.3	Test Execution	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.2.4	Address Issues	30 days	Thu 8/15/19	Wed 9/25/19
1.2.3.2.5	Final Acceptance	1 day	Thu 9/26/19	Thu 9/26/19
1.2.3.3	**Training**	**30 days**	**Thu 7/4/19**	**Wed 8/14/19**
1.2.3.3.1	Develop Training Materials	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.3.2	Conduct User Training	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.3.3	Conduct System Administration Training	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.4	**Documentation**	**30 days**	**Thu 7/4/19**	**Wed 8/14/19**
1.2.3.4.1	Develop User Documentation	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.4.2	Develop System Administration Documentation	30 days	Thu 7/4/19	Wed 8/14/19
1.2.3.5	**Cutover**	**2 days**	**Fri 9/27/19**	**Mon 9/30/19**
1.2.3.5.1	Final Data Migration	1 day	Fri 9/27/19	Fri 9/27/19
1.2.3.5.2	Go-Live	1 day	Mon 9/30/19	Mon 9/30/19
1.2.3.6	**Phase 1 Completion**	0 days	Mon 9/30/19	Mon 9/30/19
1.3	**Phase 2**	**291 days**	**Mon 7/1/19**	**Mon 8/10/20**
1.3.1	**Phase 2 – Scope**	**291 days**	**Mon 7/1/19**	**Mon 8/10/20**
1.3.1.1	Automation of DCD workflows for WC, TDI, PHC	90 days	Mon 7/1/19	Fri 11/1/19
1.3.1.2	Statistical matrixes, regulatory, security, audit and compliance with HRS, and HAR	90 days	Mon 11/4/19	Fri 3/6/20
1.3.1.3	Business Rules	60 days	Mon 3/9/20	Fri 5/29/20
1.3.1.4	DocuShare ingestion	60 days	Tue 10/1/19	Mon 12/23/19
1.3.1.5	IBM Lotus Notes ingestion	60 days	Tue 10/1/19	Mon 12/23/19
1.3.1.6	Complete Forms and Reports	60 days	Tue 10/1/19	Mon 12/23/19
1.3.1.7	SCR – Fiscal Accounting and Tracking	60 days	Tue 10/1/19	Mon 12/23/19
1.3.1.8	Lotus 1-2-3 conversion and ingestion	45 days	Tue 12/24/19	Mon 2/24/20
1.3.1.9	FAMIS upload file	60 days	Tue 2/25/20	Mon 5/18/20
1.3.1.10	Fiscal Accounting & Tracking – Forms & Reports	60 days	Tue 5/19/20	Mon 8/10/20
1.4	**Phase 3**	**240 days**	**Tue 8/11/20**	**Mon 7/12/21**
1.4.1	**Phase 3 – Scope**	**240 days**	**Tue 8/11/20**	**Mon 7/12/21**
1.4.1.1	Completion of DCD Workflows for WC, TDI, PHC	60 days	Tue 8/11/20	Mon 11/2/20
1.4.1.2	Completion of Fiscal Accounting and Tracking of SCF	60 days	Tue 11/3/20	Mon 1/25/21
1.4.1.3	Web access for stakeholders, and outside DLIR agencies (i.e. R&S, LIRAB)	60 days	Tue 1/26/21	Mon 4/19/21
1.4.1.4	Archiving and Backup, Availability, Continuity, Disaster Recovery	15 days	Tue 4/20/21	Mon 5/10/21
1.4.1.5	Migration of Open Cases into new DCD System	15 days	Tue 5/11/21	Mon 5/31/21
1.4.1.6	Documentation and Training of Admin and Staff	15 days	Tue 6/1/21	Mon 6/21/21
1.4.1.7	Mobile Experience	15 days	Tue 6/22/21	Mon 7/12/21

D. Project Organization

This section explains the overall administrative and organizational structure of the project and project teams. It defines and describes the roles and responsibilities of each component of the project team. Members of the team will be made up of representatives of DCD, DataHouse, and DataHouse partners.



Project Steering Committee
The Project Steering Committee consists of representatives from the various user groups involved in the project, and is the organization that will provide governance during the project. It is also responsible for providing project guidance and helping to resolve escalated issues.

DCD Project Sponsor
The Project Sponsor is the "customer" of the project responsible for defining goals and objectives and obtaining funding and approvals.

DCD Project Manager
The DCD Project Manager is the primary client point-of-contact with overall responsibility for project tasks assigned to client resources, and will work closely with the DataHouse Project Manager to achieve the project objectives. Specific responsibilities include:

- Authorized to make all decisions relative to the project, including identification and assignment of client resources.
- Available to DataHouse personnel throughout the delivery of the Services.

- Is authorized to sign acceptance forms, approve consultant hours, and approve project changes.
- Will coordinate all interviews or meeting schedules.

DCD User Representatives

The User Representatives consist of members from the various stakeholder user groups who are knowledgeable about DCD programs and associated data and reporting requirements. They will be responsible for supplying information on the business functions as they relate to the new system and for the development and implementation of business processes that will be supported. The User Representatives will be responsible for following tasks:

- Represent the operational unit and business function by participating in the discovery process.
- Obtain and cleanse data for migration into the new database.
- Validate the final system design.
- Participate in User Acceptance Testing.
- Make policy or rule change recommendations where necessary.
- Develop or revise operational procedures that are impacted by the new solution.
- Be the communication conduit between the project and the areas that they represent.
- Help to train other users

DCD Technical Support Team

The Technical Support Team is responsible for providing any IT assistance needed by the DCD team members, such as obtaining database samples for the discovery process and data for migration to the new solution. The Technical Support Team will also shadow the project technical resources to learn about the solution so that they can eventually assume application support and maintenance.

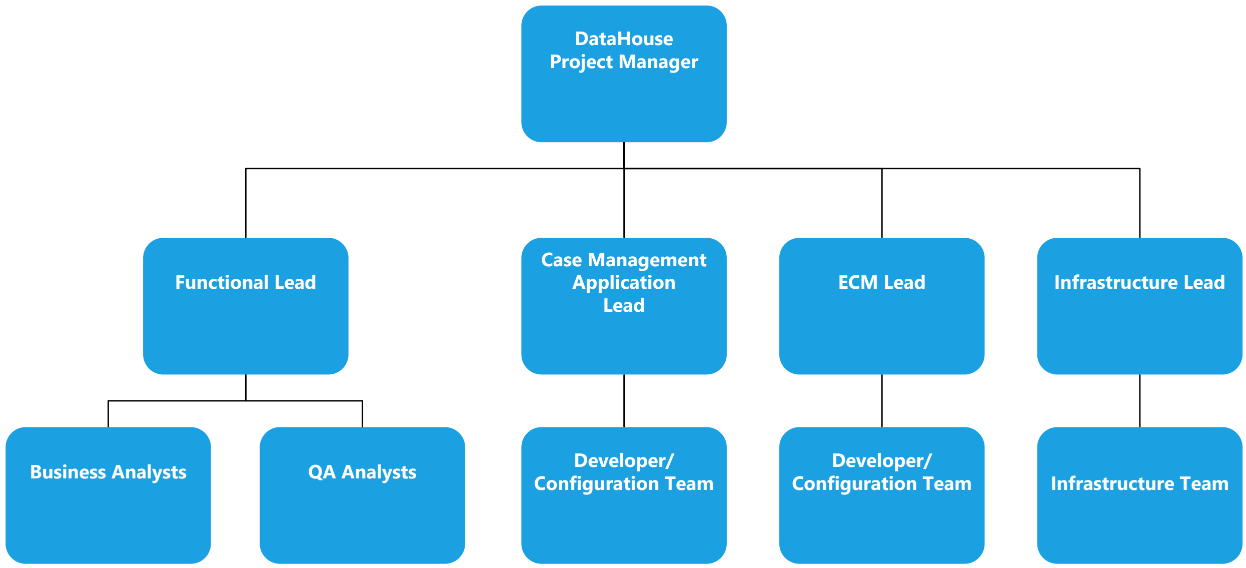
DataHouse Project Sponsor

DataHouse Project Sponsor is the executive-level entity responsible for ensuring the DataHouse contribution to the overall success of the project.

DataHouse Project Manager

The Project Manager will be responsible for the overall management of the project and is the primary DataHouse point-of-contact. Responsibilities include project planning, implementing project objectives, ensuring that the project is on schedule and within scope, coordinating project resources, and tracking and reporting the status of the project.

DataHouse Team Structure



Functional Lead
The Functional Lead has the overall responsibility for the functional solution, is the solution architect and designer, and will direct the business analyst resources.

Business Analyst
The Business Analyst is responsible for understanding the business requirements and translating the requirements into a solution design. The Business Analyst will also configure security and assist with internal testing.

Case Management Application Lead
The Application Technical l Lead has the overall responsibility for the technical solution, assists with the solution architecture and design, and will direct the technical resources.

Application Developers/Configuration Team
The Developer/Configuration Team is responsible for configuring the software, migrating data, and developing reports.

ECM Lead
The Enterprise Content Management (ECM) Technical l Lead has the overall responsibility for the ECM solution, assists with the solution architecture and design, and will direct the technical resources.

ECM Application Developers/Configuration Team
The ECM Developer/Configuration Team is responsible for configuring the ECM software, migrating data, and developing reports.

Infrastructure Lead
The Infrastructure Lead has overall responsibility for system infrastructure required for the solution.

Infrastructure Team
The Infrastructure Team is responsible for providing and managing the infrastructure for the Production, Test, and Development environments, and for deploying the solution as needed between these environments.

E. Change Management

The goal of change management (CM) is to have all stakeholders take ownership of their solution and “get them running” with their *owned* solution as rapidly as possible. Executive leadership plays a key role in ensuring that organizational goals and objectives are clearly understood by all affected parties. Effective training and useful documentation and resources are recognized as essential for user acceptance; and thoughtful consideration to culture and human factors are equally critical to long-term project success.

We take a practical approach to change management, based on more than 42 years of experience implementing large, enterprise systems in the State of Hawaii. Our approach is integrated with our project methodology, and combines leadership, process, and people principals to ensure that the change initiative is aligned to organizational goals and strategy, driven forward in a structured manner, and respectful of feelings, perspectives, and responses of the affected parties.

The model below describes these three principles and how they work together with their respective CM activities to support organizational change.

Change Management Model

F. Project Monitoring and Controls

Project risks, issues, schedules, cost and overall status are constantly monitored throughout the project. Joint meetings with the project team and appropriate stakeholders will be conducted on a regular basis to communicate project status and progress.

Issue Log Management and Escalation
During scheduled implementation meetings, it is incumbent upon our project manager to identify and bring forth discussion on any issues for immediate resolution. Our project manager will ensure the ongoing maintenance of an issue log, wherein issue severity, resolution, assignments, and timelines are documented throughout the implementation.

Status Reporting
We will provide status reports that outline completed tasks, upcoming tasks and resources needed, an updated version of the project plan, and a listing of any issues that may place the project at risk (e.g., issues that may delay the project or jeopardize one or more of the go-live dates).

Change Order Management

Change management is handled at the project management level, where our project manager is empowered to make decisions and initiate approvals relative to change. Often change orders can be affected through appropriate management of other tasks, without change in costs or significant changes to project timelines. All change orders will be documented and approved prior to execution.

Resource Management

Effective management of all resources is imperative. With guidance from our executive team, our project manager is empowered to make decisions on how, when, and where resources are allocated to specific activities throughout the implementation.

Deliverable Acceptance

Deliverables will be reviewed and accepted by DCD. Issues with deliverables will be tracked until they are resolved.

V. Functionality

Section V: <u>Functionality</u>. Describe how the proposal addresses all requirements specified in **Section 2.8.5 - Scope of Services**. For each requirement, the Offeror must indicate whether it is "Fully Compliant" or "Non-Compliant".

A. Solution Strategy

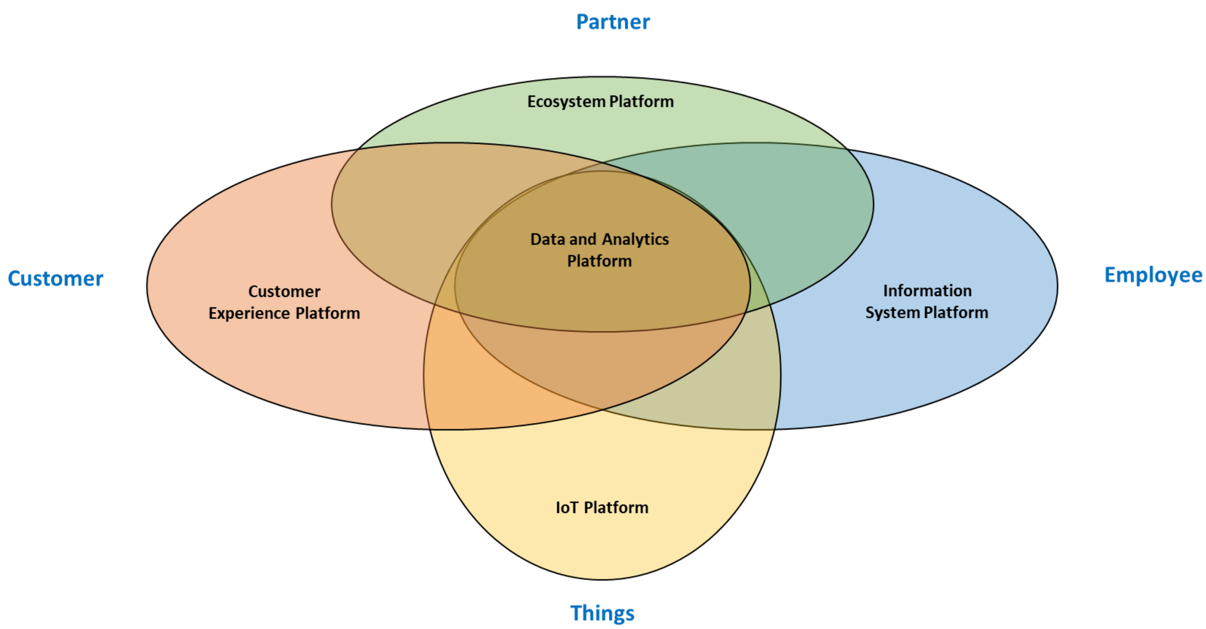
DCD's paperless vision for the new system is aligned to the global digital transformation that is happening across government and commercial enterprises. Many industries are transforming the way they do business, largely driven by advancements in mobile, cloud, social, AI, compute, and storage technologies. Consumers have become accustomed this on-demand, paperless way do doing business and citizens are expecting the same from their government.

This project presents a unique opportunity to establish a strategic technology framework that will support DCD in fulfilling its mission. Based on our more than 42 years of experience working with the State of Hawaii, and as a vested member of our community, we see this not only as a project, but also as part of a digital transformation to better serve the citizens of Hawaii. Gartner Research has developed an industry-standard framework that allows organizations to visualize the interlacing aspects of what digital transformation is and can be. Digital transformation is supported by a technology platform in five areas:

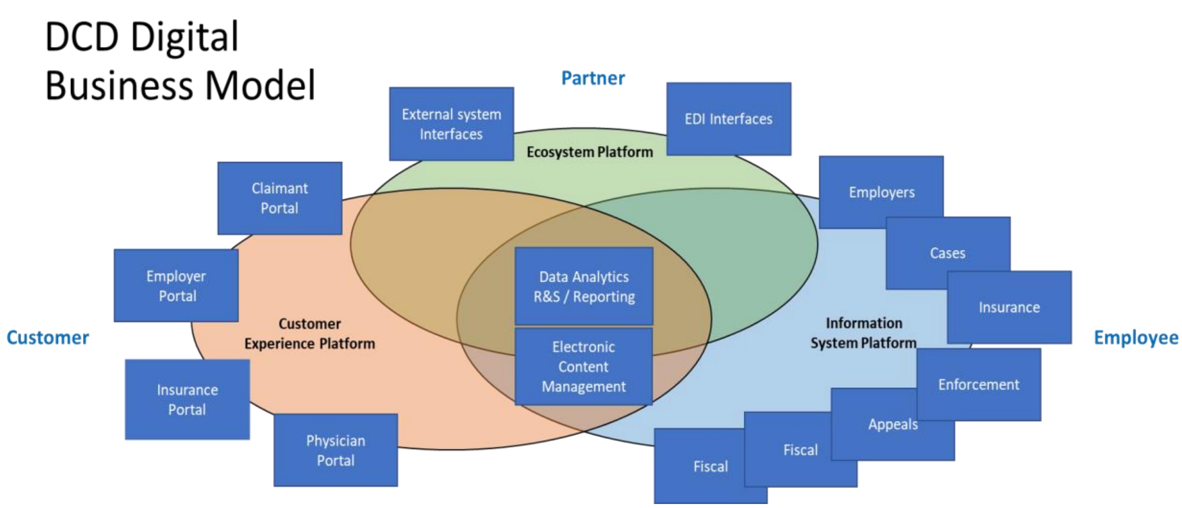
"DCD's mission is to provide economic security and stability for Hawaii's workforce through education, enforcement, and adjudication of the WC, TDI, and PHC laws"

- Information systems platform – Support the back office and operations such as core case management, accounting, and workflow applications.
- Customer experience platform – Contains the main customer-facing elements such as a constituent portals and customer facing apps.
- Data and analytics platform – Contains information management and analytical capabilities. Data management programs and analytical applications such as enterprise content management and analytical.
- Internet of Things (IoT) platform – Connects physical assets for monitoring, optimization, control and monetization. Capabilities include connectivity, analytics, and integration to core and operational technology (OT) systems.
- Ecosystems Platform – Supports the creation of, and connection to, external ecosystems, communities, and new business models. API management, control and security are main elements." (1)

Digital Business Framework



The diagram below positioned DCD's functional and business requirements within the context of a digital business model. Core functions and capabilities of the solution are depicted on the appropriate platform. Historically, the focus on IT has been on the Information System Platform. The DCD digital business model shifts the "center of gravity" to include customer experience, data and analytics, and ecosystem platforms that serve as a foundation to build future capabilities as needed.



(1) Gartner Research, "Building a Digital Business Technology Platform" June 2016

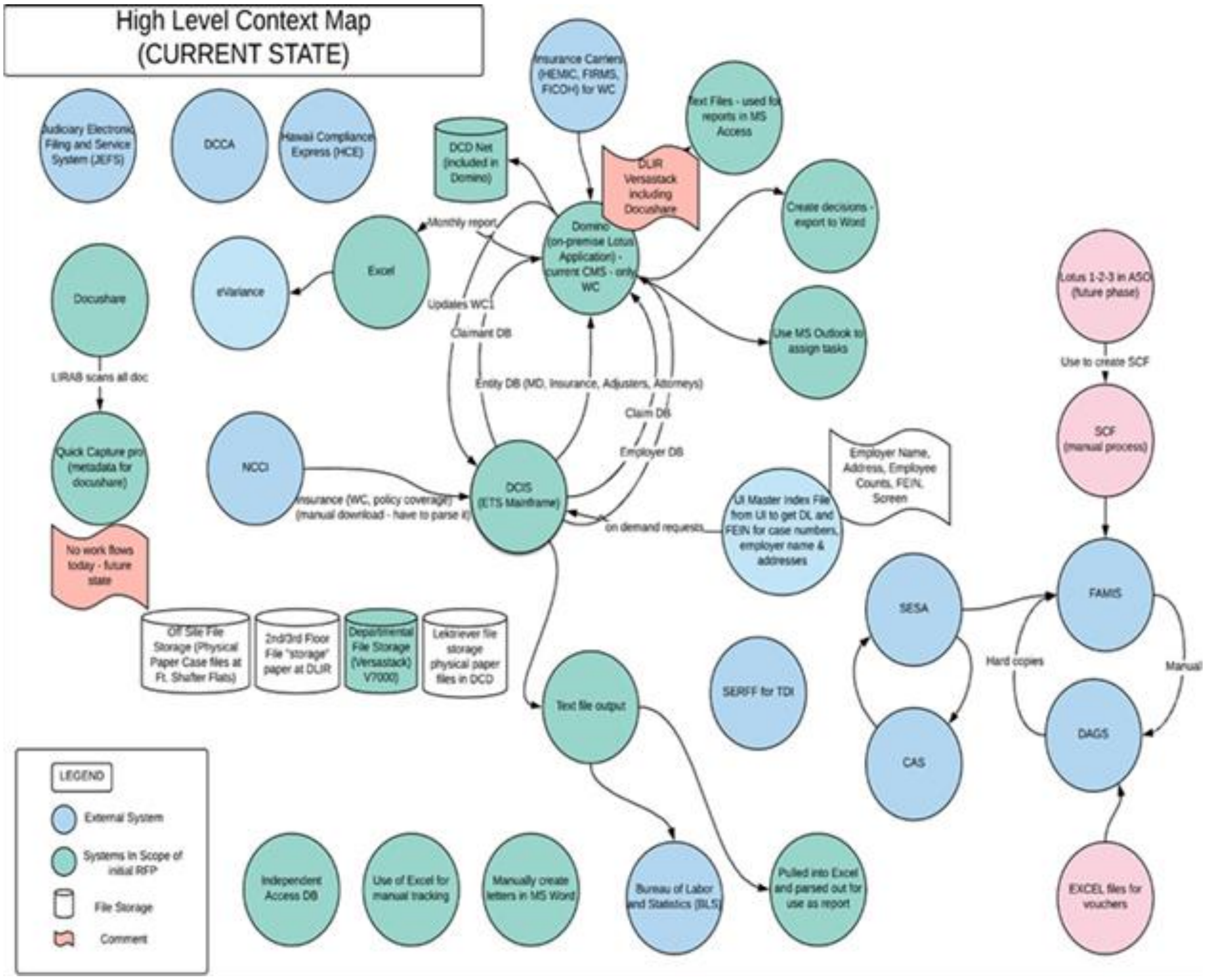
B. Solution Overview

In developing ECMS, we considered all requirements that were specified in Section 2.8.5 Scope of Services and 2.8.6 Solution Requirements. We also considered Section 2.8.2 Business Requirements that we believe provides a more complete understanding of the total solution DCD requires to replace DCIS and Lotus Notes applications. As the original developers of these applications, we have a deep understanding of their existing functionality and how it relates to the requirements in the RFP. We also developed and support DLIR's UI Benefits, and CAS/SESA accounting systems and have in depth knowledge of DCD's employer and accounting related requirements.

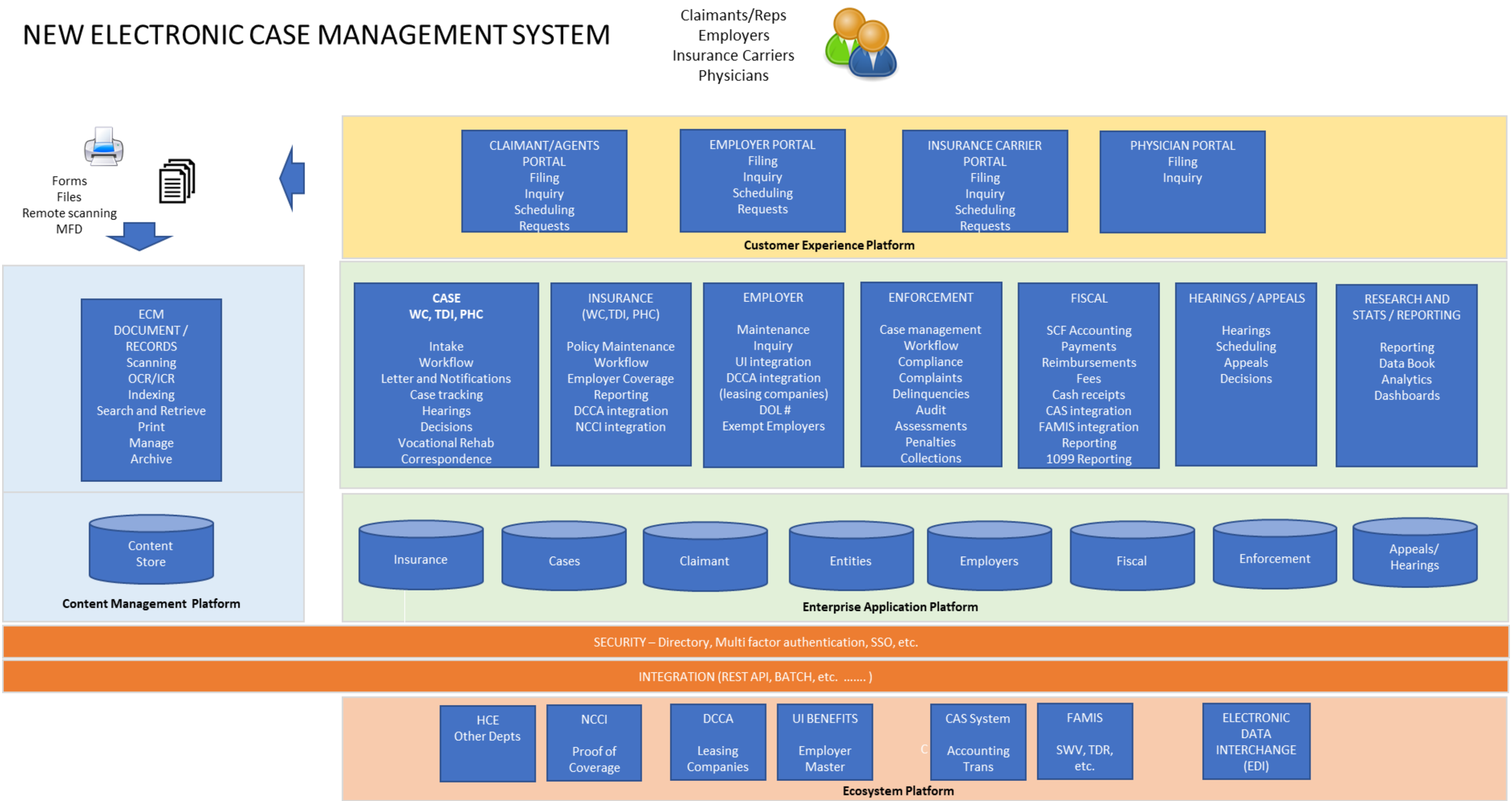
In addition to mapping functional and technical requirements, we also incorporated the digital business model strategy into the overall design of the solution. Rather than developing a monolith application or loosely coupled point solutions, we are proposing to develop ECMS on integrated platforms that are aligned to the digital business model. The benefit of this approach is that the platforms serve as a strategic foundation to build future capabilities along DCD's digital transformation journey. In addition, the industry has evolved from commercial off the shelf (COTS) or Software as a Services (SaaS) to Platform as a service (PaaS) that deliver platform capabilities via cloud services. As platforms evolve, additional features and services such as AI, chatbots, machine learning, etc. will be added to the PaaS and available for DCD applications. This serves to future proof DCD applications compared to custom developed or single COTS solutions that are limited in scope and scale.

Proposed Solution

Our proposed solution considered the myriad of interconnected applications depicted in the High Level Context Map (Current State) shown below and transforms it into a single ECMS solution that integrates the functions and consolidates the data from these applications.



An overview of our proposed ECMS is illustrated in the following conceptual model. The model depicts major system functions and data within the platforms that comprise the total solution.


NEW ELECTRONIC CASE MANAGEMENT SYSTEM
Claimants/Reps
Employers
Insurance Carriers
Physicians
Forms
Files
Remote scanning
MFD
CLAIMANT/AGENTS PORTAL Filing Inquiry Scheduling Requests
EMPLOYER PORTAL Filing Inquiry Scheduling Requests
INSURANCE CARRIER PORTAL Filing Inquiry Scheduling Requests
PHYSICIAN PORTAL Filing Inquiry
Customer Experience Platform
ECM DOCUMENT / RECORDS Scanning OCR/ICR Indexing Search and Retrieve Print Manage Archive
CASE WC, TDI, PHC Intake Workflow Letter and Notifications Case tracking Hearings Decisions Vocational Rehab Correspondence
INSURANCE (WC,TDI, PHC) Policy Maintenance Workflow Employer Coverage Reporting DCCA integration NCCI integration
EMPLOYER Maintenance Inquiry UI integration DCCA integration (leasing companies) DOL # Exempt Employers
ENFORCEMENT Case management Workflow Compliance Complaints Delinquencies Audit Assessments Penalties Collections
FISCAL SCF Accounting Payments Reimbursements Fees Cash receipts CAS integration FAMIS integration Reporting 1099 Reporting
HEARINGS / APPEALS Hearings Scheduling Appeals Decisions
RESEARCH AND STATS / REPORTING Reporting Data Book Analytics Dashboards
Content Store
Content Management Platform
Insurance
Cases
Claimant
Entities
Employers
Fiscal
Enforcement
Appeals/ Hearings
Enterprise Application Platform
SECURITY – Directory, Multi factor authentication, SSO, etc.
INTEGRATION (REST API, BATCH, etc. ....)
HCE Other Depts
NCCI Proof of Coverage
DCCA Leasing Companies
UI BENEFITS Employer Master
CAS System Accounting Trans
FAMIS SWV, TDR, etc.
ELECTRONIC DATA INTERCHANGE (EDI)
Ecosystem Platform

Platforms

The platforms we are proposing for ECMS include:

- Enterprise Content Management Platform (ECM)
  The ECM platform will capture, store, index, search, retrieve, and manage all electronic content including scanned paper documents, file attachments, and notices and correspondences generated from the case management applications. The ECM will be integrated with DCD's core applications and can be used as a general ECM platform for all DCD content. Our proposed content management platform includes IBM FileNet Content Manager, IBM Datacap, and Imagine Encapture solutions.

- Enterprise Application Platform
  The case management application platform will be used to develop and run DCD's core applications. The application platform stack will include data, business logic, presentation and authentication layers. Our proposed enterprise application platform is Salesforce Lightning Platform.

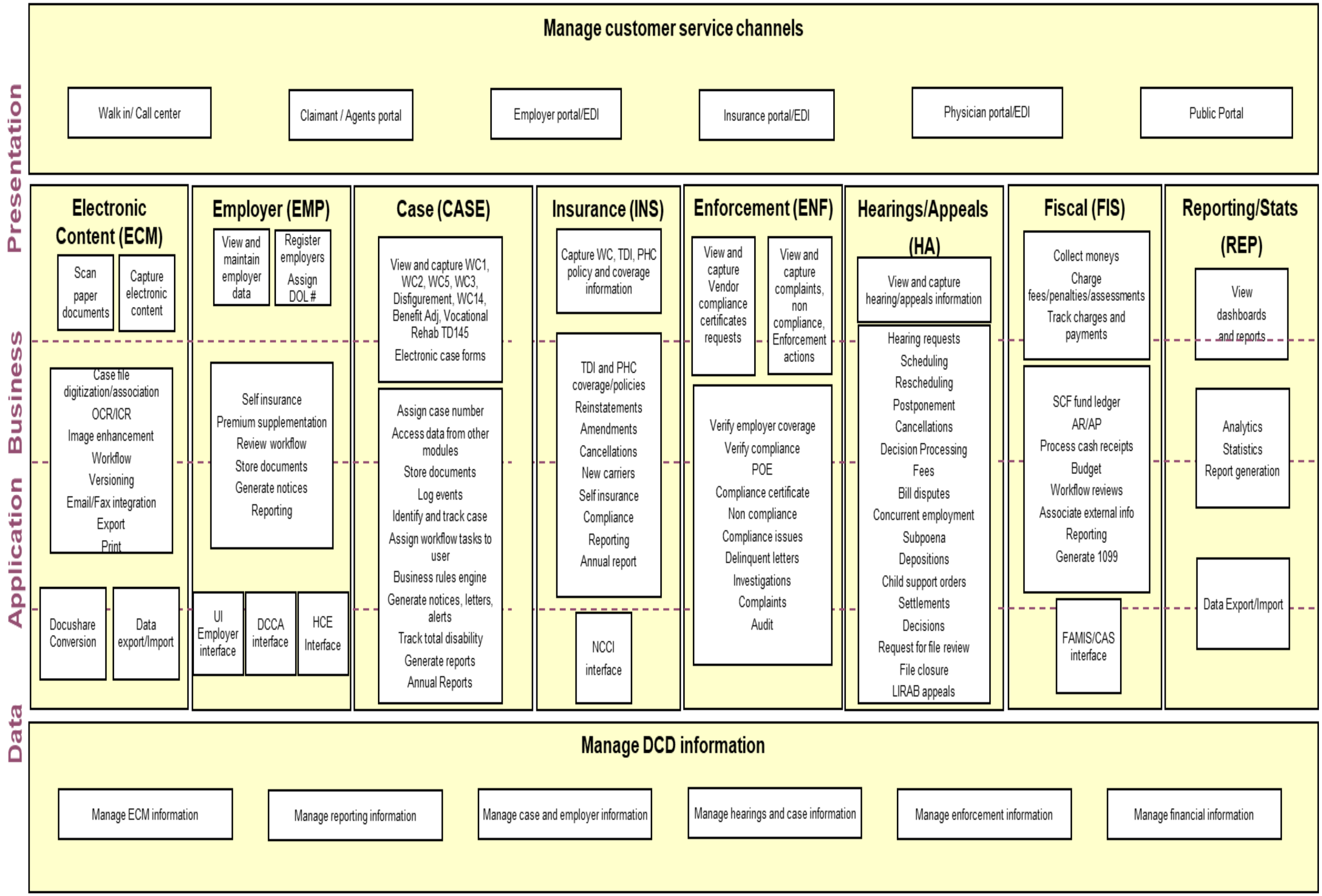
- Customer Experience Platform
  The customer experience platform will be used for constituent facing portals such as claimant, agents, insurers, physician, and employers. This platform could be viewed as an extension of the case management application platform that is targeted at delivering the best customer experience with appropriate security. Future capabilities of this platform may include call center, chatbots, AI, voice, mobile apps, etc. We are proposing Salesforce Communities as the customer experience platform. Salesforce Communities is a pre-integrated extension of the Salesforce Platform.

- Ecosystem Platform
  The ecosystem platform will be used to interface with external systems such as DLIR UI, ASO, Labor and Appeals, Research and Stats, DCCA, NCCI, and EDI trading partners such as employers and insurers. It serves to create bi directional digital connections with external entities to share data electronically rather than by paper. Our proposed ecosystem platform is based on industry standard middleware and web integration protocols.

System Modules

A logical breakdown of the system modules is illustrated below. The logical model is grouped into four layers. Grouping the application model by these layers helps to ensure that the system is flexible to business change and is scalable.

- Presentation – Present and capture information
- Business – Support for managing business rules and processes
- Application – core process handling capability
- Data – Store and manage information


Presentation
Business
Application
Data
Manage customer service channels
Walk in/ Call center
Claimant / Agents portal
Employer portal/EDI
Insurance portal/EDI
Physician portal/EDI
Public Portal
Electronic Content (ECM)
Scan paper documents
Capture electronic content
Case file digitization/association
OCR/ICR
Image enhancement
Workflow
Versioning
Email/Fax integration
Export
Print
Docushare Conversion
Data export/Import
Employer (EMP)
View and maintain employer data
Register employers
Assign DOL #
Self insurance
Premium supplementation
Review workflow
Store documents
Generate notices
Reporting
UI Employer interface
DCCA interface
HCE Interface
Case (CASE)
View and capture WC1, WC2, WC5, WC3, Disfigurement, WC14, Benefit Adj, Vocational Rehab TD145
Electronic case forms
Assign case number
Access data from other modules
Store documents
Log events
Identify and track case
Assign workflow tasks to user
Business rules engine
Generate notices, letters, alerts
Track total disability
Generate reports
Annual Reports
Insurance (INS)
Capture WC, TDI, PHC policy and coverage information
TDI and PHC coverage/policies
Reinstatements
Amendments
Cancellations
New carriers
Self insurance
Compliance
Reporting
Annual report
NCCI interface
Enforcement (ENF)
View and capture Vendor compliance certificates requests
View and capture complaints, non compliance, Enforcement actions
Verify employer coverage
Verify compliance
POE
Compliance certificate
Non compliance
Compliance issues
Delinquent letters
Investigations
Complaints
Audit
Hearings/Appeals (HA)
View and capture hearing/appeals information
Hearing requests
Scheduling
Rescheduling
Postponement
Cancellations
Decision Processing
Fees
Bill disputes
Concurrent employment
Subpoena
Depositions
Child support orders
Settlements
Decisions
Request for file review
File closure
LIRAB appeals
Fiscal (FIS)
Collect moneys
Charge fees/penalties/assessments
Track charges and payments
SCF fund ledger
AR/AP
Process cash receipts
Budget
Workflow reviews
Associate external info
Reporting
Generate 1099
FAMIS/CAS interface
Reporting/Stats (REP)
View dashboards and reports
Analytics
Statistics
Report generation
Data Export/Import
Manage DCD information
Manage ECM information
Manage reporting information
Manage case and employer information
Manage hearings and case information
Manage enforcement information
Manage financial information

The major system functions represent application modules that comprise the overall ECMS solution. These modules include:

- Enterprise Content Management (ECM)
  The ECM module will provide capabilities to capture and store paper and electronic document through various devices such as scanners, multifunction devices (MFD), email, or file transfer. Electronic content will contain attributes that associate the content with the case management application. Content can be searched, viewed, routed and printed based on these attributes. Electronic content will be managed, secured, archived, restored within the ECM platform. The ECM module will replace the existing DocuShare system.

- Case Management Modules
  The case management modules comprise the core DCD case management application to replace the existing DCIS, Lotus Notes/Domino systems and provide added functionality to satisfy new requirements.
  - Case (CASE)
    Manages Worker's compensation (WC), temporary disability insurance (TDI) and prepaid health care (PHC) cases, forms, correspondence, tasks, logs, hearings, decisions, vocational rehabilitation, and reports. Integrates with ECM, INS, EMP, ENF, FIS, HA, REP modules.
  - Insurance (INS)
    Manages WC, TDI, and PHC insurance policies and coverage, forms, correspondence, tasks, logs, and reports. Integrates with DCCA and NCCI for proof of coverage, and CASE, EMP, ENF, FIS, HA, REP modules.
  - Employer (EMP)
    Manages master DCD employer database, DOL#, forms, tasks, logs, and reports. Integrates with DLIR UI Benefits employer database and DCCA employer data, and CASE, INS, ENF, FIS, HA, and REP modules.
  - Enforcement (ENF)
    Manage enforcement cases such as complaints, noncompliance, penalties, assessments, fees, forms, correspondence, tasks, logs, and reports. Integrates with CASE, INS, EMP, FIS, and REP modules.
  - Fiscal (FIS)
    Manages accounting information such as fees and payments. Integrates with external accounting systems, CASE, INS, EMP, ENF, HA, and REP modules.
  - Hearing / Appeals (HA)
    Manages hearing and appeal cases, schedules, decisions, settlements, forms, tasks, logs, and reports. Integrates with CASE, INS, EMP, ENF, and REP modules.
  - Research and Stats / Reporting (REP)
    Produces operational, management, statistical and ad hoc reports facing reports. Integrates with all modules.

- Customer Experience Modules
  The customer experience modules provide a public facing web site to DCD as specified in Future User Journey requirements. The portals will be tailored to each constituent group to provide ability to apply online, submit information, receive notifications, access status, and receive/submit documents.

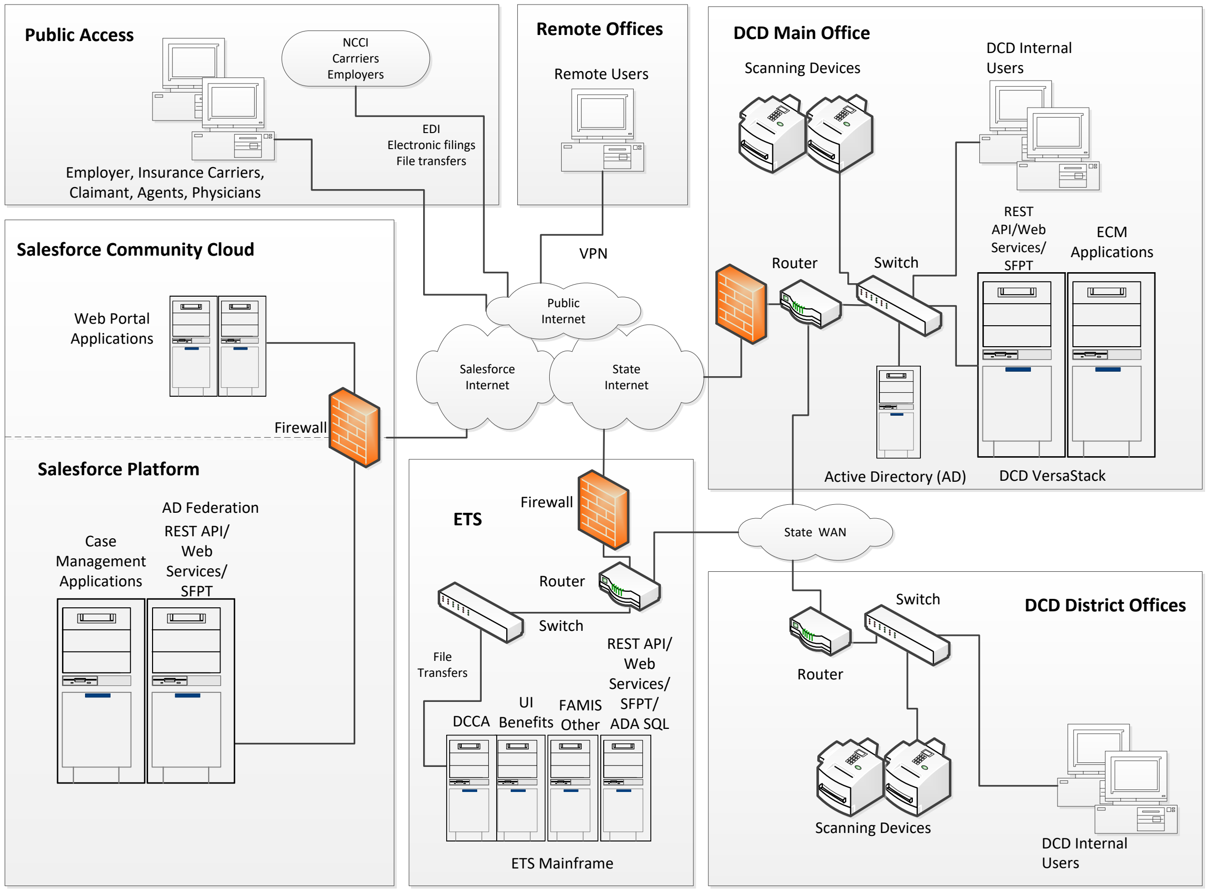
  Documents uploaded via the portal will be stored in the ECM module. Electronic forms will be integrated with CASE, EMP, INS, ENF, and HA modules to provide data access, validation, and updates to back end databases.

C. Solution Architecture

Proposed Solution Architecture

Our solution architecture represents our logical application model in the physical world. Our architecture is based on the following considerations:

- Platform approach to developing the ECMS application to meet functional requirements
- Existing DCD VersaStack infrastructure and related RFP requirements
- ETS and DCD LAN and WAN network topologies and bandwidth
- Access to external systems and data such as UI employer database, DCCA, NCCI
- RFP allows for on premise or cloud based deployment
- Public access via Internet
- High availability and DR/BC requirements



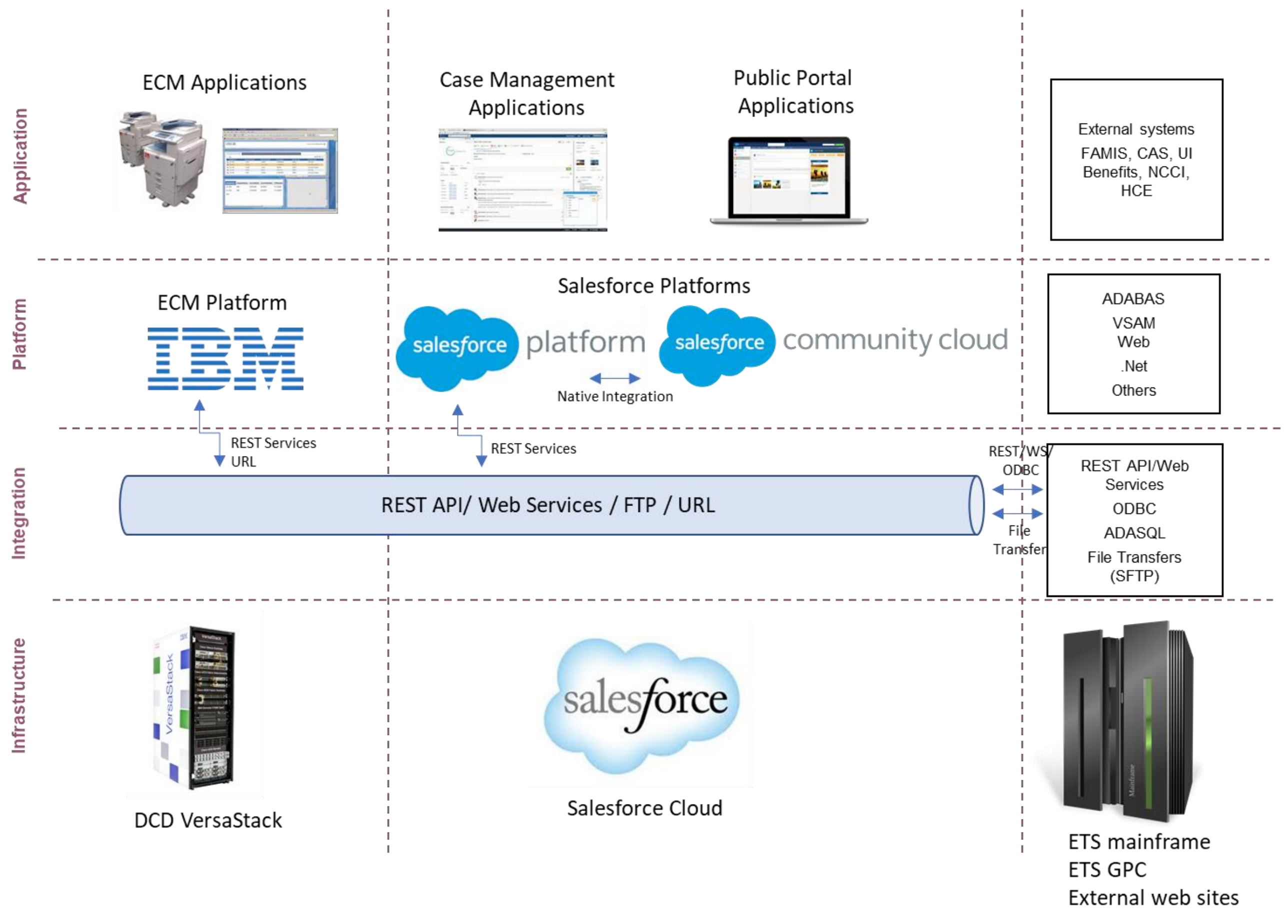
Solution Architecture Diagram

The IBM ECM solution will be installed on premise in DCD's VersaStack virtualized environment per RFP requirement 2.9.1.3. We recommend an on-premise installation for the ECM solution due to the capture volume and higher performance of document file transfers over the LAN and internal State network. The case management application will be developed on the Salesforce Lightning Platform. The benefit of this approach is the ability to develop applications highly tailored to the needs of DCD by configuring out of the box services available in the Salesforce ecosystem. This 'clicks, not code" approach reduces development time and allows for rapid prototyping that is needed in an Agile approach. New services are constantly being added to the Salesforce platform which serve to future proof DCD applications. The Salesforce platform also includes a high availability/disaster recovery (HA/DR) infrastructure with continual updates which ensure DCD will always be on the current version.

DCD's Active Directory will be used as the directory for authentication of IBM ECM and Salesforce platforms.

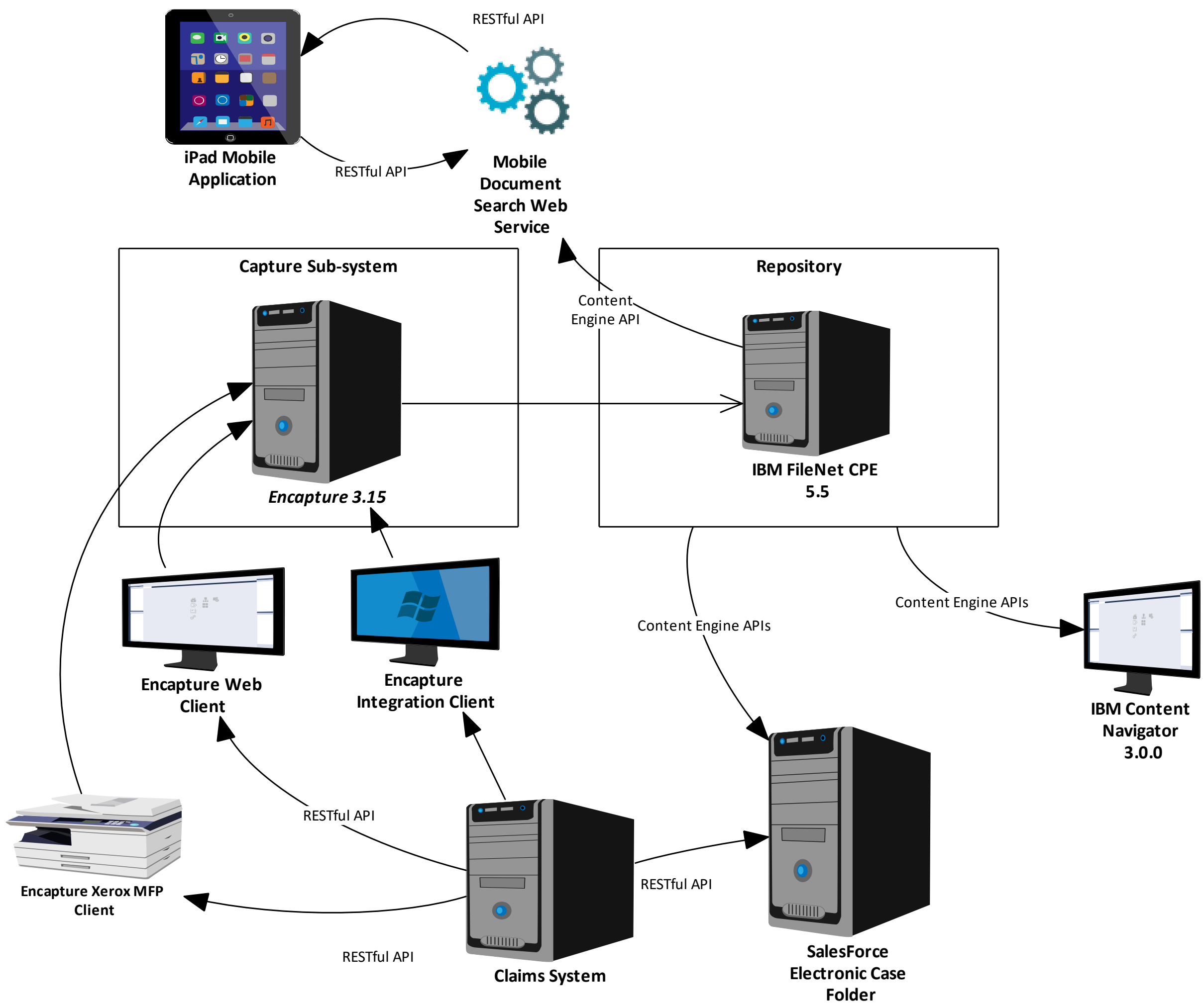
Integration Architecture

Our integration architecture ensures seamless, reliable interfaces between the ECM and application platforms as well as external systems and web sites. The architecture is based on industry standard service oriented architecture (SOA) REST and Web Services APIs. These APIs are widely adopted in the industry and well supported on both IBM and Salesforce platforms. Simple URL interfaces are also supported on both platforms and will be used when appropriate. To integrate legacy systems such as FAMIS, UI, DCCA, NCCI, and others, we will rely on standard file transfers or SQL database calls.



ECM Solution Architecture

The proposed ECM solution leverages Imagine Solutions' Encapture and IBM Datacap to capture documentation at each of the DCD offices located throughout the State. IBM FileNet P8 is the core ECM platform of ECMS. All case-related content would be stored in a single enterprise-class content repository. Moving from paper to electronic files provides users with greater efficiencies for working with information, and allows DCD to ensure that document retention and destruction policies can be enforced consistently and automatically.



Users will be able to capture paper and electronic content from multiple sources, including Email (Outlook), Fax, Multi-Functional Printer (MFP), file system, Internet web pages and a desktop or high-production-volume scanner.

The capture platform will provide the ability to automatically recognize the document type and assign metadata values to the document by extracting data from the documents using OCR and ICR methods. The software will provide the ability to lookup data in a sources system, for example a claim number and retrieve information from the source system and apply it to the documents' s index values. This will decrease the manual effort on the user's part to correctly index the document and associate it with a case.

The documents will be stored in IBM's FileNet P8 content management repository. This will allow DLIR to retain documentation for as many years as necessary keeping in line with document retention polices.

FileNet P8 provides a robust search engine that will allow the user to quickly locate the content they are looking for. FileNet provides an easy to use search template that allows the user to locate documents based on keywords found in the document or on the index data assigned to the document at the time of capture.

Once the content is located, FileNet gives the ability to view the documents and its index values. Users can download the data and images if those need to be shared with someone that does not has access to FileNet.

FileNet gives the users the ability to annotate documents so that those notes can be shared with others that use those documents. Users can also print the documents.

FileNet provides the ability to set who can see the documents and set privileges that would allow user to perform functions that other could not. FileNet controls whether a user can just view documents or view, print and download and modify index values. Multiple combinations can be setup depending on the security model that is necessary to fits the needs of DLIR.

Salesforce Solution Architecture

The application platform for ECMS is Salesforce. We have compartmentalized the overall system into logical "modules" that can be implemented on the Salesforce platform. The Salesforce products that we are recommending fits in very well to the current and future growth needs of the agency, partners and citizens. It will modernize the work environment and provide partners and citizens to interact with the agency seamlessly.

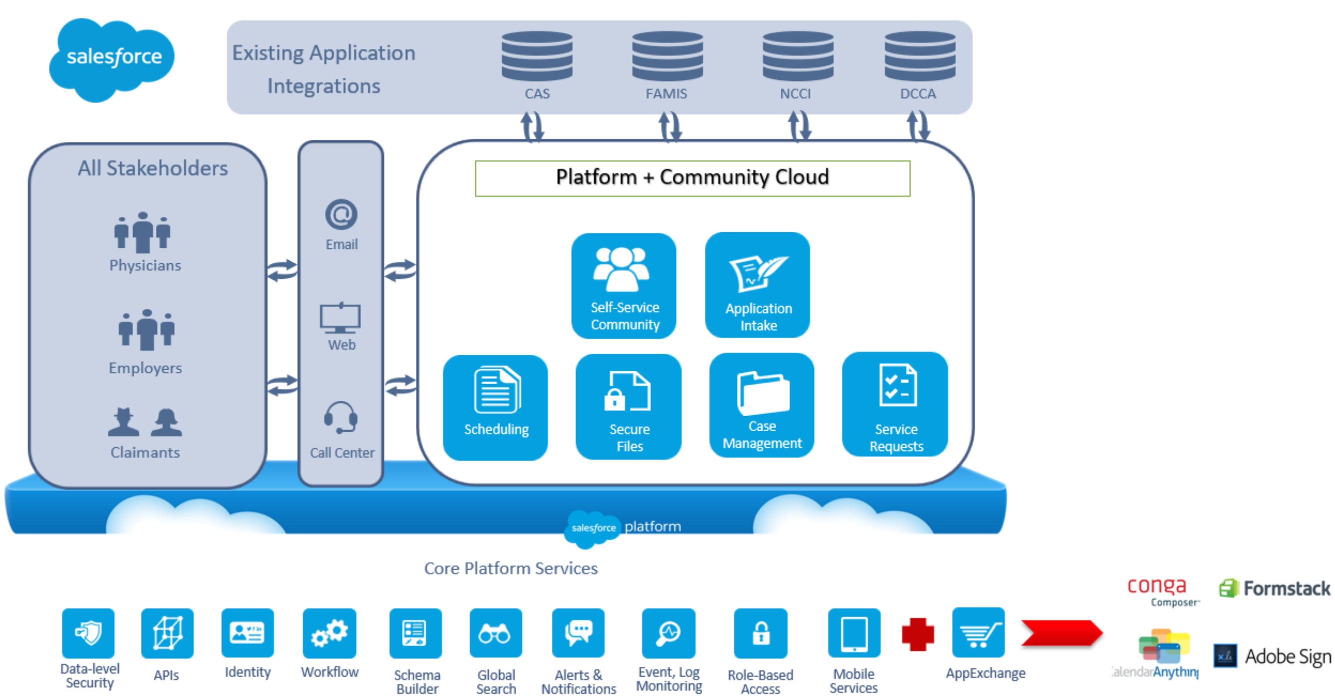
The 2 primary Salesforce products we are recommending are:

1. Salesforce Lightning Platform (https://www.salesforce.com/products/platform/overview/): The Salesforce Lightning Platform will be the core for the overall Enterprise Application. The Salesforce Platform will be configured for Case Management, Request Management and Core data. It will be further extended to design and configure related modules like FISCAL, Enforcement, Hearings, etc.
2. Salesforce Community Cloud (https://www.salesforce.com/products/community-cloud/overview/): The Community Cloud product is a portal that can be used by the agency to quickly engage with partners and citizens. External parties can access data, run reports, check status, interact with agency via Chatter and feel like they are part of the process. The goal of the Community Cloud is to create a customer experience platform for Claimants, Employers, Insurance Carriers and Physicians.
3. In addition to the core Salesforce products, we are recommending the following 3rd-party add-ons from Salesforce's application store: AppExchange (https://appexchange.salesforce.com/). AppExchange is like the iTunes store, wherein

you can purchase applications that have been vetted and reviewed by Salesforce to work in tandem with the core application. We believe that the following products will enhance the overall experience and satisfy the requirements of the RFP.

a. Conga Composer: https://goo.gl/jmijWU. This product will be used for Document Generation using Salesforce data.
b. Form Stack: https://goo.gl/1JJxSB. This product will be used to create electronic forms on the portal
c. Calendar Anything: https://goo.gl/eXQ9au. This product will be used to manage calendaring across multiple parties.
d. Adobe Sign: https://goo.gl/6vEeWf OR DocuSign: https://goo.gl/sg7DRh. One of these products will be used for electronic signatures

Below is a high-level architecture diagram (Salesforce Platform + Communities) for the proposed solution:

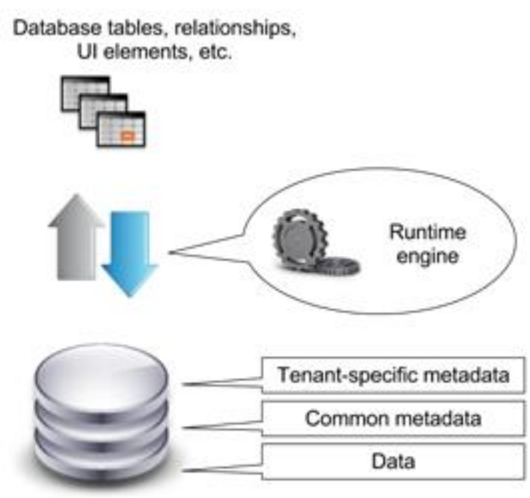


Our proposed solution is built on the Salesforce Platform, and includes all needed infrastructure, which is fully hosted, managed, and maintained by Salesforce. Salesforce only requires a computer that can run a web browser and an Internet connection or a mobile device. No other software or hardware is required. Salesforce applications are delivered on-demand over the Internet, so DLIR will not need to worry about licensing software or setting up and managing server hardware platforms.

Salesforce Force.com is a modern Platform as a Service (PaaS) that's built for cloud computing, with multitenancy inherent in its design. To meet the high demands of its large user population, Force.com's foundation is a metadata-driven software architecture that enables multi-tenant applications.

Force.com combines several different persistence technologies, including a custom-designed relational database schema, which is innately designed for clouds and multitenancy—no virtualization required.

Force.com's core technology uses a runtime engine that materializes all application data from metadata—data about the data itself. In Force.com's well-defined metadata-driven architecture, there is a clear separation of the compiled runtime database engine (kernel), tenant data, and the metadata that describes each application. These distinct boundaries make it possible to independently update the system kernel and tenant-specific applications and schemas, with virtually no risk of one affecting the others.



Every logical database object that Force.com exposes is internally managed using metadata. Objects, (tables in traditional relational database parlance), fields, stored procedures, and database triggers are all abstract constructs that exist merely as metadata in Force.com's Universal Data Dictionary (UDD). For example, when you define a new application object or write some procedural code, Force.com does not create an actual table in a database or compile any code. Instead, Force.com simply stores metadata that the system's engine can use to generate the virtual application components at runtime. When you need to modify or customize something about the application schema, like modify an existing field in an object, all that's required is a simple non-blocking update to the corresponding metadata.

Because metadata is a key ingredient of Force.com applications, the system's runtime engine must optimize access to metadata; otherwise, frequent metadata access would prevent the service from scaling. With this potential bottleneck in mind, Force.com uses massive and sophisticated metadata caches to maintain the most recently-used metadata in memory, avoid performance-sapping disk I/O and code recompilations, and improve application response times.

The multitenant architecture and secure logical controls address separation of Customer Data. The Salesforce infrastructure is divided into a modular architecture based on "instances". Each instance can support several thousand customers in a secure and efficient manner. Salesforce uses the instance architecture to continue to scale and meet the demands of our customers. There are appropriate controls in place designed to prevent any given customer's Salesforce instance from being compromised. This functionality has been designed, and undergoes robust testing, through an on-going process by both Salesforce and its customers.

Additional information is included in Section IX. Technical Information.

D. Solution Requirements

Please see compliance responses to requirements from RFP-17-002-DCD **Section 2.8.6 – Solution Requirements** in the table shown on the following pages.

Solution Requirement	**Response**
Cost Effective	
The overall solution including all hardware, software and configuration management shall be cost-effective for DCD to implement and maintain.	The cost of our proposed solution is based on a solution that we believe best meets the requirements stated in the RFP. In addition to the requirements, we considered initial development and implementation costs as well as ongoing recurring costs for maintenance and support. We value engineered the solution to provide the most cost-effective solution that complies with the requirements of the RFP. Independent studies conducted by leading Industry Analysts such as Gartner, Forrester and IDC (International Data Corporation) show the cost effectiveness and the large ROI potential of the Salesforce Platform. In IDC's recent Study published in July 2016, the following key Business Value results were cited: • 478% five-year ROI • $242,272 in business benefits per 100 users per year • 59% less time to release new application or feature • $55,100 of additional revenue per year per 100 users • 38% more efficient IT infrastructure management

	• 44% more new apps developed per year This impressive value is achieved by Salesforce's core service design. The Salesforce Platform offers a core set of technologies that not only power the Salesforce SaaS products, but will also allow the DCD to build custom apps, connect data from any system, and manage it from anywhere.
• Solution shall include explanation of how the system is maintained without 3rd party assistance. • Solution shall include explanation of how the system is upgraded without 3rd party assistance.	Our proposed ECMS solution can be maintained and upgraded by DCD if desired. We have a proven track record of turning over applications that can be maintained by the State. For example, the maintenance of DCIS and Lotus Notes applications was performed by DCD. DataHouse was always available locally if addition support is needed. The Salesforce platform is a cloud-based solution and therefore updated automatically as part of the cloud subscription. The benefit is that DCD will always be on the most current version of the platform.
• Explanation of any decisions regarding Commercial Off-the-Shelf (COTS) software versus custom coding are to be explained.	The solution must be adaptable to meet DCD unique requirements. Although ECM and case management are common in public sector applications, DCD like most government programs has requirements that are unique to them. Custom-built applications can be tailored to meet any requirements, but are costly, difficult to develop, and not sustainable.

	Commercial-Off-the-Shelf (COTS) applications meet basic requirements out-of-the-box and can be configured or customized to a degree, but have limitations and tradeoffs. COTS applications will get you 70% of the way there, but the remaining 30% will take an inordinate amount of time to customize within the limits presented by that solution. COTS application vendors have limited support and may not enhance products on a regular cycle. This limitation will constrain DCD from meeting its' business objectives. A platform-based solution can be configured to meet 100% of your needs. With a platform-based solution, DCD can manage enhancements as regulations/business rules change without dependency on COTS application vendor. This approach provides the flexibility of a custom solution, but built on industry leading application platforms from IBM and Salesforce.
• Solution shall explain how to easily integrate with additional systems with minimal to no additional 3rd party assistance.	Industry standard interfaces are supported to integrate additional system. This can be accomplished without 3rd party assistance by developers knowledgeable in service oriented architecture (SOA) and Web/REST services.
Configuration	
• Solution shall explain how users (dependent on role) are able to change configuration rules without 3rd party assistance	Users can configure certain aspects of the system depending on their assigned roles. End users can configure their personal application workspace whereas system

	administrators can configure rules and setting that affect the entire system. Out of the box configuration settings include: • Application workspace • Dashboards • Access control • System tables • Workflows • Business rules • Ad hoc reporting In the Salesforce platform, entirely new applications and databases can be developed through user configuration rather than coding.
Scalability	
• Solution is expected to be scalable to meet DCD and State of Hawaii's growing needs. The solution shall include how to scale and to what degree it can accommodate. • Any limitations on scalability are to be directly addressed • Scalability of solution to include, but not limited to incorporating additional users, departments, workflows, data sources, databases, storage size and volume and frequency fluctuations.	The proposed solution is highly scalable and has a proven track record in enterprises much larger than DCD. The solution can also scale down to support an Agile approach that may involve smaller pilots and proof of concepts. Salesforce built and maintains a multi-tenant application architecture that has been designed to enable the Salesforce service to scale securely, reliably and cost-effectively. The Salesforce multi-tenant application architecture maintains the integrity and separation of customer data while still permitting all customers to use the same application functionality simultaneously. With multi-tenancy, all Salesforce customers run their applications on a common infrastructure. This means that every customer is always on the latest release of Salesforce applications, and has access to the

	latest technology. Multi-tenancy means that it is easier to scale new users and applications. With multi-tenancy, customers don't have to worry about managing infrastructure
Automatic Cleanup Capability	
• System shall include functionality to clean-up/archive after any actions/jobs that occur such that ensuring data integrity and limiting to only one copy of data	Referential integrity and memory/storage management is built into the platforms proposed.
High Availability & Business Continuity / Disaster Recovery (HA & BC/DR) Capabilities	
• System shall be capable of supporting a high availability configuration consistent with minimal data loss in the event of a localized failure. • HA & BC/DR software licensing requirements to be provided in conjunction with offeror's recommendations for implementing HA and BC/DR environments. • System shall be capable of supporting application failover and/or recovery to an offsite Disaster Recovery environment consistent with DLIR's agreed upon Recovery Point Objective (RPO) and Recovery Time Objective (RTO). • Vendor shall address any limitations and assumptions of DR environment included as part of the solution	The Salesforce platform is secure, private, scalable and reliable, which provides 24x7x365 operations without significant down time for maintenance or overall system failures. The Salesforce service has been designed to provide customers with 100% trusted privacy with the highest levels of performance, reliability and security. Salesforce has built, and continues to invest in, a comprehensive security infrastructure, including firewalls, intrusion detection systems, and encryption for transmissions over the Internet, which Salesforce monitors and tests on a regular basis. Salesforce is a service provider and the State would be one of hundreds of thousands of customers using the service. Salesforce utilizes one Disaster Recovery process for all customers. For business continuity purposes, Salesforce supports disaster recovery with a dedicated team and a 4-hour recovery point

	objective (RPO) and 12-hour recovery time objective (RTO). Salesforce offers multiple layers of redundancy, so that many failures may be recovered in seconds or minutes. Not all disruptions are declared. Salesforce's RPO number is for when a data center is unavailable. Since data is replicated between data centers, backups are only used should the primary recovery mechanism fail. To maximize availability, the service is delivered using multiple world-class data centers supporting primary and replicated disaster recovery instances, plus a separate production-class lab facility. The infrastructure utilizes carrier-class components designed to support millions of users. Extensive use of high-availability servers and network technologies, and a carrier-neutral network strategy, help to minimize the risk of single points of failure, and provide a highly resilient environment with maximum uptime and performance. The Salesforce Services are configured to be N+1 redundant at a minimum, where N is the number of components of a given type needed for the service to operate, and +1 is the redundancy. In many cases, Salesforce has more than one piece of redundant equipment for a given function. The IBM ECM platform will be implemented on DCD's VersaStack

	virtualized application environment infrastructure (see RFP section 2.9.1.3). We will utilize the HA & BC/DR capabilities that is provided within DCD's VersaStack environment.
Training & Documentation Requirements	
• Vendor to provide training resources at the administrator, power user, and end user levels • Vendor to explain what training resources are available and address any limitations on training and documentation	Training tasks for various user types will be included in the project workplan. We propose to meet the end user training requirements by providing training materials and conducting on-site train the trainer sessions with members of DCD project team. DCD team members should be involved throughout the project and involved with acceptance testing each release. We will assist DCD trainers with training rest of the staff. System administrator training material will be developed and training will be done on-site with designated authorized staff.
Web-based Design, Development and Modeling Interfaces	
• System shall provide ability for modeling processes • Vendor shall address any limitations with their modeling processes • Vendor to address capabilities and limitations with design, development and modeling interfaces including web-based	The Salesforce platform is very "declarative" in nature and almost every aspect (object, fields, workflows, processes, etc.) can be created in a user interface without writing a piece of code. Workflows and processes can be designed in a visual environment using tools that are native to the platform. Refer to Section IX. Technical Information for more details.

E. Requirements Matrix

Please see compliance responses to requirements from RFP-17-002-DCD **Section 2.8.5 – Scope of Services** in the table shown on the following pages.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
2.8.5 SCOPE OF SERVICES Contractor shall implement business process improvement as an essential key deliverable for DCD's modernization efforts.			
2.8.5.1 WORK PLAN **Contractor shall be responsible for designing and submitting to the DLIR DCD a required work plan, including timeline for the implementation of the DCD Web-Accessible Case Management System with Auditing and Financial Tracking. The purpose of the plan is to ensure the proper coordination of all organizations and activities. The plan shall include but not be limited to identification of specific phases, milestones/tasks and activities, schedules, deliverables, identification of personnel responsibilities, and other information required to ensure a successful implementation.**	Yes		A project work plan is included in Section IV. Plan of Action, Section C Workplan of this proposal.
2.8.5.2 PROJECT MANAGER REQUIREMENTS Offeror shall designate a Project Manager (PM) for this Project to be responsible for installation, testing, deployment, and acceptance of all work performed under this RFP. The PM shall have technical and operational decision-making authority.	Yes		A Project manager responsible for installation, testing, deployment, and acceptance of all work performed under this RFP is designated in Section IV. Plan of Action, Section D. Project Organization

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
The PM shall work with the STATE PM to coordinate System implementation, testing, and deployment. The PM shall provide verbal and written progress reports every 2 weeks.			
a. Submit written notification and explanation of any schedule changes, installation delays, and problem resolution foreseen by the Contractor to the STATE PM.	Yes		A description of our project management procedures for monitoring of project is included in Section IV. Plan of Action, Section F. Project Monitoring and Controls.
b. Integrate the installation schedule within the overall project schedule and shall be held responsible for ensuring all products, labor, and other related elements necessary to facilitate the installation are identified and made available in order to meet the project schedule.	Yes		A project work plan that includes installation schedule is included in Section IV. Plan of Action, Section C Workplan of this proposal
c. Be responsible for monitoring the project, bringing all changes, modifications, or discrepancies to the attention of the STATE PM.	Yes		A description of our project management procedures for monitoring of project is included in Section IV. Plan of Action, Section F. Project Monitoring and Controls.
d. Schedule all work with the STATE PM.	Yes		A description of our project management procedures for monitoring of project is included in Section IV. Plan of Action, Section F. Project Monitoring and Controls.
e. Submit monthly invoices	Yes		Project manager's responsibility includes reconciling monthly project billing with project progress.
2.8.5.3 <u>ACCEPTANCE TEST REQUIREMENTS</u>	Yes		The DCD project team will complete test plans, develop test cases, and perform acceptance system/integration testing to ensure the

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
DLIR DCD will conduct acceptance tests following the development and connection of the system to the DLIR DCD test region. The tests conducted by DLIR DCD will demonstrate the functionality of the system as described in [RFP-17-002-DCD] Section 2.8 – Scope of Work. Upon successful completion of the Acceptance Test, the STATE PM shall notify the Contractor in writing and authorize connecting the system into Production.			end-to-end functionality of all the requirements has been accomplished for each release based on the functional requirements. DCD will be responsible for the setup of data in user acceptance testing regions.
2.8.5.4 <u>SYSTEM DEVELOPMENT AND IMPLEMENTATION REQUIREMENTS</u> Refer to [RFP-17-002-DCD] Attachment B - Offer Form, OF-2, Offer Form and Company Qualifications and Staff Profile for Phase requirements and milestones.	Yes		A description of how our proposal meets the system development and implementation requirements is included in Section IV. Plan of Action and Section V. Functionality
2.8.5.5 <u>TRAINING REQUIREMENTS</u> The Contractor shall provide training for **all staff** that use the System. The following types of training and written manuals specific to each type of training must be provided prior to implementation of the System: • Staff who access the System and • Administrators of the System (training should cover back-end	Yes		We propose to meet the end user training requirements by providing training materials and conducting on-site train the trainer sessions with members of DCD project team. DCD team members should be involved throughout the project and involved with acceptance testing each release. We will assist DCD trainers with training rest of the staff. This train-the-trainer approach is part of our change management process. System administrator training material will be developed and training will be done on-site with designated authorized staff.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
functions performed by authorized staff). The training must be offered prior to implementation of the system as well as prior to any major software/hardware upgrades, as appropriate. Contractor must offer various training alternatives, including but not limited to on-site, off-site or on-line training sessions.			In addition, Salesforce incorporates the following training resources and best practices as part of the proposed subscription service as well as additional Salesforce instructor-led training that is available for an additional cost. Salesforce Help & Training Portal Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give the State a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the application screens to make it easier for users to get unique help without searching. It is notable that we don't provide large, offline help manuals but rather, all our help is online so we assure that online help is extremely thorough and effective for usability. The Help site: - Is fully customizable - You can personalize Help to meet your specific needs, customizing the gadget layout to show what is important to you - Allows users to get the right answers, fast - Knowledgebase is more intelligent and comprehensive than ever (Auto Suggestion of Search Terms, Expanded Knowledge Repository [Help Docs, Solutions, FAQs, Training, Best Practices], and Refinement by Dimension) - Provides chat - New Engagement Channel gives customers the ability to chat with the Salesforce support team in real time - Has easy case management - Opening and reviewing cases is easier than ever - Makes your administrator's life easier - Administrators gain insight with enhanced reporting on cases and organization information Salesforce Printable Tip Sheets & User Guides

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			In addition to online help, Salesforce publishes printable documentation to help you be successful with Salesforce. These documents include tip sheets, user guides, and other resources that describe the features and capabilities of Salesforce. These documents are available as Adobe® PDF files. Adobe Reader® is required to open PDF files; to download the latest version of Reader, go to www.adobe.com/products/acrobat/readstep2.html. https://help.salesforce.com/apex/HTViewHelpDoc?id=quicktour_tips.htm&language=en Here is a link to one of numerous publications: How to be Successful with Salesforce https://resources.docs.salesforce.com/206/latest/en-us/sfdc/pdf/sf.pdf Trailhead: The Free, Fun Way to Learn Salesforce Everyone can learn Salesforce. Whether you are an admin, user or developer, there is a learning trail for you. Customers can sign up for a free Developer edition account and take advantage of the fun and free interactive learning curriculum provided at Salesforce Trailhead (https://developer.salesforce.com/trailhead). Users can pick specific trails, modules or projects based on role (admin, user, etc.), experience level (beginner, intermediate, advanced), products (Service Cloud, Salesforce Platform, etc.) or topics (App Logic, CRM, Data Management, etc.) to learn new skills and absorb the information they need quickly. Trails - there are over 80 trails to choose from that provide guided learning paths through modules and projects and help users cover the most ground in the shortest amount of time. They provide users a game plan for exploring new skills. Trails include Admin Beginner, Admin Intermediate, Developer Beginner, Develop Intermediate, CRM Essentials, Einstein Analytics, and more.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Modules - there are over 250 modules that dive into specific topics. Modules introduce users to specific topics in bite-sized units. Users learn what a feature is, when it's helpful, and how to use it. Users can then test themselves with interactive challenges. Projects - there are over 40 projects to choose from that provide users hands-on practice applying what they've learned. Projects give users hands-on practice with Salesforce technologies via step-by-step instructions and enable users to gain new skills and confidence working in Salesforce faster than they thought possible. Developer Community The State will also have access to the Developer Community, Salesforce's free developer program for the Salesforce Platform. The Developer Community website is a free community-based online portal for developers, where developers can learn, access key resources, and discuss a diverse set of topics anchored around the Salesforce Platform. These topics include Apex Code, Visualforce, Web service APIs, database topics, packaging and distribution of your applications, and much more. The Salesforce Developer Community is comprised primarily of a technical body of developers and architects, system administrators and IT management. The primary goal for the Developer Community is to promote community, learning and conversations. This is done through articles, the blogging community and its blogs, tech notes, sample code, providing a free Developer Edition account, together with discussion boards, RSS feeds, documentation, webinars, on-demand sessions, newsletters, event calendar and wikis.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
2.8.5.6 <u>DOCUMENTATION REQUIREMENTS</u> The system must be fully documented, including a complete summary and detail of the following:			
• User and administration documentation,	Yes		Documentation will be provided for user and admin training based on aligns an Agile approach.
• Business rules and formulas,	Yes		Documentation will be provided within the development tools. Additional documentation will be provided based on an Agile approach.
• System installation, administration and procedural documentation,	Yes		Documentation will be provided based on an Agile approach.
• System architecture documentation, including software, hardware and network infrastructure, application design architectures, configurations in either cloud-hosted, or on-premise environments.	Yes		Documentation will be provided based on an Agile approach.
• Conversion and migration of existing data to the new System, and	Yes		Documentation will be provided based on an Agile approach.
• Data model documentation.	Yes		Documentation will be provided within the development tools. Additional documentation will be provided based on an Agile approach.
2.8.5.7 <u>KEY PROCESSES TO BE ADDRESSED</u> Listed below are key business processes to be addressed in this RFP:			
a. <u>Automation</u>			
i. WC Processes	Yes		Our proposed solution to automate the WC process is described in Section V. Functionality –System Modules - Case Management Modules.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Process automation is provided in the Salesforce's workflow and alerts/notification engine. The Workflow engine is part of the Salesforce environment, and is core to the entire platform. The workflow engine will assist in moving the Case along through various stages and personnel. The Workflow/Alerts engine is business logic that evaluates records as they are created/updated and determines if an automated action needs to occur. In short, it allows records to perform an action – update data, alert people, update other systems, etc. Workflow replaces the constant monitoring users have to do via reports, dashboard or views to know when to act or not. Workflows accelerates the business processes, by removing the time lag needed for people to review information and decide if action is need. More information can be found in Section IX. Technical Information.
ii. TDI Processes	Yes		Our proposed solution to automate the TDI process is described in Section V. Functionality- System Modules - Case Management Modules. Process automation is provided in the Salesforce's workflow and alerts/notification engine. The Workflow engine is part of the Salesforce environment and is core to the entire platform. The workflow engine will assist in moving the Case along through various stages and personnel. The Workflow/Alerts engine is business logic that evaluates records as they are created/updated and determines if an automated action needs to occur. In short, it allows records to perform an action – update data, alert people, update other systems, etc. Workflow replaces the constant monitoring users must do via reports, dashboard or views to know when to act or not. Workflows accelerates the business processes, by removing the time lag needed for people to review information and decide if action is need. More information can be found in Section IX. Technical Information.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
iii. PHC Processes	Yes		Our proposed solution to automate the PHC process is described in Section V. Functionality – System Modules - Case Management Modules. Process automation is provided in the Salesforce's workflow and alerts/notification engine. The Workflow engine is part of the Salesforce environment and is core to the entire platform. The workflow engine will assist in moving the Case along through various stages and personnel. The Workflow/Alerts engine is business logic that evaluates records as they are created/updated and determines if an automated action needs to occur. In short, it allows records to perform an action – update data, alert people, update other systems, etc. Workflow replaces the constant monitoring users must do via reports, dashboard or views to know when to act or not. Workflows accelerates the business processes, by removing the time lag needed for people to review information and decide if action is need. More information can be found in Section IX. Technical Information.
iv. Forms – digitization of forms (WC1, WC3, WC5, WC2, and other DCD forms, in this order of priority)	Yes		Digitalization of paper forms will be provided in the ECM module as described in Section V. Functionality – System Modules – Enterprise content management. Electronic forms will be developed in Salesforce by using an AppExchange solution such as Form Assembly: https://goo.gl/LXuqWh. There are many other products on AppExchange like Form Assembly. A final determination can be made during the Planning phase of the project. AppExchange is the Salesforce.com store for 3rd party applications built on the Salesforce platform. More information on AppExchange can be found in Section IX. Technical Information. (http://appexchange.salesforce.com)
v. Upload/download files from Lotus Notes Domino, DCIS,	Yes		Capabilities for file transfers from and to external system such as Lotus Notes Domino, DCIS, and NCCI will be provided by the

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
NCCI			integration middleware. Refer to Section V. Functionality- Integration Architecture.
vi. Migration off DCIS	Yes		Migration off the existing DCIS system will be included in Phase 1. Refer to Section IV. Plan of Action.
vii. Financial tracking and auditing	Yes		Our proposed solution to automate the financial tracking and auditing process is described in Section V. Functionality-System Modules- Fiscal module. Salesforce custom objects, fields, workflows/notifications will address the requirements for financial transaction tracking and auditing. The Salesforce Platform allows us to create objects (tables) and relationships to house all kinds of data. This data can be tracked (using Workflows/Alerts), audited and reported (Reports/Dashboards) by all users who have the permission to access this data. This data can also be exported in any desired format and integrated to external systems (in-house or cloud-based).
b. **<u>Tracking</u>** **i.** Assignments 1. Who has been assigned a case/task 2. Which jurisdiction the case is in	Yes		Our proposed solution to automate the case tracking process is described in Section V. Functionality- System Modules - Case Management Modules. The Salesforce platform will be configured for case/issue/request and other kinds of data that is requested by citizens, partners, employees, etc. Assignment rules will be created in Salesforce based on agency business rules. These rules will be trigged during case/task creation and pre-defined assignment rules will apply and notify the appropriate people/group. It can also auto assign jurisdiction based on available data/metadata.
ii. Case Status and statistical information based on business rules	Yes		Our proposed solution to automate the case status and statistical information process is described in Section V. Functionality- System Modules - Case Management Modules and Research and Stats/Report modules.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			The Salesforce platform has an extensive repository of reporting available. These reports are based on predefined KPIs. Any data point for a case (status, stage, etc.) can be reported by any user with access at any time. The agency can create specific business rules and KPIs to report data. This can be achieved using Salesforce's Report/Dashboard builder which is native to the core platform,
iii. Any type of access (logins/logout, access to what, or changes to the system (i.e. additions, deletions, appending) including but not limited to date/time stamp, duration/various statistical information	Yes		Salesforce allows for extensive auditing including at a field level natively. During the planning phase, we can determine the exact level of auditing that is needed. Data auditing must be carefully designed to ensure optimal performance. More details about Salesforce auditing capabilities can be found in Section IX. Technical Information.
c. **<u>Logging</u>** **i.** Audit history of every action and task completed in system	Yes		Salesforce allows for extensive auditing, even at a native field level. During the planning phase, we can determine the exact level of auditing that is needed. Data auditing must be carefully designed to ensure optimal performance. More details about Salesforce auditing capabilities can be found in Section IX. Technical Information. Within Salesforce, the creator and last updater, as well as timestamps, are recorded for every record. Additionally, the Salesforce Platform and Salesforce Applications have a multitude of history tracking and auditing features that provide valuable information about the use of an organization's applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include: Record Modification Fields - All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Login History - You can review a list of successful and failed login attempts to the State for the past six months within Salesforce. The State can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location of the login IP addresses for any of your users in the user's detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary. Field History Tracking - You can also enable auditing for individual fields (up to 20 fields per object), which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing. Setup Audit Trail - Administrators can also view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to the State's configuration. This trail can be downloaded into Excel or as a csv file. While the Login History and Setup Audit Trail are available for six months within Salesforce, audit trails can be downloaded and stored locally to meet longer audit log retention requirements. Detailed application logs can be used for forensics investigations by customers. These logs are stored for 18 months and are available for a fee. Field Audit Trail (Additional License Option) Organizations desire certainty that their data is accurate, complete and reliable, enabling them to meet stringent industry regulations. With the addition of Field Audit Trail, the State's ability to track changes at the field level increases from 20 fields (core auditing) to 60 fields per object (Field Audit Trail), and the audit logs availability

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			increases from 18 months (core auditing) to 10 years (Field Audit Trail). The State can also set different policies for each Salesforce object to ensure data is purged when no longer needed. For more information, see the Field Audit Trail data sheet at: https://secure2.sfdcstatic.com/assets/pdf/misc/Platform_FieldAuditTrail_Datasheet.pdf
d. <u>Reporting</u> **i. <u>On Demand Reporting</u>** 1. Understanding of current environment and/or situations so as to make proactive decision making *a. **<u>Scenario</u>:** If able to report on certain codes so DCD knows which ones are being used the most, then DCD could proactively work to prevent those claims with that code type from occurring in the first place.*	Yes		Ad hoc reporting is standard functionality in the Salesforce platform. Reports and Dashboards can be scheduled to run and delivered to Inboxes as per business rules. More details on Reports/Dashboards can be found in Section IX. Technical Information.
ii. <u>Dashboards</u> 1. Able to quickly access current status, assignments, etc. of case information 2. Ability to display information pertinent to the Stakeholders	Yes		Salesforce platform provides a native Report/Dashboard environment to report on all data within the environment. Data is exposed to the end user based on a predefined security model. Salesforce also provides a Report Builder so that users can create their own custom reports and dashboards. All this can be made available on their Home pages, and can also be delivered to their mail inboxes. More details on Reports/Dashboards can be found in Section IX. Technical Information.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
iii. <u>Scheduled Reporting</u> **1.** Ability to schedule reporting of data in specified reports to selected locations	Yes		This is standard functionality in the Salesforce platform. Reports and Dashboards can be scheduled to run and delivered to Inboxes as per business rules. More details on Reports/Dashboards can be found in Section IX. Technical Information.
e. <u>External Parties/Stakeholders</u> i. **Integrates external party access (i.e. R&S, LIRAB, Stakeholders, etc.) and record submission**	Yes		Our proposed solution to automate the case status and statistical information process is described in Section V. Functionality-Integration Architecture.
2.8.5.8 <u>ADDITIONAL BUSINESS REQUIREMENTS AND KEY TECHNICAL REQUIREMENTS</u> Listed below are additional business requirements to address the requested functionality and process improvements to be provided by the new system along with key technical requirements the solution is required to address:			
a. <u>AUTHENTICATION OF EXTERNAL USERS</u> **i. <u>Require multi-factor process to validate the user who they say they are</u>** 1. Required for creating account to access case data 2. Required for requesting changing of contact information	Yes		The Salesforce platform can be configured to provide external access. We have developed an accelerator to speed up the process. This can be modified to meet specific needs of the agency: <u>https://goo.gl/c5MJtt</u> All Salesforce user interface authentication methods, including username and password, delegated authentication, SAML single sign-on, and social sign-on through a third-party authentication provider, are supported. The State can apply the two-factor authentication requirement to users in Salesforce orgs and communities. Salesforce Authenticator is a free mobile app your users download from the App Store for iOS or Google Play for Android. Users can connect the app to their Salesforce account on

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			the Advanced User Details page of their personal settings. Or, if you set a two-factor authentication requirement in your org, users who don't already use a mobile authenticator app are prompted to connect the account during login. After users connect the app to their account, they use it whenever Salesforce has to verify their identity, such as when they log in from a device Salesforce doesn't recognize. They also use the app whenever your org policies require users to use two-factor authentication for logging in, accessing reports or dashboards, or accessing connected apps. If a user loses access to the app, such as when replacing or losing a mobile device, disconnect the app from the user's account. Then the user can connect a new installation of the app on a different mobile device. You can disconnect the app from the account on that user's Advanced User Detail page. For device activation and two-factor authentication, users who have the app connected to their account are first challenged to verify their identity using the app. If other identity verification methods, such as a code generated by an authenticator app or sent via SMS to the user's verified mobile phone, are available, users can sometimes choose another method. The mobile app also alerts users of logins and other account activities that require identity verification. Users verify the activity by responding on their mobile device. Salesforce Authenticator syncs backups when a user adds or removes an account, turns backups on or off, or changes a passcode. If the backups are out of date, we notify you. We want you to be able to recover your accounts. If you had just added an account or changed an existing one and backups hadn't yet finished syncing, Salesforce Authenticator tries longer to sync your backup before bothering you with an out-of-date notification. When your users log in to Salesforce from a device or browser we don't recognize, they are prompted to verify identity, even if they log in from an IP address Salesforce has seen before. The State can specify a range of trusted IP addresses from which profile users can log in without being prompted to verify their identity. You can also specify a range of IP addresses from which all your users can log in without being prompted to verify their identity. For more

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			information please see: https://help.salesforce.com/HTViewHelpDoc?id=activating_computer.htm and https://developer.salesforce.com/blogs/tech-pubs/2015/09/login-ip-ranges-security.html For the IBM ECM platform, both Encapture and FileNet support Active Directory for authentication of system users. Both platforms also support their own internal authentication.
b. <u>CASE FILE DIGITIZATION</u> **i. <u>Existing Case Files will not be migrated</u>** 1. All new cases processed in new case management system will be digitized 2. Initial digitization of existing cases in old system is not included as part of initial scope a. Vendor shall provide how their solution can readily digitize existing, closed and archived files should DCD pursue this in the future	Yes		Migration of existing case information is considered out of the scope as instructed. The Encapture system for digitization of paper documents will support new cases. The same Encapture software platform will be able to support the digitization of paper documents from old cases as well. This may require some additional configuration to support requirements not yet articulated for such a future project. Additionally, electronic documents from old cases may be imported into the solution's P8 repository. The FileNet P8 repository will be able to support the storage of this additional content.
ii. <u>Support for capturing electronic documents</u> **1. <u>General Support</u>** a. System shall be able to capture electronic documents to	Yes		The proposed solution can store electronic documents in their native formats. Mime types are utilized to determine the appropriate viewer for displaying of documents. Electronic files (e.g., stored on file system from fax server) and email attachments in Outlook can be captured directly via unattended file sweeps, or via the Encapture integration client.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
include but not limited to emails, email attachments and electronic faxes			
b. Vendor shall address any limitations on electronic file limitations with their proposed solution	Yes		The proposed solution can store electronic documents in their native formats. Mime types are utilized to determine the appropriate viewer for displaying of documents. The capture solution does not limit the types of files that can be electronically ingested, however it is recommended that limits are placed so that harmful files that cannot be ingested into the repository.
c. Vendor shall address any required file format conversions required for incorporation of documents into the system	Yes		The proposed solution can store electronic documents in their native formats. Mime types are utilized to determine the appropriate viewer for displaying of documents.
d. System shall support rule-based capture to support automation of workflows	Yes		The proposed capture solution incorporates a configurable capture workflow prior to storage of the documents in the repository. This could include document review, enforcing collection of required index fields, final verification before submission to repository, etc.
e. DCD administrative users shall be able to configure capture rules without 3rd party support	Yes		The configurable capture workflow included in the proposed solution may be accessible to and configurable by DCD administrative users.
2. Document Classification a. System shall be	Yes		The proposed solution has 8 different methods of document classification and separation. Each of these methods can be combined in a "Waterfall" technique where if a template is not

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
able to recognize and classify certain types of files automatically upon entry so that workflow automation is enhanced			found, then use text or keyword classification. These methods can also be used for document separation and processing.
b. Vendor shall address any limitations with document automatic classification upon digitization of their solution	Yes		The proposed solution will auto-classify up to 15 document types using Encapture Classification. Encapture Classification is easy to configure for additional document types so that more content can be auto-recognized. This tool will be provided as part of the overall solution, and DCD administrators will be able to add additional document types without external assistance.
c. DCD administrators shall be able to configure workflow rules based on classification without 3rd. party support	Yes		The proposed solution includes a classification workbench for training the system to recognize and classify documents. DCD administrators may access the workbench to modify classification operations.
3. <u>High Volume Scanning</u> a. System shall be able to incorporate high volume scanning of documentation into the system	Yes		The proposed solution supports many types of scanners, ranging from desktop to large, high-volume scanners. TWAIN support is required.
b. System shall have the ability to apply stamps and annotation during batch jobs to	Yes		The proposed solution will allow for the application and retention of annotations.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
individual files			
c. Vendor shall address the capabilities and limitations of high volume scanning configuration and use in their solution	Yes		Batch sizes can vary, and the software will not limit batch size, but we recommend that no more than 1,000 pages be scanned at one time.
4. Conversion of Paper Files a. System shall be able to convert paper form to PDF	Yes		With the proposed solution, scanned paper documents may be stored in the repository as text searchable PDF files. Converting to this format will allow for keyword searching in the repository to help the user find exactly what they are looking for.
b. Vendor shall identify capabilities and limitations of system to convert paper files to electronic formats **i.** Includes explanation of how to handle file conversions process	Yes		With the proposed solution, scanned paper documents may be stored in the repository as PDF or tiff formats. Once the document is indexed, it will be converted to the designated default file format, which is done programmatically as the document is being delivered to the repository. This can vary based on the Batch Content Type used when the paper is scanned.
5. Conversion of Electronic Files a. System shall be able to export case management data and information for use in external systems in specified format	Yes		The proposed ECM solution is a repository for the images, and can output them in whatever format they were ingested in.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
b. Vendor shall identify capabilities and limitations of system to convert electronic files to other formats **i.** Includes explanation of how handle file conversions process	Yes		The proposed ECM solution is a repository for the images, and can output them in whatever format they were ingested in. Some mime types, such as Word (.doc, .docx) and other Microsoft Office formats, can be converted to PDF when being delivered to the repository. The repository will also allow you to convert some mime types to PDF, and this is all done programmatically.
6. <u>Conversion of Color to Grayscale or Black/White</u> a. System shall have the ability to convert images of color to grayscale or black and white	Yes		Scan configuration setting is a standard feature, and the process happens while scanning the paper documents.
b. Conversion settings shall be configurable by user i. Configuration includes any automatic conversion based on DCD configured business rules	Yes		Scan configuration settings are configurable by administrative users in an easy-to-use user interface.
c. Vendor shall address any limitations with conversion of color	Yes		Color documents can retain their color when stored in the repository, or be converted to black-and-white or grayscale. These are the 3 options available.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
7. <u>Remote Scanning</u> a. System shall allow external users to associate external files with a case or file in the system i. External users may scan hard copy papers into electronic format into system	Yes		The proposed solution will include a web page for users to submit content with index values that will associate the content with other entities (files, cases, etc.) in the system.
b. System shall provide the ability to receive and process documents over the internet	Yes		The proposed solution will be integrated to a portal that allows users to submit content over the Internet. The content will include index values that associate the content with other entities (files, cases, etc.) in the system.
8. <u>Ability to split images/files or use of files with multiple cases/files</u> a. System shall allow for the ability to split information or associating information across multiple cases	Yes		The proposed solution includes an electronic content repository which makes electronic documents available to the case management system. One document may be referenced by multiple cases, and multiple documents may be referenced to a single case.
b. System shall allow the ability to associate a single electronic document/item with multiple cases/files	Yes		The proposed solution includes an electronic content repository which makes electronic documents available to the case management system. One document may be referenced by multiple cases, and multiple documents may be referenced to a single case.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
c. The proposed capture solutions include a variety of image processing functions to deskew, despeckle, drop lines, drop colors, auto rotate and many others	Yes		The proposed solution includes the ability to drop blank pages, deskew, despeckle, remove lines, and auto-rotate pages to an upright orientation.
d. Vendor to address any limitation with splitting or associating with multiple cases/files	Yes		The proposed solution includes an electronic content repository, which makes electronic documents available to the case management system. One document may be referenced by multiple cases, and multiple documents may be referenced to a single case. There are no limitations on those associations.
9. <u>Image Enhancement Capability</u> a. Vendor shall address image enhancement capabilities and how they are configured by administrators	Yes		The proposed capture solutions include a variety of image processing functions to deskew, despeckle, drop lines, drop colors, auto-rotate, and many others.
b. Vendor shall address any limitations to image enhancement capabilities	Yes		The proposed capture solutions include a variety of image processing functions to deskew, despeckle, drop lines, drop colors, auto-rotate and many others. The solution contains all industry-standard capabilities for image enhancement.
c. <u>Optical Character Recognition (OCR)</u> **i.** System shall utilize optical character recognition for the importing of data into	Yes		The proposed solution will be able to use OCR for identification of textual content in digitized documents. The proposed solution will auto-classify up to 15 document types, using OCR text-based word pattern matching. OCR can be used to assemble documents and determine the document type. If the image is of poor quality, the

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
the case management system 1. Vendor **shall explain what features are included as part of OCR with solution** 2. Vendor shall address any limitations on OCR-type functionality with their proposed solution			OCR text results may be insufficient to identify the document. The solution will provide 80% or better auto-classification accuracy rates when the trained model has the appropriate number of samples provided. If the system encounters a document that it does not have a contextual pattern for, it may not be able to recognize it. If this is the case the document will be sent to an Indexing queue for a DCD specialist to review the document, and assign the appropriate document type.
ii. System shall include the capability of redaction as part of information management of cases 1. **Vendor to address how redaction is handled in their proposed solution to include explanation if part of OCR processes or separate processes**	Yes		The proposed solution will be able to use redaction techniques for obscuring textual content in digitized documents. This can be done manually at the time of indexing by the Indexer, or, if the requirement is to always redact data in the same place on the document, it can be done programmatically before the document is stored in the repository.
iii. DCD administrative users able to configure redaction rules and user settings without 3rd party support	Yes		The redaction capability included in the proposed solution will be configurable by DCD administrative users.
d. **<u>Intelligent Character Recognition (ICR)</u>** **i.** System shall be able to capture data from hand written notes on files	Yes		The solution will allow the capture of handwriting on documents processed through the capture solution. To help keep software licenses in check, for the Parascript service we are recommending a single instance for all your non-production environments. This service is a stand-alone service and does not contain any configuration information nor any environmental data that would require multiple instances to support the multiple environments. The service is a pure engine that is called from each environment and the configuration for Parascript is within those

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			specific environments. This single instance can then support multi-environments and keep your licenses costs limited. Notes: This will be an issue if each of their environments is network segmented (isolated) from each other. If this is true, then DCD will need one core license per environment.
ii. Vendor to describe the percentage of accuracy of their solution	Yes		The accuracy rate will vary depending on the type of content being extracted. If the data type is a date or numeric-only value, then data dictionaries can be used to boost the accuracy results. This works well with claim numbers, addresses and dates. The capture solution offers out-of-the box functionality to capture hand written text. Additional add on products can be utilized to increase the accuracy rate of the extracted text.
iii. Vendor to address any limitations on utilizing ICR	Yes		The capture solution works best with constrained areas of handwritten text. Areas of unconstrainted text will not extract as well as constrained text.
iv. Rules should be implemented to require typewritten forms such as WC-2s	Yes		Rules can be configured to identify if the document was typed vs handwritten. If it was identified as handwritten, it will be flagged as an exception, and routed to the appropriate user to request an updated typewritten copy.
e. **Ability to print** i. Priority is to digitalize files to the extent permitted by law	Yes		Digitized images can be printed from the repository.
ii. Files still required to have the ability to be printed **1.** Includes all attachments, decisions and any type of file included in case materials as part of printing	Yes		The proposed ECM solution supports printing of stored electronic images.
2.8.5.9 BUSINESS PROCESSES AND WORKFLOW			

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
a. <u>Case Creation</u>	Yes		Our proposed solution to support the creation of a case is described in Section V. Functionality – System Modules - Case Management Modules.
i. Information may be added to system to create a case prior to a case # being assigned			The case application will allow for information to be added prior to case # assignment.
b. <u>Workflows</u>			
i. System shall support both structured and unstructured process management	Yes		The workflow engine in Salesforce is extremely powerful to accommodate any business process. Salesforce does support structured and unstructured/ad hoc process initiations. Section IX. Technical Information describes the Workflow engine in more detail. Process Enactment and Workflow Management Workflow management and process enactment are core strengths and foundational services of the Salesforce Platform that enable customers to easily automate business processes and operate more efficiently using point-and-click. Processes can be simple tasks - such as creating an activity, emailing an alert, updating a data field, or posting a message to a chatter feed - or more complex – such as sending data to external or third-party systems and applications via an integration message, creating new records and updating existing related records, launching other processes/flows, submitting records for approval, and more. You can also use groups, group memberships, topics, and topic assignments with workflow rules and Process Builder. The Salesforce Lightning Process Builder, together with workflow rules, actions and approvals enable you to rapidly design and run any business process in the cloud without infrastructure, software, or code. The Process Builder's simple and powerful design allows you to create your processes by using a convenient visual layout with point-and-click efficiency.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			For every business rule or system event a customer needs to enact, one or more actions can be defined for execution when the specified conditions are met. These actions are created using point-and-click visual editors by a system administrator or business analyst and do not require complex procedural source code. Processes and workflow rules support several different types of actions. Salesforce Process and Workflow Actions: ● Create a Record – Creates a new record (Account, Contact, Case, Event, etc.) in the system and sets the desired values in the new record's data fields. For example, in a 311 system, when a case's status changes to "Field Service Required", automatically create a new Work Order record, assign it to a technician and set a target completion date. ● Update a Record / Field Updates – Updates a field within the record for which the rule was created or a related record. Values can be set specifically, or can be calculated using related records and built in functions within the formula editor. In a Safety Tracking application, for example, when the status is changed to "Investigate Incident" the record could be automatically reassigned to the Safety Investigator and safety related fields could be auto-populated. ● Quick Actions – Quick actions are setup to help users more easily create and update records in the system. This selection invokes one of these object-specific or global quick actions for reuse in your automated process. ● Tasks – A task is an item assigned to a user to complete. Tasks for a user are visible from the Home tab of the application. Tasks have an assigned due date and are time-managed using reminders and past-due notifications by the application. In a sales application, for example, when new opportunities are created a series of tasks can be assigned to the sales rep to ensure timely follow-up and other sales related activities are conducted. ● Email Alerts – An email alert is an email automatically sent to one or more users which may include relevant data extracted from the

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			record which caused the rule to fire. Salesforce includes Email template functionality, which includes HTML formatting and graphics within emails. In a case management system, for example, an email alert could be sent to the customer whenever a case is escalated to emphasize the urgency being given to their request or issue. ● Post to Chatter - Chatter is Salesforce's native collaboration tool which allows users and groups to monitor and follow social conversations around your business data. Chatter includes features like feeds, profiles, groups, and more to share information, collaborate, and keep up with the latest updates on topics or individual records of data (e.g. community resources, cases) within in the State. In a Human Resources application, for example, the process could post a chatter message to a Recruiter's chatter group anytime a new candidate is created in the system. ● Submit for Approval – Automates the submission of the record that enacted the process for approval without end-user intervention. In an Expense Management application, for example, the process could automatically submit an expense record for manager approval when the expense amount is greater than $50. ● Outbound Messages - Outbound Messages are SOAP-based web services that Salesforce automatically invokes on external systems when triggered. This is to support integration between Salesforce and external systems. Outbound messages actions are automatically generated from web service descriptor language (WSDL) files. For example, an outbound message could be used to send updated Account information to an ERP system whenever key fields are updated. ● Launch a Flow – Starts another flow from the current process to automate business processes that contain additional complexity and logic, without writing code. In a Benefits application, for example, a flow could be used to step a customer through an initial application process to collect required information and determine program eligibility. ● Call Apex – This action allows the invocation of methods programmed in the Apex language if highly customized functionality

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			is required by your process. In a Facilities Management application, for example, Apex could be used to process information and make a web service call to a legacy MRO (Maintenance, Repair and Operations) system. Scheduled and Time Dependent Actions The process and workflow actions above may be classified as immediate or time-dependent/scheduled. Immediate actions are invoked as soon as the workflow rule is triggered. Time dependent actions are scheduled to invoke at some point in the future and are scheduled to occur in an hour or day count relative to the trigger time of the rule or a date/time field on the related record. Workflow rules may have both multiple immediate actions and multiple time-based actions. Approvals An approval process is an automated process the State can use to approve records in Salesforce. An approval process specifies the steps necessary for a record to be approved and who must approve it at each step. A step can apply to all records included in the process, or just records that meet certain administrator-defined criteria. An approval process also specifies the actions to take when a record is approved, rejected, recalled, or first submitted for approval. Approval processes can include email notification and support for email-based approval, including the ability for approvers to approve or reject directly from their mobile device. You can create a process that another process can invoke. With invokable processes, you can reuse sections of your processes. Build one invokable process, call it from multiple processes or from multiple action groups in the same process. This ability to reuse can save you time. See more information on creating workflow rules and actions at: https://help.salesforce.com/articleView?id=workflow_rules_new.ht

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			m&type=0&language=en_US and https://help.salesforce.com/articleView?id=workflow_select_action.htm&type=0&language=en_US&release=208.14.
ii. DCD administrative users shall be able to configure structured processes without assistance from 3rd party support	Yes		Once the administrators have attended Salesforce administrator training, they should be able to create and edit any part of the system including workflows. The team will recommend specific courses that internal admins can take to support the system for the long term. Salesforce offers several ways to get involved with the platform, including Trailhead, User Groups, Annual conferences, etc. More detail can be found in Section IX. Technical Information.
iii. Unstructured process management is determined by current user permissions 1. DCD administrative users shall be able to configure workflow permissions without assistance from 3rd party support	Yes		Once the administrators have attended Salesforce administrator training, they should be able to create and edit any part of the system including workflows. The team will recommend specific courses that internal admins can take to support the system for the long term. Salesforce offers several ways to get involved with the platform, including Trailhead, User Groups, Annual conferences, etc. More detail can be found in Section IX. Technical Information.
c. <u>Versioning</u>			
i. Vendor shall address the versioning capabilities and limitation of system	Yes		Versioning of data can be set up as per requirements. During the Planning phase, exact requirements can be determined as to which transactions need version control, and what the purpose is. **Upgrades** All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the State. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce can provide all our customers with a service based on a single version of our application. We can upgrade all our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations. **Roles & Profiles** Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View. All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data. There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below: <u>Private</u> Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records. <u>Public Read Only</u> All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			records. <u>Public Read/Write</u> All users can view, edit, and report on all records. <u>Public Read/Write/Transfer</u> All users can view, edit, transfer, and report on all records. Only available for cases or leads. <u>Profiles</u> A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control: Standard and custom apps the user can view (depending on user license) Service providers the user can access Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) Administrative and general permissions the user has for managing the organization and apps within it Object permissions the user is granted to create, read, edit, and delete records Page layouts a user sees Field-level security access that the user has to view and edit specific fields Record types are available to the user Desktop clients users can access and related options Hours during which and IP addresses from which the user can log in Apex classes a user can execute Visualforce pages a user can access <u>User Roles</u> Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary. Record Types If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions. Field-Level Security Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data. The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user. Permission Sets A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users' functional access without changing their profiles. Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function. See more information at: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5 Concurrent Users Out of the box, the application allows concurrent logins. Browser sessions can be limited by IP range and sessions can be locked to the IP address from which they originated. Mobile clients cannot be restricted by IP but can be restricted by device. The login history is available for 6 months for audit. A login flow provides the ability to build custom business processes and invoke them as users log in. This lets you integrate a custom process with the Salesforce authentication engine, as well as the ability for users to participate in the authentication decision process during the login process. Administrators can create multiple flows and associate each one with a different user profile. Organizations can have one group of people going through one business process as they log in, and another group going through another business process as they log in. Once you associate a login flow with a profile, it automatically applies to every UI login for that profile that exists on the platform. Login flows work with all types of authentication that are supported on the platform; not only the standard username and password authentication, but also single sign-on. There are no limitations with concurrent viewing of data in the system.
d. Concurrent Users			

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
i. System shall allow multiple users to read-only certain files 1. User permissions are to be configured by DCD administrative users without any 3rd party support	Yes		Salesforce security can be set up to the most granular level (field level) if needed. Security architecture will be confirmed during the planning phase. **Roles & Profiles** Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View. All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data. There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below: Private Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records. Public Read Only All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records. Public Read/Write All users can view, edit, and report on all records. Public Read/Write/Transfer

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			All users can view, edit, transfer, and report on all records. Only available for cases or leads. Profiles A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control: Standard and custom apps the user can view (depending on user license) Service providers the user can access Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) Administrative and general permissions the user has for managing the organization and apps within it Object permissions the user is granted to create, read, edit, and delete records Page layouts a user sees Field-level security access that the user has to view and edit specific fields Record types are available to the user Desktop clients users can access and related options Hours during which and IP addresses from which the user can log in Apex classes a user can execute Visualforce pages a user can access. User Roles Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Record Types If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions. Field-Level Security Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data. The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user. Permission Sets A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users' functional access without changing their profiles. Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function. See more information at: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Concurrent Users Out of the box, the application allows concurrent logins. Browser sessions can be limited by IP range and sessions can be locked to the IP address from which they originated. Mobile clients cannot be restricted by IP but can be restricted by device. The login history is available for 6 months for audit. A login flow provides the ability to build custom business processes and invoke them as users log in. This lets you integrate a custom process with the Salesforce authentication engine, as well as the ability for users to participate in the authentication decision process during the login process. Administrators can create multiple flows and associate each one with a different user profile. So organizations can have one group of people going through one business process as they log in, and another group going through another business process as they log in. Once you associate a login flow with a profile, it automatically applies to every UI login for that profile that exists on the platform. Login flows work with all types of authentication that are supported on the platform; not only the standard username and password authentication, but also single sign-on. There are no limitations with concurrent viewing of data in the system.
ii. System not required nor expected to have concurrent editors of same file	Yes		No requirement to support concurrent users accessing the same record.
iii. Vendor shall address any limitations with concurrent viewing of data in system	Yes		Salesforce does not have any issues with views concurrently looking at the same data.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			The FileNet P8 repository does not have any limitations on how many users can view the same content. It will limit it to one person at a time if someone wants to update data. This is done so that users cannot overwrite changes made by each other.
2.8.5.10 SCHEDULING			
a. Ability to schedule hearings			
i. Ability to have external stakeholders (i.e., attorneys) submit availability requests 1. Availability requests are reviewed by DCD prior to accepting/publishing	Yes		Our proposed solution to support hearing scheduling is described in Section V. Functionality- System Modules - Hearing/Appeals module. This can be set up within Salesforce as a case/request object and be routed for approvals using the workflow engine. The Salesforce platform allows us to create objects (tables) and relationships to capture data for any subsystem and its processes.
ii. Ability to coordinate DCD and LIRAB calendars 1. Each calendar would be maintained individually **2.** Able to compare availability across both calendars iii. Ability to integrate with existing office management calendaring software 1. Tied to Office products	Yes		This can be achieved using an AppExchange calendar add-on such as Calendar Anything: https://goo.gl/Wq71dm. Further discussion of this tool and others will occur during the Planning phase. Salesforce can also integrate (2-way) to Microsoft Outlook via a free connector. More details about AppExchange can be found in Section IX. Technical Information.
2.8.5.11 SYSTEM INTEGRATIONS			
a. Unemployment Insurance (UI) System and NCCI Data			
ii. System shall pull NCCI data and UI Employer data from UI Tax Benefit System into a front-end processing	Yes		Our proposed solution to support the integration of UI and DCCA data is described in Section V. Functionality- Integration Architecture.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
database and compare the following: 1. Employer Name 2. Employer FEIN Number 3. DOL #			Data from UI Benefits Employer Master and NCCI will be integrated with the ECMS system. As the developer and current support vendor for the UI Benefits system, we have in-depth knowledge of the UI Employer database.
iii. If NCCI data does not match UI/DCD's data, data is rejected, which results in NCCI correcting the data and resubmitting.	Yes		Requirement will be implemented in business rules
iv. DCD will then process and extract relevant data to ingest into DCD database	Yes		Requirement will be implemented in business rules
v. Updates insurance policy coverage with DCD DB.	Yes		Requirement will be implemented in business rules
vi. Keep audit history in DCD system	Yes		Requirement will be implemented in business rules
b. <u>Electronic Forms</u>			
i. System shall accept forms or form data based on acceptable business rules	Yes		This requirement can be complied with by using an AppExchange solution such as Form Assembly: <u>https://goo.gl/LXuqWh</u>. There are many other products on AppExchange similar to Form Assembly. A final determination can be made during the Planning phase of the project.
ii. System shall be able to ingest data, break out the various forms and upload into DCD system after data validation	Yes		Form Assembly forms are created, then tied to specific objects (standard and custom). This allows data entered on the form to create/update a record in Salesforce based on a user action. You can also pre-fill forms based on available data of user or record. For more information, refer to https://www.formassembly.com/salesforce/
c. <u>DocuShare Conversion</u> **iii.** System shall convert and ingest DocuShare scanned files into new DCD enterprise content management system	Yes		The proposed solution can import and store electronic documents in their native formats. Mime types are utilized to determine the appropriate viewer for displaying of documents. This solution has accounted for up to 20TB of data to be converted from DocuShare to the FileNet P8 repository.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
d. **FISCAL Financial Files and Tracking**			
i. System shall produce financial spreadsheets and reports that can be uploaded into FAMIS	Yes		Our proposed solution to support the fiscal tracking and integration with FAMIS is described in Section V. Functionality- System Modules -Fiscal module. Salesforce can natively export data in a variety of formats (CSV, Excel, etc.) required for any target system. These files can then be uploaded manually or via an integration platform to the target system.
ii. Data conversion from Lotus 1-2-3 to Excel and information ingested into new DCD system	Yes		Excel has native support to convert Lotus 1-2-3 spreadsheets. CSV format can be used to import into new ECMS system.
iii. Tracking of various fiscal funds	Yes		Our proposed solution to support the fiscal tracking and integration with FAMIS is described in Section V. Functionality-System Modules-Fiscal module.
e. Connection to External Databases			
i. System shall be able to connect to external databases	Yes		Our proposed solution to support the integration with external databases is described in Section V. Functionality- Integration Architecture. IBM ECM and Salesforce have API for all data and can pass/accept through a variety of mechanisms: APIs, middleware, etc. The proposed solution has many integration points and methods (e.g. database lookups, web services and APIs). Further details on the level and type of integration will be needed to define the services to provide desired levels of integration.
ii. Vendor shall describe the interfaces available for external database integrations and how the system provides the	Yes		The proposed solution has many integration points and methods (e.g. database lookups, web services and APIs). Further details on the level and type of integration would be needed to define the services to provide the desired levels of integration.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
integration capabilities			Refer to Section V. Functionality- Integration Architecture.
iii. Vendor shall address any limitations with configuring connections to external databases	Yes		External databases need to accessible over DLIR network or Internet Refer to Section V. Functionality- Integration Architecture.
f. <u>File System Content</u>	Yes		IBM ECM and Salesforce has a built-in storage environment which can be used to store content related to an object or transaction. **Salesforce Content and Document Management Capabilities** Salesforce offers the following different ways to store, publish, and tag files and documents. There are no known limitations to the digitization of files that can be uploaded to Salesforce. All file types are supported from traditional business documents such as Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs. Files Tab: Upload, store, find, follow, share, sync, and collaborate on Salesforce files in the cloud. For example, upload a file in Chatter and store it there privately until you're ready to share it. Share the file with coworkers and groups to collaborate and get feedback. Attach files to posts in a Chatter feed on the Home tab, Chatter tab, a profile, a record, or a group. Users with access to Salesforce Files Sync can access, sync, and share files in their Salesforce Files Sync folder. Salesforce Files can be used with or without Chatter. With Chatter turned off, the Files tab (Files home) is available: upload, share, view, and manage files. Salesforce Content: Publish and share official corporate files with coworkers and deliver them to customers. Documents are uploaded in Salesforce Content via a graphical user interface and a structured workflow process. This process captures key information related to the document, including file name, description, author, tags, document type, and any custom criteria you choose to collect. For example, Create, clone, or modify a document and save it so only

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			you can see it and work on it. When you're ready, publish it so other users in the State have access to it. Create a content pack and send it to customers. Salesforce Libraries: In Lightning Experience, you can make libraries available to all users or a subset of users with or without Salesforce Content. In libraries, you can add multiple files to a library, update and delete library files, and move folders within a library. You can customize the fields and layout of the Files detail page and choose from standard fields to show when the file was last updated, file size, file type, and more. For additional information, please see: http://releasenotes.docs.salesforce.com/en-us/summer17/release-notes/rn_files.htm?edition=&impact=. Salesforce Knowledge: Create and manage content, known as articles, in a knowledge base. Internal users and customers (on your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Lightning Platform Sites) can quickly find and view articles they need. For example, write, edit, publish, and archive articles using the Articles Management tab, or find and view published articles using the Articles tab. Customers and partners can access articles if Salesforce Knowledge is enabled in your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Lightning Platform Sites. Create a public knowledge base so website visitors can view articles. Documents Tab: Store Web resources, such as, logos, DOT files, and other Visualforce materials in folders without attaching them to records. For example, add a custom logo to meeting requests by uploading your logo to the Documents tab. Attachments: Attach files to records from the Attachments related list on selected detail pages. For example, add a file to a specific record, like an event, contact, or case by attaching it on the Attachments related list. Attachments exist in Salesforce only in the context of the record they're attached to. Files that users upload to

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			the Attachments related list on records in Salesforce can also be set to become Salesforce Files objects. Once an Attachment is also a Salesforce File it can be shared with people, groups, libraries, and can be posted in feeds, synced, and updated with new versions.
i. The system shall be able to capture content from the local file systems	Yes		The proposed capture client may be used to ingest files from local desktop or network-connected systems. Encapture will watch file systems for new content, and ingest them into the capture system when discovered.
ii. Configuration of capture and rules shall be able to be completed by DCD administrative users without 3rd party support	Yes		The proposed capture client may be used to ingest files from local desktop or network-connected systems, and can be configured by DCD administrators.
iii. Vendor shall identify any limitations with digitization of file system content into case management solution	Yes		The proposed capture client may be used to ingest files from local desktop or network-connected systems without file size limitations. However, we recommend that file size limitations be imposed; otherwise, the user's viewing experience could be tainted while awaiting a massive file load to the viewer. This is the latest from Salesforce regarding file limits: https://help.salesforce.com/articleView?id=collab_files_size_limits.htm&type=5
g. <u>Multifunction Devices (MFD)</u>			
i. System shall integrate with multifunction devices.	Yes		The proposed capture solution includes integration for many multi-function devices. A list of supported MFDs is available upon request. More detail about MFDs that require integration for this solution is needed to confirm support and to provide detail for integration.
ii. Vendor shall explain how integration works with MFDs.	Yes		Encapture is installed on the MFP, and is accessed directly from it. All the capture rules that apply to the central scanning also apply to the MFP.
iii. Vendor shall address any limitations with integration with MFDs including but not	Yes		The Xerox 7855 is supported, but the Xerox 6605 is not supported. A list of supported MFDs is available upon request.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
limited to any 3rd party support required			
h. <u>Digital Signatures</u>			
i. System shall provide ability for digital signing (i.e., approval during workflow)	Yes		Adobe eSign product will be integrated into Salesforce for electronic signatures.
ii. System shall provide the ability to print documents for "wet signature"	Yes		All document can be printed for signature
i. <u>Email and Fax Integration</u>	Yes		Salesforce natively integrates to MS Outlook. Any documents that come into an email box can be easily moved into the ecosystem by an end-user. Integration between Salesforce and Enterprise Email and Calendaring applications such as Microsoft Outlook/Exchange & Google Gmail/Gcal is a common request from our customers. Salesforce provides robust services for reacting to incoming email and for sending email as part of your business application. Salesforce offers three free, prebuilt solutions for Microsoft Outlook & Exchange integrations, depending on the existing email server and email client applications the State already has in place: The Encapture solution has a direct integration with Outlook. Users can open an email and send it through the capture solution by clicking a button within Outlook. Faxes are sent to a filesystem to be uploaded by the capture solution, and routed through the capture workflow to be properly indexed and sent to the repository.
i. System shall easily integrate emails, email attachments and faxes into case management system	Yes		All content can be attached as Files to any Salesforce object or transaction. If direct integration to Salesforce from a Fax solution is desired, AppExchange solutions will have to be used.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Electronic files (e.g. including electronic fax server files) and email attachments in Outlook may be captured directly via unattended file sweeps or via the optional Encapture integration client.
ii. Vendor to address integration capabilities of their solution including limitations such as coding required or connections	Yes		The proposed solution includes out of the box integrations with infrastructure (OS, DB) and applications, including MS Office. Some other integrations may require specific configuration or even customization depending upon the requirements.
iii. Vendor to identify any 3rd party applications that directly integrate with solution (I.e., Office 365, RightFax, etc.)	Yes		Encapture provides a direct integration with Office 365. RightFax will output the faxes to a file share and Encapture will pick up the fax along with any data supplied with it and process it through the capture stream. The proposed solution component, Encapture integration client supports Microsoft Office 2016 and Office 365 applications. Encapture also has support for integrated control of multi-function devices (MFDs).
j. Export Capabilities			
i. System shall be able to export encrypted case/file information i. Ability to export is based on user roles ii.DCD administrator users shall be able to configure roles and features without 3rd party support	Yes		Salesforce data can be exported into any format and sent to a target system manually, via APIs or an integration middleware. More details about integration can be found in Section IX. Technical Information. **Encryption Capabilities** Salesforce has many customers that are subject to laws pertaining to the processing of personally identifiable information (PII) or personal data. Salesforce offers its customers a broad spectrum of functionalities and customer-controlled security features that its customers may implement in their respective uses of the Salesforce services. Salesforce believes that these provide its customers the flexibility to comply with laws with stringent privacy and security requirements. Data In Motion

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			All transmissions between the user and the Salesforce Services are TLS encrypted with a 2048-bit Public Key. The Services use International/Global Step Up TLS certificates, with AES 256-bit encryption by default. Data At Rest Salesforce Classic Encryption includes a feature to encrypt custom text fields (ECF): - The fields can be masked appropriately for specific data types (i.e., credit card number, Social Security Number, National Insurance Number, Social Insurance Number). - Access to read the masked parts of the fields is limited by the "View Encrypted Data" permission, which is not enabled by default. - Customers can manage their encryption key based on their organization's security needs and regulatory requirements. See our Help and Training site for details: https://help.salesforce.com/apex/HTViewHelpDoc?id=security_keys_using_master.htm&language=en - Encrypted fields are encrypted with 128-bit keys and use the AES (Advanced Encryption Standard) algorithm. - Custom text fields can be up to 175 characters in length Additional Salesforce Encryption Capabilities Apex Code extends the powerful and proven success of the Salesforce Lightning Platform by introducing the ability to write code that runs on Salesforce servers. This language makes possible the development of a new class of application and features deployed entirely on demand. Using Apex, the State can create user interface classes that utilize the Apex crypto class to encrypt field level data up to AES 256-bit encryption. Please see here for more information: https://www.salesforce.com/us/developer/docs/apexcode/Content/apex_classes_restful_crypto.htm Salesforce Platform Encryption

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Salesforce classic encryption is limited to encrypting custom text fields 175 characters or less, while Salesforce offers Salesforce Platform Encryption as an additional licensing option for encrypting standard and custom fields of various types, attachments, files, and other content. Salesforce Platform Encryption sets up in minutes, with no additional hardware or software, and uses native strong, standards-based encryption. Platform Encryption provides an extra layer to Salesforce's security while enabling customers to enjoy business critical Platform features, such as search, workflow, and validation rules. The State can use Platform Encryption so that the State's organization can confidently prove compliance with privacy policies, regulatory requirements, and contractual obligations for handling private data. Platform Encryption offers native platform encryption and key management features. The State's data is encrypted at rest using a hardware security module-based key derivation system. These features allow the State to protect data at a more granular level than Classic Encryption while still giving users the ability to perform necessary tasks. The State can: - Encrypt files and attachments (including email attachments). - Encrypt certain standard and custom fields - Encrypt Knowledge article fields and attachments - Encrypt certain Chatter data such as feed posts and comments, feed questions and answers, link labels and URLs, and feed polls and poll choices - Access encrypted data from most elements in flows and processes, except when filtering or sorting records. - Use an advanced key management system

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Import/Export Utilities The Salesforce Platform includes the following import/export options for data: • Data Import Wizard - An in-browser wizard that imports data for many standard Salesforce objects, including accounts, contacts, leads, solutions, campaign members, and person accounts. You can also import data for custom objects. • Salesforce Data Loader - Data Loader is a free, client application for the bulk import or export of data. Use it to insert, update, delete or export Salesforce records. • Direct Export - Data can be exported directly into CSV (comma separated values) file, or Excel files with a button click. This can be done from either a standard or custom list view, or from a report. This is the most common method utilized by end users. • Salesforce API - Data can be exported to and from the system through our API at any time or via a number of built in features. • Partner Tools - There are also many pre-integrated partner tools, some of which you may already own that may be leveraged. Examples of these include, but are not limited to, Informatica, Pervasive, CastIron, Boomi, etc. The proposed ECM solution includes IBM Content Navigator, which provides an interface to allow users with the proper security privileges to configure roles and features. The proposed ECM solution will allow users to download and encrypt the documents. The receiving user will enter a password when opening the encrypted files.
ii. System shall allow the exporting of information, including images, without requiring viewing of the data or image prior to exporting	Yes		Salesforce can export data into desired formats like XLS, XML, etc. For images and files, an integration tool would perform that task. Data can be exported or imported into Salesforce using a middleware solution. This middleware solution will act as an intermediary performing ETL transactions, scheduling, error handling, etc. for pre-defined source and target systems.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			The ECM solution includes IBM Content Navigator, a user interface to the content repository by which a user may retrieve a set of results, based on search criteria, and export the result set. In addition, exporting of information is also available within the integration layer of the solution. Data from ECM and application databases may be exported to various file formats.
iii. Vendor shall identify what file formats data can be exported	Yes		Salesforce can export data in any format that is desired. Images may be exported from the proposed solution repository as PDF, or in the format originally stored in the system. Data can be exported or imported into Salesforce using a middleware solution. This middleware solution will act as an intermediary performing ETL transactions, scheduling, error handling, etc. for pre-defined source and target systems. The proposed ECM solution can export to PDF or original Mime type. The FileNet P8 repository will allow you to download documents in the native format that they were archived in. Some files may be able to be converted into PDFs if that was not the original file format.
iv. Vendor shall identify what limitation with exporting of data and file formats exists with their solution	Yes		Some files may be able to be converted into PDFs if that was not the original file format.
k. Interface			
i. Solution shall manage content from a single common interface that can access any type of content regardless of format	Yes		The proposed ECM solution provides a document viewer that can display a wide variety of document formats across different operating systems.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
ii. Vendor shall address any limitations with common interface of solution	Yes		Documents can be viewed in PDF or original Mime type
iii. Vendor shall describe any integrated viewing capabilities for documents/files	Yes		The proposed ECM solution provides a document viewer capable of displaying a wide variety of document formats across different operating systems.
l. <u>Web Browser Support</u>			
i. Solution shall support access to solution via web-based browsers. 1. Users shall be able to interface with either the client or web browser **2.** Vendor to identify any differences expected to end user experience between a client and the web browser experience	Yes		The proposed ECMS solution will be a web-based application, not client-based. The proposed ECM solution includes IBM Content Navigator, a user interface to the content repository which is a browser-based thin client with extensive capabilities for working with IBM FileNet and other content repositories. Salesforce is a multi-tenant, cloud-based web application. No additional software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up the State to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, IE). No installations on users' laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browser are available, including mobile devices. The fully documented list of supported browsers for the full Salesforce suite is available in the following article in online our Help & Training Portal: https://help.salesforce.com/HTViewHelpDoc?id=getstart_browser_overview.htm&language=en_US
ii. Vendor to identify and limitations with web browser usage and support	Yes		

<table>
<tr><th>Requirement from RFP-17-002-DCD</th><th>Compliant?</th><th>Non-Compliant?</th><th>Comments</th></tr>
<tr><td></td><td></td><td></td><td>
<table>
<tr><th></th><th>Microsoft® Internet Explorer®</th><th>Microsoft® Edge</th><th>Google Chrome™</th><th>Mozilla® Firefox®</th><th>Apple Safari</th></tr>
<tr><td>Lightning Experience</td><td>IE 11 (EOL December 31, 2020)</td><td>Latest</td><td>Latest</td><td>Latest</td><td>11.x+</td></tr>
<tr><td>Lightning Console Apps</td><td>IE 11 (EOL December 31, 2020)</td><td>Latest</td><td>Latest</td><td>Latest</td><td>11.x+</td></tr>
<tr><td>Lightning Communities</td><td>IE 11 (EOL December 31, 2020)</td><td>Latest</td><td>Latest</td><td>Latest</td><td>11.x+</td></tr>
<tr><td>Special setup considerations?</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td></tr>
<tr><td>Limitations?</td><td>Yes</td><td>Yes</td><td>No</td><td>Yes</td><td>Yes</td></tr>
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<tr><td>m. <u>Mobile Access</u></td><td></td><td></td><td></td></tr>
<tr><td>i. External users accessing system from a mobile device shall be able to perform the same functions as they do from a desktop computer
1. System shall scale for mobile environments for external user access</td><td>Yes</td><td></td><td>The proposed case management solution is web-based, and accessible from a web browser on a mobile device.

Salesforce Mobile
Mobility is a native capability of the Salesforce Platform. The Salesforce mobile app is built on the Salesforce Platform and provides the State’s users with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app such as collaboration, workflow and approvals and much more. Mobile support is standard, out-of-the-box functionality and requires no customization or 3rd party mobile application development tools. Configure your enterprise app once and it’s instantly mobile from the get-go.

The Salesforce mobile app allows the State’s users to access Salesforce solutions from anywhere, bringing all of the Salesforce customizations, configurations, settings, and data to any device. Salesforce mobile app can be instantly distributed to mobile users each time a new app is created – with no deployment headaches.</td></tr>
</table>

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			With the power of the platform, administrators can build applications on the desktop and then mobile-enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, the State can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located. Mobile enables the State to: develop and run mobile and desktop apps on a single cloud computing platform; create customized mobile profiles that are specific to a user or group's needs; and push customizations over the air automatically so users never have to sync devices. For more information please see: https://resources.docs.salesforce.com/210/latest/en-us/sfdc/pdf/salesforce1_admin_guide.pdf <u>Customer Mobile Access</u> The State's customers and customers would be able to access information, such as knowledge articles, service request status, reported issues as well as report new issues and create service requests via a mobile device. The self-service, or community interface leverages HTML5 and therefore is accessible via the browser on a mobile device and re-factors to run optimally on the mobile device. Therefore, the functionality that a user has access to via the self-service application, including searching the knowledge base, creating, updating and viewing service requests, are available from a mobile device. Additionally, users can receive email on their mobile device, and with setup workflow rules, users can receive alerts when there are changes in the status of a service request. Salesforce offers three community templates that can be used to create a seamless self-service experience regardless of what device and channel the customer chooses to engage. Community templates allow the State to quickly and easily build a self-service community that gives customers the same visual and functional experience whether they use a tablet, a mobile device, or their desktop. <u>Salesforce Mobile SDK</u> If the State desires a more customized mobile application, the

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Salesforce Mobile SDK is an open-source suite of familiar technologies that will allow the State to rapidly build HTML5, native and hybrid mobile apps that connect to the Salesforce Platform. Using the SDK, the State can develop cross-platform HTML5 web apps, native iOS apps using Objective-C, or Android apps written with Java. The State can also create HTML5-based hybrid apps using the SDK's Mobile container, a wrapper based on Apache Cordova (PhoneGap) that enables HTML5-based applications to leverage device features like the camera and microphone. Additionally, the SDK provides libraries for key enterprise requirements, such as authentication and secure offline storage, effectively providing an enterprise-ready mobile application container. For more details, see https://developer.salesforce.com/devcenter/mobile. The proposed ECM solution includes IBM Content Navigator, a user interface to the content repository, which provides access for mobile users via smartphones and tablets.
ii. No expectation on internal users accessing system from a mobile device upon initial implementation	Yes		Internal users not accessing via mobile device is not an issue
iii. Mobile Capture shall be included as part of mobility access	Yes		Uploading documents via web portal running on a mobile device is supported.
n. **ADA Capabilities**	Yes		Salesforce is committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. To help meet our goal of accessible design, Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Salesforce introduced the Lightning User Experience, which brings a re-imagined user interface that is modern, efficient, and highly

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			accessible. The Lightning Experience is engineered with Accessible Rich Internet Application (ARIA) features built in that help assistive technology users have the best possible experience with Salesforce. We provide software releases three times a year, ensuring that our customers can easily take advantage of the accessibility features introduced in each release. The Salesforce Lightning Experience Voluntary Product Accessibility Template (http://salesforce.com/company/legal/508_accessibility.jsp) serves as a guide in evaluating conformance to Section 508 of the Rehabilitation Act and WCAG within Salesforce Lightning Experience UI. The accessibility features available within Salesforce applications are dependent on the application UI configuration and Lightning component usage. For this reason, adherence to accessibility requirements should be evaluated throughout the design and final testing of the Salesforce application and not merely on a specific VPAT. The VPATs are encompassing of the features and functions of Salesforce products and provide an explanation of supporting features. If required, Salesforce will make itself available to review the VPAT and features with the State's Accessibility team to determine the requirements and our ability to ensure accessibility. Copies of VPATs are available on the Salesforce website at: https://www.salesforce.com/company/legal/508_accessibility.jsp. As new or additional VPATs become available, they will be posted to the Salesforce website. Additional accessibility details can be found at: https://help.salesforce.com/apex/HTViewHelpDoc?id=accessibility_overview.htm&language=en and https://www.lightningdesignsystem.com/accessibility/overview/.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
i. System shall address ADA requirements	Yes		Salesforce is committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. To help meet our goal of accessible design, Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Salesforce introduced the Lightning User Experience, which brings a re-imagined user interface that is modern, efficient, and highly accessible. The Lightning Experience is engineered with Accessible Rich Internet Application (ARIA) features built in that help assistive technology users have the best possible experience with Salesforce. We provide software releases three times a year, ensuring that our customers can easily take advantage of the accessibility features introduced in each release. The Salesforce Lightning Experience Voluntary Product Accessibility Template (http://salesforce.com/company/legal/508_accessibility.jsp) serves as a guide in evaluating conformance to Section 508 of the Rehabilitation Act and WCAG within Salesforce Lightning Experience UI. The accessibility features available within Salesforce applications are dependent on the application UI configuration and Lightning component usage. For this reason, adherence to accessibility requirements should be evaluated throughout the design and final testing of the Salesforce application and not merely on a specific VPAT. The VPATs are encompassing of the features and functions of Salesforce products and provide an explanation of supporting features. If required, Salesforce will make itself available to review the VPAT and features with the State's Accessibility team to determine the requirements and our ability to ensure accessibility.

Requirement from RFP-17-002-DCD	Compliant?	Non-Compliant?	Comments
			Copies of VPATs are available on the Salesforce website at: https://www.salesforce.com/company/legal/508_accessibility.jsp. As new or additional VPATs become available, they will be posted to the Salesforce website. Additional accessibility details can be found at: https://help.salesforce.com/apex/HTViewHelpDoc?id=accessibility_overview.htm&language=en and https://www.lightningdesignsystem.com/accessibility/overview/.
ii. Vendor shall address what ADA features are included in their solution	Yes		See response to n. ADA Capabilities directly above.
iii. Vendor shall address any limitations with ADA features	Yes		See response to n. ADA Capabilities directly above.
o. Reporting			
i. Internal users shall be able to develop and initiate reports (i.e. ad hoc reports) within the Case Management solution without the need to export the data for manipulation via or 3rd party applications.	Yes		This is standard functionality of the Salesforce platform. Any user with minimal training can create reports and dashboards of data that they have access to. More details on Reports/Dashboards can be found in Section IX. Technical Information.

VI. Maintenance Support

Section VI: **Maintenance Support.** Describe how the proposal addresses requirements of **Section 2.9.1 - Maintenance Support.**

A. Maintenance and Support Approach

DataHouse has extensive experience serving a range of clients across industries, platforms and support requirements, and has earned and maintained trust by exceeding expectations towards responsiveness and diligence in maintaining enterprise, highly-available platforms. DataHouse offers a complete array of managed services through its subsidiary, Nettricity, incorporating ITIL best practices and decades of experience necessary to support enterprise applications. Our experience includes building, deploying, and maintaining these enterprise systems on both legacy and Cloud-based platforms, and managing the integration between them when necessary.

DataHouse has extensive experience complying with Federal and State information security standards to meet or exceed the requirements in this RFP. Notably, we have decades of experience supporting other Divisions within DLIR, including the DLIR-UI Benefit Claims Online System, the DLIR-CAS system. We have routinely exceeded the required uptime, availability and response time requirements for those systems. We undergo a self-directed SSAE audit annually to demonstrate our commitment and ability to meet compliance requirements. However, we do not take a one-size-fits-all approach; we tailor our services such that DLIR's information security requirements are met while also being cognizant of budget constraints.

Application Maintenance

The overall system architecture will consist of infrastructure components that are physically located on-island, as well as integrating with services delivered via Cloud platforms. As the system evolves, platform requirements will change, and application maintenance procedures will be continuously updated to ensure that:

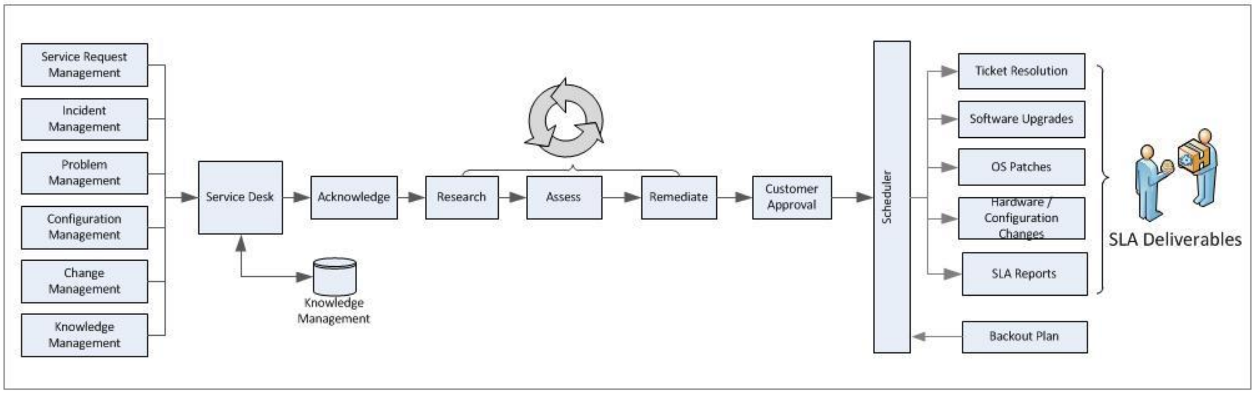
- System availability, reliability, resilience, and security are effectively managed to meet or exceed end user requirements;
- System is managed and maintained to allow for scalability, adjusting resource utilization to meet performance expectations;
- DLIR realizes best value on its investment in IT infrastructure and support.

We understand that DCD would like to be as self-sufficient as possible. DataHouse will deliver application maintenance support on an as needed basis and will be available locally to ensure service continuity to DLIR end users.

Incident Management

When assistance is required, our proposed approach incorporates the use of an ITIL-based ITSM solution to record and track all incidents, problems, configurations, changes, and service requests. A Service Desk will facilitate workflow from inception through resolution and will provide immediate feedback on the status of these items. A centralized Service Desk repository reduces duplication of effort and provides the ability to easily track and update events. It also provides an audit trail and knowledge base to speed resolution of issues and provides critical outputs such as SLA/KPI metrics, dashboards, and other performance analysis and reports process/service improvements.

MAINTENANCE & OPERATION SERVICES SUPPORT



Maintenance & Operations Services Support Workflow

A customizable, self-service portal can be configured to manage service requests and quality assurance. The portal will be available for users to request services, check the status of prior requests, and search knowledge base. A service catalog can be searched to find services available to the user. Requests are automatically generated in the Service Desk and tracked through completion. Requests will be categorized as a defect or enhancement and severity level of the defect. Documentation regarding the request can be attached to the service request. The service desk will allow DCD to track and generate reports on the progress of all service requests with automatic notifications during the workflow process.

Salesforce Platform Maintenance Support

All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the State. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations.

There are two types of maintenance at Salesforce: System Maintenance and Release Maintenance. System Maintenance is for sustaining the performance, reliability, security, and stability of the infrastructure supporting our services. When maintenance is scheduled, the specific timing and availability to be expected during that time will be communicated to all customers approximately one week in advance of the maintenance window upon login to Salesforce and via a posting to https://status.salesforce.com/status. In the event of planned maintenance where the services will be unavailable for more than four hours, or that requires customer action in advance, Salesforce endeavors to communicate via email several months in advance. Please Note: If emergency system maintenance is required, customers may be notified less than one (1) week in advance.

Major Release Maintenance is for upgrading the services to the latest product version to deliver enhanced features and functionality. Major release dates and times are posted on https://status.salesforce.com/status approximately one month before release to Sandbox instances. An email notification and blog post regarding Sandbox preview instructions is also sent approximately one month prior to upgrading Sandbox instances. Email notification of major release dates is sent one month prior to upgrading non-Sandbox instances. The Release Notes document describing the new features and functionality is posted in Help & Training one month prior to upgrading non-Sandbox instances. Final release reminders are communicated to all customers approximately one week prior via email and upon logging into Salesforce.

Major release maintenance occurs three times per year. The instance will be unavailable for up to five minutes during the release window.

Patch Releases and Emergency Releases are used to deliver scheduled and ad hoc application fixes. Patch releases are scheduled weekly and are usually deployed to instances on Tuesday, Wednesday or Thursday, with release to Asia-Pacific instances the following day. Emergency releases are conducted on an as-needed basis and can occur any day of the week. Whenever possible, patches and emergency releases are deployed during off-peak hours and without downtime.

More details can be found in **Section IX. Technical Information, B. Salesforce Technical Information.**

IBM ECM Platform Maintenance Support

Remote Administration and Monitoring Services (RAMS) takes the headache out of ECM administration, giving you the benefit of an experienced Encapture and FileNet administrator at a fraction of the cost. The RAMS offering includes:

- Being assigned an Imagine primary engineer, with backup by our entire support team.
- Providing daily email reports identifying issues that require immediate attention and those that are cautionary.
- Providing interpretations of all relevant error messages and recommendations for the steps to resolve the issues. Enhancing your Encapture and FileNet support by working closely with your team.

- Supporting your calls to the IBM support hotline, including ensuring you have all the information for the call, assisting during the call to bridge the information gap, or managing the incident for you.
- Identifying configuration improvements for overall system performance.
- Mentoring your IT staff as needed.

RAMS keeps your Encapture and FileNet applications running at optimal performance by identifying problems before they affect your business, reducing outage incidents, increasing system uptime, and mitigating the impact of absences, holidays, vacation, and training schedules of your current IT staff.

RAMS address IBM FileNet P8, Encapture, and Database (SQL Server, Oracle, DB2) components of the system. Available services include:

- Daily systems engineer monitoring, operations analysis, and reporting for IBM FileNet and Encapture™ including, but not limited to:
  - System processes and performance
  - System logs, event logs, error logs
  - Connectivity and performance of external interfaces
  - System and database utilization
  - Input and Output folders

- Weekly systems engineer monitoring, operations analysis, and reporting for All Platforms including, but not limited to:
  - CPU utilization report
  - Disk utilization report
  - Memory utilization report
  - Successful completion of backups report
  - Observations and recommendations report

Systems administration and support staff augmentation is also available. Examples of tasks that may be requested on an ad-hoc basis include:

- Review FileNet configuration changes (e.g. administrative changes to databases, disk families, document classes, index, and security settings)
- Apply system service packs and updates
- Configure object stores, file stores
- Manage document classes and properties
- Configure site specific preferences
- Configure batch classes and capture paths
- Archive aged error logs
- Review and support proposed development initiatives

- Provide performance and tuning recommendations and perform as approved
- Participate in change management/compliance
- Support system problem resolution
- Other system administration activities

B. Requirements Matrix

The table shown on the following pages details how this proposal will address the requirements of RFP-17-002-DCD **Section 2.9.1 – Maintenance Support**.

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
2.9 VENDOR RESPONSIBILITIES	
2.9.1 MAINTENANCE SUPPORT	
2.9.1.1 <u>APPLICATION MAINTENANCE</u> Contractor shall provide programming and technical support for the DLIR DCD Web-Accessible Case Management System with auditing and financial tracking. Maintenance includes troubleshooting, bug fixes to existing application code, updates, and support to maintain the application software. **Contractor shall also ensure applications interoperability on newer versions of Windows Server Operating System, Microsoft Office 365 compatibility, and across common web-browsers (i.e. Firefox, Chrome, Internet Explorer) in addition to other client software which requires periodic updating such as Java, Cisco AnyConnect VPN, and Host On Demand 3270 terminal emulator.**	DataHouse shall fully comply with this requirement in providing programming and technical support for the DCD system. All application functionality will be implemented with documentation that will be updated on an ongoing basis, including tracking of all bug fixes and requested modifications. System will be designed to enable integration and interoperability across platforms and be functional on various identified user end points.
2.9.1.2 <u>STATE LEVEL STANDARDIZED SERVICE REQUESTS</u> **All Service Requests to the Contractor will be submitted by State utilizing phone, e-mail or other online problem tracking system. State will designate individual users authorized to submit Service Requests and communicate problems and questions. Technical Support for issues related to Software Product functionality will be available during normal working hours. Contractor shall respond to hardware and software problems that prevent or limit the State's ability to perform its work in a timely manner. Contractor shall insure that such problems are addressed and resolved in the shortest timeframe possible.** **Response times to Service Requests are measured from receipt of the Service Request to acknowledgement and assignment of a Service Request to the appropriate Contractor resources for remediation of the request. All Service Requests are unique and depending on severity and complexity will require differing resources and time to resolve. As such this table does not indicate**	DataHouse shall provide a full-featured Service Request online tracking management system, configured to utilize e-mail distribution lists will be for notifications and support workflows. A phone line will be established for support communications. Assumption will be that scope of technical support services will be business hours, from 7:00 a.m. to 5:00 p.m. HST on weekdays, excluding holidays. DataHouse will conform to the response time for each type of incident and severity level as assigned. Metrics will be gathered from data in the Service Request system. DLIR personnel are responsible for entering requests into the system.

<table>
<tr><th>Requirement from RFP-17-002-DCD</th><th>How this proposal will meet the requirement</th></tr>
<tr><td>

the duration or resource hours necessary to address a Service Request to its resolution. The following table outlines the service levels of the numerous services provided by State based on the severity of the Service Request received. State is responsible for categorizing Service Requests according to severity prior to submission to Contractor. Severity assigned to a Service Request will dictate the response times to the Service Request as indicated in the table below.

Maintenance/Support	Critical	High	Medium	Low
Server Management	24 hours	24 hours	24 hours	48 hours
Hot fix Installation (COTS updates)	24 hours	24 hours	24 hours	48 hours
Service Pack Installation	24 hours	24 hours	24 hours	48 hours
Security Patch Installation	24 hours	24 hours	24 hours	48 hours
Component/software Installation	24 hours	24 hours	24 hours	48 hours
Internal Monitoring/Support	24 hours	24 hours	24 hours	48 hours
Manual Log Rotation	24 hours	24 hours	24 hours	48 hours
User Account Management	24 hours	24 hours	24 hours	48 hours
Firewall Management				
Port permission configuration	24 hours	24 hours	24 hours	24 hours
Configuration Management	24 hours	24 hours	24 hours	24 hours
Anti-Virus Updates	1 hour	1 hour	1 hour	1 hour
System Administration / Support				
Hardware and System Configuration	As required	As required	As required	As required
Operating System Upgrades	24 hours	24 hours	48 hours	72 hours
Web Server (IIS 5.0)	1 hour	1 hour	5 hours	8 hours
Supported software/patch installation	24 hours	24 hours	48 hours	48 hours

</td><td></td></tr>
</table>

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
<table><tr><td>Security configuration/patch installation</td><td>24 hours</td><td>24 hours</td><td>48 hours</td><td>48 hours</td></tr><tr><td>Adding Domains</td><td>24 hours</td><td>24 hours</td><td>48 hours</td><td>48 hours</td></tr><tr><td>Password Protection/Server Support</td><td>24 hours</td><td>24 hours</td><td>48 hours</td><td>48 hours</td></tr><tr><td>Server Reboot/Service Shutdown</td><td>As required</td><td>As required</td><td>As required</td><td>As required</td></tr><tr><td>**System Administration / Support**</td><td></td><td></td><td></td><td></td></tr><tr><td>Network Equipment Monitoring</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Unscheduled Outages</td><td>1 – 2 hrs.</td><td>2 hrs.</td><td>2 hrs.</td><td>2 hrs.</td></tr><tr><td>Scheduled Maintenance</td><td>As required</td><td>As required</td><td>As required</td><td>As required</td></tr><tr><td>Ping of primary IP Address</td><td>As required</td><td>As required</td><td>As required</td><td>As required</td></tr><tr><td>Port Monitoring</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Pager Alerts</td><td>As required</td><td>As required</td><td>As required</td><td>As required</td></tr><tr><td>Application Monitoring</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Software Product Upgrades (following release date)</td><td>1 – 3 days</td><td>4 days</td><td>7 days</td><td>10 days</td></tr></table> **All Service Requests will be evaluated according to the severity assigned. Service Request severity categories are defined as follows:** **a. <u>Critical</u>: Used when a serious error has occurred that terminated the Software Product, whether the result of input, user, program, or system error. An incident that results in a critical business impact on the system, a complete or substantial loss of service when using the system, or real or perceived data loss or data corruption making an essential part of the system unusable, or the inability to use a mission critical segment of the system.** **b. <u>High</u>: Issued for situations that cause the system/function**	

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
to terminate prematurely. An incident that results in serious business impact on the system, the functionality of the software is adversely affected, and cannot be circumvented, or certain functions within the software are disabled or unusable. **c. <u>Medium</u>: Issued for situations that may be problematic but do not cause the system/function to terminate prematurely. An incident that results in some business impact on the system, the functionality of the software is adversely affected, but can be circumvented, or certain functions within the software are disabled, but the Software Product remains operable.** **d. <u>Low</u>: Any error condition of a nature not covered by other severity definitions. An incident that results in a minimal business impact on the system, an incident where there is no loss of service and the incident has no significant impact on the usability of the software. This level is typically used for questions, comments and enhancement requests.**	
2.9.1.3 <u>IMPLEMENTATION AND DEPLOYMENT SERVICES</u> Contractor shall deploy virtualized application environments within the DLIR's IBM Versa Stack that includes production, staging and development regions. The staging region will mirror the production region and be used as a final staging area where final tests are conducted before migrating any changes to the production region. This region will also be used to conduct tests of the production system. The development region will be used to develop new functionality and applications or modifications to the production system. This is also the region in which DLIR DCD will conduct user acceptance testing. The Contractor shall correct any identified defects within a reasonable time of notification.	DataHouse will provision and manage all necessary environments to enable development and ongoing support of the DCD system, to include Development, Staging, and Production. Refer to Section IV. Plan of Action.

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
2.9.1.4 <u>OPERATIONAL SUPPORT SERVICES</u>	
a. Assist DLIR EDPSO Staff to perform daily, monthly, and year end operational support services and operational tasks such as running batch jobs, distributing reports, checking logs, and providing general support to maintain the operations of the DLIR DCD Web-Accessible Case Management System with Auditing and Financial Services. The following operational jobs are required to be run at the designated frequencies:	DataHouse will provide Operational Support Services on an as needed basis as described below:
i. Daily Report Distribution	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
ii. Weekly Job	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
iii. Employer Table updates	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
iv. Month-end Jobs	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
v. Year-End Jobs	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
vi. Table updates	DLIR EDPSO staff will perform operational tasks. Support will be provided as needed on a time and material basis
b. Assist EDPSO staff to monitor and maintain the DLIR DCD Web-Accessible Case Management System with Auditing and Financial Services Application on 24/7 basis. Show a site not available message when the DCD System is down. Insure that the system constantly monitors the VersaStack.	The Salesforce application shall be monitored 24x7 by Salesforce. Messages will be displayed when the application is unavailable and during required time windows. Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers' trust. To ensure maximum uptime and continuous availability, Salesforce provides the best redundant data protection and most advanced facilities protection available, along with a complete data recovery plan—all

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
	without affecting performance. Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. Excellent availability statistics are critical to Salesforce's customers' success and to the success of Salesforce as a company. Live and historical statistics on the Salesforce system performance are publicly published at https://trust.salesforce.com/en/#systemStatus. The persistence layer underlying Salesforce Platform is proven database technology that powers all of Salesforce's products today, serving more than 150,000 organizations and over 4 billion transactions per day with an average request response time of less than 200 milliseconds, all with an average uptime of 99.9+ percent. Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems. If a customer requires an SLA it will be negotiated separately. DLIR EDPSO staff will monitor and maintain the VersaStack environment. Support will be provided as needed on a time and material basis.
c. Assist EDPSO staff in the following security and firewall management services:	**Virus/Spyware Scanning** Salesforce has implemented malware detection at the network level in the production environment. Specifically, network intrusion detection systems are configured (and continuously updated) to detect malware-related network traffic. Other controls are also used to address malware such as hardening the Operating System of our servers and firewall configuration to ensure only required ports are open and all others denied. Access to these systems is restricted to authorized personnel and all these systems, as well as the host

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
	platforms, are monitored in real time through a security monitoring system. Salesforce does not restrict the file types users can upload. Salesforce does not scan, modify or clean any customer data; the system stores the information provided in an encoded format within the database. It is recommended that customers run updated antivirus and anti-malware solutions to help mitigate these threats. Salesforce is transparent about security and privacy issues. Real-time system information is available at the company's "trust site" at http://trust.salesforce.com. Here, anyone can find live data on system performance, current and recent phishing and malware attempts, and tips on best security practices. **Port Monitoring and Port Permission** Salesforce has implemented port security to detect and disable connections from unauthorized devices. The port security feature occurs in real time once a device attempts to connect to the port. Salesforce 's implementation of this control was tested by a 3PAO during the FedRAMP assessment. **Continuous Monitoring** To obtain compliance with FedRAMP, Salesforce conducted security assessment and authorization activities in accordance with FedRAMP guidance, NIST 800-37, and HHS guidance. To maintain compliance with FedRAMP, Salesforce conducts continuous monitoring, which includes ongoing technical vulnerability detection and remediation, remediation of open compliance related findings, and at least annual independent assessment of a selection of security controls. Any vulnerabilities found will be published in Salesforce's monthly Plan of Action and Milestones (POA&M) and can be provided to the State under NDA.

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
	Network Protection Salesforce secures its network on many different fronts. For example: End-to-end TLS cryptographic protocols encrypt network data transmissions from the customer to Salesforce. Perimeter firewalls and edge routers block unused protocols. External traffic that does not conform to the firewall rules is blocked. The edge routers are configured with access control lists (ACLs) to filter unwanted network traffic and if necessary apply traffic rate limits. Traffic that is allowed by the ACL is routed to the external firewalls. All external firewalls are configured by default to deny all traffic and allow by exception. Stateful packet inspection (SPI) firewalls inspect all network packets and prevent unauthorized connections. Intrusion detection sensors placed throughout the network monitor traffic and report events to a security logging and alerting system for logging, alerts, and reports. Secure routing and traffic flow policies ensure that customer traffic is encrypted entering Salesforce until the load balancer decrypts the traffic. The load balancers decrypting the traffic are FIPS 140-2 compliant and are located inside of the Salesforce Government Cloud isolation boundary. Network devices enforce traffic flow policies in the Salesforce Government Cloud Denial-of-Service (DoS) protection is provided using a multi-layered approach utilizing high availability, traffic monitoring, anomaly detection, and a third-party DoS mitigation service. Salesforce uses multiple Internet Service Providers (ISPs) to ensure redundancy of connections and increased availability. Monitoring is performed continuously and we have a contract with a third-party DoS mitigation service should an active DoS attack be discovered DLIR EDPSO staff will performance security and firewall management services for on premise infrastructure. Support will be provided as needed on a time and material basis.

Requirement from RFP-17-002-DCD	**How this proposal will meet the requirement**
i. Security Patch Installation	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
ii. Virus/Spyware Scanning	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
iii. Port Monitoring	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
iv. Port Permission Configuration	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
v. Firewall Configuration Management	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
vi. Automated Intrusion Prevention	DLIR EDPSO staff will perform security and firewall management tasks. Support will be provided as needed on a time and material basis
d. Assist EDPSO staff to perform all regular, routine maintenance for Application and Web servers running components or modules required for operation of the DLIR DCD system. Maintenance tasks provided are as follows:	Salesforce will provide all regular and routine maintenance for Salesforce Platform and Community applications All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the State. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations. DLIR EDPSO will perform regular and routine VersaStack application and Web server maintenance. Support will be provided as needed on a time and material basis

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
i. Service Pack Installation	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
ii. Hotfix Installation	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
iii. Hardware Driver Updates	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
iv. Hardware/Software Installation and Configuration	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
v. Operating System Installation and Upgrades	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
vi. Software Product Installation	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
vii. Database Server Management	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
viii. Application Server Management	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
ix. Server Restart/Reboot (as required)	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
x. Operating System Services Management (starting/stopping)	DLIR EDPSO staff will perform. Support will be provided as needed.
e. Assist EDPSO staff to perform Server Level User Account Management Services as follows:	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
i. User Account Creation/Maintenance (Server Level)	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
ii. Permissions Management (Server Level)	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
f. Assist EDPSO staff to back up data on a regular schedule and insure that related storage and recovery services are provided as follows:	Data backup will be performed by Salesforce for Salesforce applications. **Backup and Disaster Recovery** Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the primary data center, and then cloned to the disaster recovery data center. Disaster recovery tests verify our projected

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
	recovery times and the integrity of the customer data. Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted network (our MPLS network across all data centers). Disks never leave our secure data center facilities, unless they are to be retired and destroyed through a secure destruction process. The backup retention policy is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes). If customers want a longer retention, they can use the weekly export feature available in the system. **Backup Encryption** Backup media are encrypted using a FIPS 140-2 compliant encryption module. Backups do not physically leave the Salesforce data centers and access is restricted to authorized personnel. Backups are kept in our secure, dedicated data center space until they are to be retired and destroyed. **RAID Array Disk Recovery** The backup is a warm standby in which the secondary (i.e., backup) system runs in the background of the primary system. **Full/Partial System Restoration** For business continuity purposes, Salesforce supports disaster recovery with a dedicated team and a 4-hour recovery point objective (RPO) and 12-hour recovery time objective (RTO). **Emergency Hardware Repair/Replacement** This is included in the Salesforce SaaS/PaaS service. Salesforce has an established process for sanitizing media consistent with industry guidelines and consistent with NIST SP 800-88 Guidelines for Media Sanitization [MP-6]. Salesforce performs a 7-

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
	pass wipe. Destruction of processing equipment is defined in Salesforce's Media Handling policy and process documents which cover the following points: -Sensitive documents and CD/DVD media are destroyed and disposed using a certified shredding service. -Corporate and Production backup disks are degaussed prior to disposal, using a commercial degausser with a 5000-oersted rating that meets or exceeds HIPAA and Gramm-Leach-Bliley Act requirements for data privacy. Hard disk drives from corporate desktops and system disks from production systems (these contain no customer data) are erased with a multiple-pass write of complementary and random values. -Production storage is based upon large-scale RAID systems, so no single disk or partial collection of disks contains usable data. However, if any disk should fail (server or array) we perform a multiple-pass write of complementary and random values (consistent with NIST 800-88). If it wipes successfully, we will return the disk array to the vendor for credit. If it fails during the wiping process we retain and destroy (degauss/shred/incinerate). DLIR EDPSO staff will perform backup of VersaStack environment. Support will be provided as needed on a time and material basis.
i. Daily backups	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
ii. Offsite encrypted tape storage	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
iii. RAID Array Disk Recovery/Replacement (hot swap)	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
iv. Full/Partial System Restoration	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis

Requirement from RFP-17-002-DCD	How this proposal will meet the requirement
v. Emergency Hardware Repair/Replacement	DLIR EDPSO staff will perform. Support will be provided as needed on a time and material basis
g. Assist EDPSO staff to perform scheduled maintenance or upgrades as required. System downtime may be required to perform regular system maintenance or upgrades. When this is required, all reasonable efforts will be made to schedule downtime during maintenance typical Off-Peak Hours and Contractor shall provide State a minimum of 24 hours' notice prior to performing work which will make the system unavailable for longer than a period of twenty (20) minutes. Standard maintenance and support will be available during normal business hours, while installation of patches, upgrades and other non-critical fixes sill be evaluated on a case-by-case basis.	DataHouse will assist EDPSO in performing maintenance and upgrades as required on a time and material basis

VII. Qualifications of Firm and Staff

Section VII: **<u>Qualifications of Firm and Staff.</u>** Describe how the proposal addresses requirements of **Section 7, Attachment B: Offer Form, OF-2, Offer Form and Company Qualifications and Staff Profile.**

Contractors (or "Offeror") shall provide a comprehensive description of its ability to meet the staffing requirements outlined in this RFP. The names and resumes of personnel assigned to this project will be submitted in the proposal. Substitute or additional personnel will not be used until a resume is received and approved by the STATE PM. The STATE PM will have the right to request the removal of personnel from all work on this project upon written notification to the Contractor.

If subcontractor(s) will be used, a statement from each subcontractor will be included in the proposal, signed by an individual authorized to legally bind the subcontractor, and stating:

- The subcontractor's name, mailing address, email address, telephone number, fax number, and contact person.
- The general scope of work to be performed by the subcontractor.
- The subcontractor's willingness to perform the work indicated.

Offeror shall provide a list of similar installations (minimum of 3 installations) successfully completed by the Offeror and available for inspection. Similar is intended to mean:

- Equivalent or larger in size.
- Utilization of the same or similar system as proposed in the Offeror's response.
- A system installation that is roughly equivalent to the State's requirements.

The above references shall be included for contact:

- Name of Company
- Address of Company
- Name of Contact
- Address of Contact
- Telephone Number
- FAX Number
- E-Mail Address
- Business Description

The State may contact some or all of the references. The Offeror shall clear such contact with the reference so as to avoid any communication problems or "proprietary information" problems with the reference. The State may wish to visit the Offeror's office and/or one or more similar installations. The Offeror shall, upon request, accompany the State personnel to these sites.

QUALIFICATIONS OF FIRM AND STAFF, OF-2A

At the State's sole discretion, the contract may be extended for time, or time and money, and may be amended consistent with the terms and conditions of the original contract. In the tables below, provide the cost per hour for work that may arise during the project:

POSITION	HOURLY RATE
Project Manager	$161.16
Solution Architect	$213.16
Senior ECM Platform Developer	$213.16
Junior ECM Platform Developer	$177.33
Senior Web Designer	$167.79
Junior Web Designer	$139.75
Senior Business Analyst	$177.33
Junior Business Analyst	$167.79
Quality Assurance Lead	$161.16

In the tables below, please provide the information as stated in Section 3: Proposal Format and Content.

COMPANY QUALIFICATIONS FORM				
Minimum Mandatory Company Qualifications	**Project Start/End Dates**	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number, address of contact, business description**
Five (5) years ECM platform experience	06/18/2012 – 2017 and present (enhancements still on-going)	5+	**State of Hawaii, Department of Human Services - Benefit Employment Support Services Division (BESSD) Electronic Case Folder (ECF) system -** See Appendix A for project description.	**Iva Starr-Cain** 1010 Richards Street, Suite 412 Honolulu, Hawaii 96813 (808) 586-7255 ***ICain@dhs.hawaii.gov*** See Appendix A for business description.
	2007 – Present (multiple solution contracts and RAMS Maintenance)	11	**Dallas Area Rapid Transit (DART) project -** See Appendix A for project description.	Shareem Taylor Dallas Area Rapid Transit 1401 Pacific Avenue Dallas, TX 75202 (214) 749-2650 STaylor3@dart.org See Appendix A for business description.
	11/2012 – Present (multiple solution contracts and RAMS	6	**Kemper Services Co. project -** See Appendix A for project description.	Carol McAllister 502 West Germantown Pike, Suite 900

DataHouse

	Maintenance)			Plymouth Meeting, PS (610) 276-3259 cmcallister@kemper.com See Appendix A for business description.
Five (5) years experience implementing ECM solutions to support case management needs	06/18/2012 – 2017 and present (enhancements still on-going) 12/2005 – present (on-going) 08/2015 – 04/2017 (on-going support)	5+ 18+ 2+	**State of Hawaii, Department of Human Services (DHS) BESSD Electronic Case Folder (ECF) -** See Appendix A for project description. **Hawaii Department of Education - electronic Comprehensive Student Support System (HIDOE eCSSS) -** See Appendix A for project description. **Tacoma Housing Authority -** See Appendix A for project description.	**Iva Starr-Cain** 1010 Richards Street, Suite 412 Honolulu, Hawaii 96813 (808) 586-7255 ***ICain@dhs.hawaii.gov*** See Appendix A for business description. *eCSSS Client reference contact for "completed" projects:* **Lianne Iwanaga-Ohashi** Information Technology Project Management Branch 601 Kamokila Blvd., Room 409 Kapolei, HI 96707 (808) 784-6050 lianne_iwanaga-ohashi@notes.k12.hi.us *eCSSS Current client reference contact:* **Christine Shaw** Christine_shaw@notes.k12.hi.us (808) 586-3307 See Appendix A for business description. **Todd Craven** 902 S L St Tacoma, WA 98405 (253) 682-6204 tcraven@tacomahousing.org See Appendix A for business description.
Five (5) years DLIR program and services experience in the public sector	1984 – present (on-going)	34+	**Unemployment Insurance Division - (DLIR-UI Electronic Low Earnings Reporting and Monitoring System (ELERM) and Modernization**) – See	**Anne Perreira-Eustaquio**, 830 Punchbowl Street Room 325 Honolulu, HI 96813 (808) 586-9071 Anne.E.Perreira-Eustaquio@hawaii.gov

			Appendix A for project description.	See Appendix A for business description.

Note: List at least three references are required. **Personnel Name: Randy Wilson**			**Percent of Time to the Project: 100%**	
Project Manager Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Three years PM Agile experience	2012-2017	5	Healthcare replacement project for Hawaii Medical Services Association. Managed multiple workstreams supporting the State of Hawaii Health insurance marketplace for residents and small business. State of Hawaii Managed multiple subproject workstreams, 6-13-member teams through empowerment and dynamics, Primary liaison between State of Hawaii and HMSA. Drove continuous improvement, tracking of metrics and status reporting. Prioritized work efforts and Sprint backlog, conducted show and tell output reviews, facilitation and daily scrum, change management, retrospectives, and lessons learned, and conducted Stakeholder review. Served as Project	Ben Yuan, Benjaminyuan@hotmail.com 808.429.2177

			Manager for Multimillion dollar Healthcare.gov transition team for PMI Honolulu 2015 Project of the Year. Other projects included Cyber Security and International Classification of Diseases implementations. Projects combined Software Development Lifecycle Waterfall and Agile Methodologies.	
ECM experience	2012 - 2018 2011 - 2012	5 1	Consultant to HMSA for the State of Hawaii Healthcare Exchange project, Cyber Security. managed business analysts, engineers, developers, testers. Served in roles of Project Manager, Program Manager, Business Analyst, and Test Manager. Additional projects in IT Cyber Security. US Marine IT Enterprise to NGEN Transition**;** Served as Site Lead and Project manager over 10 contract staff including Network Engineers, Information Assurance, Operations Analysts and Facilities Management. Coordinated contract proposals, hired and evaluated staff.	Ben Yuan, Benjaminyuan@hotmail.com 808.429.2177 Sean Flink, Sflink@usmc.mil, 808.397.0663
PMP Certification		Certification #: **1417283**		n/a

Personnel Name: Wade Kaneshiro			**Percent of Time to the Project: 100%**	
Solution Architect Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Five (5) years software development experience	2008 - present	10	State of Hawaii Department of Labor & Industrial Relations (DLIR) projects, Lead Developer: 1) Web Application & Automated UI Tax Field Audit Program (2018); 2) Web Modernization (2017); Employment Services Registration Verification; 4) CC-LER Integration; 5) Low Earnings Reporting & Monitoring (ELERM) System (2012); 6) Employment Security Appeals Referees' Office (ESARO) – Appeals Internet Filing System (2011); 7) Customer Service Representative (CSR) Internet Initial Claim Application (2011), 8) Unemployment Insurance (UI) Web Filing (2009-2011); 9) UI Phase 1 (2008-2009) etc.	Anne Perreira-Eustaquio, Anne.E.Perreira-Eustaquio@hawaii.gov (808) 586-9071
	1991-2008	17	Numerous other projects	
Three (3) years solution architect experience	2008 - present	10	State of Hawaii Department of Labor & Industrial Relations (DLIR) projects, Lead Developer and Solution Architect: 1)	Anne Perreira-Eustaquio, Anne.E.Perreira-Eustaquio@hawaii.gov (808) 586-9071

			Web Application & Automated UI Tax Field Audit Program (2018); 2) Web Modernization (2017); Employment Services Registration Verification; 4) CC-LER Integration; 5) Low Earnings Reporting & Monitoring (ELERM) System (2012); 6) Employment Security Appeals Referees' Office (ESARO) – Appeals Internet Filing System (2011); 7) Customer Service Representative (CSR) Internet Initial Claim Application (2011), 8) Unemployment Insurance (UI) Web Filing (2009-2011); 9) UI Phase 1 (2008-2009) etc.	
Three (3) years ECM platform experience	2000-2010	10	Various Lotus Notes/Domino projects involving enterprise content management.	Arthur Minagawa Arthur.Minagawa@hawaii.gov 808-587-2369
DLIR program experience	2008 - present	10	State of Hawaii Department of Labor & Industrial Relations (DLIR) projects – Lead Developer and Solution Architect: 1) Web Application & Automated UI Tax Field Audit Program (2018); 2) Web Modernization (2017); Employment Services Registration Verification; 4) CC-LER Integration; 5) Low Earnings	Anne Perreira-Eustaquio, Anne.E.Perreira-Eustaquio@hawaii.gov (808) 586-9071

			Reporting & Monitoring (ELERM) System (2012); 6) Employment Security Appeals Referees' Office (ESARO) – Appeals Internet Filing System (2011); 7) Customer Service Representative (CSR) Internet Initial Claim Application (2011), 8) Unemployment Insurance (UI) Web Filing (2009-2011); 9) UI Phase 1 (2008-2009) etc.	

Personnel Name: Imagine Solutions - Brian Begue			**Percent of Time to the Project: 100%**	
ECM Platform Developer Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Year s**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Five (5) years software development experience (Brian)	08/2012 - Now	5.5	State of Hawaii Department of Human Services - RAMS - Lead Sr. System Engineer and Administrator for State of HI – DHS DEV, TEST and PRD ECM environments – Daily administration, system analysis and design	Iva Starr-Cain ICain@dhs.hawaii.gov (808) 586-7255
Three (3) years ECM platform configuration, and custom development experience (Brian)	10/2007 - Now	10.5	Dallas Area Rapid Transit (DART) – RAMS - Sr. System Engineer and Administrator for DART's DEV, TEST and PRD ECM environments	Shareem Taylor STaylor3@dart.org (214) 749-2650
DLIR program experience [State of Hawaii relevant experience per Addendum 4- #52]	08/2012 - Now	5.5	State of Hawaii Department of Human Services -	Iva Starr-Cain ICain@dhs.hawaii.gov (808) 586-7255

			RAMS - Lead Sr. System Engineer and Administrator for State of HI – DHS DEV, TEST and PRD ECM environments – Daily administration, system analysis and design	

Personnel Name: Rodney Murashige			**Percent of Time to the Project: 100%**	
Lead Business Analyst Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Five (5) years business analysis experience	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2014 – 2017	3	Infor Public Sector – HDOA Pesticides Licensing Application – business analyst	John McHugh, john.mchugh@hawaii.gov (808) 973-9402
	2017 – 2018	1	Infor Public Sector – Animal Quarantine Permitting System – Web Portal business analyst	Isaac Maeda, Isaac.M.Maeda@hawaii.gov) (808) 483-7144
Three (3) years SOH DLIR experience	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2000 - 2002	1	DLIR DCD – DCD-Net Application Ongoing Support – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2017 – 2018	1	DLIR CAS web application front-end – Project Management and ongoing support	Leila Shar, Leila.Shar@hawaii.gov (808) 586-8888
Two (2) years ECM experience configuration experience	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov

				808.586-9245
	2004 – 2006	2.5	Kaiser Permanente – ongoing development and server administration support for KPMG Hawaii Lotus Domino Applications	Lisa Victor, lisav@oha.org 808.594.1906
Strong ECM platform workflow development experience preferred	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2004 – 2006	2.5	Kaiser Permanente – ongoing development and server administration support for KPMG Hawaii Lotus Domino Applications	Lisa Victor, lisav@oha.org 808.594.1906
Strong SQL Server Reporting Services (SSRS) or ECM platform reporting engine experience	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2004 – 2006	2.5	Kaiser Permanente – ongoing development and server administration support for KPMG Hawaii Lotus Domino Applications	Lisa Victor, lisav@oha.org 808.594.1906
Strong ECM platform security role/profile/permission experience	1999 – 2001	1.5	DLIR DCD – DCD-Net Application – Lotus Notes and SQL Server developer and business analyst	Royden Koito, Royden.T.Koito@hawaii.gov 808.586.9153 Scott Hee-Wai, Scott.A.Hee.Wai@hawaii.gov 808.586-9245
	2004 – 2006	2.5	Kaiser Permanente – ongoing development and server administration support for KPMG Hawaii Lotus Domino Applications	Lisa Victor, lisav@oha.org 808.594.1906

Personnel Name: Daniel Kong			**Percent of Time to the Project: 100%**	
Web Developer Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Five (5) years web development experience	2013 – present	5.5	RCUH Financial System- Lead	*After 07.01.18:* Maile Brooks

			Developer: Designed, architected, then lead a team to modernize an existing Domino application (with ECM functionality) into a Cloud based application using AngularJS, NodeJS, AWS, and MYSQL talking to an AS/400 Mainframe and sister Domino applications.	mbrooks@rcuh.com (808) 988-8340 *Before 07.01.18:* Douglas Tonokawa dtonokawa@rcuh.com (808) 988-8320
Three (3) years web services experience	2017	1	Judiciary Ho'ohiki Case Search – Designed and built a brand new front-end application to search through public court records (with ADA Compliance and Captcha). Used AngularJS, UI/US principles, and Bootstrap.	**Kevin Thornton** (808) 538-5808 Kevin.g.thornton@courts.hawaii.gov
	01/2017 - present	1.5	RCUH Website redesign – Built the new RCUH Website (with ADA Compliance) using WordPress Content Management, with custom plugins and managing the hosting and backup on AWS.	*After 07.01.18:* **Maile Brooks** mbrooks@rcuh.com (808) 988-8340 *Before 07.01.18:* **Douglas Tonokawa** dtonokawa@rcuh.com (808) 988-8320
Two (2) years ECM platform experience	2010 – 07/2013	3.5	DOE Comprehensive, Support Services System (eCSSS) – Developed modules for the web-based application system using .NET, IIS, and SQL Server	*For "completed" projects:* **Lianne Iwanaga-Ohashi** lianne_iwanaga-ohashi@notes.k12.hi.us (808) 784-6050 *Current Client Contact:* **Dean Horiuchi** Dean_horiuchi@notes.k12.hi.us (808) 564-9444
DLIR program experience	07/2007 – 01/2010	2.5	DLIR Cost Accounting System –	Leila Shar Leila.Shar@hawaii.gov

			Lead Developer – Designed, architected, then lead a team to build the DLIR Cost Accounting System using >NET and SQL Server with interfaces to the SESA mainframe system.	(808) 586-8888
	01/2018 - present	.5	DLIR Employer Application – Developing an Application for employers using Angular 4, UI/UX principles, NodeJS, SQL Server, AWS, connecting to the HATS mainframe applications	Anne Eustaquio-Perreira Anne.e.perreira-eustaquio@hawaii.gov (808) 586-9235

Personnel Name: Danny Kennison			**Percent of Time to the Project: 100%**	
Quality Assurance Lead Minimum Qualifications	**Experience**			
	Project Start/End Dates	**# of Years**	**Project Name and description of relevant experience**	**Reference information: name, email address, phone number**
Three (3) years software development QA experience	2/9/18 - present (DLIR UI LEP) 2/1/17 - present (DLIR UI Employer and Audit) 3/2/17 - present (DLIR UI Support/Maintenance) 10/1/15 - 3/1/17 (DLIR UI Modernization)	2 years 8 months	DLIR UI LEP DLIR UI Employer and Audit DLIR UI Support/Maintenance DLIR UI Modernization Created and implemented custom workflows for efficient incident management in Tuleap ALM. Assisted in the successful migration of defects from Bugzilla to Tuleap ALM. Served as subject matter expert for cross-browser regression testing on mobile and desktop platforms. Assisted developers in debugging defects.	Sheryl Maligro sheryl.d.maligro@hawaii.gov (808) 586-9072 Wendy Maher wendy.p.maher@hawaii.gov (808) 586-9234

Two (2) years automated testing tool experience	2/9/18 - present (DLIR UI LEP) 2/1/17 - present (DLIR UI Employer and Audit) 3/2/17 - present (DLIR UI Support/Maintenance) 10/1/15 - 3/1/17 (DLIR UI Modernization)	2	DLIR UI LEP DLIR UI Employer and Audit DLIR UI Support/Maintenance DLIR UI Modernization Quickly learned how to develop on new Protractor Framework overcoming development challenges in manipulating Web elements on non-Angular pages. Utilizing Selenium/Protractor on NodeJS, spearheaded development of over 300 automated end-to-end tests for comprehensive rapid testing of dynamic form submissions.	Sheryl Maligro sheryl.d.maligro@hawaii.gov (808) 586-9072 Wendy Maher wendy.p.maher@hawaii.gov (808) 586-9234
Two (2) years ECM platform experience	2012 - 2013 (Tetris Online)	1	Developed front-end/back-end Content Management System for publishing news and job listings for the company's corporate website. Designed and developed administrative back-end and web interface tools for staff; built custom XML editor with revision control system, metrics UI utilization Google Charts API, and tools for project development and administration. Developed server-side API prototype for Bubble Pop Battle game on Facebook.	Kenneth Wada, ken@tetrisonline.com (808) 398-9308 Brandon Park-Yamaha, bparkyamaha@gmail.com (808) 277-7659 Tobias McDonough tobiasmcd@hotmail.com (423) 364-7586
DLIR program experience	2/9/18 - present (DLIR UI LEP) 2/1/17 - present (DLIR UI Employer and Audit)	2 years 8 months	DLIR UI LEP DLIR UI Employer and Audit DLIR UI Support/Maintenance DLIR UI Modernization Comprehensive understanding of Unemployment Insurance Claimant	Sheryl Maligro sheryl.d.maligro@hawaii.gov (808) 586-9072 Wendy Maher wendy.p.maher@hawaii.gov (808) 586-9234

	3/2/17 - present (DLIR UI Support/Maintenance) 10/1/15 - 3/1/17 (DLIR UI Modernization)		Benefits and Employer Tax processes and business logic including Registration, Initial Claims, Claim Certifications, Reactivations, and Forms: UC-1, UC-25, UC-86, UC-175, UC-176, UC-336. Familiarity executing queries on DLIR UI's tax and wage ADABAS DBMS as well as SQL Server. Familiarity in accessing claimant benefits and tax data on DLIR UI's IBM mainframe in different host regions.	

Offeror
DATAHOUSE CONSULTING, INC.

A. Experience and Capabilities

a) A complete, relevant, and current client listing

A complete, relevant, and current client listing is shown below.

- American Savings Bank
- Bank of Hawaii
- City & County of Honolulu
- CoBank, ACB
- 'Ekahi Health System
- First Hawaiian Bank
- Halekulani Corporation
- Hawaii High School Athletic Association
- Hawaii Permanente Medical Group
- Hawaiian Electric Company, Inc.
- Hawktree International, Inc.
- Honolulu Authority for Rapid Transit
- Infor
- Kaiser
- Kamehameha Schools
- Paradise Cove
- Rehabilitation Hospital of the Pacific
- Servco Pacific, Inc.
- State of Hawaii
    - Department of Accounting and General Services
    - Department of Agriculture
    - Department of Budget and Finance
    - Department of Commerce and Consumer Affairs
    - Department of Education
    - Department of Health
    - Department of Labor and Industrial Relations
    - Department of Land and Natural Resources
    - Department of Transportation
    - Hawaii State Judiciary
    - Research Corporation of the University of Hawaii
- TeamPraxis, LLC

b) The number of years Offeror and subcontractors has been in business and the number of years Offeror has performed the type of services specified by this RFP.

- **DataHouse** has been in business for over 42 years, since 1975. It has performed the type of services specified by this RFP for over 30 years.
- **eightCloud** (www.eightCloud.com) based in WA, was established in 2011, and has implemented custom/configured Salesforce-based solutions for commercial and public-sector entities for the last 7 years.
- **Imagine Solutions** has been in business since 1998 and has implemented ECM solutions for 20 years.

c) A list of key personnel and associated resumes for those who will be dedicated to this project.

Below is a list of the key personnel for this project. For their accompanying resumes, please see **Appendix B**.

KEY PERSONNEL:

Name	Role	Company
Wade Kaneshiro	Solution Architect	DataHouse
Danny Kennison	Quality Assurance Lead	DataHouse
Daniel Kong	Web Developer	DataHouse
Rodney Murashige	Lead Business Analyst	DataHouse
Randy Wilson	Project Manager	DataHouse
Brian Begue	ECM Platform Developer	Imagine Solutions

In addition to the key personnel listed above, the following resources will be available to support the project:

Name	Relevant Experience
Clyde Shiigi	38 years in developing and supporting enterprise applications for State of Hawaii, 30 years at DLIR
Philip Lebar	Original member of project team that developed DCD Lotus Notes application
Rhanda Kim	Original member of project team that developed DCD DCIS application
Milton Taba	Original project manager and functional lead for DLIR Cost Accounting System (CAS)
Kristy Fukunaga	Current project manager for DLIR Unemployment Insurance (UI) Benefits system projects
Becky Arakawa	30 years supporting State of Hawaii enterprise solutions
Hong Phan	Enterprise architect for State of Hawaii Department of Human Services (DHS) projects

d) A list of at least three (3) references from the Offeror's client listing that may be contacted by the State as to the Offeror's past and current job performance. Offeror shall provide names, titles, organizations, telephone numbers, email and postal addresses.

Please see **Appendix A** for references. References are also shown, as appropriate, in the Qualifications of Firm and Staff OF-2A form.

e) A summary listing of judgments or pending lawsuits or actions against; adverse contract actions, including termination(s), suspension, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.

None. DataHouse has no judgments or pending lawsuits or actions against, no adverse contract actions, including termination(s), suspension, imposition of penalties, and no other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against the firm.

f) A list of sample case management system (CMS) projects and/or examples of written plans relating to this project.

- ***State of Hawaii- DHS Wins 2014 WFMC Global Award for Case Management*** http://humanservices.hawaii.gov/blog/dhs-wins-2014-wfmc-global-award-for-case-management
- ***Imagine Solutions named 2015 IBM Beacon Award Finalist for Outstanding Enterprise Content Management Solution and Case Management- State of Hawaii, Department of Human Services: Benefit, Employment and Support Services Division*** http://www.imaginesolutions.com/resource-center/articles/imagine-solutions-named-2015-ibm-beacon-award-finalist-outstanding

State of Hawaii Case Study for WfMC Awards 2014.pdf

- **Government Customer Success- Salesforce**
  With the world's leading cloud platform, Salesforce is freeing government data from legacy systems and unleashing staff, partners, and citizens to administer government in powerful new ways. In the public sector, Salesforce's trusted cloud platform and applications help government employees and agencies collaborate easily and connect with citizens and partners like never before. Organizations around the globe are leveraging Salesforce's leading cloud solutions and experiencing incredible results ranging from more connected customer service, to streamlined operations, better performance, and overall cost savings. A few representative customer use cases are provided below:

  Tacoma Housing Authority- Enterprise Application Modernization A Case Management solution was built on the Salesforce platform to help case workers interact with citizens in need of Housing and other services provided by the agency. eightCloud converted an entirely manual process into an electronic that facilitated easier data collection, tracking and reporting. Some of the key features of this system included: Case Management, Case Notes, Client assessments, Contracts of participation, Goals and measurements of progress, Referrals for grants/agencies overall metrics for the Case worker. The Complaints/Hearings application was built on the Salesforce platform and gave the ability for the Housing authority to track and act upon complaints that came in through a Community portal, email or phone. The Complaints went through a workflow process to ensure it is valid and authenticated. A valid complaint would then be investigated and if there was a violation, the citizen would be cited for it. The citizen has the right to protest the citation and request a Hearing which would be scheduled and arbitrated. The Hearings are conducted by Committee members who render a final decision and inform the citizen appropriately.

  New Jersey Department of Labor and Workforce Development (NJLWD) is responsible for providing employment services, unemployment insurance, temporary disability insurance including family leave, labor standards, labor market information, vocational rehabilitation services for workers, and workers compensation. NJLWD has approximately 50,000 cases filed per year and was at risk to lose federal funding for not complying with UI reporting standards. NJLWD built a case management system and portal on the Salesforce Platform to track and correspond with citizens appealing claims for UI. The Appeals Case Management solution provides end-to-end scalable support for the entire UI Appeals process. Deployed to 130 users in 16 weeks, the solution enables NJLWD to be compliant with reporting to USDOL for the first time in over 9 years. Case handling time drastically improved (the average time lapse of appeal went from 189 days to less than 12 days, hearings that were managed by 5 people are now managed by 1 person) while the backlog of cases significantly reduced.

Colorado Department of Labor and Employment (CDLE) deployed a SaaS solution on the Salesforce Platform for the management of escalated UI appeals claims requiring adjudication by the State and the reporting of those claim/case outcomes to the USDOL. With Salesforce, CDLE has realized more timely processing of adjudication claims; better coordination of assignment of claims to adjudicators; more timely and accurate reporting and creation of performance dashboards; reduced UI adjudication response time – achieving national average; and automation of data capture from multiple data sources that streamlined mandatory USDOL reporting.

CareerSource Florida. A catalyst for creating and nurturing world-class talent, CareerSource Florida is the statewide, business-led workforce policy board. Charged with overseeing the state's workforce system, CareerSource Florida develops strategies to help Floridians enter and advance in the workforce while supporting economic development priorities and strengthening the state's business climate. Their number 1 priority is getting Floridians back to work while supporting the retention and advancement of those who are employed. Also critical to our work is ensuring that Florida is preparing for and responding to tomorrow's talent needs as well as today's. A key goal of restructuring Florida's "labor" system was to increase flexibility and provide for greater local control of workforce programs and services, making the system nimble enough to respond to both local and statewide demands, economic shifts and strategic priorities. Today, CareerSource Florida, at the state level, and Regional Workforce Boards, at the local level, are where business – collaborating with critical public-sector leadership – influences workforce policy and investment to bolster employment, training and economic development. CareerSource Florida is currently leveraging Salesforce to manage the Quick Response Training (QRT), Incumbent Worker Training (IWT) and is providing a single template for the Regional Workforce Boards (RWB). Prior to Salesforce, CareerSource Florida did not use a common system to collect and report on data which leads to a very inconsistent data. Inconsistent data leads to high manual processes that must be implemented in order to present the data in a common format. By using Salesforce, CareerSource Florida hopes to create efficiencies within the entire CareerSource Florida landscape so that it can focus more on its core mission.

Florida Department of Economic Opportunity (DEO), Division of Strategic Business Development (SBD) provides support for attracting out-of-state businesses to Florida, promoting the creation and expansion of Florida businesses and facilitating Florida's economic development partnerships. The Florida DEO SBD is currently leveraging Salesforce to help manage its specific economic development aspect including account and contact management, average annual wage management, opportunity/project management, activity management, tracking and many facets around incentive/ledger/claims management. Salesforce also provides a direct interconnect to Enterprise Florida, Inc. so that common data can be shared between both entities.

Skills Wisconsin. Wisconsin Workforce Development is in the middle of America's mission to rebuild its workforce, literally and figuratively. In response to these challenges, Skills Wisconsin was formed with the help of a $6MM grant for the Department of Labor's Workforce Innovation fund. The goals of Skills Wisconsin are to increase placement outcomes by moving large caseloads of job-seekers into gainful and self-sufficiency, improve the matching of training offerings with business hiring needs, and improve the tracking of service delivery metrics and management of business customer information in real-time, to more effectively serve individual firms and industry cluster partnerships. The consortium faces a common set of challenges: 1) lack of real-time labor market and employer data and a way to manage it, 2) coordination of business services units among workforce development areas and economic development organizations 3) the translation of employer hiring needs into training programs. To address these challenges as well as meet the goals of the Skills Wisconsin project, the consortium recognized they needed a state-of-the-art technology platform to support this effort. In 2012, Skills Wisconsin partnered with Launchpad (a Salesforce ISV partner) to develop and deploy a customized version of its Workforce Development App on the Salesforce Platform. In addition to deploying the latest in cloud, social and mobile technology, Launchpad is providing business services training to staff and management consulting to the executive teams. The Workforce application includes modules for managing job seekers and employers, job and worker skill searching and inventory, and training management. Skill Wisconsin is poised to use a dynamic system that decreases their response time to employers' needs and automatically gathers data on labor market skills gaps and needs to inform training programs. Business Services Units are also using Chatter to stay connected, helping them to coordinate among service areas. Skills Wisconsin will also have a dynamic set of dashboard reports, providing them greater visibility into activity from the statewide level down to the local level. This real-time data enables them to respond to employers' hiring and training needs more quickly, as well make strategic investments in new training programs that can have a greater impact.

Texas Department of Assistive and Rehabilitative Services (DARS) administers programs that ensure Texas is a state where people with disabilities, and children who have developmental delays, enjoy the same opportunities as other Texans to live independent and productive lives. DARS implemented a Salesforce solution where their counselors can track existing and new business relationships to help manage job placement for Texans with disabilities in the office or in the field via their mobile device. With a 360-degree view of information, counselors can share and replicate success across Texas with the goal of more job placement for Texans with disabilities.

Texas Department of Aging and Disability Services (DADS) is using the Salesforce Platform for enterprise application development and has developed multiple custom apps to support its mission. DADS was using a very manual process for collecting data on all of their projects to provide Excel tables to the Executive Director and HHSC governing body to report on project status and information. They were typically a month or more behind in current state. Now using apps built using the Salesforce Platform, DADS gets weekly updates and real-time dashboards. They are also using an app off the Salesforce AppExchange to enhance their reports and dashboards.

The Kentucky Cabinet for Education and Workforce Development works to educate, prepare, and train Kentucky’s current and future workforce. The Cabinet coordinates P-20 learning programs including early childhood education and job training programs for adult workers. Prior to implementing Salesforce, the Cabinet lacked a centralized data repository, used several disparate systems and could not provide a seamless user experience for employers and residents. The Cabinet chose Salesforce as its next-generation CRM solution to consolidate existing systems resulting in reduced costs across several programs. Salesforce solutions helped the Cabinet implement a unified Business Service Strategy to better support its residents. Using Salesforce Customer Communities, the Cabinet created a portal for users seeking various services, including unemployment forms to apply for benefits, submitting claims for benefits, job postings, continuing educational opportunities, and training services. Kentucky residents can create a customer profile to engage directly with the Cabinet. The profiles are self-managed by residents and serve as the single “starting-point” for all services. The profiles feature also allows users to upload common documents directly into the portal. The Cabinet is now able to provide a robust Individual Career Plan for residents which aid in their search for employment.

The Colorado Department of Human Services (CDHS), Office of Early Childhood (OEC) provides resources for children, families and early care and learning professionals to best prepare Coloradans for future success, through access to collaborative, coordinated, quality early childhood programs and supports. OEC provides access to necessary supports – to get all Colorado kids ready for Kindergarten and reading by third grade. Services include a coordinated system of early identification and intervention to increase access to quality early learning for all children. CDHS OEC launched an all-new case management system that will improve the process for the Early Intervention Colorado program to collect federal and state data requirements as well as the ability to provide quality assurance oversight for the services being delivered. Prior to this launch, the manual process of collecting and entering information into a non-intuitive outdated system made the oversight of timely and quality support for children and their families a challenge. The new Salesforce system is designed to simplify data entry, automate processes, and can be leveraged by other programs within the OEC in the future. Additionally, it generates the reports needed to comply with federal government regulations easily freeing OEC staff to focus on their mission of ensuring positive outcomes for infants and toddlers. The Early Childhood Mental Health program (ECMH), whose primary objective is to improve early care classroom environments to enhance social emotional skills for children age birth to eight, also came on board with the launch of this system. The data system will allow ECMH to identify training and capacity needs to inform effective interventions to ensure young children's readiness for school.

Colorado Department of Human Services (CDHS) Office of Early Childhood improves Child Care Program Quality with Portal and Mobile Apps. CDHS Office of Early Childhood implemented a state of the art Quality Ratings Improvement System (QRIS) built entirely on the Salesforce Platform. The technology solution is part of a large-scale program called Colorado Shines, designed to improve the overall quality of early child care. The effort was funded by a federal "Race to the Top" grant. QRIS tracks the quality improvement steps undertaken by licensed child care programs. The system serves as a 'hub' for a preschool program's licensing and quality rating improvement process. The complex solution was deployed at CDHS in 9 months. The solution architecture is impressive: 10 distinct data interfaces, over 50 visual force pages, a public web site as well as an authenticated customer Community and 3 offline capable Android applications. The cohesive system incorporates five functional areas with distinct user groups.

State of Colorado PEAK. With the establishment of its own health insurance marketplace in 2013, the State of Colorado expanded Medicaid coverage for low-income citizens, putting pressure on the state's public assistance programs to screen and enroll more applicants and deliver food, cash and medical services to more people. The state's existing eligibility system was outdated, relying primarily on manual, paper-based processes and data entry, taking up to 45 days to determine eligibility, delaying critical assistance to residents. The state needed to build a modern platform to streamline the eligibility process and scale its Colorado Benefits Management System (CBMS). With the launch of its new insurance marketplace looming, the State of Colorado mobilized quickly to replace its manual system with a modern online portal that would allow citizens to easily and quickly apply for welfare benefits online. Built with Salesforce App Cloud, PEAK created a self-service delivery model for eligibility services. State of Colorado's web-based portal, PEAK, powered by Salesforce provides a self-service delivery model for eligibility services, allowing constituents to apply for welfare benefits online, via mobile apps, and through portal-connected contact centers for medical, food, and cash assistance programs. Built in just six months, Colorado PEAK reduces manual, paper-based application processes, speeds eligibility screening, and delivers vital health care benefits to 2.5 million citizens. Currently the app attracts more than 200,000 logins per month, and successfully integrates with numerous legacy ERP systems. PEAK is dramatically improving operational efficiencies, increasing staff productivity, and accelerating the eligibility and enrollment process. Key results include: Eligibility screening and approval processing was reduced from 45 days to real-time; Processing twice as many applications per month with same number of employees and budget; Citizens can access and manage their account and benefit information anytime; Salesforce driven contact centers give citizens additional methods of applying for benefits; and Community-based organizations (like food pantries and nursing homes) can link to the portal, helping citizens access additional services and resources. The solution was extended to include a provider module whereby hospitals are provided with an automated method to submit newborns to be added to an eligibility case so that the newborns receive benefit coverage. The State will be expanding their statewide Integrated Eligibility system by adding case management functionality for over 4,700 case workers to the current Salesforce PEAK portal. This expansion will go live in 2018. To see the State's current Salesforce solution, please visit: http://coloradopeak.force.com/

Michigan Health Information Network (MiHIN) uses Salesforce for the State Provider Directory supporting Health Information Exchange (HIE). MiHIN is the State of Michigan's initiative to improve health care quality, cost, efficiency, and patient safety through electronic exchange of health information. MIHIN mobilizes existing electronic health information in a manner that allows healthcare providers to access and exchange information easily and securely. MiHIN’s provider directory built on the Salesforce cloud platform is the definitive source of information about the state’s healthcare providers, and enables those providers to get the information they need when they need it to reduce inefficiencies and improve care. Customer story and video: http://www.salesforce.com/customers/stories/mihin.jsp

B. Subcontractor Statements

Please see signed subcontractor’s statements in **Section II: Transmittal Letter** of this proposal.

VIII. Price Structure

Section VIII: Price Structure. Price structure must be outlined per listed requirement and by each phase (if applicable). A Total Sum Bid must be given for the project and should be broken down into costs related to the requirements of this RFP, including costs for travel and miscellaneous items, which must be itemized. (See Attachments for a sample Offer Form)

2.8.7 RFP CONSIDERATIONS
a. Phased Approach – Project shall follow Agile methodology – phased approach
b. Prioritization of Phased Approach Elements
The following priority is requested for providing a phased approach to implementation of all functionality captured in the requirements. Each phase shall be identified in timeline and costs by deliverables.

i. Phase I:
1. Implementation of IT software and hardware infrastructure to support new Case Management System
2. New system is designed, tested and implemented
3. DCIS is "merged" into the new DCD Case Management System
4. NCCI and UI Tax Benefit System Data import into new CMS
5. IBM Lotus Notes Domino Case Management System is running parallel with the new DCD Case Management System
    a. New cases are going into the new DCD Case Management System
    b. Existing/Closed Cases are in old IBM Lotus Notes Domino System
6. Electronic Forms and Ingesting Data and associated workflows and reporting a. Emphasis in order: WC1, WC3, WC5, WC2, and other DCD forms
7. Training and Documentation

ii. **Phase II:**
1. Automation of DCD Program Workflows
    a. Workers' Compensation
    b. Temporary Disability Insurance (TDI)
    c. Prepaid Health Care (PHC)
2. Completion of CMS workflows (i.e. no parallel systems)
3. Completion of IBM Lotus Notes Domino Case Management System migration and DocuShare ingestion (no longer in parallel)
4. Completion of additional Forms, additional reporting requirements, and electronic data automation and workflows
5. SCF Implementation
    a. File upload to FAMIS
    b. Lotus 1-2-3 conversion
    c. Forms
    d. Reports

iii. Phase III:
1. Completion of DCD Workflows for WC, TD, PHC
2. Completion of Fiscal Accounting and Tracking of the SCF
3. Web Access for external users
4. External systems integration
    a. HCE
    b. R&S BLS file upload
5. Archiving, Backup, High Availability & Continuity / Disaster Recovery
6. Ingestion / migration of open cases into new DCD CMS system
7. Mobile experience deployment for Smartphones, tablets
8. Training and documentation for DCD Admins and Staff

PRICE STRUCTURE, OF-2B

THE OFFER FORM SHOULD BE SUBMITTED IN A FORMAT THAT CLEARLY IDENTIFIES THE COSTS RELATED TO THE REQUIREMENTS OF THIS RFP.

PHASE I: 7/1/2018 – 6/30/2019			TOTAL COSTS
I.	Case Management System Development/Design, Testing, and Implementation Requirements which includes but is not limited to: project planning, security, audit and compliance, electronic workflows and business rules		$1,968,374
II.	Procurement of IT Software (initial cost + operational maintenance & support costs) a. CMS Application - Salesforce b. CMS Client Licenses - Encapture c. CMS Server Licenses - FileNet d. Additional Software (list out individually along with associated costs)	 $ 150,000 $ 200,000 $ 142,000	
	TOTAL COSTS FOR IT SOFTWARE:		$2,460,374
III.	Electronic Forms a. WC1, WC3, WC5, WC2 **b.** Other Forms **(See Attachment K)**	 $ 528,100 $ 240,046	
	TOTAL COSTS FOR ELECTRONIC FORMS:		$ 768,146
IV.	DCIS migration off and ingested into new system		$ 384,073
V.	NCCI and UI Tax Benefit System Data is imported in		$ 336,064
VI.	Personnel (list out ALL personnel involved in project, fill out qualifications forms – **See Attachment B1: Company qualifications Form and Staff Profile Forms, OF-2a**) a. Project Manager b. Staff	$ 384,800 $ 719,409	
	TOTAL COSTS FOR PERSONNEL:		$1,104,210
VII.	Documentation of System, Training		$ 240,046
	TOTAL COST FOR PHASE I: 7/1/2018 – 6/30/2019		$5,292,912
PHASE II:			
	7/1/2019 – 6/3/02020		
I.	Automation of DCD Program Workflows (which includes performance and statistical matrixes, regulatory, security, audit and compliance) a. Workers' Compensation b. Temporary Disability Insurance c. Prepaid Health Care		 $ 428,010 $ 428,010 $ 428,010
II.	DocuShare Ingestion		$ 330,179
III.	IBM Lotus Notes Domino		$ 366,865
IV.	Additional Reports **(See Attachment J)**		$ 183,433
V.	Additional Forms **(See Attachment K)**		$ 183,433

VI.	SCF design, testing, and implementation: a. Fiscal Accounting and Tracking b. Lotus 1-2-3 conversion c. File Uploads to FAMIS d. Forms e. Reports	 $ 95,385 $ 95,385 $ 95,385 $ 95,385 $ 95,385	
	TOTAL COSTS FOR SCF:		$ 476,925
VII.	Documentation of System, and Training:		$ 183,433
VIII.	Personnel (list out ALL personnel involved in project, fill out qualifications forms – **See Attachment B1: Company qualifications Form and Staff Profile Forms, OF-2a**) a. Project Manager b. Staff	$ 384,800 $ 348,930	
	TOTAL COSTS FOR PERSONNEL:		$ 733,731
	TOTAL COST FOR PHASE II: 7/1/2019 – 6/30/2020		$3,668,654
Phase III:			
	7/1/2020 – 6/30/2021		
I.	DCD Program Completion (WC, TDI, PHC) which includes performance and statistical matrixes, regulatory, security, audit and compliance)		$1,146,887
II.	SCF Completion		$ 294,074
III.	Web-access for External Users: a. Claimants b. Employers c. Insurance Carriers d. Attorneys/Lawyers e. Physicians f. Others (i.e. R&S, LIRAB)	 $ 122,531 $ 122,531 $ 122,531 $ 122,531 $ 122,531 $ 122,531	
	TOTAL COSTS FOR EXTERNAL USERS:		$ 735,184
IV.	Documentation of WC, TDI, PHC and SCF, and Training		$ 147,037
	Personnel (list out ALL personnel involved in project, fill out qualifications forms – **See Attachment B1: Company qualifications Form and Staff Profile Forms, OF-2a**) a. Project Manager b. Staff	$ 384,800 $ 232,755	
	TOTAL COSTS FOR PERSONNEL:		$ 617,555
	TOTAL COST FOR PHASE III: 7/1/2020 – 6/30/2021		$2,940,737
MISCELLANEOUS COSTS (LIST AND INCLUDE SERVICE AGREEMENTS)			
1.	Cost to migrate electronic open cases from IBM Lotus Notes Domino into new system		$ 91,200
2.	Cost to migrate paper open cases into new system		$ 91,200
3.	Cost to incorporate LIRAB Statistics		$ 91,200
4.	Cost to incorporate the LIRAB's ICA workflow process		$ 91,200
5.	Cost to "link" IBM Lotus Notes Domino to the new back-end database		$ 60,800
6.	Cost for incremental High Availability & Disaster Recovery software licensing, subscriptions & support needed to implement failover and/or secondary site for Case Management System		$ 121,600
7.	Cost to provide additional operational support services: July 1, 2021 – December 31, 2022		$ 291,500
8.	Software subscription and support: July 1, 2021 – December 31, 2022		$ 231,360

TOTAL COSTS FOR MISCELLANEOUS COSTS:	$1,070,060
GRAND TOTAL FOR DCD MODERNIZATION PROJECT:	$12,972,362

NOTE: Please complete all pages of the Offer Form OF-2a and submit in your proposal. Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services. You can add more lines as needed.

Assumptions that were made in developing ECM project cost are listed:

#	ASSUMPTIONS
01	Software Cost for Phase II and Phase III are included in the overall pricing.
02	Leverage 25% Offshore Development Resources

Offeror: ____________________

DATAHOUSE CONSULTING, INC.

NOTE: The Offeror is a Hawaii software development business and may be eligible for a price preference as allowed by HAR §3-124-35 and pursuant to §1030-1006, HRS. A completed SP0-009 Certification for Eligibility form is attached in this document, in Section II. Transmittal Letter, entitled <u>CERTIFICATE OF ELIGIBILITY TO CLAIM PREFERENCE AS A HAWAII SOFTWARE DEVELOPMENT BUSINESS AS DEFINED BY SECTION 103D-1006, HRS, SPO-009</u>, for review and approval.

IX. Technical Information

Section IX: <u>Technical Information.</u> Offeror shall place in this section any technical information, product brochures, descriptions, literature, or other materials required by this RFP or referenced in their proposal.

Other brochures and/or specification literature not otherwise required by this RFP shall be submitted upon request. If requested, such brochures and/or specifications shall be delivered within seven (7) business days of the request.

A. ECM Technical Information

datacap insight edition datasheet.pdf

Datacap Insight Edition Solution Brief.pdf

Parascript-FormXtra-SDK-Brochure.pdf

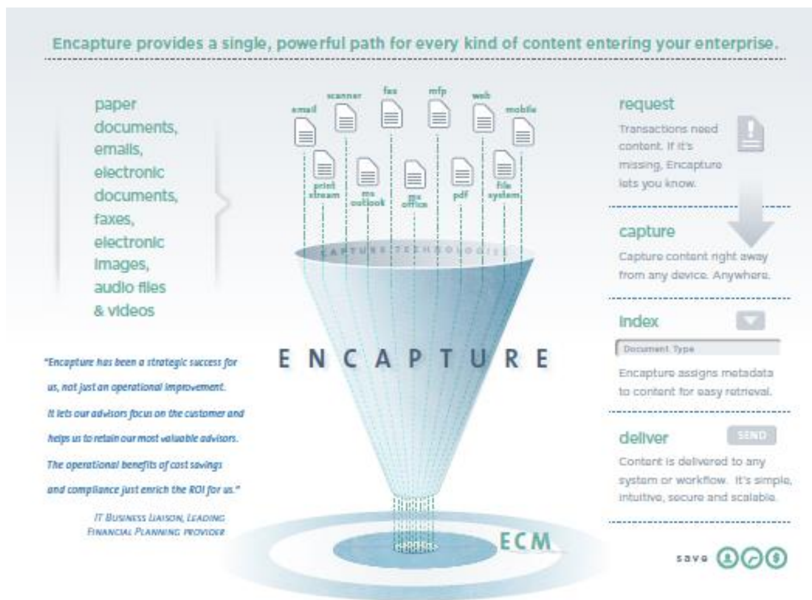
Encapture®

Encapture enables capture from distributed locations all from one centrally managed and administered user-friendly platform.

THE SINGLE POINT OF CAPTURE FOR THE ENTIRE ENTERPRISE
Capture is where Digital Business Automation (DBA) and Enterprise Content Management (ECM) begins. The sooner, more safely and more accurately content enters your DBA ecosystem, the better everything downstream will flow.

Encapture tackles in a unique way the challenges that enterprise distributed capture can create. It is secure, it is intuitive to use, it provides comprehensive central administration, it supports a broad range of scanning devices and leading multi-function peripherals (MFPs), and it can be tightly integrated into the processes, applications, and repositories that drive your business.

Enhance business processes by seamlessly integrating capture into business applications while eliminating the risk of inaccurate document separation and indexing with database lookups.



Encapture Overview

Secure and Scalable, Distributed and Transactional Capture

Supporting centralized, distributed, and remote capture (beyond your company's firewall), Encapture can dramatically reduce the paper handling burdens you face today. Customers see reduced errors and costs, some up to 50% in the first six months. Additional benefits worth noting include: accelerated

Client Quote:
"It's hard to think of an easier way to eliminate millions of dollars of expense with so little disruption –one of the smoothest implementations I've managed. Now that we have the documents captured we can focus on process improvements with ECM."
Client SVP, Central Operations

business processes, enhanced customer experience, and improved compliance performance.

Here are just a few of the ways Encapture® supports your ECM needs:

Highly secure treating your content like the critical corporate asset it is.

- From the moment Encapture® acquires content, that content is encrypted – both in flight and at rest – and maintained as tamper proof.
- Administrator and user rights are managed through your existing enterprise security tools, and a comprehensive audit trail of all content and its disposition is maintained.
- All web-based document requests are managed through a secure link to your customer or partner.

User friendly interface making complex capture processes simple for your users.

- Encapture® provides a guided user experience and can be easily deployed in virtually any use case.
- The Web client user interface is very intuitive; successfully evaluated and approved in the IBM Usability Lab
- Direct integration into the front panels of MFP devices minimizes the end-user learning curve while it eliminates the risk of inaccurate indexing with support for automated database lookups and validation.

Seamless integration with business processes and applications.

- Encapture® captures and indexes content and data at the first point of touch through the most comprehensive set of capture points directly driven by your business applications.
- The Document Request feature supports guided customer capture inside and outside the firewall to feed your business processes.
- Allows for capture integration from any third-party application or source.

Very extensible for creating all the right connections to any system or process.

- Through a sophisticated library of Event Extenders and Connectors, Encapture® can perform extensive validation of index information and provide tight downstream integration with various 3rd party OCR, ICR, and Classification tools, with image repositories, and with leading ECM workflow platforms.

Scalable. Encapture® grows with your business.

- In production today in some of the world's most highly distributed enterprises, Encapture® has proven that it can truly scale to whatever your business requires whether you have 50 or 50,000 locations.

Encapture Features

"Encapture has been a strategic success for us, not just an operational improvement. It lets our advisors focus on the customer and helps us to retain our most valuable advisors. The operational benefits of cost savings and compliance just enrich the ROI for us."
IT Business Liaison, Leading Financial Planning provider

Enterprise Distributed Capture System Designed to Enable Workflows

Encapture® enables capture from a wide range of distributed locations all from one centrally-managed and administered user-friendly platform.

Additionally, Encapture® integrates with your business's paper-intensive transactional processes such as: mortgage loan origination or new account opening. The core applications will request what you need from a customer and clearly identify it in its digital form from that point forward, allowing you to accelerate transaction completion.

Multifunction Peripherals (MFPs) support lets you capture paper documents at shared, networked imaging devices from the leading MFP manufacturers. It is fully integrated into the device front panel, displaying a simple, easy to follow interface.

Distributed Web Capture is a feature-rich end user function in Encapture, providing full document capture capabilities within a Web browser and the ability to monitor in-process content.

Application Integration lets you capture content directly from the application from which the content is received or created: Microsoft Office/Outlook, Lotus Notes, and Windows File Systems. It is launched directly from an end user's line-of-business application, such as a point of sale system, CRM, or electronic forms solution.

Print Driver provides the ability to capture content from any application with the ability to print, including Web browsers, Adobe PDF viewers, content authoring tools, and electronic forms solutions.

Document Requests is a unique function allows the capture process to be a participant in the workflow process, such as an email or Website to support document capture inside and outside the corporate firewall.

Unattended Batch Capture polls source locations for content and automatically initiates the capture process with leading FAX and email servers.

Mobile Devices are the new normal for remote information capture. This application provides the ability to capture paper documents using the camera or import image content on mobile devices.

Auto Extraction and Classification

Automatically classify, separate and extract data from transactional content and route process-ready information to multiple business processes

Eliminate manual keying while capturing and extracting data from multiple information types, including scanned documents, electronic forms, email, social media, web content, and mobile messages.

By eliminating previously error-prone and time-consuming manual tasks, Imagine's Auto Extraction and Classification can significantly reduce labor costs, improve information quality and accelerate business processes. It replaces labor-intensive document sorting, filing and data entry processes while increasing productivity and accelerating throughput.

"Not only did we garner large savings at a time of economic uncertainty, but now the quality of our loan operations will be a decided competitive advantage as lending recovers across the sector. And in today's environment of far-reaching regulators, we have compliance peace-of-mind from the solution."
Encapture user, Top 20 financial services

Auto Extraction and Classification is perfect for information intensive applications, eliminating the time and human effort required to find, extract and manually enter the information from those documents. Once documents are accurately classified and the data is extracted, the software automatically organizes the information and routes it to the appropriate processes and users within the organization.

Encapture Mobile

Secure Enterprise Capture from Your Mobile Device

Mobilize enterprise document capture to increase the reach of your ECM system with Encapture® Mobile.

Encapture® takes its extensive enterprise document capture capabilities and places them in the palm of your hand. Using your phone's camera, with just a few quick clicks, you can easily capture high quality images to business transactions with the same powerful security features as your traditional office scanner or MFD.

Capture business documents anytime, anywhere.

User Friendly

Encapture Mobile leverages the same sophistication and straightforward approach as Encapture®, providing users with an effortless, guided experience. Easily capture images from your camera or album into a document, index and submit with just five quick clicks.

Highly Secure

Encapture® Mobile is batch tamper resistant; it's integrated directly into your authentication technology securing both users and content. And it leaves no image trail on your iPhone once the process is complete.

Easy to Deploy

Simply download the application directly from the Apple App Store and deploy the application against your licensed Encapture system, which will support your existing Encapture® configuration including batch content types, document classes and custom indexing fields.

Multi-Language Support

Encapture® has been updated to include Western Language Internationalization. Enabled languages can be assigned at the user level, allowing multi-language enterprises to maintain a consistent user experience across a common capture platform.

The first deployment of Encapture Mobile is on the Apple iPhone, with the majority of smart phone and tablet platforms to follow.

SOLUTIONS in the CLOUD

Companies around the globe have found that subscription-based SaaS products in the Cloud help IT management keep IT budgets consistent or lower than on premise solutions.

Most Imagine Solution offerings are available for delivery via the Software as a Service (SaaS) model. Imagine takes advantage of the broad SaaS offerings in the IBM ECM portfolio combined with our own proprietary offerings available as SaaS to deliver comprehensive SaaS solutions.

- Support for a hosted Encapture installation
- Support for delivery of content from a hosted solution to an onsite repository or a cloud-based repository
- Support for multi-tenant implementations to allow flexible configuration between organizations and business units

"We couldn't have developed an easier solution for our users; we've allowed them to take the loan origination process to the customer, enabling them to scan documents in front of them in branch premises or in the customer's homes. The content is made almost-immediately available in the SAP CRM and can be processed for approval much sooner. This has completely transformed our process, saving time and resources, and we've improved the customer experience."
Client, IT Services

Encapture Support Levels

The Imagine Solutions team is proud to provide the most effective technical support in the ECM industry. Our Systems Engineers have, on average, over a decade of experience implementing and supporting ECM systems for major financial, insurance, and government entities.

Two fee-based contract support options are available:

Standard Support Offering:

This includes the standard software assurance program, unlimited e-mail support, unlimited telephone support, unlimited support portal access. The hours of support for the Standard Support Offering are Monday through Friday, 8:00 a.m. to 5:00 p.m. CST.

Premium Support Offering

This is the recommended, most comprehensive support level for business-critical ECM systems. Premium Support includes all of the Standard Support deliverables PLUS 24-7 support response, access to priority support channels, an assigned Sr. Systems Engineer and an annual technical review of the Encapture system.

Maintenance Support Deliverable	Standard	Premium
Software assurance (new versions)	✓	✓
Support portal access	✓	✓
Knowledge base access	✓	✓
Systems Engineer Support Response	✓	✓
Extended Support Response: 7x24x365		✓
Priority Response (<1 hr. for Sev 1)		✓
Sr. Systems Engineer Assigned		✓
Annual Technical Review		✓

Severity Level	Standard Support Response	Premium Support Response
Level 1	2 business hours	< 1 business hour
Level 2	4 business hours	2 business hours
Level 3	8 business hours	4 business hours
Level 4	Next day	Next day

IBM FileNet® P8 – Content Management

FILENET P8 SYSTEM OVERVIEW

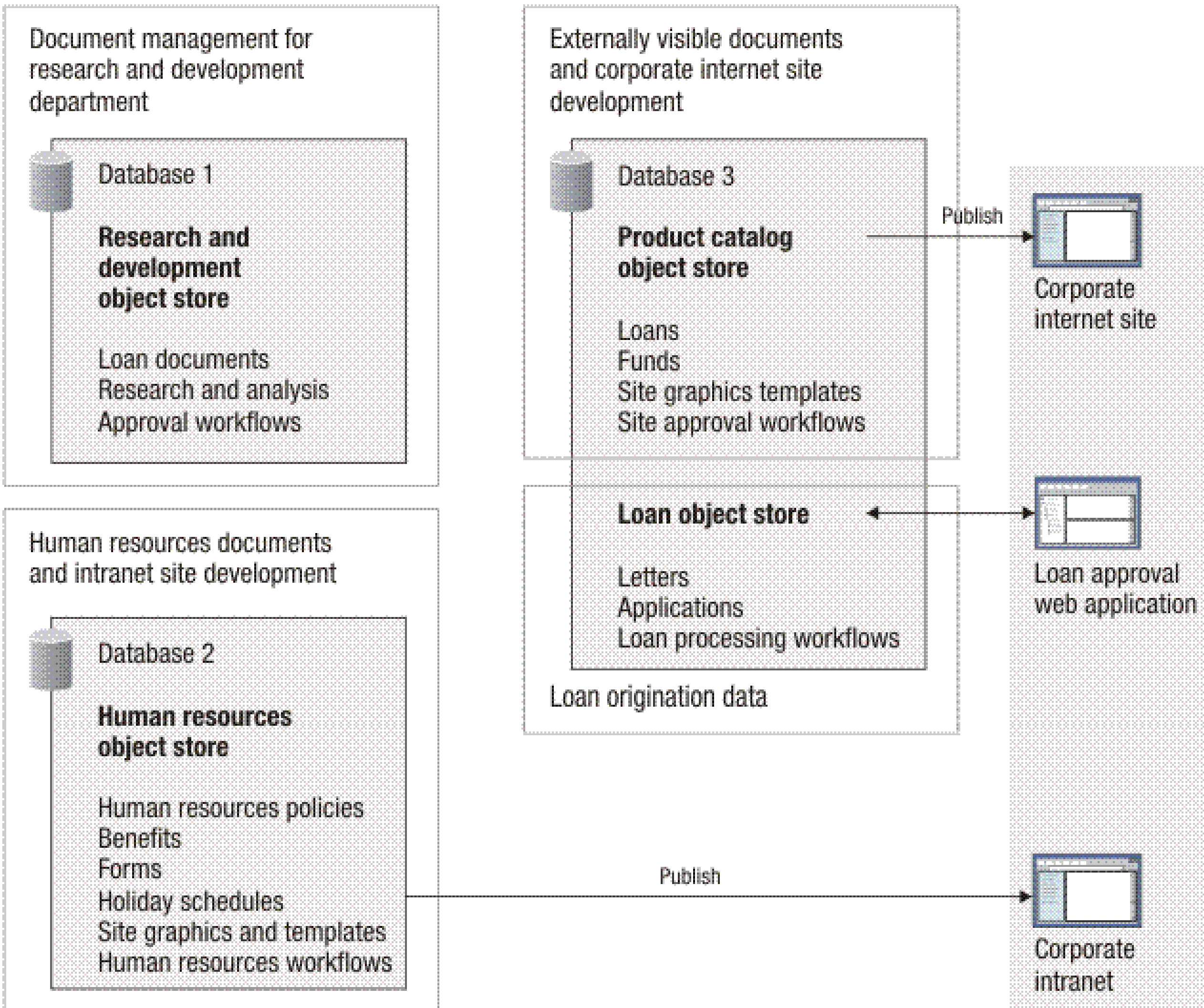
The FileNet® P8 platform offers enterprise-level scalability and flexibility to handle the most demanding content challenges, the most complex business processes, and integration to all your existing systems. FileNet P8 is a reliable, scalable, and highly available enterprise platform that enables you to capture, store, manage, secure, and process information to increase operational efficiency and lower total cost of ownership. FileNet P8 enables you to streamline and automate business processes, access and manage all forms of content, and automate records management to help meet compliance needs.

This system overview provides a technical summary of the components that make up the FileNet P8 product. The Features section of this document presents an overview of product features and capabilities. The Architecture section provides an architectural overview of the system components and includes information about enterprise deployment and application development.

Content Management Overview

At the core of the platform are repository services for capturing, managing, and storing your business-related digital assets. Multiple repositories, called object stores, can be created and managed within a single system to serve your business requirements. Object stores can be configured to store content in a database, a file system, a fixed content device (such as an Image Services repository, IBM® Tivoli® Storage Manager, Network Appliance SnapLock, Hitachi Content Platform, or EMC Centera), or a combination of these options. An object store can store a wide variety of business-related data—for example, an insurance claim, a customer loan account, or information about business partners. It can also store any type of structured or unstructured content such as XML documents, Microsoft Office documents, web pages, photos, voice data, images, process definitions, templates, and more.

The following diagram illustrates object stores that might be required by a financial institution. Explanatory information follows the diagram.



The Research and Development object store is for internal use and contains documents that are related to the development of new products and services. The Human Resources object store contains information for employees and is also used to manage the corporate intranet.

The Product Catalog object store contains information that is published to the company Internet site, such as information about products and services, plus the graphics and templates that are used to publish the information to the corporate internet site. The Loan object store contains data that is used for the loan approval process. The Product Catalog object store contains information about products.

Business object management

Traditionally, a document management system manages document content and the metadata, or properties, that further describe the document. Content Platform Engine provides document management capabilities plus the ability to manage other types of data.

Application development and business objects
From a development perspective, it is important to further refine the definition of what a business object is and how it manifests in software.

Content Platform Engine properties
Content Platform Engine properties have a type, which can be binary, Boolean, string, DateTime, integer, float, ID, and object.

Events and subscriptions
Events provide a mechanism for initiating actions that are invoked when objects are created and modified in, and deleted from, an object store. For example, creating a document in an object store triggers a *create* event, which launches a workflow that approves the new document and posts the approved content to a website.

Lifecycles
Document lifecycles allow administrators to define a sequential set of states that a document goes through over its lifetime, as well as the actions that are triggered when it transitions from one state to another. A user or application can promote or demote an object to move it forward and backward in its lifecycle.

Property and full-text search capabilities
You can search for documents and other objects based on property values and the document content.

Versioning
You can create different versions of content to maintain a history of changes and to control which users can change the content at a point in time. The set of versions for a single document is called a version series. You can implement a two-level versioning scheme, in which a document version is either a major or minor version. Minor versions typically denote an in-progress document, whereas a major version typically denotes a completed document.

Classification
Classification is the process of assigning metadata to content, specifically the selection of a document class and property values. Classification can also be accomplished by filing objects into folders that define classification taxonomies.

Entry templates
Users can easily add documents, folders, and custom objects to

an object store by using entry templates. Entry templates also make it easy to define approval workflows for these objects.

Renditions and publishing
Content Platform Engine supports the translation of documents to PDF and HTML, making it easy to publish content in formats suitable for the web and printing. The rendition model supports creating as many renditions of a document as needed, where each rendition can have its own set of properties and access rights. Having separate access rights makes it easy to define a different viewing audience for different renditions.

Managing XML content
Content Platform Engine manages XML content as documents, and therefore XML documents can take advantage of all the object store services, including metadata, versioning, events, and lifecycles. Additional functionality provides XML-specific capabilities, including content-based searching that filters based on an XML tag.

Content storage
You can store content in a file system, in the object store database, or in a fixed content storage system. From the user or programmer perspective, the storage location is transparent and is defined based on document class configuration, storage policies, or storage areas.

Content caching
Both file and database content can be cached, allowing for quick retrieval of frequently used content.

Import and export
You can use the import and export capability for moving objects from one object store to another. An administrator can select the objects to export. Dependencies between objects are detected so that all related objects can also be exported in the appropriate order for import. For example, if a folder is exported, the user can also choose to export all documents in the folder without selecting the documents individually. The folder is exported first, followed by the documents. The export manifest is a list of all the objects that the administrator has requested to export. The user can view and modify this list, and then perform the export operation, which copies the data to an XML file.

Retention and holds
You can implement data protection and long-term retention by setting retention policies and holds on documents. Retention policies and holds are important components of an overall information lifecycle governance program.

FileNet® P8 components provide the enterprise-level capabilities that are required for solving critical business requirements. This section enumerates these product characteristics.

Open and extensible
To promote an open and extensible environment, FileNet P8 provides APIs for developing custom applications. In addition, the FileNet P8 architecture is built on industry standards.

Scalable
The FileNet P8 components support enterprise-level scalability with a multitier, distributed architecture. In particular, in order to accommodate various scalability needs, FileNet P8 offers both vertical and horizontal scalability solutions. The vertical scalability of a server can be defined as its ability to handle additional workload by the addition of a proportional amount of processing power. Horizontally scalable systems can handle additional workload by increasing the size of the cluster as the workload increases.

Highly available
High availability is the ability of a server system to provide a service to a user with as little perceived downtime as possible. Though not guaranteed, different ranges of high availability exist, from "five nines" with 99.999% uptime, to 95% uptime.

Disaster recovery
The section on high availability discusses putting into place systems and devices that assure your FileNet P8 system is available to your customers and employees with as little downtime as possible. High availability addresses localized failures such as a hard disk crash or server failure. But what if your entire production system is lost due to a catastrophic event such as earthquake or flood? Disaster recovery goes a step further than high availability by planning replication of your entire data center.

Section 508 compliant
The FileNet P8 platform ensures Section 508 Compliance based on Electronic and Information Technology Accessibility Standards, published by the U.S. Access Board on December 21, 2000, at 36 CFR Part 1194. Compliance is achieved by incorporating Section 508 Subpart B Technical Standards, as applicable, in all design, development, and testing activities. IBM® addresses Section 508 product compliance in existing and new releases during all phases of product development, including design, design review, prototyping, construction, testing, quality assurance, and training of support staff.

Secure
The FileNet P8 platform provides an authentication model based on Java™ Platform, Enterprise Edition (Java EE) and the Java Authentication and Authorization Service (JAAS) standard, a rich

set of features for defining authorized access to FileNet P8 objects, and a complete auditing system. This provides a secure environment for managing content and processes.

Connectivity

FileNet P8 provides tools for integrating enterprise applications and information systems. In addition to providing a complete set of programmatic interfaces that can be used for performing various integration tasks, the Process Orchestration and Component Integrator components specifically target typical integration requirements.

Internationalized

The overall FileNet P8 platform architecture is Unicode (UTF-8) enabled to support global, multilingual system configurations. The user interface and message components are combined into language packs (in JAR files) for the primary language plus separate files for additional secondary (localized) languages. Multiple secondary languages and language packs can be installed on a single system. In a multilingual environment, the language settings are determined from the browser settings (user interface language) and the operating system (such as the date/time format and currency settings).

B. Salesforce Technical Information

BACKGROUND AND HISTORY

Salesforce is the enterprise cloud computing leader dedicated to helping companies and government agencies transform into connected organizations through social and mobile technologies. Since launching its first service in 2000, Salesforce's list of over 150,000 customers span nearly every industry worldwide. The company's trusted cloud platform is creating a connected government experience for over 1000 government agencies including all Federal cabinet-level Government agencies and 45 out of 50 US States. With the world's leading cloud platform, Salesforce is freeing government data from legacy systems, empowering citizens and connecting agencies to administer government in powerful new ways. Government agencies are using Salesforce solutions for a multitude of government functions including case management, grants management, constituent communications and correspondence management, 311, call/contact center management, licensing, permitting and inspections, outreach programs, learning management, volunteer management, project/program management, and even donor management, among numerous others.

Salesforce was incorporated in Delaware in February 1999, founded on the simple concept of delivering enterprise customer relationship management (CRM) applications via the Internet, or Cloud. Introducing their first service in February 2000, Salesforce initiated one of the most significant paradigm shifts in the computing industry by pioneering the revolutionary idea to deliver enterprise CRM as Software as a Service (SaaS). Salesforce has since expanded its service offerings with new editions, solutions, features, and Platform as a Service (PaaS) capabilities.

Salesforce service offerings are intuitive and easy-to-use, can be deployed rapidly, customized easily and integrated with other platforms and enterprise apps. Salesforce delivers solutions as a service via all the major Internet browsers and on leading mobile devices. Not only does Salesforce provide enterprise cloud apps, Salesforce also provides an enterprise cloud-computing platform upon which Salesforce customers and partners build and customize their own apps.
Salesforce's vision is based on a multi-tenant technology architecture and a subscription service business model. Salesforce's metadata-driven, multi-tenant cloud runs on a single code base, which enables customers to run their organization on the latest release without disruption. Because Salesforce deploys all upgrades on its servers, new features and functionality automatically become part of the Salesforce service on the upgrade release date and therefore benefit all Salesforce customers immediately. Salesforce continually provides these cloud computing technologies to enterprise customers around the world.

Recognition for Leadership in the Cloud
Salesforce has received multiple awards and recognition for its expertise and leadership in the cloud. From Salesforce's beginnings over 18 years ago, their 150,000+ customers have responded to their cloud computing offerings with overwhelming enthusiasm. Such success has propelled Salesforce to be #1 in Enterprise Cloud Computing and #1 in CRM according to International Data Corporation (IDC). Salesforce also ranks as the Leader in the Gartner Magic Quadrant for "CRM Customer Engagement Centers" (SaaS), "Sales Force Automation" (SaaS), and "Enterprise Platform as a Service" (PaaS). In addition to the recognition from leading Industry Analysts, Forbes Magazine was named "Innovator of the Decade" and has named Salesforce one of the World's Most Innovative Companies for the past six years in a row, 2011-2016.

Leader Sales Force Automation, 2016	Leader CRM Customer Engagement Center, 2016	Leader Enterprise Application Platform as a Service, 2016
Fortune 500 Member	"Innovator of the Decade" 2016 The World's Most Innovative Companies 2011-2016	#23 Best Places to Work in 2016
2016 Enterprise CRM Suite	2016 Named #34 Most Admired Company in the World	#2 Top Attractors List, 2016
#32 Best Places to Work, 2016	A Leader Customer Service Solutions For Midsize Teams, Q4 2015	A Leader Low-Code Development Platforms, Q2 2016

The Magic Quadrant Gartner reports reflected in this graphic are available upon request from Salesforce. To access *these reports, please go to: http://www.salesforce.com/company/awards/analyst-reports.jsp.*

Rated #1 by IDC, Gartner, and Forrester, the Salesforce Platform has been designed to provide customers with high levels of performance, reliability, and security. Salesforce built and maintains a multi-tenant application architecture that has been designed to enable the service to scale reliably, and cost-effectively to accommodate millions of users. DLIR will not need to maintain any hardware or software. The Salesforce cloud based architecture will allow DLIR to deploy the proposed Next Gen Application solution rapidly and scale at will for future needs.

As a public company (NYSE: CRM) our detailed financial statements are available here: http://investor.salesforce.com/about-us/investor/financials/default.aspx.

The Salesforce Advantage

The characteristics of a Salesforce based solution leverage Salesforce's experience as a leader and innovator in the cloud services market and continue to develop and improve as Salesforce responds to the collective needs of its customers. The key advantages of Salesforce solutions include:

Secure, Private, Scalable, and Reliable. The Salesforce service has been designed to provide customers with 100% trusted privacy with the highest levels of performance, reliability and security. Salesforce has built, and continues to invest in a comprehensive security infrastructure, including firewalls, intrusion detection systems, and encryption for transmissions over the Internet, which Salesforce monitors and tests on a regular basis. Salesforce built and maintains a multi-tenant application architecture that has been designed to enable the Salesforce service to scale securely, reliably and cost-effectively. The Salesforce multitenant application architecture maintains the integrity and separation of customer data while still permitting all customers to use the same application functionality simultaneously. With multi-tenancy, all Salesforce customers run their applications on a common infrastructure. This means that every customer is always on the latest release of Salesforce applications, and has access to the latest technology. Multi-tenancy means that it is easier to scale new users and applications. With multi-tenancy, customers don't have to worry about managing infrastructure.

***Market Leadership, Continuous Innovation and No Cost for Upgrades*.** Salesforce was named one of the World's Most Innovative Companies by Forbes for the last six years in a row. Salesforce is #1 in Enterprise Cloud Computing and #1 in CRM according to IDC. Salesforce ranks as the Leader in the Gartner Magic Quadrant for "CRM Customer Engagement Centers" (SaaS), "Sales Force Automation" (SaaS), and "Enterprise Platform as a Service" (PaaS). Over 150,000 customers have successfully transformed their operations including over 1000 government agencies, representing all federal cabinet level agencies and the majority of the United States. Customer examples include: State of Texas, State of Colorado, State of California, GSA, USDA, USAID, and others. DLIR will receive three complimentary, seamless, and automatic major release upgrades per year with no impact to DLIR's solution implementations, including workflow, integrations, reporting or customizations.

AppExchange and Private AppExchange. The Salesforce AppExchange is a community of over 3,200 pre-built enterprise cloud computing apps that are integrated with Salesforce's SaaS/PaaS solutions and developed on the Salesforce Platform by third parties. With just a mouse click and a Salesforce account, DCD can extend their initial investment and easily find, test drive, and install hundreds of pre-integrated apps from the Salesforce partner community. With the Salesforce Private AppExchange offering, DLIR can create a secure, customized, branded application store location to host customized apps and distribute apps across users. With role-based access, DLIR users will have instant access to any mobile or cloud application they need to be productive, on any device. To view navigation and UI, visit the public Salesforce application store, at: https://appexchange.salesforce.com/. View a Private AppExchange Demo: Salesforce AppExchange demo.

Ease of Use: Declarative Configuration and Development. The Salesforce Platform offers a core set of technologies that not only power the Salesforce SaaS products, but will also allow DLIR to build custom apps, connect data from any system, and manage it from anywhere. The Salesforce Platform allows customers to build apps fast with just a few clicks, designed for desktop and mobile devices, all from a single canvas. The Salesforce Platform has been given top ratings by Gartner, Forrester, & Info-Tech Research. To help IT deliver apps faster, the Salesforce Platform offers a simple yet powerful set of declarative, point-and-click tools that anyone can use to achieve business goals at lightning speed. Without writing code, developers and business users alike can quickly and easily create custom apps on the Salesforce Platform with complex business logic and beautiful user interfaces designed specific to every screen. Salesforce Lightning Builder tools will allow DLIR to work in alignment with agile development methodologies as IT meet business demands faster. The Platform uses open APIs based on industry standards such as REST and SOAP to make it easy for DLIR to build apps that integrate with legacy systems. For more complex apps, developers can leverage the Apex programming language. Apex is an object-oriented, on-demand language. It is like Java, with similar syntax and notation, and is strongly typed, compiled on demand, and fully integrated into the Platform. All of the application services come right out of the box, from a powerful workflow engine to API services, integration services, authentication, event log framework, analytics, and collaboration.

Mobile First, Mobile Everything. Salesforce applications are mobile-enabled out of the box (no coding required) and can be accessed from any mobile device, anywhere, at any time. DLIR is able to provide mobile access to any/all applications and data that reside on the Salesforce platform. Internal users will experience a consistent UI across a variety of mobile devices, including iOS and Android smartphones and tablets. The Salesforce Mobile SDK will also allow DLIR to build fully customized mobile apps to meet existing and future needs. It supports native, HTML5, and hybrid application development. With the power of the platform, administrators can build applications on the desktop and then mobile-enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, DLIR can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located.

***High Levels of User Adoption*.** Salesforce has designed its solutions to be intuitive and easy to use. Salesforce solutions contain many tools and features recognizable to users of popular consumer web services, so users are more familiar with the user interface than typical enterprise apps. As a result, users can often use and gain benefit from their solutions with minimal training. With Salesforce Trailhead everyone can learn Salesforce. Whether you are an admin, user or developer, there is a free learning trail for you. Users can pick specific trails, modules or projects based on role (admin, user, etc.), experience level (beginner, intermediate, advanced), products (Force.com Platform, Service Cloud, Marketing Cloud, etc.) or topics (App Logic, CRM, Data Management, etc.) to learn new skills and absorb the information they need quickly.

Collaboration is Embedded into all Aspects of the Solution. Collaboration is critical to organizational effectiveness and productivity. Salesforce provides numerous standard collaboration capabilities that are embedded into the fabric of how users work within the system with a complete record of activity. This includes unstructured communications, reports, dashboards, triggered alerts, document management, universal search, knowledge management, mobility and much more.

***Rapid Development of Apps Using the Salesforce Platform*.** Salesforce customers and third-party developers can develop apps rapidly because of the ease of use and the benefits of a multi-tenant platform. Salesforce provides the capability for business users to easily customize Salesforce applications to suit their specific needs, and a variety of programming language support so developers can code complex apps spanning multiple business processes and deliver them to multiple mobile devices.

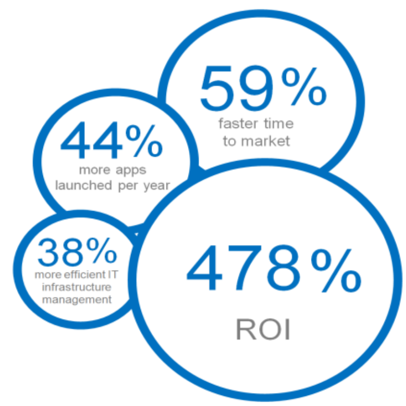
***Accelerated Time to Value*.** The Salesforce service can be deployed rapidly since customers do not have to spend time procuring, installing or maintaining the servers, storage, networking equipment, security products, or other infrastructure hardware and software necessary. Salesforce's trusted cloud platform allows customers to deploy applications that achieve a 59% accelerated time to value, implementing solutions in weeks and months vs. months or years, compared to on-premise system implementations (according to IDC).

***Ease of Integration*.** IT professionals can integrate and configure our solutions with existing applications quickly and seamlessly. Salesforce provides a set of application programming interfaces ("APIs") that enable customers and independent software developers to both integrate our solution with existing third-party, custom, and legacy apps and write their own application services that integrate with our solutions. For example, many Salesforce customers use the Salesforce API to move customer-related data from custom-developed and packaged applications into the Salesforce service on a periodic basis to provide greater visibility into their activities.

Lower Total Cost of Ownership and Dramatic Return on Investment (ROI). Salesforce enables customers to achieve significant up-front savings relative to the traditional enterprise software model. Customers benefit from the predictability of their future costs since they generally pay for the service on a per subscriber basis for the term of the subscription contract. Because Salesforce deploys all upgrades on Salesforce servers, new features and functionality automatically become part of the Salesforce service (on the upgrade release date) and therefore benefit all Salesforce customers immediately.

Independent studies conducted by leading Industry Analysts such as Gartner, Forrester and IDC (International Data Corporation) show the cost effectiveness and the large ROI potential of the Salesforce Platform. In IDC's recent Study published in July 2016, the following key Business Value results were cited:

- 478% five-year ROI
- 7-month break-even point
- $242,272 in business benefits per 100 users per year
- 50% faster application development life cycle
- 59% less time to release new application or feature
- $55,100 of additional revenue per year per 100 users
- 38% more efficient IT infrastructure management
- 44% more new apps developed per year



View IDC Report for more information and complete details.

Hosting of the application and supporting servers;

Based on your requirements, we are proposing a cloud-based web application. No additional software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up DLIR to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, IE). No installations on users' laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browsers are available, including mobile devices.

Upgrade services related to applications new releases and bug fixes;

All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to DLIR. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce can provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner and will not break your configurations.

System Maintenance and Release Maintenance
There are two types of maintenance at Salesforce: System Maintenance and Release Maintenance. System Maintenance is for sustaining the performance, reliability, security, and stability of the infrastructure supporting our services. When maintenance is scheduled, the specific timing and availability to be expected during that time will be communicated to all customers approximately one week in advance of the maintenance window upon login to Salesforce and via a posting to https://status.salesforce.com/status. In the event of planned maintenance where the services will be unavailable for more than four hours, or that requires customer action in advance, Salesforce endeavors to communicate via email several months in advance. Please Note: If emergency system maintenance is required, customers may be notified less than one (1) week in advance.

Major Release Maintenance is for upgrading the services to the latest product version to deliver enhanced features and functionality. Major release dates and times are posted on https://status.salesforce.com/status approximately one month before release to Sandbox instances. An email notification and blog post regarding Sandbox preview instructions is also sent approximately one month prior to upgrading Sandbox instances. Email notification of major release dates is sent one month prior to upgrading non-Sandbox instances. The Release Notes document describing the new features and functionality is posted in Help & Training one month prior to upgrading non-Sandbox instances. Final release reminders are communicated to all customers approximately one week prior via email and upon logging into Salesforce.

Major release maintenance occurs three times per year. The instance will be unavailable for up to five minutes during the release window.

Patch Releases and Emergency Releases are used to deliver scheduled and ad hoc application fixes. Patch releases are scheduled weekly and are usually deployed to instances on Tuesday, Wednesday or Thursday, with release to Asia-Pacific instances the following day. Emergency releases are conducted on an as-needed basis and can occur any day of the week. Whenever possible, patches and emergency releases are deployed during off-peak hours and without downtime.

Connectivity between the application server(s) and DLIR 's location as described in the scope section of the RFP;

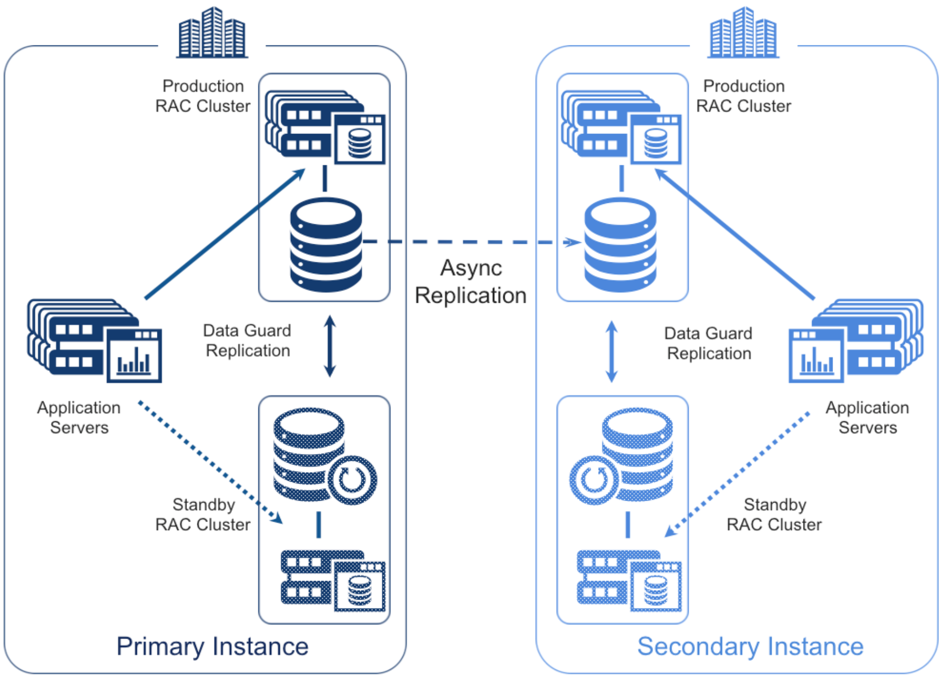
The Salesforce Services is delivered using a world-class data center infrastructure. Each customer's org is hosted from a primary and secondary production data center, with near real-time replication occurring between the two sites. There are currently 10 production data centers supporting the Services worldwide.

A given customer's Customer Data submitted to the Services will be stored in 2 of these collocated data centers, with one acting as the primary location and the other as the fully redundant secondary site. Salesforce has implemented a regional model for the primary hosting of the Salesforce Services. New customers will be primarily hosted from a production Instance hosted in a data center within the region where the customer is based. Customers can request, at the time of sign up, to be hosted from a data center in a different region than where they are located.

Salesforce uses colocation providers to host its production and secondary environments for the Salesforce Services. All data centers provide only power, environmental controls, and physical security. Salesforce employees manage all other aspects of the service at the data centers. Colocation data center personnel do not have network or logon access to the Salesforce Services systems. Colocation personnel may have physical access to the Salesforce dedicated area in the event of an emergency.

Disaster recovery services / capabilities;

Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the primary data center, and then cloned at an archive data center.



Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted network (our MPLS network across all data centers). Backups are retained for 90 days. Backups never physically leave our secure data center facilities, unless they are to be retired and destroyed through a secure destruction process.

For business continuity purposes, Salesforce supports disaster recovery with a dedicated team and a 4-hour recovery point objective (RPO) and 12-hour recovery time objective (RTO).

Salesforce has documented Disaster Recovery plan. The Disaster Recovery plan is tested at least annually. A post mortem documenting the results of the disaster recovery tests can be provided to customers with a signed NDA in place.

Additional details on Salesforce's Disaster Recovery can be provided with the execution of an NDA between Salesforce and DLIR.

Other services that may be provided by the hosting vendor;
Standard SLA terms offered for transaction response times, system availability and system support response times / availability hours; and

Transaction Response Times
Transaction throughput information is published daily on https://status.salesforce.com/status. Salesforce routinely processes over 4 billion transactions during normal business days. Of the over 4 billion transactions performed daily on the Salesforce multitenant infrastructure,

approximately 40% of these transactions are through the API. In general, we average response times around 250 milliseconds.

System Availability

Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers' trust. To ensure maximum uptime and continuous availability, Salesforce provides the best redundant data protection and most advanced facilities protection available, along with a complete data recovery plan—all without affecting performance.

Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. Excellent availability statistics are critical to Salesforce's customers' success and to the success of Salesforce as a company. Live and historical statistics on the Salesforce system performance are publicly published at https://trust.salesforce.com/en/#systemStatus.

The persistence layer underlying Salesforce Platform is proven database technology that powers all of Salesforce's products today, serving more than 150,000 organizations and over 4 billion transactions per day with an average request response time of less than 250 milliseconds, all with an average uptime of 99.9+ percent.

Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems. If a customer requires an SLA it will be negotiated separately.

System Support

For the Salesforce Premier+ Success Plan, Salesforce provides a one-hour response commitment during the applicable service hours for Severity Level 1 issues. [Note: Response times are not applicable during Salesforce closures due to natural disasters and other major events. Salesforce does not guarantee resolution to issues within the response period, only the response to initial calls. Failure to contact a customer within such response time periods because customer is unavailable (e.g., phone busy, no answer, in a meeting, out of the office, or otherwise unavailable) does not constitute Salesforce's non-compliance with the response commitment.]

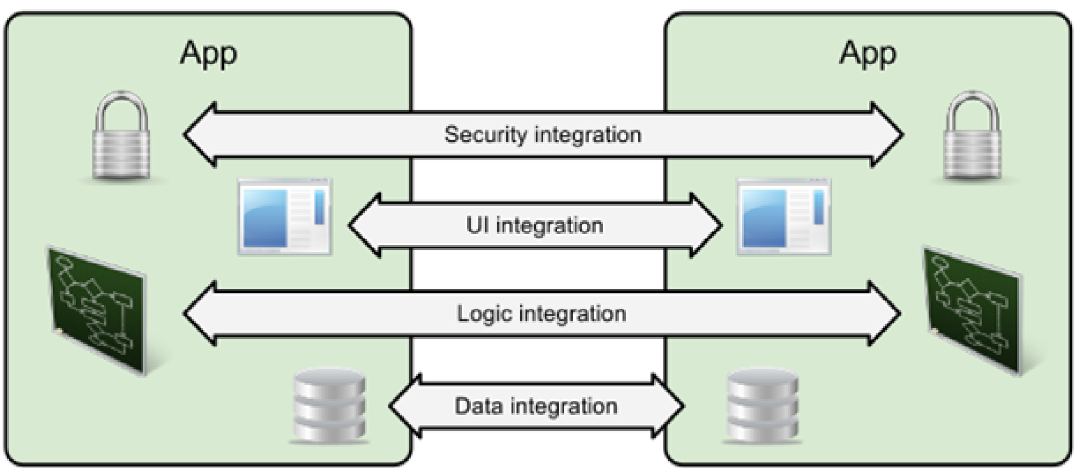
"After hours" emergency support varies depending on your support level subscription.
Terms and Conditions of the Premier+Success Plan are available online for review:
http://www2.sfdcstatic.com/assets/pdf/misc/salesforce_premierplans.pdf

INTEGRATION

Connecting Salesforce to an existing enterprise application is a common and frequently performed task. Integration options range from native Web Services support (APIs, outbound workflow, etc.) to import/export utilities to middleware integration via packaged connectors to toolkits for Java, .NET, and other open platforms. Our solution provides the ability to call out to virtually all-common APIs, to enable synchronization, push / pull, and mash-ups with external apps/systems. Salesforce itself is based on web-service based APIs that in turn simplify access to Salesforce data from external systems. Our customers heavily leverage API-based integration.

The APIs provided with the Salesforce Force.com platform are used to build integration interfaces with third party applications. Our integration partners can also use APIs in their connectors. Any 3rd party application that accesses your Salesforce instance via the APIs, will be subject to the same security protections that are used in your Salesforce user interface. Therefore, the 3rd party application will need to use a "granted" user to access the Salesforce data. These are open APIs (based on industry-standards such as REST and SOAP) that you can use to integrate Salesforce endpoints with external endpoints such as apps or enterprise integration hubs. As an example, you have the Batch and Bulk APIs used in the Data integration patterns or the SOAP and REST APIs used for UI integration patterns.

Integration Options as various Layers of a Solution
Salesforce lets you choose integration methods at different layers to optimally align with business requirements, security policies, and master data management guidelines. Specifically, DLIR can choose how best to integrate across Security, User Interface, Business Logic and Data Integration layers as shown below.



For more information on integration capabilities, please visit:
https://developer.salesforce.com/page/Integration

Five Paths to Integration Success

Salesforce Force.com provides paths to integration success—all based on our industry-leading Web services API—and an extensive integration partner ecosystem. Integration with Salesforce Force.com means faster, simpler, and less-risky integration that doesn't break during upgrades and delivers a new level of access and agility to your existing IT investments.

1) Choose your integration middleware - Force.com is designed to work with all major integration middleware solutions. For a list of certified integration solutions, check out the Integration category in the AppExchange marketplace (https://appexchange.salesforce.com/category/integration). Here you'll find pre-built connectors and the services of numerous integration technology partners such as IBM CastIron, Informatica Software and Jitterbit.

2) Build it yourself - For building custom integrations plus maximum flexibility and choice, the Salesforce Force.com Platform supports all major development environments and tools, including .NET, Java, PHP, Ruby on Rails, and many more. Learn more from our wiki developer network at developer.force.com. Learn more

3) Find it on the AppExchange - For the easiest and fastest way to add pre-integrated functionality, check the AppExchange directory. You can integrate with 3,100+ components and applications with the click of a mouse. Learn more at appexchange.salesforce.com. Here you will find both free and pay-as-you-go licensed add-ons. Learn more

4) Connect the clouds - Harness the power of multiple clouds. Learn how to connect Salesforce Force.com with the data and content of the most popular cloud services, including Amazon Web Services, Facebook, Google AppEngine, and Twitter. For example, you can enrich your Salesforce Contacts' profiles integrating with the likes of Facebook or Twitter to create a 360-degree single view of your customers.

5) Use our native connectors - Whether you need to integrate with the most common desktop productivity tools; Microsoft Excel, Microsoft Outlook, Microsoft Word, or ERP suites from Oracle or SAP, Force.com provides proven native connectors. Salesforce applications have proven to be an excellent way to get critical data from Oracle accounting and ERP applications into the hands of a much larger customer-facing audience. Information from Oracle ERP application suites, Oracle databases, or Oracle Fusion middleware can be easily exposed within Salesforce to create innovative and effective end-to-end business processes that drive higher user adoption and result in more effective business strategies.

For more information on integration capabilities, please visit: https://developer.salesforce.com/page/Integration

SINGLE TENANT/MULTI-TENANT

Salesforce services its customers using what is known in the industry as "multi-tenant" architecture. Multi-tenant applications and platforms permit many users to simultaneously access and use the same services, with logical separation of data allowing each customer to view only its "instance" of Salesforce's services and associated data. Salesforce's multi-tenant architecture is like that used to provide online banking and brokerage services to consumers, which can also be accessed and used by thousands of users simultaneously through the logical – rather than physical – separation of data.

Salesforce’s multitenant architecture and secure logical controls for the Salesforce Services address the separation of Customer Data. Salesforce does not use dedicated servers used for a specific customer. The infrastructure for the Salesforce Services is divided into a modular architecture based on instance. Each instance can support several thousand customers in a secure and efficient manner.

A customer's instance (org) of Salesforce is an aggregate of the raw data. The data model is very complicated, normalized, and the rows are identified by base62-encoded keys (primary and foreign). Re-establishing data ownership and a business context for the data would be very difficult to do at the database level. To reassemble any given customer's application (org), someone would need access to our source code to reassemble the raw data in a manner that could be interpreted and understood, and would need the entire set of tapes or disks/arrays supporting a given Instance, as the data for any one customer is spread across several tapes/disks. Data center engineers with physical access to the servers do not have logical access to the production environment and administrators with logical access to the systems do not have physical access to the data centers.

SLA, AVAILABILITY, RESPONSE TIMES

Transaction Response Times
Transaction throughput information is published daily on https://status.salesforce.com/status. Salesforce routinely processes over 4 billion transactions during normal business days. Of the over 4 billion transactions performed daily on the Salesforce multitenant infrastructure, approximately 40% of these transactions are through the API. In general, we average response times around 250 milliseconds.

System Availability
Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers’ trust. To ensure maximum uptime and continuous availability, Salesforce provides the best redundant data protection and most advanced facilities protection available, along with a complete data recovery plan—all without affecting performance.

Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. Excellent availability statistics are critical to Salesforce's customers' success and to the success of Salesforce as a company. Live and historical statistics on the Salesforce system performance are publicly published at https://trust.salesforce.com/en/#systemStatus.

The persistence layer underlying Salesforce Platform is proven database technology that powers all of Salesforce's products today, serving more than 150,000 organizations and over 4 billion transactions per day with an average request response time of less than 250 milliseconds, all with an average uptime of 99.9+ percent.

Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems. If a customer requires an SLA it will be negotiated separately.

System Support
For the Salesforce Premier+ Success Plan, Salesforce provides a one-hour response commitment during the applicable service hours for Severity Level 1 issues. [Note: Response times are not applicable during Salesforce closures due to natural disasters and other major events. Salesforce does not guarantee resolution to issues within the response period, only the response to initial calls. Failure to contact a customer within such response time periods because customer is unavailable (e.g., phone busy, no answer, in a meeting, out of the office, or otherwise unavailable) does not constitute Salesforce's non-compliance with the response commitment.]

"After hours" emergency support varies depending on your support level subscription.
Terms and Conditions of the Premier+Success Plan are available online for review:
http://www2.sfdcstatic.com/assets/pdf/misc/salesforce_premierplans.pdf

OPERATING HOURS/SUPPORT

Based on your requirements, we would propose the Salesforce Premier+ Success Plan. DLIR can cover all its bases with this plan: support, training, and administration. It's what the + is all about. The Premier+ Success Plan gives you all the benefits of our Premier success plan, including a support rep assigned to DLIR, priority case routing, 1-hour response time, 24x7 phone support, unlimited usage of our entire online course library, plus one very helpful addition: access to your own team of expert Salesforce administrators. This lets you focus on design and management while we support your configuration.

The Premier+ Success Plan includes:
- Unlimited access to our entire online course catalog
- 24x7 toll-free phone support
- Priority case queuing and routing
- Quick 1-hour response time

- An assigned support account rep
- Force.com code troubleshooting
- Customizable end-user course templates
- Premier Success Review to measure usage and trends
- Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition
- Premier Success Review to measure usage and trends
- Includes administration services: Request 100+ routine configuration updates like creating users, reports, workflow, and dashboards. You take online administration training to learn the basics, then you tell us your business requirements. Our team of certified administrators updates your Salesforce system.

Please see the Premier+ Success Plan terms for more information:
http://www2.sfdcstatic.com/assets/pdf/misc/salesforce_premierplans.pdf

User Groups
With over 3 million subscribers to Salesforce, the company boasts the largest community of active CRM users. Through online communities such as https://success.salesforce.com/, live user groups throughout the world, and global user conferences, the salesforce.com community is able to actively share best practices and ensure everyone's success. External user groups meet at least once per quarter, if not more often. User groups exist in most major US cities as well as smaller metropolitan areas, with more groups launching each quarter. Information about active groups by location is available at the following link:
https://success.salesforce.com/userGroups.
Dreamforce—Salesforce annual global user conference—brings together thousands of customers and partners to share ideas and success. http://www.salesforce.com/dreamforce

Other Salesforce Community Offerings
Communities building Solutions Together - AppExchange. The AppExchange is the leading online marketplace for cloud computing applications. In just a few clicks, you can find, test-drive, and install hundreds of apps that come pre-integrated with Salesforce CRM. Find additional apps to help you with chat, surveys, dashboards and more.
http://appexchange.salesforce.com/home

Developer Communities - Apex Code
Apex code, which is the core, publicly available building block of Salesforce, is a Java-like language that allows developers to create custom applications that are stored and run off Salesforce's platform. Partners are also able to build native applications on platform, and Visualforce allows new user interfaces to be developed for any device to help ease access to customers' data. http://developer.salesforce.com/

Communities Ideas for Innovation

The IdeaExchange (http://ideas.salesforce.com) is a public forum where Salesforce customers can suggest new product concepts, promote favorite enhancements, interact with product managers and other customers, and preview what we are planning to deliver. In Salesforce's ongoing efforts to continually create a dialog with the community, IdeaExchange provides an open and direct channel of communication for customers.

Our product management team monitors the IdeaExchange, to understand which ideas are most important and most relevant to you. We take your ideas seriously when planning future releases. Salesforce partners are also encouraged to use IdeaExchange to create AppExchange applications. Many factors go into planning new Salesforce features. The IdeaExchange is one of the simplest and most direct ways to communicate your requirements to us. In addition to the IdeaExchange, we host customer events like user groups, visit with our customers in person, and conduct quarterly surveys on product needs. We also keep a close eye on market trends and innovations.

ROADMAP, USER GROUPS

Salesforce Product Roadmap

Salesforce's primary objective is to deliver solutions that help their customers achieve their goals and become customer-based, connected organizations. Salesforce delivers highly flexible solutions that fit in a modern world of rapidly changing technology, expanding social networks and growing customer demand.

Salesforce adapts to the unique challenges of our public-sector clients, helping them transform every process, connect in a whole new way, and succeed. We are limited in the roadmap and product direction we can provide in print. More detail on our roadmap can be provided during a presentation at your location or during a visit to our Executive Briefing Center. You may view information on previous and planned releases here: http://releasenotes.docs.salesforce.com/

Many factors contribute to the planning of new Salesforce features. Salesforce's clearly defined online enterprise solutions roadmap is driven by a combination of the following traditional, and more innovative, techniques:

- Executive Briefing Center (EBC) visits at headquarters
- Dreamforce EBC dedicated customer meetings
- Focus Groups, to get customers' first impressions to steer focus of releases
- Active Pilot Programs for customers to gather input on beta functionality
- Sales and Service Executive Councils – fueling the modern sales and customer service vision
- Keeping a close eye on market trends and innovations
- Community Ideas (see below)

Our Success Community Ideas gives every customer, no matter how large or small, the opportunity to participate in the long-term feature set of Salesforce. Once a new feature has been logged into Ideas, customers can enter directly into dialogue with other customers and our product management teams, to further explore how a feature might be delivered in the future roadmap. As a customer of Salesforce, your organization would have the ability to vote along with other customers for favorite features, and see how popular features are across the Salesforce customer community. We truly do believe that our users must drive innovation and our product roadmap. Our product management team monitors Ideas regularly, to understand which ideas are most important and most relevant to your organization.

Research & Development
Salesforce's research and development efforts are focused on improving and enhancing the features, functionality and security of the existing service offerings as well as developing new proprietary services. In addition, from time to time Salesforce supplements its internal research and development activities with outside development resources and acquired technology. Salesforce's research and development expenses were $946 million, or 14 percent of total revenues during fiscal year 2016.

Salesforce Mission and Strategic Vision
Salesforce's mission is to help our customers transform themselves into customer-centric organizations by empowering them to connect with their customers in entirely new ways. Our Customer Success Platform, including sales force automation, customer service and support, marketing automation, community management, analytics, application development, Internet of Things integration and our professional cloud services, provide the next-generation platform of enterprise applications, or apps, and services to enable customer success.

Our service offerings are intuitive and easy-to-use, can be deployed rapidly, customized easily and integrated with other platforms and enterprise apps. We deliver our solutions as a service via all the major Internet browsers and on leading mobile devices. We sell to businesses of all sizes and in almost every industry worldwide on a subscription basis, primarily through our direct sales efforts and indirectly through partners. Through our platform and other developer tools, we also encourage third parties to develop additional functionality and new apps that run on our platform, which are sold separately from, or in conjunction with, our services.

Key elements of our strategy include:

- **Strengthening our existing applications and extending into new functional areas**. We designed our service to easily accommodate new features and functions. We intend to continue to add features and functionality to our core services we will make available to customers at no additional charge. We offer advanced editions for an additional subscription fee to customers that require enhanced capabilities.
- **Pursuing new customers and new territories aggressively**. We strive to deliver services that provide significant value for businesses of any size. As a result, we will continue to aggressively target businesses of all sizes, primarily through our direct sales force. We

also believe that there is a substantial market opportunity for our service outside of North America. We plan to continue to aggressively market to customers outside of North America by recruiting local sales and support professionals and by building partnerships that help us add customers in these regions.

- **Deepening relationships with our existing customer base**. We believe there is significant opportunity to leverage our relationships with existing customers. As the customer realizes the benefits of our service, we aim to either upgrade our customers to higher priced editions or sell more subscriptions by targeting additional areas and business units within the customer organization and ultimately pursuing enterprise-wide deployments.
- **Continuing to lead the industry transformation to the next phase of cloud computing**. We have established a leadership position in the enterprise cloud computing industry as a successful vendor of application services, an enabler for third parties to create their own cloud applications through our platform, and a developer of cloud computing technologies with social, mobile and open characteristics to provide to enterprise customers around the world.
- **Encouraging the development of third-party applications on our platform**. Our cloud computing platforms enables existing customers, ISVs, and third-party developers to develop and deliver cloud applications they have built in our multi-tenant environment. It is a platform on which applications can be created, tested, published, and run. In addition, these applications can be listed on the AppExchange, our online marketplace of cloud applications, or sold by ISVs. We believe the ecosystem of cloud developers and ISVs will address the business requirements of both current and potential customers.

User Groups

With over 3 million subscribers to Salesforce, the company boasts the largest community of active CRM users. Through online communities such as https://success.salesforce.com/, live user groups throughout the world, and global user conferences, the salesforce.com community can actively share best practices and ensure everyone's success.

External user groups meet at least once per quarter, if not more often. User groups exist in most major US cities as well as smaller metropolitan areas, with more groups launching each quarter. Information about active groups by location is available at the following link: https://success.salesforce.com/userGroups

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Knowledge Management Strategy
Salesforce offers a knowledge management system that includes full knowledge article management and a flexible knowledgebase. The knowledgebase can be used as an internal-facing resource for content center agents, or as an external knowledgebase for customers and partners through the Salesforce portal options. Additionally, the knowledgebase can be exposed "public" - as part of your own web site.

Knowledge is fully integrated into other Salesforce CRM functionality such as the ability to search for Knowledge articles directly from a case record. Other integration examples include the ability to crowd-source knowledge from agents and customers through Salesforce products such as Ideas, Answers, and Salesforce for Twitter. Because Salesforce CRM is a cloud-based application—also known as "software as a service"—its powerful knowledge management tools are easy to access anytime, from anywhere, and does not require any server infrastructure on your part.

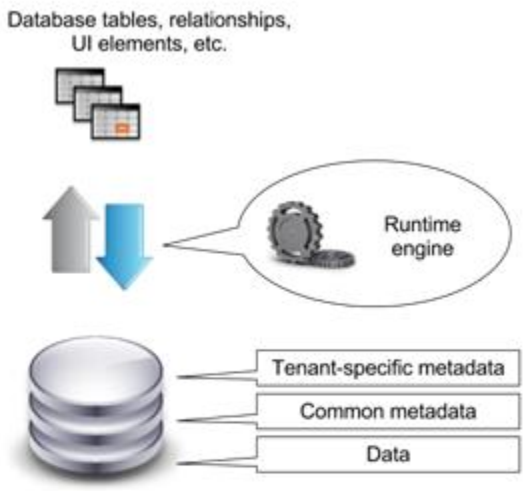
ARCHITECTURE

Salesforce Architecture
Our proposed SaaS solution is built on the Salesforce Platform and includes all needed infrastructure, which is fully hosted, managed, and maintained by Salesforce. Salesforce only requires a computer that can run a web browser and an Internet connection or a mobile device. No other software or hardware is required. Salesforce applications are delivered on-demand over the Internet, so DLIR will not need to worry about licensing software or setting up and managing hardware platforms.

Salesforce Force.com is a modern Platform as a Service (PaaS) that's built for cloud computing, with multi tenancy inherent in its design. To meet the high demands of its large user population, Force.com's foundation is a metadata-driven software architecture that enables multi-tenant applications.

Force.com combines several different persistence technologies, including a custom-designed relational database schema, which is innately designed for clouds and multitenancy—no virtualization required.

Force.com's core technology uses a runtime engine that materializes all application data from metadata—data about the data itself. In Force.com's well-defined metadata-driven architecture, there is a clear separation of the compiled runtime database engine (kernel), tenant data, and the metadata that describes each application. These distinct boundaries make it possible to independently update the system kernel and tenant-specific applications and schemas, with virtually no risk of one affecting the others.



Every logical database object that Force.com exposes is internally managed using metadata. Objects, (tables in traditional relational database parlance), fields, stored procedures, and database triggers are all abstract constructs that exist merely as metadata in Force.com's Universal Data Dictionary (UDD). For example, when you define a new application object or write some procedural code, Force.com does not create an actual table in a database or compile any code. Instead, Force.com simply stores metadata that the system's engine can use to generate the virtual application components at runtime. When you need to modify or customize something about the application schema, like modify an existing field in an object, all that's required is a simple non-blocking update to the corresponding metadata.

Because metadata is a key ingredient of Force.com applications, the system's runtime engine must optimize access to metadata; otherwise, frequent metadata access would prevent the service from scaling. With this potential bottleneck in mind, Force.com uses massive and sophisticated metadata caches to maintain the most recently used metadata in memory, avoid performance-sapping disk I/O and code recompilations, and improve application response times.

The multitenant architecture and secure logical controls address separation of Customer Data. The Salesforce infrastructure is divided into a modular architecture based on "instances". Each instance can support several thousand customers in a secure and efficient manner. Salesforce uses the instance architecture to continue to scale and meet the demands of our customers. There are appropriate controls in place designed to prevent any given customer's Salesforce instance from being compromised. This functionality has been designed and undergoes robust testing through an on-going process by both Salesforce and its customers.

These papers further explain the technology that makes the Salesforce Force.com platform fast, scalable, and secure for any type of application:
https://developer.salesforce.com/page/Multi_Tenant_Architecture
https://developer.salesforce.com/page/Secure_Private_Trustworthy_Force.com_Whitepaper

https://developer.salesforce.com/page/An_Overview_of_Force.com_Security

CPU
Due to the multi-tenant nature of our environment, we do not provide customers with metrics such as CPU, memory, disk utilization etc. Salesforce monitors this on behalf of all our customers as part of the standard service.

Storage
Salesforce provides extensive storage capabilities. Storage is divided into two categories: file storage and data storage. File storage includes files in attachments, the Documents tab, the Files tab, the File field, Salesforce CRM Content, Chatter (including user photos), and Site.com assets. Data storage includes the following entities/records stored within the Salesforce application: Accounts, Article types, Article type translations, Campaigns, Campaign Members, Cases, Case Teams, Contacts, Contracts, Custom objects, Email messages, Events, Forecast items, Google docs, Ideas, Leads, Notes, Opportunities, Opportunity Splits, Orders, Quotes, Quote Template Rich Text Data, Solutions, Tags: Tag applications, Tags: Unique tags, and Tasks.

For file storage, Unlimited Edition is allocated a per-user limit multiplied by the number of users in the organization plus an additional per-organization allocation. For example, an Unlimited Edition organization with 600 users receives 1,211 GB of file storage, or 2 GB per user multiplied by 600 users plus an additional 11 GB.

For data storage, Unlimited Edition is allocated either 1GB or a per-user limit, whichever is greater. For example, an Unlimited Edition organization with 10 users receives 1 GB because 10 users multiplied by 20 MB per user is 200 MB, which is less than the 1 GB minimum.

Additional storage can be purchased, or files can be exported and archived outside of Salesforce, thus freeing up file storage space.
For additional information, visit:
https://help.salesforce.com/HTViewHelpDoc?id=limits_storage_allocation.htm&language=en_US

Network Bandwidth
Salesforce is designed to use as little bandwidth as possible so that the site performs adequately over high-speed, dial-up, and wireless Internet connections. While average page size is on the order of 90KB, Salesforce uses compression as defined in the HTTP 1.1 standard to compress the HTML content before it is transmitted as data across the Internet to a user's computer. The compression often reduces the amount of transmitted data to as little as 10KB per page viewed due to the lack of image content. The site was designed with minimum bandwidth requirements in mind, hence are extensive use of color-coding instead of images. Our average user also is known to view roughly 120 pages from our site per day.

Of course, as Salesforce is a web-based solution delivered over the Internet, the customer's own connectivity will play a role in the performance.

Our track record speaks for itself—Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers' trust.

SALESFORCE ENVIRONMENTS

Salesforce offers both a Production environment and 4 different types of Sandbox environments. This gives you the ability to create multiple copies of your organization in separate environments for a variety of purposes, such as testing and training, without compromising the data and applications in your Salesforce production organization. The usage of the various Salesforce Sandbox types during an implementation varies, but below will provide you with a description and common use of each type of environment:

Developer Sandbox

Developer sandboxes are designed for a single developer and intended for coding and testing in an isolated environment. These environments include a copy of your production organization's configuration (metadata). Developer sandboxes have a storage limit to 200 MB of data and 200 MB of files, which is enough for many development and testing tasks. You can refresh a Developer sandbox once per day.

Developer Pro Sandbox

Developer Pro sandboxes are intended for coding and testing in an isolated environment. These environments include a copy of your production organization's configuration (metadata). They have a larger storage limit than Developer sandboxes, up to 1GB of data and 1GB of files. The larger limit allows for more robust test data sets and enables this environment to handle more development and quality assurance tasks. You can refresh a Developer Pro sandbox once per day.

Partial Copy Sandbox

Partial Copy sandbox environments include all of your organization's configuration (metadata) and a subset of your production data that you define by using a sandbox template. Use Partial Copy sandboxes for virtually any development, testing, or training purpose. The only tasks for which they aren't well suited are full performance and load testing. Additionally, as defined by your sandbox template, Partial Copy sandboxes can include your organization's standard and custom object records, documents, and attachments up to 5 GB of data and 5 GB of files and a maximum of 10,000 records per selected object. You can refresh a Partial Data sandbox every 5 days.

<u>Full Sandbox</u>
Full sandboxes are intended to be used as testing environments. Only Full sandboxes support performance testing, load testing, and staging. Full Sandbox environments are a replica of your production organization, including all data—for example, object records and attachments—and metadata. You can refresh a Full sandbox every 29 days.

SOFTWARE UPGRADES

All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to DLIR. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce can provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations.

System Maintenance and Release Maintenance
There are two types of maintenance at Salesforce: System Maintenance and Release Maintenance. System Maintenance is for sustaining the performance, reliability, security, and stability of the infrastructure supporting our services. When maintenance is scheduled, the specific timing and availability to be expected during that time will be communicated to all customers approximately one week in advance of the maintenance window upon login to Salesforce and via a posting to https://status.salesforce.com/status. In the event of planned maintenance where the services will be unavailable for more than four hours, or that requires customer action in advance, Salesforce endeavors to communicate via email several months in advance. Please Note: If emergency system maintenance is required, customers may be notified less than one (1) week in advance.

Major Release Maintenance is for upgrading the services to the latest product version to deliver enhanced features and functionality. Major release dates and times are posted on https://status.salesforce.com/status approximately one month before release to Sandbox instances. An email notification and blog post regarding Sandbox preview instructions is also sent approximately one month prior to upgrading Sandbox instances. Email notification of major release dates is sent one month prior to upgrading non-Sandbox instances. The Release Notes document describing the new features and functionality is posted in Help & Training one month prior to upgrading non-Sandbox instances. Final release reminders are communicated to all customers approximately one week prior via email and upon logging into Salesforce.

Major release maintenance occurs three times per year. The instance will be unavailable for up to five minutes during the release window.

Patch Releases and Emergency Releases are used to deliver scheduled and ad hoc application fixes. Patch releases are scheduled weekly and are usually deployed to instances on Tuesday, Wednesday or Thursday, with release to Asia-Pacific instances the following day. Emergency releases are conducted on an as-needed basis and can occur any day of the week. Whenever possible, patches and emergency releases are deployed during off-peak hours and without downtime.

SOFTWARE AND DATABASE TECHNOLOGY

The Salesforce platform is written in Java. Salesforce applications such as Call Center are written in higher-level APEX (Java-syntax), and VisualForce pages. Internally, Salesforce uses an Oracle database implementation.

SCALABILITY

Salesforce applications can automatically scale from one to tens of thousands of users. Processing more than 4 billion transactions each day, Salesforce is used for large-scale deployments. External users are supported via Salesforce Communities products. Limits for Communities are 7 million users for Customer Communities.

The Salesforce infrastructure is multi-tenant. The multi-tenant architecture and secure logical controls address separation of customer data. There are no dedicated servers used for individual customers. The Salesforce Services infrastructure is divided into a modular architecture based on “Instance”. Each Instance can support several thousand customers in a secure and efficient manner. Services are grouped within each Instance; with app, search, and database elements contained. There are appropriate controls in place to ensure that any given customer’s org (application) is not compromised. The service has been designed to accomplish this and is robustly tested on an ongoing basis by both Salesforce and its customers.

A customer's instance (org) of Salesforce is an aggregate of the raw data. The data model is very complicated, normalized, and the rows are identified by base62-encoded keys (primary and foreign). Re-establishing data ownership and a business context for the data would be very difficult to do at the database level. To reassemble any given customer's application (org), someone would need access to our source code to reassemble the raw data in a manner that could be interpreted and understood, and would need the entire set of tapes or disks/arrays supporting a given Instance, as the data for any one customer is spread across several tapes/disks. Data center engineers with physical access to the servers do not have logical access to the production environment and administrators with logical access to the systems do not have physical access to the data centers. Please refer to our Force.com Multitenant

Architecture whitepaper for additional details:
https://developer.salesforce.com/page/Multi_Tenant_Architecture.

WORKFLOW, ALERTS & NOTIFICATIONS

Workflow management and process enactment are core strengths and foundational services of the Salesforce Platform that enable customers to easily automate business processes and operate more efficiently using point-and-click. Processes can be simple tasks - such as creating an activity, emailing an alert, updating a data field, or posting a message to a chatter feed - or more complex – such as sending data to external or third-party systems and applications via an integration message, creating new records and updating existing related records, launching other processes/flows, submitting records for approval, and more.

The Salesforce Lightning Process Builder, together with workflow rules, actions and approvals enable you to rapidly design and run any business process in the cloud without infrastructure, software, or code. The Process Builder's simple and powerful design allows you to create your processes by using a convenient visual layout with point-and-click efficiency.

For every business rule or system event a customer needs to enact, one or more actions can be defined for execution when the specified conditions are met. These actions are created using point-and-click visual editors by a system administrator or business analyst and do not require complex procedural source code. Processes and workflow rules support several different types of actions.

Salesforce Process and Workflow Actions:

- Create a Record – Creates a new record (Account, Contact, Case, Event, etc.) in the system and sets the desired values in the new record's data fields.
- Update a Record / Field Updates – Updates a field within the record for which the rule was created or a related record. Values can be set specifically, or can be calculated using related records and built in functions within the formula editor.
- Quick Actions – Quick actions are setup to help users more easily create and update records in the system. This selection invokes one of these object-specific or global quick actions for reuse in your automated process.
- Tasks – A task is an item assigned to a user to complete. Tasks for a user are visible from the Home tab of the application. Tasks have an assigned due date and are time-managed using reminders and past-due notifications by the application.
- Email Alerts – An email alert is an email automatically sent to one or more users, which may include relevant data extracted from the record, which caused the rule to fire. Salesforce includes Email template functionality, which includes HTML formatting and graphics within emails. In a case management system, for example, an email alert could

be sent to the customer/constituent whenever a case is escalated to emphasize the urgency being given to their request or issue.

- Post to Chatter - Chatter is Salesforce's native collaboration tool, which allows users and groups to monitor and follow social conversations around your business data. Chatter includes features like feeds, profiles, groups, and more to share information, collaborate, and keep up with the latest updates on topics or individual records of data (e.g. community resources, cases) within in DLIR.
- Submit for Approval – Automates the submission of the record that enacted the process for approval without end-user intervention.
- Outbound Messages - Outbound Messages are SOAP-based web services that Salesforce automatically invokes on external systems when triggered. This is to support integration between Salesforce and external systems. Outbound messages actions are automatically generated from web service descriptor language (WSDL) files.
- Launch a Flow – Starts another flow from the current process to automate business processes that contain additional complexity and logic, without writing code.
- Call Apex – This action allows the invocation of methods programmed in the Apex language if highly customized functionality is required by your process.

Scheduled and Time Dependent Actions
The process and workflow actions above may be classified as immediate or time-dependent/scheduled. Immediate actions are invoked as soon as the workflow rule is triggered. Time dependent actions are scheduled to invoke at some point in the future and are scheduled to occur in an hour or day count relative to the trigger time of the rule or a date/time field on the related record. Workflow rules may have both multiple immediate actions and multiple time-based actions.

Approvals
An approval process is an automated process your organization can use to approve records in Salesforce. An approval process specifies the steps necessary for a record to be approved and who must approve it at each step. A step can apply to all records included in the process, or just records that meet certain administrator-defined criteria. An approval process also specifies the actions to take when a record is approved, rejected, recalled, or first submitted for approval. Approval processes can include email notification and support for email-based approval, including the ability for approvers to approve or reject directly from their mobile device.

Now you can create a process that another process can invoke. With invokable processes, you can reuse sections of your processes. Build one invokable process, call it from multiple processes or from multiple action groups in the same process. This ability to reuse can save you precious time.

Alerts
Salesforce enables organizations to deliver proactive alerts (including on email-enabled devices and push notifications from the Salesforce1 mobile application) to key executives/managers, or

any users of the application.

With Salesforce Lightning Experience, users can stay on top of all new alerts or notifications from the notifications list displayed in the header of every page. Notifications alert users when key events occur in Salesforce that they should know about or that require their attention — such as when they receive approval requests or are mentioned in Chatter posts. A number displays on the notifications icon in the header that denotes how many notifications the user hasn't yet seen and resets to zero when the user opens the list. To read a notification's details, users simply click on it. Unread notifications in the list display with a darker background, to help distinguish them from those that have been read already. Users can mark all notifications as read by clicking on the "Mark all as read" link.

REPORTS AND DASHBOARDS

Salesforce Reports & Dashboards
Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:

Report Types. A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of pre-defined standard report types; administrators can create custom report types as well. For example, an administrator can create a report type that shows only job applications that have an associated resume; applications without resumes won't show up in reports using that type. An administrator can also show records that *may* have related records—for example, applications with or without resumes. In this case, all applications, whether or not they have resumes, are available to reports using that type.

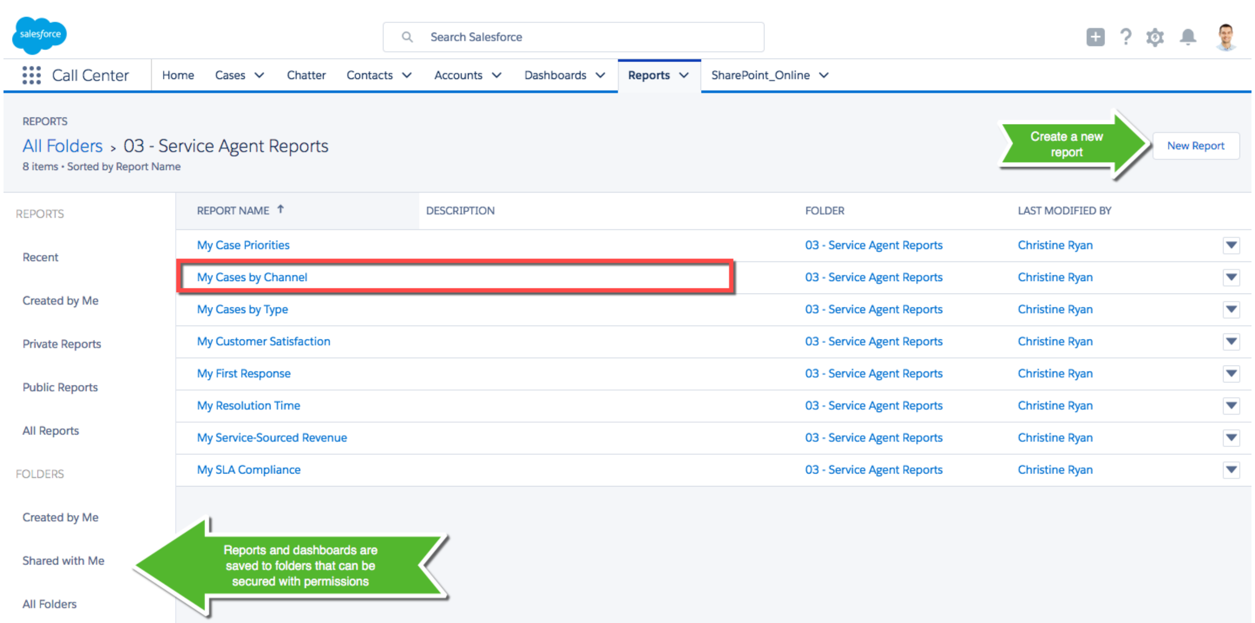
Report Formats. Salesforce reports can use the tabular, summary, matrix, or joined format:

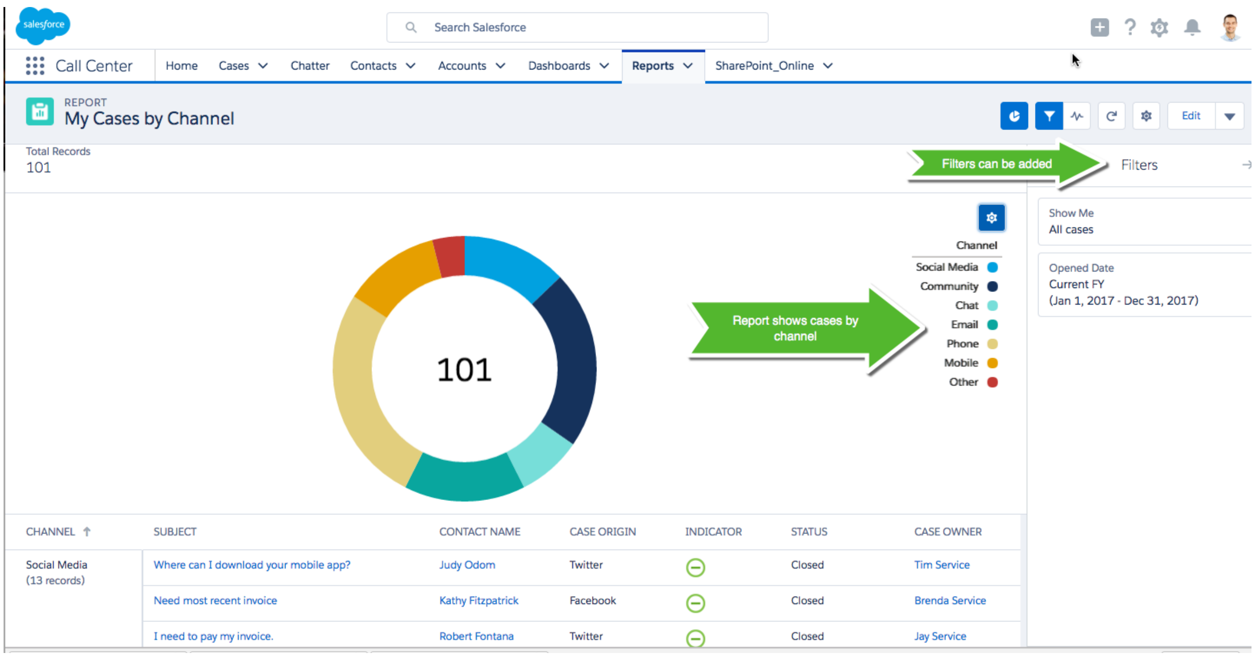
- Tabular reports are the simplest and fastest way to look at data. Like a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.
- Summary reports are like tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.
- Matrix reports are like summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare

values in several different fields, or users want to look at data by date and by type, person, or geography.

- Joined reports let users create multiple report blocks that provide different views of the data. Each block acts like a "sub-report," with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.

Reports. A report returns a set of records that meets certain criteria, and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor the State, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the State. Report Builder is intuitive and user friendly. There is no need for IT support or advanced scripting capabilities to run reports. View Salesforce's Tutorial on Creating Reports with the Report Builder in Trailhead: https://trailhead.salesforce.com/en/modules/reports_dashboards/units/reports_dashboards_getting_started



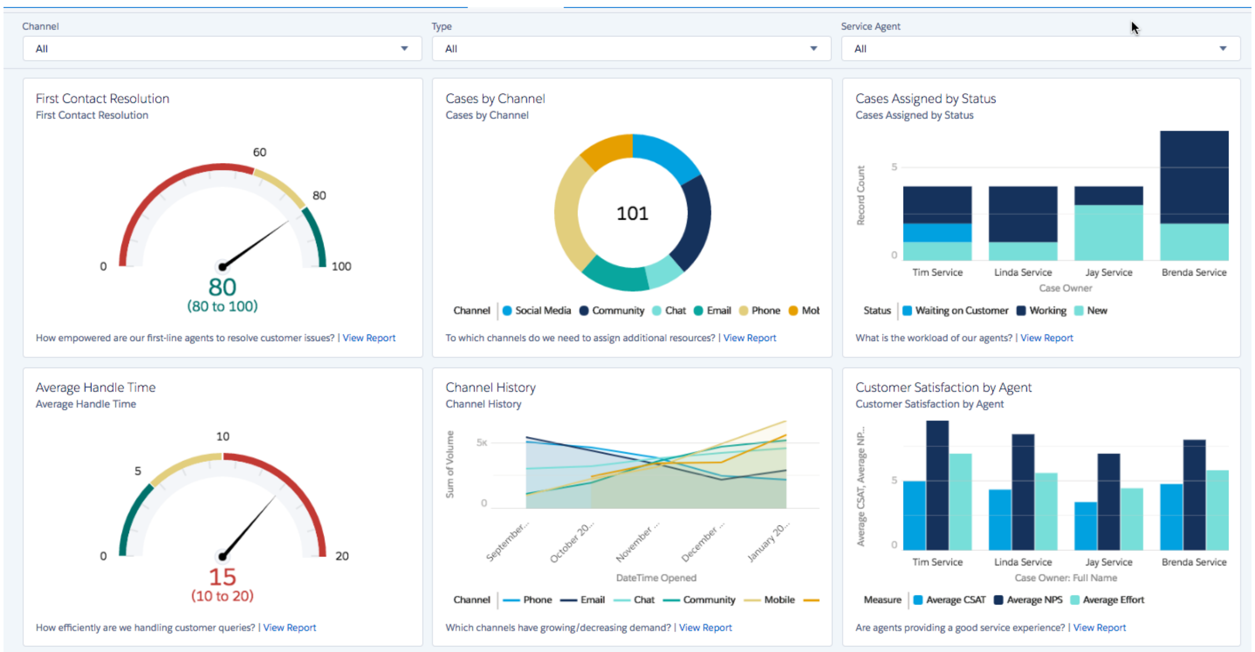


Example Salesforce Report for YTD Service Cases initiated from a customer on the Salesforce Customer Community web portal

Use reports and dashboards for real-time insight into the metrics that are important to you, your team, and the entire organization. For example, you can use dashboards to track metrics such as:

- How many cases were closed today? How many are open?
- What cases have been escalated?
- What knowledgebase or FAQ articles were used the most during the past 30 days?
- Are customers calling, using email, or using chat?

Dashboards. A dashboard shows data from source reports as visual components, which can be charts, gauges, tables, metrics, or custom Visualforce pages. They provide a snapshot of key metrics and performance indicators for the State. Each dashboard can have up to 20 components. Administrators control access to dashboards by storing them in folders with certain visibility settings. Dashboard folders can be public, hidden, or restricted to groups, roles, or territories. If you have access to a folder, you can view its dashboards. To view a dashboard component, users need access to the folder for the underlying source report. Each dashboard has a *running user*, whose security settings determine which data to display in a dashboard. View Salesforce's Tutorial on Visualizing Your Data with the Lightning Dashboard Builder in Trailhead: https://trailhead.salesforce.com/modules/lex_implementation_reports_dashboards/units/lex_implementation_reports_dashboards_visualizing_data



Example Customer Service Dashboard

Two other important points about dashboards:

First, dashboard components aren't simply nice-looking, static pictures. They're live, actionable objects. You can click on a dashboard component to drill down to the underlying report that generated it, and click on any item in that report to drill down to the source data. So you can quickly understand the reasons behind the results.

Second, dashboards are full participants in Salesforce's enterprise social collaboration platform. For example, a manager could post a dashboard snapshot to their Chatter feed to share it with their "followers", or to a specific Chatter group, along with comments, so that they can find answers, congratulate team members, or issue calls to action. And both dashboards and Chatter are available on mobile devices, as well as PCs.

Folders. A folder is a place where you can store reports, dashboards, documents, or email templates. Folders can be public, hidden, or shared, and can be set to read-only or read/write. You control who has access to its contents based on roles, permissions, public groups, and license types. You can make a folder available to your entire organization, or make it private so that only the owner has access.

Analytic Snapshots. An analytic snapshot lets you report on historical data. Authorized users can save tabular or summary report results as snapshots on a schedule. Analytic snapshots let you to work with report data similarly to how you work with other records in Salesforce. For example, a customer support manager could set up an analytic snapshot that reports on the open cases assigned to his or her team every day at 5:00 PM, and store that data in a custom object to build a history on open cases from which he or she could spot trends via reports. Then the customer support manager could report on point-in-time or trend data stored in the custom object and use the report as a source for a dashboard component.

Salesforce Einstein Analytics
Salesforce core Reports and Dashboards deliver operational and performance metrics on data that lives solely in Salesforce and allows the State to easily create individual static reports and dashboards to gain real-time views of daily activity. The Salesforce Einstein Analytics, is a cloud-based platform designed for the business user to get answers to questions instantly through powerful, interactive visualizations of any data, on any device.

Salesforce Einstein Analytics, is an analytics platform - designed to analyze data not just from within Salesforce, but from across different sources, and be surfaced across the State. Einstein Analytics offers:

- Multi-year trending analysis - Supports query and processing of hundreds of millions of rows of data from various sources
- Cross Object analysis and faceting
- Rich data visualization
- Dynamic self-service exploration

Einstein Analytics is mobile-ready, allowing the State to immediately collaborate and share insights with team members right inside Salesforce. With Einstein Analytics, the State can quickly query and explore data across systems and social and mobile applications to get the exact information you need without being stuck in a pre-built report. Unlike legacy Business Intelligence or desktop discovery tools, Einstein Analytics is built native in the cloud giving you the advantage of massive scale and taking only weeks to get up and running. the State's data is secure. Powerful field level security and role based hierarchy controls ensure the right people have the right answers.

SALESFORCE SUPPORT

Salesforce Premier+ Success Plan
Based on your requirements, we are proposing Premier+ Success Plan for the State, which is included as of the overall license subscription we are proposing. The Premier+ Success Plan provides priority case routing, 1-hour response time for critical issues, 24x7 phone support, unlimited usage of our entire online course library, and access to a team of expert Salesforce administrators. Benefits of the Premier+ Success Plan include:
- 24x7 toll-free phone support

- Priority case queuing and routing
- Quick initial 1-hour response time for critical issues
- On-demand training for administrators, developers, and end users via Trailhead
- Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition
- Access to a library of more than 90 Premier Accelerators (1-on-1 coaching sessions with Salesforce experts help you take advantage of key Salesforce capabilities)
- Around-the-clock access to an online, searchable knowledge base, with answers to the most commonly asked support questions
- Ability to ask questions and get answers from the Success Community, a thriving hub of Salesforce partners, experts, and customers
- Access to Success Managers that are product and market experts who assist with Salesforce product adoption and utilization
- Ability to boost productivity with Premier Apps - apps are developed, supported, and maintained by Salesforce to help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce
- Access to Circle of Success interactive group discussions to learn best practices or troubleshoot situations with peers
- Developer Support
- Certification Prep Courses and certification practice exam access
- Premier Success Review to measure usage and trends
- More than 100 administrative services
- Ability to participate in exclusive events where you can learn best practices and strategies with Salesforce experts

For the Premier+ Success plan terms and conditions, please see:
https://c1.sfdcstatic.com/content/dam/web/en_us/www/documents/legal/Agreements/salesforce-premierplans-with-accelerators-20171130.pdf

The Salesforce Government Cloud requires the Government Cloud Premier + Success Plan, which provides technical support from Qualified US Citizens. Subject to the Government Cloud Premier+ Success Plan, access to systems and permissions which could permit access to Customer Data inside of the Salesforce Government Cloud storing U.S. government, U.S. government contractors, and FFRDC Customer Data will be restricted to Qualified U.S. Citizens. Qualified US Citizens are individuals who are United States citizens, and are physically located within the United States when accessing the Salesforce Government Cloud systems; and have completed a background check as a condition of their employment with Salesforce.

For more information on the Salesforce Government cloud please see the Salesforce Government Cloud whitepaper:
https://org62.my.salesforce.com/sfc/p/000000000062/a/30000000Xex2/OFbfG.8CFwn12UzsX5v3QGfLGDNgU8lvh9fupNz9P0M

Severity Levels and Response Times
Issues will be categorized and handled according to an assigned severity level, as follows:

Level 1 - Critical
Response time: 1 Hour*
Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.

Level 2 - Urgent
Response time: 2 Hours*

Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. Also includes time-sensitive requests such as requests for feature activation or a data export.

Level 3 - High
Response time: 4 Hours**
System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.

Level 4 - Medium
Response time: 8 Hours**
Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

*24/7 Severity 1 and 2 coverage includes weekends and holidays

**Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays

APPEXCHANGE (3RD PARTY APPS)

The Salesforce AppExchange (appexchange.salesforce.com) is a directory of over 3,200 pre-built enterprise cloud computing applications that are pre-integrated with Salesforce solutions and developed on the Salesforce Force.com platform by third parties. The AppExchange is the World's Leading Enterprise App Marketplace and one-stop shop for cloud computing applications and services. With just a mouse and a Salesforce Force.com account, customers can extend their initial investment and easily find, test drive, and install hundreds of pre-integrated applications from the Salesforce partner community.

The AppExchange lets you extend Salesforce Force.com to every department and function. To date, the AppExchange includes over 4.3M installs and 3,200+ Apps.

With AppExchange, you can tap into the power of the Salesforce community to see which applications are the most popular, read reviews from your peers, and share your experiences. DLIR would be able to have instant access to these pre-built applications in our AppExchange Marketplace that can be utilized by all of DLIR on the Salesforce Platform.

Instead of engaging in lengthy pilots, AppExchange makes it easy for you to quickly evaluate an application's functionality through a "test drive." A test drive lets you interact with an application in a sample Salesforce instance in one click, so you can kick the tires. For an even deeper dive, you can install an application in your sandbox or production environment before you deploy it to other users in your organization. This approach lets you see exactly how the application would work in your Salesforce org with your customizations.

DLIR would also be able to share applications and leverage the work, knowledge and resources from other agencies for applications that are common across all.

SECURITY/DATA ACCESS

Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Treeview, Sorted List view or List View.

All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.

There are four sharing models: Private, Public Read only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:

- Private: Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.

- Public Read Only: All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.
- Public Read/Write: All users can view, edit, and report on all records.
- Public Read/Write/Transfer: All users can view, edit, transfer, and report on all records. Only available for cases or leads.

Profiles

A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:

- Standard and custom apps the user can view (depending on user license)
- Service providers the user can access
- Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content)
- Administrative and general permissions the user has for managing the organization and apps within it
- Object permissions the user is granted to create, read, edit, and delete records
- Page layouts a user sees
- Field-level security access that the user has to view and edit specific fields
- Record types are available to the user
- Desktop client users can access and related options
- Hours during which and IP addresses from which the user can log in
- Apex classes a user can execute
- Visualforce pages a user can access

User Roles

Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.

Record Types

If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.

Field-Level Security

Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.

The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.

AUDIT AND DATA HISTORY

Within Salesforce, the creator and last updater, as well as timestamps, are recorded for every record. Additionally, the Salesforce Platform and Salesforce Applications have a multitude of history tracking and auditing features that provide valuable information about the use of an organization's applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include:

Record Modification Fields - All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.

Login History - You can review a list of successful and failed login attempts to your organization for the past six months within Salesforce. DLIR can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location of the login IP addresses for any of your users in the user's detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary.

Field History Tracking - You can also enable auditing for individual fields, which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing.

Setup Audit Trail - Administrators can also view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to your organization's configuration. This trail can be downloaded into Excel or as a csv file.

While the Login History and Setup Audit Trail are available for six months within Salesforce, audit trails can be downloaded and stored locally to meet longer audit log retention requirements.

Detailed application logs can be used for forensics investigations by customers. These logs are stored for 12 months and are available for a fee.

Salesforce for Case Management

The Salesforce State Case Management solution is a secure, multichannel, enterprise platform built specifically for the government industry and which supports the full case management cycle by integrating all relevant processes and aggregating all relevant information, from any source, into a single connected experience for citizens and case workers. An overview of our solution for case management can be found online at:
https://secure2.sfdcstatic.com/assets/pdf/industries/state-case-management-datasheet.pdf

SALESFORCE COMMUNITIES OVERVIEW

Community Cloud is an online collaboration and business process platform that connects employees, customers, partners, suppliers, and distributors. Organizations can create fully branded public or private communities that connect members directly with one another — and with relevant content, data, and business processes. Community Cloud is the only community platform that combines the power of social with mobile participation, trusted security, fast deployment, and a direct connection to business processes. Today's customer expects to interact with their government, share experiences with other customers, and find the information they need from any mobile device. An overview of Community Cloud can be found online at: https://www.salesforce.com/products/community-cloud/features/

X. Confidential Information

Section X: **<u>Confidential Information:</u>** Offeror shall place all Confidential Information, if any, in this tabbed section with a request in writing for nondisclosure of designated trade secrets or other proprietary data. **See Section 6.8 - Rules of Procurement Confidentiality of Information.**

No confidential information at this time.

XI. Exceptions

Section XI: **Exceptions.** Offeror shall list any exceptions taken to the terms, conditions, specifications, or other requirements listed herein. Offeror shall reference the RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The absence of any exception by the Offeror represents compliance with every requirement of this RFP.

Offeror shall not submit their organization's terms and conditions, standard contracts, or other agreements unless requested by the DLIR DCD. General references to such items or attempts at complete substitution of such items may result in disqualification of Offeror's proposal. Offerors are encouraged to submit specific alternate language to the DLIR DCD terms and conditions if such changes are desired. The decision to accept or reject any exceptions taken shall be at the discretion of the DLIR DCD and its decision shall be final.

No exceptions at this time.

XII. Required Certificates

Section XII: **Required Certificates.** Certificates listed below shall be submitted at the time of Award. However, if valid certificates are not submitted on a timely basis for award of a contract, an offer otherwise responsive and responsible may not receive the award (**See Section 5.5 – Responsibility of Offerors**). Contractors are requested to apply for these certificates and submitted to the DLIR Business Management Officer (BMO) with their offer.

Certificate of Good Standing. Refer to **Section 5.5 Responsibility of Offerors**, Compliance with Section 103D-310(c)(1) and (2), HRS.

Evidence of Insurance. Certificate of insurance evidencing Commercial General Liability and Automotive Liability Insurance (occurrence form). Refer to 5.12 Insurance Requirements.

Copies of DataHouse's Certificate of Good Standing and Evidence of Insurance are shown on the following pages.

A. Certificate of Good Standing

STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs

Vendor Name: **DATAHOUSE CONSULTING, INC.**

DBA/Trade Name: **DataHouse**

Issue Date: **05/02/2018**

Status: **Compliant**

Hawaii Tax#: W20594240-01
New Hawaii Tax#:
FEIN/SSN#: XX-XXX8955
UI#: XXXXXX3029
DCCA FILE#: 124103

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
	Internal Revenue Service (Compliant for Gov. Contract)	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Compliant
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

Status Legend:

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards compliance
Pending	The entity is compliant with DLIR requirement
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information

B. Evidence of Insurance

Client#: 157593 IKEGRO

ACORD **CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY): 1/30/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Atlas Insurance Agency, Inc.
1132 Bishop St., Suite 1600
Honolulu, HI 96813
808 533-3222

CONTACT NAME: Mark Maruyama
PHONE (A/C, No, Ext): 808 533-3222 FAX (A/C, No): 808 533-8777
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: National Surety Corp.	21881
INSURER B: Fireman's Fund Ins.Co.of HI	39500
INSURER C: *Axis Surplus Insurance Co.	26620
INSURER D: *Broker: Worldwide Facilities	
INSURER E:	
INSURER F:	

INSURED
'ike Group, Inc
1585 Kapiolani Blvd., Suite 1800
Honolulu, HI 96814

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			MXX80984654	02/01/2018	02/01/2019	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$100,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			MXX80984654	02/01/2018	02/01/2019	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS X NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB X OCCUR			XAU15335789	02/01/2018	02/01/2019	EACH OCCURRENCE	$5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$5,000,000
	DED RETENTION $			*This insurance contract is issued by an insurer which is not licensed by the State of Hawaii and is not subject to its				$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		regulation or examination. If the insurer is found insolvent, claims under this contract are not covered by any guaranty fund of the State of Hawaii. Broker Name: Worldwide Facilities License #: 0414108 Address: 450 Sansome Street, Suite 1000, San Francisco, CA 94111			PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
C	Professional/ Cyber Liability			*P00100001989201	02/01/2018	02/01/2019	$5,000,000 Limit $5,000,000 Ea. Wrongful Act; $50,000 Retention	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Proof of insurance certificate provided for coverages indicated.

CERTIFICATE HOLDER
'ike Group Inc
1585 Kapiolani Blvd., Suite 1800
Honolulu, HI 96814

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2014/01) 1 of 1
#S674097/M674046

NAF

Appendix A - References

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
State of Hawaii Department of Labor and Industrial Relations (DLIR) 830 Punchbowl Street Room 325 Honolulu, HI 96813	**Anne Perreira-Eustaquio**, Unemployment Insurance Program Development Officer 830 Punchbowl Street Room 325 Honolulu, HI 96813 Phone: (808) 586-9071 Fax: (808) 586-9077 Anne.E.Perreira-Eustaquio@hawaii.gov	**Unemployment Insurance Division (DLIR-UI Electronic Low Earnings Reporting and Monitoring System (ELERM) and Modernization)** **UI Internet System – Low Earnings Reporting and Monitoring System (ELERM):** In 2012, DataHouse was awarded the contract to develop, install and maintain the Low Earnings Reporting and Monitoring System. The system was developed and integrated with the Benefit Claims Online System to identify claimants who require LER's from their partial or total employers, and to notify those employers to either manually submit, or access the system to file the LERs online. Non-compliant employers are also identified. Subsequently, the Benefit Claims Online System has been modified to provide a personalized claimant user experience, and to provide for State Additional Benefits. **UI Internet System – Hosting and Maintenance Support:** DataHouse has been hosting and supporting the UI Initial Claims and Weeks Claimed Filing and Inquiry System since 2008. As a proven hosting provider and developer of the application, we provide a single source of support for both hosting and application maintenance support.

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
		Modernization: 2017 DataHouse modified the existing UI Internet website so it is mobile-ready and responsive to devices across platforms, including mobile phones, tablets and desktop computers. This included updating the web application to include initial claims, reactivations and utilize modernized infrastructure to ensure future growth and performance. **Employer Web Application and Automated UI Tax Field Audit Program: 2018** DataHouse is providing a system for employers to access account information, file and pay for quarterly wages, submit forms, receive notifications and credit refunds. The Audit program allows for auditors to manage, process and submit field audits that will be electronically filed and approved. This also includes a web application to complete administrative duties and manage the data being collected.
Hawaii Department of Education 1390 Miller St Honolulu, HI 96813	***Client reference contact for "completed" projects:*** **Lianne Iwanaga-Ohashi** Educational Specialist Information Technology Project Management Branch 601 Kamokila Blvd., Room 409	DataHouse developed, supports, and hosts the DOE's **electronic Comprehensive Student Support System**. eCSSS manages student records and educational services provided through educational programs such as Special Education, ELL, and tracks disciplinary actions. The system helps the DOE comply with federal and state laws and legal consent decrees for handling special education students. The system has over 15,000

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
	Kapolei, HI 96707 Phone: (808) 784-6050 Fax: (808) 692-7252 lianne_iwanaga-ohashi@notes.k12.hi.us ***Current client reference contact:*** **Christine Shaw** OITS Executive Assistant Information and Technology Project Management Branch Queen Liliuokalani Bldg. 1390 Miller St Honolulu, HI 96813 Phone: (808) 586-3307 Fax: (808) 586-3645 Christine_shaw@notes.k12.hi.us	active/concurrent users and is hosted by DataHouse on a high-availability Microsoft environment that includes clustered Microsoft SQL Servers, and multiple load balanced Microsoft IIS and .NET application servers.
Research Corporation of the University of Hawaii (RCUH)	*After 07/01/18:* **Maile Brooks** Controller, Finance Department Research Corporation of the University of Hawaii (RCUH)	RCUH is a State agency, established by the Legislature in 1965, and is attached to the University of Hawaii for administrative purposes. The fundamental mission of RCUH is to support the research and training programs of the University of Hawaii and to enhance research, development, and training generally in Hawaii.

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
2800 Woodlawn Drive, Suite 200 Honolulu, HI 96822	2800 Woodlawn Drive, Suite 200, Honolulu, HI 96822 Phone: (808) 988-8340 Fax: (808) 988-8319 mbrooks@rcuh.com *Before 07/01/18:* **Douglas Tonokawa** Associate Director of Finance The Research Corporation of the University of Hawaii 2800 Woodlawn Drive, Suite 200 Honolulu, HI 96822 Phone: (808) 988-8320 Fax: (808) 988-8319 dtonokawa@rcuh.com	RCUH hires personnel and procures goods and services on behalf of its clients, which include the University of Hawaii as its major client, other state agencies, and private research and training organizations. Project Dates: August 2009 – September 2011 and to Present (on-going support and maintenance) Original start: 02/1994 **RCUH Financial Management System** The RCUH Financial Management System is critical to RCUH operations and used to support a grant and contract portfolio of more than $416 million. It is used by research and administrative staff to manage purchasing, payments, travel and other financial transactions. This was the implementation of a budget program solution, consisting of: Budgeting, Forecasting, Reporting, Dashboard. Which can be interfaced and/or integrated with Microsoft Dynamic Great Plains (GP) financial accounting software. DataHouse built and has supported the system for more than 30 years, continually evolving and adapting the system to new

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
		requirements and technology changes. This progression has included: ● IBM System/36 ● IBM AS/400 ● Lotus Domino ● IBM Portal ● Amazon AWS Cloud. Description of system software, programming language, databases, age, and size: ● IBM AS/400, RPG, DB/2 ● Lotus Domino, LotusScript ● IBM Portal Server, Java, Javascript, HTML ● AWS Cloud, JavaScript, MEAN stack (MongoDB, ExpressJS, AngularJS, and Node.js) Description of system architecture and related hardware: ● AS/400 Client Server - native client ● Lotus Domino native - client and Web ● AWS native cloud – Web. This project involves complete development, customization, integration and modernization of core financial application.

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
		Complexity in diverse environments includes midrange (AS/400), groupware (Domino), Web (IBM portal) and Cloud. Scope of Vendor's Involvement in this project: Systems analysis, system integration, process engineering, software design, software development, Project Management, system and user documentation, including online videos, hosting, managed services, general maintenance support.
State of Hawaii, DHS-BESSD 1010 Richards Street, Suite 412 Honolulu, Hawaii 96813	**Iva Starr-Cain** AMS Administrator 1010 Richards Street, Suite 412 Honolulu, Hawaii 96813 Phone: (808) 586-7255 Fax: (808) 586-5237 *ICain@dhs.hawaii.gov*	**The State of Hawaii, Department of Human Services - Benefit Employment Support Services Division (BESSD) Electronic Case Folder (ECF) system** is an enterprise content management solution built on IBM's FileNet framework. It uses Imagine Solutions' Encapture® for document scanning, IBM's Datacap for document extraction and IBM Case Manager for document and workflow management. The organization's employees draw on a comprehensive view of cases across all branches to enhance the speed and accuracy with which they process benefits cases. There have also been vital changes behind the scenes: by dramatically reducing the need to search for, ship and store paper files, the State is driving more dynamic and efficient ways of working.
Dallas Area Rapid Transit (DART)	**Shareem Taylor** IT Business Systems Manager IT Enterprise Application Delivery	**Dallas Area Rapid Transit (DART)** is a transit agency in Downtown Dallas, Texas. It operates buses, light rail, commuter rail, and high-occupancy vehicle lanes in Dallas and twelve of its suburbs.

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
1401 Pacific Avenue Dallas, TX 75202	Dallas Area Rapid Transit 1401 Pacific Avenue Dallas, TX 75202 Phone: 214-749-2650 Fax: No Fax Available STaylor3@dart.org	Imagine Solutions deployed their IBM/FileNet ECM system and now supports it through our Remote Administration Management Services. Imagine Solutions is involved in every aspect of maintaining proper care and feeding of this enterprise solution. DART also leverages Imagine Solutions Encapture solution for remote and distributed capture. Imagine Solutions assisted DART in deploying a Records Management solution and currently assists them on project level activity through our Block Hours support.
Kemper Services Co. 502 West Germantown Pike, Suite 900 Plymouth Meeting, PS	**Carol McAllister** Director, IT 502 West Germantown Pike, Suite 900 Plymouth Meeting, PS Phone: 610-276-3259 Fax: No Fax Available cmcallister@kemper.com	**Kemper Services Co.** is part of Unitrin Insurance. Imagine Solutions works with Kemper to provide project-specific support in the form of staff augmentation services. As specific needs arise around their deployment of IBM/FileNet ECM, Imagine Solutions is brought in to project support in the areas of business analysis, architecture, development, and general support.
TACOMA HOUSING AUTHORITY 902 S L St Tacoma, WA 98405	**Todd Craven** Director of Administration 902 S L St Tacoma, WA 98405	**ENTERPRISE SOFTWARE SOLUTION** (Housing Application) Start and End Date: Aug 2015 – Apr 2017 (*customer currently on post implementation support at 80 hrs./month*)

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
Phone: (253) 207-4400	Phone: (253) 682-6204 Fax: None tcraven@tacomahousing.org	Tacoma Housing Authority (THA) provides high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just. THA was working in an environment with multiple legacy systems and a significant paper-based process. Duplicate data entry was the norm and it was not uncommon for data to be entered 3 to 5 times by the time a process was completed. THA required a consolidation of systems, an automation of paper processes, and a re-work of business processes. THA desired a solution that not only streamlined the internal processes but that focused on improving the agency's ability to interact with and serve the community. eightCloud initiated the project by performing a project survey across the entire agency in the Planning and Analysis phase. During this phase of the project, the Project Manager/Director identified large buckets of work and scoped at a high level. It was also determined at this point that breaking the project into 2 tracks would best serve THA's timeline and organization. The first track consisted of below modules as well as provided the foundational structure (beginning the process of moving from paper files and legacy systems to Salesforce) to build track 2. Each

References (DataHouse, Imagine Solutions and eightCloud)		
Name of Company ***Address of Company***	***Name of Contact*** ***Title of Contact*** ***Address of Contact*** ***Telephone Number*** ***FAX Number*** ***Email Address***	***Project/Business Description***
		track was then managed through Design, Build, Go Live and Support phases. **Track 1 Modules** • Community Services Case Management • Incident Management • Contract and Agreement Management: • Complaints, Violations and Hearings • Project Management • Integrations **Track 2 Modules** • Leasing, Housing, and Vouchers • Application and Waitlist Management • Property Management and Maintenance • Inspections ▪ Document Management

Appendix B - Resumes

Effective management of all resources is imperative. With guidance from the executive team, the project manager is empowered to make decisions on how, when, and where resources are allocated to specific activities throughout the implementation.

DataHouse has a unique perspective on technology projects in Hawaii. Its staff is personally vested in the success of technology projects to provide a better future for everyone in Hawaii. DataHouse also understands that the success of the project will be a personal reflection of them. This value and purpose to serve Hawaii makes them accountable and committed to the success of this project. Imagine Solutions and eightCloud share these values and commitments to deliver, and are proven, nationally-recognized experts in the technology platforms being proposed. We firmly believe that the DataHouse / Imagine Solutions / eightCloud team will provide DCD with the best solution to achieve its stated goals and objectives for this project.

As the largest Hawaii-based IT Consulting business in the State, DataHouse has the ability to draw upon its many resources to fulfill the needs of its clients and their projects. DataHouse is the founding company of a family of Hawaii-based companies, `ike Hawaii, which has over 350 employees statewide. Between DataHouse and its sister companies, we attract the best and the brightest from the State and across the country.

Resumes of key personnel for this project are shown in the following pages.

Wade Kaneshiro, DataHouse Consulting, Inc.

Solution Architect and Engineer / Senior Software Developer / Network Systems Engineer

Profile

Wade's focus is on network application development. He has programmed several applications that range from patient information systems to eCommerce solutions, using a variety of languages such as Java, C#, C++, SQL and Lotus Notes / Domino. He is skilled on Linux, Windows, OS/2, AS/400 and Unix platforms. He has helped assess, design, implement and support several large-scale internet applications and networks for local and national businesses. Wade has also performed load testing of several applications to ensure performance levels are met. Wade has been with DataHouse since 1991.

Education

B.S., Information and Computer Science, University of Hawaii, Honolulu, HI

Previous Training / Certifications

- ✓ AWS Certified Solutions Architect
- ✓ ORACLE - BAP Design, Programming and Administration Certified
- ✓ ORACLE - Database Administration Certified
- ✓ AIX System Administration
- ✓ Network General - Ethernet and Token Ring Network Analysis and Troubleshooting
- ✓ Informix On-line Server Administration and Application Programming
- ✓ Microsoft Certified Professional - Windows Server
- ✓ IBM Certified Solution Expert - Firewall
- ✓ IBM Certified Solution Expert – WebSphere Commerce Suite
- ✓ IBM Certified Solution Expert - WebSphere Portal
- ✓ IBM Lotus Certified Systems Administrator - Notes/Domino
- ✓ IBM Tivoli Storage Management Training
- ✓ EMC Documentum Training
- ✓ Microsoft BizTalk Server Training

Technical Expertise

✓ Development Environment:	Windows – .NET, VC++, VB, C#; Cross Platform – Java
✓ Internet/Web Development:	Java Enterprise Technologies; Microsoft.NET; HTML; JavaScript; CSS; XHTML; Lotus Domino Programming; Node.js

✓ Databases:	Microsoft SQL Server Administration, Development; IBM DB2 Administration, Development; ORACLE Administration
✓ Server Platforms:	Microsoft Windows Server; Linux; SunOS; AIX; OS/400
✓ Networking:	Cisco Routers / Switches; Load Balancers / Content Switches:
✓ Internet/Web Administration:	Microsoft Windows Server Administration; IBM WebSphere Application Server Administration; Apache HTTP Server / Tomcat / Geronimo Administration; AWS Solutions Architect:
✓ Other Technologies:	Lotus Notes Development; LotusScript; Java; API Programming; Lotus Domino Administration on AIX, Solaris, OS/400, Windows, OS/2 and Netware; Microsoft Access; Informix On-line Admin; MQSeries Administration and Development; 3Com Administration; iPlanet Administration; Microsoft BizTalk Server; SMTP Design/Administration; DNS Design/Administration; Protocol Analysis for IP, NetBIOS, IPX, AppleTalk, SNA; Novell Netware; IBM LAN Server; OS/2 Administration; Development (IBM C); Macintosh Development

Project Experience

State of Hawaii, Department of Labor and Industrial Relations (DLIR) – Web Application and Automated UI Tax Field Audit Program (Employer Portal 2018)
Wade is the lead architect on this project to expand the current Unemployment Insurance Employer site to allow new features such as inquiry, payment, refunds, quarterly wage reporting, new business registration, forms entry and processing. Additional enhancements to the Administrative site will include new workflows for auditing, querying, forms tracking, and maintenance.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) - Web Modernization 2017
Wade was the lead architect on this project to redesign the current web application using responsive methods to allow a friendlier mobile experience. This modernization effort included a re-architecture utilizing Node.js, Express, and Angular. This project was implemented in phases without loss of previous functionality, which reduced implementation risk by having an integrated fallback that could be individually turned on or off.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) - Employment Services Registration Verification

Wade designed and developed a solution that automated the collection of data from multiple sources, merged the files using a fuzzy logic matching algorithm, and processed the files. This process was previously done manually. This new solution now generates notifications prior to issues being created, which allows claimants to be proactive on their claims.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) - CC-LER Integration
Wade developed a process where Low Earnings Reports (LER) could be sent out immediately after the system notices a potential situation. This process was previously handled via a weekly extract which generally increased the time a claimant could be potentially paid. This new process ensures that the claimant can be paid in a timely fashion.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) – Low Earnings Reporting and Monitoring System (ELERM) - Low Earnings Reporting 2012
This phase concentrates on allowing employers to file earning information for employees that are partially employed. Wade is the lead developer, responsible for gathering requirements, design, development, and support. This phase was based on a more interactive AJAX type of design calling RESTful services, integrating with the existing technologies.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) – Employment Security Appeals Referees' Office (ESARO) - Appeals Internet Filing 2011
Wade currently is Senior Analyst and Lead Developer for the DLIR Appeals Internet Filing System. This system would extend the existing Unemployment Insurance benefits system to provide Claimants and Employers a way to file appeals online. The DataHouse team is tasked with the responsibility of analyzing the Appeals Office's paper-based system and creating a way to automate processes for appeals intake, documentation, scheduling, communication with Claimants and Employees, and appeals status updates. Working with DataHouse, ESARO leverages DataHouse's understanding of UI's complex business processes in addition to its technical infrastructure.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) - Customer Service Representative (CSR) Internet Initial Claim Application 2011
Wade is the Senior Analyst and Lead Developer for the DLIR CSR Internet Claim Application. The CSR application will modify and expand the existing Unemployment Insurance Internet Filing Web site to allow UI customer service representatives to use the website to enter claims on behalf of claimants who call or file in-person. The CSR application will replace UI's existing client-based desktop system, and as such, the system will feature the range of process flow logic that staff members need to complete claims. The new CSR system will simplify training because it uses a Web browser and data entry conventions that are familiar to most of the new staff.

Rehabilitation Hospital of the Pacific - Application Administration and Support
Wade is responsible for assisting the support of multiple business-critical applications at the hospital. These applications are responsible for 24x7 operations, ranging from patient

accounting to electronic health records. The platforms supported are AIX, OS/400, Linux, Windows.

City & County of Honolulu, Department of Information Technology (DIT) - EForms 2.0 Project
Wade is the lead developer redesigning the City and County of Honolulu's EForms system on a .NET framework. The current EForms system was built in 2001 to serve as an internal form submittal/routing system. Its complexity and volume has outgrown the capacity of the current system so it is being redesigned to be more scalable, agile and effective. Development will be in C#, the backend will be SQL Server, and the application server will be IIS. Wade and his team of DataHouse developers will be responsible for the front-end form conversion and database improvements.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) – Unemployment Insurance (UI) Web Filing
Wade was responsible for the design, development, implementation and support of a multi-tiered system to allow users the ability to file Unemployment Insurance claims over the web. This system was written in Java (J2EE) utilizing a SQL Server database and interfacing with an IBM mainframe to get real-time information. This project included requirement gathering, business process design, development, hosting and support of the application.

State of Hawaii, Department of Labor and Industrial Relations (DLIR) - UI Phase I
Wade was the technical lead on this project to develop a Web interface to the legacy HUI system to allow some pre-qualified individuals to file initial claims online. DataHouse developed the web application that acts as a front end to the existing host based Hawaii Unemployment Insurance ("HUI") system. The web application provides qualified claimants with an online method of filing an initial claim via the Internet. The goal of Phase One was not to accept 100% of the initial claims, but to handle common claim filing situations that could be automatically updated in the host application without human intervention (i.e. 80/20 rule).

Department of Education - Comprehensive Support Services System Redesign
Wade was responsible for redesigning a large-scale Lotus Notes application to support the Department of Education. This application utilizes MalamaMD's Connxt Framework to create a robust .NET application that was developed with C#, SQL Server, Reporting Services, and integration to Oracle and Domino. This project utilizes a software development practice called Agile methodology where team development is done in rapid iterations. Tasks include component design, data access and integration design and implementation. In addition to the development effort, Wade is also involved with the design, implementation, and support of the hosting environment which will comply with a high Service Level Agreement.

Hawaiian Electric Company
Wade assisted in the maintenance and update of several internal applications used to track outages, inspection and maintenance procedures, and supporting workflow processes. These applications were written in VB6, VB.Net, C#, and utilizes SQL Server, IBM MQ Server and

Reporting Services. These systems included desktop programs, web applications, web services, and application integration.

Northwest Farm Credit Services
Wade helped develop and implement an online banking solution for Northwest Farm Credit Services. The project involved customizing the Financial Fusion Consumer e-Finance Suite, which required Java and EJB development skills. The project also required knowledge of the iPlanet web server, WebLogic application server, Oracle and SQL Server databases, and Financial Fusion's Java Template Framework (JTF) tag language. Following on the success of the project, Wade assisted in the development of a similar online banking application for CoBank in Denver, and another bank on the Caribbean island of Aruba, in partnership with NFCS and Financial Fusion. Wade also helped NFCS assess and fix a loan processing system that failed to meet certain performance and stability requirements. Systems included IBM WebSphere, Apache, and Domino running on NT and RS/6000 AIX platforms. After completion, tasks switched to a development/mentoring role where new functionality was added to the Agriloan system and training done to bring their staff up to speed to develop and maintain the site.

State of Hawaii - Publication of Court Records
Wade upgraded and was instrumental in the development of an existing record retrieval system. The previous system was based on WebSphere Host Publisher 2.2.1, which was upgraded to WebSphere Host Publisher 4.0. All web inquiries access pooled connections to an IBM Mainframe to retrieve data via a screen scraping approach. All backend code was done in Java with front end presentation code using JSPs.

Kamehameha Schools (KS)
Wade assisted in maintaining several of KS's internal applications, including a facilities scheduling application, a parent teacher scheduling application, an asset valuation application, a risk management system, a legal bill tracking application, a host publisher demonstration, and a portal concept demonstration.

Wade worked on the design and implementation for KS's Internet project. The aim of the project was to establish KS's position on the Internet. Tasks included establishing IP on each desktop, assisting in setting up of security with both policy as well as network design. Wade also setup configurations for the firewall and routers; set up and positioned servers throughout the network for DNS, DHCP, web, proxy, directory, and messaging; setup a filtering and tracking system; and, established a network management tool to assist in the management of the network.

Wade also provided network support, design assistance and technical support for KS's LAN/WAN. Infrastructure includes a range of equipment such as an ATM backbone, Cisco Routers, and microwave units. Hosts and servers include AS/400s, RS/6000s, NT, and Netware. Clients include Unix Workstations, PCs, and Macintoshes. Responsibilities also include diagnosing and resolving network and application problems using a protocol analyzer.

Other Projects

- Deaconess Medical Domino Notes Development and Deployment
- Windsor Vineyards - Domino/WebSphere/Firewall.
- TeamPraxis Systems Integration.
- US Postal Service - Report Express, a Lotus Notes distributed reporting system.
- DataHouse Educational Pricing Program, early prototype of Domino Web integration
- DB/400 to DB2/2 Scheduling Project
- MQSeries Patient Transfer
- LBT Imaging Project
- Clovis Unified School District Domino Deployment
- Tidland Internet Design and Deployment
- British Nuclear Fuels Messaging and Calendaring
- Hawaiian Greenhouse - Internet Storefront developed in IBM Net.Commerce.
- Group Health Cooperative - Consulting Nurse Application
- Nintendo of America Storefront Redesign
- Interstate Distribution Corp. - eBusiness Data Presentation
- Bank of Hawaii - Domino Infrastructure improvement
- Symatrix Inc - iFIT.com Website development
- Oceanic Cablevision - Website/AS400 Integration
- MalamaMD – ConnxtMD Software development and support of a secured patient portal.
- Nettricity - Collocation Design
- State of Hawaii Judiciary - Domino Administration
- Kaiser Permanente - Request for Ancillary Services
- State of Hawaii - Court Scheduling System
- TeamPraxis - PraxFlow
- MalamaMD - HIPAA Integration
- Castle and Cooke - AS/400 Transfer Application
- Hawaii Medical Services Association – WebSphere Application Server Administration.

Danny Kennison, DataHouse Consulting, Inc.

Quality Assurance Engineer / Systems Analyst

Profile

Danny joined the DataHouse team in 2015 as an Information Technology professional with extensive experience in Quality Assurance (QA) engineering and analysis of software applications. Danny capitalizes on skills gained through diverse industry exposure to achieve business goals. He has exceptional communication skills, with the ability to articulate complex solutions to all levels of management, employees, and clients. Danny plays a critical role in the software development lifecycle by driving quality improvement and validating quality criteria.

Education

A.S., Computer Science, Hawaii Pacific University, Honolulu, HI

Certifications

- ✓ Google Adwords Certified
- ✓ CompTIA A+ Certified Professional
- ✓ Computer Information Systems certification at Hawaii Pacific University

Project Experience

State of Hawaii, Department of Labor and Industrial Relations (DLIR), Unemployment Insurance (UI) Division
The DLIR-UI project involves modernizing the Initial Claims Website application, using a hybrid cloud technology architecture, to promote self-service through a mobile-ready interface by providing claimants with dynamic forms and specific tasks to assure accurate claims. Danny is currently providing ongoing Quality Assurance services for the project.

Employment History Prior to DataHouse

Forever Design Studio *Web Developer* *2013 - 2015*
Developed proprietary application tool that aggregates information from various third-party APIs and stores it in user-managed databases/tables. Designed and developed a portfolio of websites with emphasize on SEO, responsiveness, and W3C standards compliance. Administered 3 Enterprise Linux servers and over 100 web hosting accounts with corresponding MySQL databases.

Tetris Online, Inc. *Jr. Web Programmer* *2012 - 2013*
Designed and developed administrative back-end and web interface tools for staff; built custom XML editor with revision control system, metrics UI utilizing Google Charts API, and tools for

project deployment and administration. Developed server-side API prototype for Bubble Pop Battle game on Facebook.

Tetris Online, Inc. *Quality Assurance Tester* *2007 - 2012*

Developed front-end/back-end Content Management System for publishing news and job listings for the company's corporate website. Posted, verified, and closed over 1000 bugs and exploits, systematically helping TetrisFriends.com become a premier social gaming destination. Developed streamlined cross-browser and Flash regression testing methods.

United States Navy *Information Systems Technician* *2000 - 2009*

Installed, configured and maintained over 300 networked PCs, peripherals and hardware. Provided IT and Network support while deployed to Djibouti, Africa for Operation Iraqi Freedom.

Daniel Kong, DataHouse Consulting, Inc.

Cloud, AngularJS and .NET Developer

Profile

Daniel joined DataHouse after graduating from the University of Hawaii. At DataHouse, he is a member of the Cloud Technology Team. He is working with the latest cloud-based technology to create highly-available, highly-responsive, and highly-scalable applications. His current skillset includes AngularJS, Node.js, MongoDB, GitLab, along with a familiarity with .NET and SQL Server. He is proficient in using HTML, JavaScript, and Style Sheets to create a great user experience through web applications.

Education

B.S., Computer Science, University of Hawaii, Honolulu, HI

Project Experience

Research Corporation of the University of Hawaii (RCUH) – Financial Application
Daniel is the lead technical analyst and developer for the RCUH project to bring a Domino Web Forms application into the Cloud using Amazon Web Services and the latest cloud-friendly technology. The Domino Database is being replaced with a NOSQL MongoDB Database, using a Node.js middleware server, connecting to a front end built on AngularJS. Technology used includes Amazon Web Services (S3, EC2), Linux Ubuntu, HTML, JavaScript, Style Sheets, AngularJS, Node.js, GitLab, and Jenkins.

Department of Education - Comprehensive Support Services System (eCSSS)
eCSSS is a major project to consolidate multiple DOE applications into a single system for all the student support services. As one of the developers on this project, Daniel is lending his technical skills using C#, ASP.NET, HTML, JavaScript, Style Sheets, SQL Server, IIS, NANT, CVS.

Department of Labor & Industrial Relations - Electronic Cost Accounting System (E-CAS) and Microsoft Dynamics Great Plains General Ledger Accounting System (GP)
Daniel was the lead technical analyst and developer for the Department of Electronic Cost Accounting System (E-CAS) and Microsoft Dynamics Great Plains General Ledger Accounting System (GP) project, which entailed the migration of DLIR's SESA accounting application from mainframe to a DataHouse AS400 hosted environment. CAS is a build of the DataHouse-hosted Cost Accounting System, which is a web-based front end to the SESA backend. Daniel used C#, ASP.NET, HTML, JavaScript, Style Sheets, SQL Server, IIS, NANT, CVS for this project.

Department of Commerce and Consumer Affairs - HIDS
As technical lead for the HIDS project, Daniel was pivotal in the success of HIDS. His duties included developing application screens and reports using Oracle forms and reports, maintaining database build scripts, converting legacy data and working with users to

understand business processes and draft application specifications. Daniel also had some database administration duties.

State of Hawaii, Department of Taxation
Daniel worked on the State Taxation Joint Electronic Filing Project. The electronic filing system was built by the Hawaii Internet Consortium, with DataHouse providing project management, quality assurance and testing. The project required Daniel to use various skill sets since the system was written in multiple languages. The major effort used PowerBuilder, Access, SQL and Oracle Databases. Daniel was the lead technical programmer analyst on this project.

Department of Education - Student Tracking System (STS)
STS is a Student Tracking System created to help Hawaii comply with the "No child Left Behind" act. The application provides longitudinal tracking of students throughout their school career and between schools, allowing the DOE to create reports that meet federal guidelines. Daniel provided his skills as a lead technical analyst and developer using HTML, Java, JSP, Tomcat, PostgreSQL.

State of Hawaii Judiciary – Ho'ohiki
Daniel played a key role in assisting the State of Hawaii Judiciary create a Web interface to its mainframe system. The project involved converting the system to the server-based IBM Host Publisher. Along with the conversion, the project involved modifying and enhancing the application where necessary.

InterLoom
Daniel worked on InterLoom, DataHouse's custom Web site building and hosting platform. He designed and built custom InterLoom objects using Java, and developed a forum and Web administration tools for InterLoom.

Prince Hotels Japan
Daniel worked as an InterLoom developer, building page templates in HTML and Javascript. He used the completed page templates to develop Web pages for the various Prince Hotel properties throughout Japan. The pages were targeted at American visitors to Japan.

Rodney Murashige, DataHouse Consulting, Inc.

Project Manager / Business Analyst / Software Developer / PC Integration/Networking Specialist

Profile

Rodney is currently a Project Manager and Business Analyst for various Infor Public Sector projects for the State of Hawaii, chief among them, projects for the Hawaii Department of Agriculture Pesticides Branch and the Hawaii Department of Agriculture Animal Quarantine Branch. Rodney also leads DataHouse's Domino/Notes practice in Hawaii. His efforts have involved both Lotus Notes and WebSphere Portal. He has installed and supported many Domino networks, local and wide area networks (Netware and Windows NT), and is a certified principal Domino developer and system administrator. He has managed projects that implemented business-critical systems for several major DataHouse clients. Rodney is an MIS and Marketing graduate of the University of Hawaii, Manoa, and has been with DataHouse since 1995.

Education

B.B.A Management Information Systems and Marketing, University of Hawaii, Manoa, Hawaii, 1992

Certifications

Principal Certified Lotus Professional Domino 6 Application Developer

Technical Expertise

- ✓ Application/Tools: Infor Public Sector CDR, Lotus Notes / Domino, Visual Basic, Crystal Reports
- ✓ Infrastructure: Novell Netware, Windows Server

Project Experience

Infor Public Sector CDR – Project Manager/Business Analyst
Since 2014, Rodney has been a project manager for various licensing and permitting systems for the State of Hawaii and County government agencies. He has worked directly with the customer to set up project schedules and deliverables, as well as gather system and data migration requirements, analyze current processes, and design workflows for the Infor application.

- **Hawaii Department of Agriculture Pesticides**
  - Rodney was the Project Manager and Business Analyst for the deployment of the Infor Public Sector System for the Pesticides Branch, Registration, Education, and Enforcement Sections. Rodney provided project scheduling and planning, lead team

status meetings, and drafted various project documents such as status reports, project plans, and project schedules. Rodney also worked as the Business Analyst, meeting with the Pesticides team to understand their current processes and capture their feedback in workflow diagrams. Rodney drafted design documentation of the "To Be" workflow to help the team visualize updates in their work process.

- **Hawaii Department of Agriculture Animal Quarantine**
    - Rodney was a Business Analyst for modernizing the Animal Quarantine Branch's quarantine application permitting process. Rodney helped to gather requirements and design the portal applications for the airport animal intake process, the pet owner electronic permitting process, and the airline and contractor portal. Rodney also helped to manage the data migration effort, along with the infrastructure readiness for system deployment effort.

Clinical Quality Solution Implementations - Project Manager
Since 2011 Rodney has been the project manager for over 15 successful Clinical Quality Solution (CQS) implementations on the mainland. CQS is a data warehouse application that interfaces with electronic health records and practice management systems for the purposes of clinical data measurement and reporting. These projects entail working directly with the customer teams which include both IT and clinical staff to successfully implement the CQS application. Rodney provided overall project management support for these implementations.

AMALGA Hosting - Project Manager
Rodney was the project manager for this large scale and time-sensitive project. Amalga is Microsoft's software solution for Healthcare Information Exchanges. DataHouse was hosting a pilot HIE project that consolidated medical information from a wide network of doctors on the Big Island. The project entailed working closely with Microsoft and with HMSA to develop and implement a secure hosting environment that met HIPAA security and privacy requirements. Rodney oversaw the development of a dedicated high-security server farm at the DR Fortress facility in Honolulu, where the hosting and backup took place.

Hawaiian Electric Company- Project Manager
Rodney was the project manager for the HECO Facilities Attachment Program, which included the attachment programs of sister companies, Maui Electric, and Hawaii Electric Light Companies. The Facilities Attachment Program provides external telecommunications companies the channel for requesting the attachment of fiber optic cables and other related equipment on HECO facilities such as distribution poles and other physical structures. Rodney led a team comprised of civil, electrical, and telecommunications engineers, as well as coordinated input from corporate compliance, general counsel, and outside vendors. Rodney provided overall project management as well as contract management services.

State of Washington Public Employment Relations Commission (PERC)
Rodney worked with PERC to upgrade their Lotus Notes and Domino infrastructure and build an interface to a legacy system.

Kaiser Permanente
Rodney provides ongoing programming, support and system administration for Kaiser Permanente's Lotus Notes / Domino infrastructure.

Plumbers Union
Rodney provided Lotus Notes Training and Apprentice Tracking System, and provides ongoing support for the Plumbers Union Lotus Notes / Domino environment.

Department of Education, State of Hawaii
Rodney managed the rollout, enhancement, and ongoing maintenance of the Lotus Notes Electronic Leave System (ELS) created by DataHouse for the State of Hawaii. Through this engagement, Rodney was able to expand the scope of ELS to handle the leave accounting backlog for another DOE division.

The Judiciary, State of Hawaii
Rodney managed a statewide migration and training of The Judiciary's e-mail from Outlook to Lotus Notes, which is also being used for calendaring and scheduling for 1500 employees, many of them on outer islands. On this project, Rodney was responsible for:

- Migration planning
- Installation of Domino servers
- Installation of Lotus Notes
- Training and managing trainers for end users throughout the State
- Migration of existing mail into Notes from Outlook
- Development of group calendars
- Electronic Leave System data conversion

Campbell Estate WebSphere Portal Integration
The IBM WebSphere Portal provides a scalable framework that enables the aggregation of applications and information from various content sources, including corporate data and the Internet, into a personalized portal. Rodney was responsible for installing, configuring and deploying WebSphere Portal, Domino and Sametime within the pilot environment. Rodney also helped develop custom portlets which leveraged Domino workflow and interfaced with an iSeries DB2 database.

Ameron HC&D
Rodney migrated Ameron from a GroupWise e-mail system to Notes Domino 6, which will be used initially for e-mail, calendaring and scheduling.

State of Washington Public Employee Relations Commission
Rodney worked with one other developer to create a case tracking system in Lotus Domino and Java. The application was developed using Extreme Programming, a technique that allows two

programmers to collaborate in a way that uses each programmer's strengths. Collaboration was done long distance using Microsoft NetMeeting and Lotus Sametime.

Other Projects

- State of Hawaii Department of Labor and Industrial Relations - Disability Compensation Division, Rodney developed a Lotus Notes solution that uses Notes as a front end to SQL Server and ADABAS data sources.
- Servco Pacific – Domino Infrastructure and Network, Migration from Groupwise to Notes
- Hawaiian Electric – Project manager for several projects integrating the HECO computing infrastructure
- Interstate Trucking (Tacoma, WA), Domino and network Infrastructure, migration from cc:Mail
- Hawaiian Wireless – Domino infrastructure
- Group Health Cooperative (Seattle, WA) – Domino Administration, implementation of a Domino Fax Gateway
- Public Works Center, United States Navy – Document management database development in Lotus Notes
- Clovis Unified School District (Fresno, CA) – Planned rollout of 30 Domino Servers
- King County Department of Health (Seattle, WA) – Planned and deployed Domino Servers for AIDS Case Management System
- University Health Alliance, Honolulu – Planned and deployed Lotus Notes network
- Straub Clinic & Hospital, Honolulu – Planned installation of Domino and Notes, Domino System Administration training
- Hawaii Medical Services Association (Blue Cross) – Developed Contact Management application in Notes
- Pierce County Medical (Tacoma, WA) – Developed document routing system in Notes
- Memorial Clinic (Olympia, WA) – Helped develop patient eligibility and referral tracking application in Lotus Notes
- State of Hawaii Department of Education Lotus Notes Integration – Worked with Windows NT and Novell Netware to establish network for statewide deployment of Lotus Notes
- Mary Charles & Associates – Developed reservation and tour booking system in Visual Basic and Crystal Reports
- Easter Seals Society – Donation tracking system in Visual Basic and Crystal Reports

Randy Wilson, PMP, CSM, DataHouse Consulting, Inc.

Senior Project Manager

Profile

Randy Wilson is a Certified Project Manager with over 30 years of DOD and project management experience. Skilled in project management methodologies, SDLC, risk analysis, systems design, data conversion. He has managed the implementation and development of many enterprise systems for a variety of Department of Defense activities, T-Mobile USA and Hawaii Medical Services Association.

Education

B.S., Workforce Education and Training, Southern Illinois University, Carbondale Il
Masters in Management (in progress) University of Phoenix, Honolulu

Certifications

- ✓ Project Management Institute Project Management Professional (PMP)
- ✓ Certified Scrum Master (CSM)
- ✓ CISSP (in progress)
- ✓ PMP-ACP (in progress)
- ✓ Six Sigma Yellow
- ✓ Security +

Project Experience

Hawaii Medical Services Association (HMSA)
HMSA project leader for Hawaii State Health Care Exchange integration, Health Care.Gov transition, Cyber Security enhancements, International Classification of Diseases (ICD-9) implementation, and Mainframe Shutdown. Delivered software enhancements for the State and Federal Affordable Care Act. Winner of the Honolulu PMI chapter Project of the Year in 2015 with Health Care.Gov transition project.

Dept. of Defense, Marine Corps Base Hawaii
Site Lead for upgrading Marine Corps Base Hawaii's critical base infrastructure, security and Information systems. Managed a contractor staff team of Network Engineers, Information Assurance, Operations Analysts and Facilities manager. Assisted in planning of the base Emergency Operations Center modernization and directed contractor building renovation projects.

Dept. of Defense, US Navy Region Japan

Managed the activation of the Japan's US Navy Regional Operations and Emergency Management Centers. Designed and built out the network connectivity for 6 geographic Emergency Management Centers dispersed throughout the country. Created a working partnership between US Navy and Japan host nation government, militia, and first responders. Directed 24/7 watch teams in support of earthquake and tsunami relief actions, implemented security policy and procedures, prioritized and tracked the first responders' actions.

T-Mobile, USA Northern California Region, Concord Ca
As Special Projects Program manager led a 25-member team of project managers in cell site installation, Network Operations, Switch upgrades, and Emergency Management. Managed department's 50M quarterly budget, upgraded over 400 outdoor cell sites and building WIFI installations including building designs, site selection, contractor bid, and public cell site hearings. Initiated Northern California first combined Emergency Operations and Disaster preparedness exercise including local police, fire, and medical teams.

General Dynamics Network Systems, Dublin Ca
Senior Area Manager supporting Verizon's Northern California wireless expansion projects for cellular and microwave sites. Directed and scheduled the activities of staff and contractors, led cell site development and construction project plans, hired and evaluated staff, managed contractor performance, evaluated proposals and selected vendors for contracts, responsible for profit and loss.

Dept. of Defense, Guam Marianas Islands
Senior Site Manager for US Air Force and Navy $23M infrastructure upgrade projects. Managed eight construction teams and 75 on site employees to design and implement the island's DOD ITN backbone connectivity, server, router, and workstation configurations. Created procedures to evaluate and mitigate security vulnerabilities. Randy participated in business growth opportunities, quote analysis, ROI assessment, and bid assembly.

Dept. of Defense, US Navy
Retired Navy Communications Director for information security, network operations, air to ground and ship to shore communications. Streamlined Information Technology departments by creating new leadership positions, separating support tasks and implementing best practices. Responsibilities included managing base IT departments, satellite and shipboard operations, and enhancement projects worth more than 18 million dollars. Day-to-day functioning of IT networks, security controls, and creating policies and guidelines for infrastructure and fleet communications.

IMAGINE SOLUTIONS

Brian Begue

Senior System's Engineer

SUMMARY OF QUALIFICATIONS

Prior to Imagine Solutions, Brian started his professional career as a software developer at a leading home health care provider. While there he developed multiple applications used to monitor and keep track of over 15 million dollars' worth of hardware and software inventory across 50 satellite offices, 38,000 help desk calls and 1,900 programming projects. He also developed a reporting system used to give senior management a daily snap-shot of the revenue and expenditures of each satellite office.

Since joining Imagine Solutions Brian has done extensive work in the Conversion Services and System Services departments. He has implemented all phases of document migrations. This includes sales support, drafting contract proposals, system analysis, design and project management. He has also designed, installed, configured, upgraded and supported numerous Encapture, IBM Datacap and FileNet implementations.

Certifications and Awards:

- IBM Certified Deployment Professional:
- FileNet P8 v5.2.1
- IBM Certified Specialist:
- FileNet Content Manager v5.2
- IBM Case Manager Product Fundamentals Technical Professional v2
- IBM Case Manager Solution Design Technical Professional v2
- FileNet P8 4.5 Certified: Content Manager Technical Support Provider
- FileNet P8 4.5 Certified: Content Manager Developer
- FileNet P8 4.0 Certified: Content Manger Product Technical Support
- FileNet P8 4.0 Certified Administrator: Content Manager, Records Manager and Forms
- FileNet P8 3.5 Certified Administrator: Content Manager, Records Manager and Forms
- FileNet P8 3.5 Certified Developer: Content Manager, Records Manager and Forms
- FileNet P8 3.0 Certified Administrator: Content Manager, Records Manager and Forms
- FileNet P8 3.0 Certified Developer: Content Manager, Records Manager and Forms

RELEVANT PROJECT WORK

Brian has worked on many electronic content management (ECM) projects during his **13 years** at Imagine Solutions that have focused on the installation and configuration of Imagine Solution's Encapture and IBM's Datacap and FileNet ECM platforms. He is also responsible for managing the support team and is first line support for IBM ECM products.

PREVIOUS WORK EXPERIENCE

Senior Systems Engineer - Imagine Solutions

- Serves as a system engineer installing and configuring Encapture, Datacap and FileNet
- Responsible for the daily system monitoring for the State of Hawaii, BESSD department's ECM implementation.
- Performs migration of content from other ECM platforms to FileNet P8.
- Support team manager

EDUCATION

Bachelor of Science in ISDS (Information Systems & Decision Sciences)

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