

# VIRGINIA529 COLLEGE SAVINGS PLAN<sup>SM</sup>

## REQUEST FOR PROPOSALS FOR ENTERPRISE DOCUMENT MANAGEMENT RFP VA529-16-01

Issue Date: February 12, 2016  
Title: Enterprise Document Management

Issuing Agency: Virginia College Savings Plan  
Commonwealth of Virginia  
9001 Arboretum Parkway  
North Chesterfield, VA 23236

Period of Contract: From date of award through three (3) years with two (2) - one (1) year renewal options.

### **PROPOSALS WILL BE RECEIVED UNTIL: 2:00 p.m., March 11, 2016**

In compliance with Request for Proposals RFP VA529-16-01 and subject to all the conditions imposed herein, the undersigned offers and agrees to furnish Electronic Document Management in accordance with the attached proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By \_\_\_\_\_  
Signature

Date: \_\_\_\_\_

Federal EIN: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

*NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, §2.2-4343.1 or against a firm because of race, religion, color, sex, national origin, age disability, or any other basis prohibited by state law relating to discrimination in employment.*

**\*Please attach an executed copy of this form to the front of the proposal submitted**

# STATEMENT OF CONFIDENTIALITY

Some of the information shared in this document from Virginia College Savings Plan (Virginia529) may be proprietary and confidential pursuant to the provisions of the Virginia Freedom of Information Act (VFOIA) (Virginia Code §§ 2.2-3700 et seq.). For the information identified as confidential by Virginia529, Firm will provide appropriate and adequate measures to preserve the confidentiality of any information concerning Virginia529's operations. Firm agrees not to disclose any of the confidential information or make it available to others without prior written permission of Virginia529.

Ownership of Proposals. Ownership of all data, materials and documentation originated and prepared for Virginia529 pursuant to the RFP shall belong exclusively to Virginia529 and be subject to public inspection in accordance with VFOIA.

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# 1. INSTRUCTIONS TO BIDDERS

*This section is informational only; Virginia529 requires no response to this section.*

The purpose of this requirements document and request for proposals (RFP) is to solicit proposals from qualified firms for Enterprise Document Management for Virginia529. The document also provides context for further discussions with qualified firms.

## 1.1 INSTRUCTIONS.

Firm's RFP responses and presentations should clearly state the ability of your organization and solution to satisfy the requirements defined within this document. Firm is required to formally respond with a quote clearly showing what is included in the price, any exceptions or exclusions, and any optional items. Each section of this document explicitly states the information required from the Firms.

Virginia529 requires 1 (one) original paper and 6 (six) paper copies along with an electronic copy of all proposals.

An authorized representative of the Firm shall sign the original proposal. Failure to submit all information requested may result in Virginia529 requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Virginia529 may reject proposals that are substantially incomplete or lack key information. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

Should the Firm not be able to meet all the stated requirements and/or duties, the Firm shall identify with particularity the requirement or duty unable to be met or performed, give the reason for not being able to comply with it, and offering a suitable substitute, if any.

Your formal response to this RFP shall constitute your official quote regarding the defined opportunity presented within this document. Revisions to your formal response to this RFP will not be accepted after the submission deadline.

Virginia529 may ask firms who submit a proposal in response to this RFP to give an oral presentation of their proposal or product demonstration to a designated committee of Virginia529. This provides an opportunity for the Firm to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Virginia529 will schedule the time and location of these presentations. Oral presentations are at the option of Virginia529 and may or may not be conducted.

Virginia529 may award contracts to multiple vendors as a result of this solicitation.

Virginia529, at its sole discretion, reserves the right to either accept or reject any and all proposed solutions. The existence of this request for proposal shall not, in any way, obligate Virginia529 to take any action regarding any response submitted by a supplier to this request. All costs for the response to this RFP and any other events in the sales process are the Firm's responsibility.

Any questions concerning this RFP must be communicated in writing (fax or email) to the contact below no later than 2:00 p.m. on February 26, 2016 in order to allow time for a response prior to the proposal due date.

William Gregory, Procurement Officer
Virginia College Savings Plan
Phone: (804) 225-2461
Fax: (804) 323-2708
E-mail: <a href="mailto:bgregory@virginia529.com">bgregory@virginia529.com</a>

## 1.2 STRUCTURE AND CONTENT.

The Firm shall include the following information:

- 1.2.1 A brief history of the Firm and its experience, qualifications and success in providing the type of services requested, including a comprehensive listing of similar projects undertaken.
- 1.2.2 The name, title, and e-mail address of the one individual who would be primarily responsible for this engagement.
- 1.2.3 The Firm should provide the company name, address, contact person, and telephone number of at least three clients where the Firm has provided similar services.
- 1.2.4 Firm's proposal for the scope of services described in Section Three.

## 1.3 RFP TIMELINE AND DUE DATES.

We have established the following schedule for the process of evaluating the firms and solutions proposed, and subsequent implementation.

Step	Target Dates
Release RFP to firms	February 12, 2016
Firms' questions due to Virginia529	February 26, 2016
Virginia529 responses to firms' questions provided	March 04, 2016
Firms' RFP responses due	March 11, 2016
Firm Due Diligence	March 24, 2016
Make selection	May 06, 2016
Contract	June 01, 2016
Implementation Plan due	June 30, 2016

The timeline is structured to complete a contract prior to June 01, 2016 to allow time for implementation plans to be submitted by June 30, 2016. Virginia529 appreciates all firms' cooperation in helping Virginia529 achieve this goal.

## 1.4 EVALUATION CRITERIA.

Proposals will be evaluated based upon the overall merits/value of the proposal including, but not limited to, price. Virginia529 will evaluate proposals, and select a firm on the basis of:

- 1.4.1 The selected Firm shall have maintained an organization capable of performing the work described herein, in continuous operation for a least the past three (3) years and include three (3) references. 25%
- 1.4.2 The selected Firm must have an organization that is financially and logistically able to handle a contract for Enterprise Document Management with Virginia529. 20%
- 1.4.3 The Firm's plan to provide Virginia529 with Enterprise Document Management Services as described in the Scope of Services section. Emphasis here is on the methods for providing the services requested, and on the Firm's capability to deliver the desired services on schedule. 15%
- 1.4.4 The Firm's price proposal. 35%
- 1.4.5 The Firm's Small, Woman-owned, and Minority-owned (SWAM) business status and/or the Firm's plan for utilization of SWAM businesses. 5%

## **2. VIRGINIA529 BACKGROUND INFORMATION**

*This section is informational only; Virginia529 requires no response to this section.*

Virginia College Savings Plan<sup>SM</sup>, also known as Virginia529 College Savings Plan<sup>SM</sup> (Virginia529<sup>SM</sup>) is an independent agency of the Commonwealth of Virginia, created by the 1994 Acts of Assembly, codified at Chapter 4.9 of Title 23 (§§23-38.75 et seq.) of the Code of Virginia of 1950, as amended. Virginia529 administers four Internal Revenue Code (IRC) Section 529 college savings programs for the Commonwealth of Virginia. Virginia529 administers two types of IRC Section 529 qualified tuition plans: a prepaid program the Virginia529 prePAID<sup>SM</sup> (prePAID<sup>SM</sup>), and three savings programs: Virginia529 inVEST<sup>SM</sup> (inVEST<sup>SM</sup>), CollegeAmerica®, and CollegeWealth®. Virginia529 is responsible for assets in excess of \$53 billion across the four programs it administers, making it the largest Section 529 plan in the country.

Virginia529 is administered by Chief Executive Officer Mary G. Morris and an eleven member Board. Ms. Morris is a tax, securities and bond attorney, as well as a former Treasurer of Virginia and former Senior Assistant Attorney General. Virginia529's Board is comprised of four citizen members appointed by the Governor, two citizen members appointed by the Speaker of the Virginia House of Delegates, one citizen member appointed by the Senate of Virginia Committee on Rules, and four state officials who serve by virtue of the state offices they hold: the State Treasurer, the State Comptroller, the Chancellor of the Virginia Community College System, and the Executive Director of the State Council of Higher Education for Virginia. Citizen members are required to have significant experience in finance, accounting, law, or investment management.

Additional information about Virginia529 college savings programs may be found on our website at [Virginia529.com](http://Virginia529.com).

Virginia529 is an Agency of the Commonwealth and is tax exempt.

## **3. SCOPE OF SERVICES**

*This section requires Firm's response.*

### **3.1 INTRODUCTION.**

Virginia529 seeks a company to provide an Enterprise Document Management, imaging and workflow solution that provides functionality to streamline the processing of documents and information, including the ability to capture scanned images, faxes, e-mails, and electronic documents and submit them directly to workflow for processing.

### **3.2 SCOPE OF WORK.**

The selected vendor shall implement the following scope of work:

- 3.2.1 The Firm shall provide an enterprise document management, imaging and workflow solution integrated with Virginia529's Banner College Savings Program application.
- 3.2.2 The Firm shall provide direct access to documents from the displayed Banner College Savings Program records.
- 3.2.3 The Firm shall provide users with simple electronic access to documents, records and information.
- 3.2.4 The Firm shall provide staff with instant and simultaneous access to documents.
- 3.2.5 The selected enterprise document management solution shall create quality images of handwritten or electronically created documents.
- 3.2.6 The Firm shall provide written summary to the Solutions Requirements as outlined in Section 3.3.
- 3.2.7 The Firm shall provide written response to the Functional Checklist as outlined in Section 3.4.
- 3.2.8 The Firm shall provide Virginia529 with a high level Implementation Plan.
- 3.2.9 The Firm shall provide training for use to Virginia529 employees.
- 3.2.10 The Firm shall provide consultation services for conversion, migration services, implementation and ongoing support.
- 3.2.11 All responses shall include price breakdowns for all items that have been listed.

### **3.3 SOLUTION REQUIREMENTS.**

**Instructions:** Provide an executive summary describing compliance with each of the topics below. Also, where indicated, provide additional technical detail in the functional checklist in the following section.

## **GENERAL**

Virginia529 requires a document management, imaging and workflow solution that provides functionality for image capture, indexing, storage, retrieval, display and distribution via print, fax or e-mail or any other delivery method outlined by Virginia529. The solution must include integrated workflow software that provides easily implemented automation of document-centric and/or task-based work processes. In the functional checklist that follows this section, describe how the proposed solution supports these requirements.

## **INTEGRATION**

Virginia529 requires a document management solution that integrates seamlessly with our Oracle based Banner College Savings Program application. The integration approach must not require modification to our existing application systems or databases. In the functional checklist that follows this section, describe how the proposed solution supports these requirements.

As part of the decision process, Virginia529 requires an integration demonstration. The Firm must prove its ability to configure the proposed solution to integrate with our business application(s) without programming. If selected, the Firm must demonstrate onsite integration with the following application(s):

- Banner College Savings Program (Oracle based application)

## **SUPPORT FOR REGULATORY COMPLIANCE INITIATIVES**

Virginia529 requires a document management, imaging and workflow solution that supports regulatory compliance initiatives. The proposed solution must provide a comprehensive set of configuration options and controls for access management, security implementation, and comprehensive audit and activity tracking/reporting. Clearly state whether the Firm's solution is certified or compliant (or neither) with the following:

- a. Common Criteria Certification
- b. Sarbanes-Oxley

## **SUPPORT EASE OF USE**

Virginia529 requires a solution that provides single-click access to retrieve documents and provides an intuitive user experience.

## **DEPLOY RAPIDLY**

Virginia529 requires a solution whose deployment limits time on-site. State the Firm's on-site presence including the number of personnel to be expected as well as a high-level project timeline.

## **PROVIDE FLEXIBLE CAPTURE CONFIGURATION**

Virginia529 requires a solution that allows limited distributed scanning and capture and extensive centralized scanning and capture. Some users should have the ability to capture documents from email as well as from our MFC printers. The number of users doing ad-hoc document capture would be limited to approximately 10 users. Virginia529 has a document management department that will be responsible for centralized scanning.

**SUPPORT FOR MULTIPLE OBJECT TYPES**

Virginia529 requires a solution that supports any electronic object type. Scanned paper documents should be captured as Group 4 TIFF or PDF files. Common business objects must be managed in their native formats. The proposed solution must support editing Microsoft Office files from within the native application and provide full library services such as version control and check in/check out. In the functional checklist that follows this section, describe how the proposed solution supports these requirements.

**INTEGRATED WORKFLOW**

Virginia529 requires a solution that includes document-centric and task-based workflow functionality. Workflow should be configurable by users via a graphical design tool. The solution should support a rich array of routing options, inbound/outbound processing controls and trigger/alarm mechanisms. In the functional checklist that follows this section, describe how the proposed solution supports these requirements.

In the executive summary, discuss the scalability of the proposed solution regarding number of users.

**COMPREHENSIVE SUPPORT OPTIONS**

Virginia529 strongly prefers to purchase a system directly from the manufacturer. Also, Virginia529 requires direct support from the manufacturer of the proposed solution. In the Executive Summary, describe the Vendor’s support mechanism, stating *clearly* whether support is provided *directly* by the Firm or by a third-party. Provide detailed comments regarding the Firm’s support structure and training options.

**3.4 FUNCTIONAL CHECKLIST.**

This section details the agency’s intended scope of deployment. Departments needing document management, imaging and workflow, and participating in this project are:

Department	Estimated Concurrent User Count	Business Application(s) (and version)	# of Scanning Stations
1. Finance	42	Banner College Savings Program 8.2	3
	Document types: Scanned Images, e-mails, faxes		
2. Administration	21		2
	Document types: Scanned Images, e-mails, faxes		
3. Legal, Executive and Compliance	10		1
	Document types: Scanned Images, e-mails, faxes		
4. Human Resources	2		1
	Document types: Scanned Images, e-mails, faxes		
5. ITO	3		1
	Document types: Scanned Images, e-mails, faxes		
Additional Considerations:	System should work with our NetApp storage system		

## Annotation / Redaction

**Function 1.** Comprehensive set of annotation tools

Yes | **Details:**

**Function 2.** User and group-specific annotation security profiles

Yes | **Details:**

**Function 3.** Original images in object store remain unaltered by annotations

Yes | **Details:**

**Function 4.** Flexible, easy-to-use, secure redaction

Yes | **Details:**

**Function 5.** Support for attaching OLE (object linking and embedding) objects and URLs as annotations

Yes | **Details:**

**Function 6.** Ability to create or append sticky note annotations, with full tracking of text entry by date, time and user

Yes | **Details:**

**Function 7.** Ability to create customizable text annotations

Yes | **Details:**

**Function 8.** Ability to highlight portions of an image via annotation, with customizable color options

Yes | **Details:**

**Function 9.** Ability to customize and apply multiple variations of line-based annotation tools such as pen, line, arrow, rectangle, and oval

Yes | **Details:**

**Function 10.** Ability to create resizable check mark annotations in any color

Yes | **Details:**

**Function 11.** Ability to apply predefined stamp annotations to images and create and apply custom stamps

Yes | **Details:**

**Function 12.** Ability to apply dynamic stamp annotations to images, with options for dynamic date, time, and user name in predefined stamp formats.

Yes | **Details:**

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**Function 13.** Ability to rapidly change properties of individual annotations and audit a specific annotation's history

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Yes | **Details:**

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**Function 14.** Ability to print, fax, or export documents with or without all annotations or only visible annotations

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Yes | **Details:**

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## Application Interface

**Function 1.** Flexible, configurable application toolbar provides direct access to batches, documents, projects, tasks, workflow, capture, management, and integration settings

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Yes | **Details:**

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**Function 2.** User interface provides interactive views based on integration presets, batches, predefined document sets, user-entered searches, projects, tasks, and workflow

---

Yes | **Details:**

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**Function 3.** Ability to define a user-specific default view or start-up action in the application's user interface

---

Yes | **Details:**

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**Function 4.** Ability to take actions on documents, batches, projects, and tasks in interactive views, without being required to open and view the contents of each item

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Yes | **Details:**

---

**Function 5.** Ability to print and export the rows and columns of text which list documents, batches, projects, and tasks in interactive views

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Yes | **Details:**

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**Function 6.** Extensive use of "drag and drop" to simplify and enhance the moving of objects within, into, and out of document management system windows

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Yes | **Details:**

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**Function 7.** Ability to create multiple copies of documents, while maintaining a single physical document reference, in support of document reconciliation needs

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Yes | **Details:**

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**Function 8.** Administrative option to secure the user interface against customization

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Yes | **Details:**

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## Clients

**Function 1.** Both thick and thin client options on a variety of platforms

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<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b> Option for embeddable clients which can add document management system functions to the interfaces of third-party platforms and applications such as eCopy, Epic, ESRI, HP, Microsoft Office, and Microsoft SharePoint	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b> Ability to securely interact with documents and participate in workflow via LAN, VPN, from any location via TCP/IP	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b> Automatic client log-off initiated by new log-on from different location	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Client can be installed or auto-updated from the server	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Automatic log-in process to speed access to application by OS-authenticated user	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Ability to temporarily exceed the number of purchased client licenses in compliance with a predefined license auditing program	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Integrated tool to assess performance of client workstation hardware and network configuration directly from desktop	
<input type="checkbox"/> Yes	<b>Details:</b>

Full client workstation support (out of the box)

	Yes	No
Windows 7	<input type="checkbox"/>	<input type="checkbox"/>
Windows 10	<input type="checkbox"/>	<input type="checkbox"/>
Apple Mac OSX	<input type="checkbox"/>	<input type="checkbox"/>

Web client browser support

	Yes	No
Internet Explorer 11	<input type="checkbox"/>	<input type="checkbox"/>
Apple Safari 8	<input type="checkbox"/>	<input type="checkbox"/>
Mozilla Firefox (Windows and Macintosh)	41 <input type="checkbox"/>	<input type="checkbox"/>

Mobile client browser support

	Yes	No
Android	<input type="checkbox"/>	<input type="checkbox"/>
IOS	<input type="checkbox"/>	<input type="checkbox"/>

**COLD/Enterprise Report Management**

**Function 1.** Capture wide variety of print output from line-of-business systems and convert into searchable, non-proprietary PDF files

Yes | **Details:**

**Function 2.** Capture basic and advanced print streams in ASCII, EBCDIC text, PDF, Xerox Metacode, HP PCL, and PostScript formats

Yes | **Details:**

**Function 3.** Monitor a different directory for each type of print stream

Yes | **Details:**

**Function 4.** Provide an enterprise report user interface optimized for searching, viewing, and previewing report documents

Yes | **Details:**

**Function 5.** Allow searches against line item values, not just index values; such as budget or invoice line items.

Yes | **Details:**

**Function 6.** Provide user access to select, formatted pages related to records in the business application, such as a single invoice from a large print stream

Yes | **Details:**

**Function 7.**

Yes | **Details:**

**Collaboration and Project Support**

**Function 1.** Integrated workflow environment providing rapid customization, configurable user privileges, and automated routing and alerts options, all in support of group collaboration

Yes | **Details:**

**Function 2.** Version control option that allows multiple users and groups to collaborate on documents with complete check-in/check-out privileges, version management, digital signing, and the ability to input comments for other users when doing check-ins and check-outs

Yes | **Details:**

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**Function 3.** Ability to assign tasks, outside of formal workflow, which instruct a coworker or business partner to perform a document- or project-related action such as signing, addressing document and project deficiencies, or reviewing

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Yes | **Details:**

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**Function 4.** Ability to define relevant, standardized reason phrases that can be used to record intent related to specific user actions and enhance communication between users

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Yes | **Details:**

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**Function 5.** Tools for annotating, or marking up, bitmap images for review, approval, or other processing purposes

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Yes | **Details:**

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**Function 6.** Option to store a field of free-form text with each image, in support of group collaboration

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Yes | **Details:**

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**Function 7.** Capability to associate customizable electronic data collection forms with documents and projects in the system, to assist users in sharing information

---

Yes | **Details:**

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**Function 8.** Ability to group related documents in user-definable categories distinct from their index values in support of project organization and collaboration

---

Yes | **Details:**

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**Function 9.** Ability to create, define, and view relationships between projects

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Yes | **Details:**

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**Function 10.** Interface allows rapid drag-and-drop creation of system “shortcut” icons that are linked to and associated with distinct imaging system entities such as documents, batches, projects, workflow queues, and search queries

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Yes | **Details:**

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**Function 11.** Ad hoc shared document viewing, allowing one user to invite another user to simultaneously view a document on screen without first closing or putting document in workflow

---

Yes | **Details:**

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**Function 12.** Ability to send messages to individual imaging system users or all users currently logged on, directly from the administrative interface

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Yes | **Details:**

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## Document Control

**Function 1.** Industry-standard document library services

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Yes | **Details:**

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<b>Function 2.</b>	Document control incorporates digital signatures based on stringent Suite B and PKI standards
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b>	Document control flexibility, allowing individual use or group collaboration
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b>	Document control offers options for multiple client types and extends document control and Digital Signatures directly to interfaces of third-party applications
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b>	Extend document control and Digital Signatures to other platforms and their applications
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b>	Track document control activities
<input type="checkbox"/> Yes	<b>Details:</b>

## Document Viewer

<b>Function 1.</b>	Document viewer can display a wide range of digital object types in their native formats, including Microsoft Office, PDF, JPEG, TIFF, HTML, XML, DWG, DXF, and audio/video media files. Viewer must treat additional annotations as layers that can be removed so that original document integrity is maintained.
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b>	Document viewer allows flexible, user-configurable display of index keys, document properties, document notes, predefined actions, tasks, page thumbnails, associated eForms, and toolbars
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b>	Ability to display documents side-by-side with records in the business application
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b>	Single-page viewing
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b>	Multi-page (MDI) viewing—display two or more pages simultaneously on the user’s screen
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b>	Multiple options for zooming in document viewer
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b>	Easily select preset page region views, both system- and user-defined.
<input type="checkbox"/> Yes	<b>Details:</b>

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**Function 8.** Multiple view panning options to easily adjust current position of viewed area on magnified image

---

Yes | **Details:**

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**Function 9.** Apply document annotations such as stamps, sticky notes, text, and redactions to bitmap images directly within document view interface

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Yes | **Details:**

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**Function 10.** Rotate documents in document viewer and save rotated views

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Yes | **Details:**

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**Function 11.** Integrated view enhancement options such as on-screen image inversion (reverse black and white) and smoothing

---

Yes | **Details:**

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**Function 12.** Ability to reorder pages within the document view interface, and add pages to existing document via drag and drop

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Yes | **Details:**

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**Function 13.** Perform common operations such as re-index, copy, e-mail, export, print, fax, and delete pages within document view interface

---

Yes | **Details:**

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**Function 14.** Copy or move pages from one document to another from within the document view interface

---

Yes | **Details:**

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**Function 15.** Document viewer works with familiar, existing desktop e-mail software for simplified sending of images (or links to images) to e-mail recipients outside of the imaging system's workflow

---

Yes | **Details:**

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**Function 16.** E-mail selected documents or document links directly from document viewer interface, with options for page selection, annotation inclusion, multi-page TIFF generation, selectable headers and footers, and file renaming

---

Yes | **Details:**

---

**Function 17.** Convenient and flexible page selection interface within document viewer

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Yes | **Details:**

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**Function 18.** Ability to open a viewer-displayed document in an associated application for viewing or editing

---

Yes | **Details:**

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**Function 19.** Ability to designate documents for collection into user-defined project groupings directly from document viewer, without using index values

---

Yes | **Details:**

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---

**Function 20.** Ability to add documents to workflow or route documents within workflow directly from document viewer

---

Yes | **Details:**

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**Function 21.** Integrated display of a document's search-targeted content when opening a full-text-indexed, bitmap-formatted document image found via content search

---

Yes | **Details:**

---

**Function 22.** Ability to define relationships between documents and display related documents in a view integrated with the currently displayed document

---

Yes | **Details:**

---

## eForms

**Function 1.** Integrated feature to capture additional document information using fully customizable, formatted, electronic data collection forms (eForms) associated with specific documents and projects in the system

---

Yes | **Details:**

---

**Function 2.** eForms features available in thick and thin clients

---

Yes | **Details:**

---

**Function 3.** eForms can be associated with projects

---

Yes | **Details:**

---

**Function 4.** eForms can use industry-standard HTML, XSLT, CSS, and JavaScript for design, navigation, data collection, and validation processing

---

Yes | **Details:**

---

**Function 5.** Option for validation of user-entered eForm data from external ODBC (open database connectivity) data source and resulting auto-population of defined fields in eForm

---

Yes | **Details:**

---

**Function 6.** Allow collected eForm data to populate document index values and custom properties and to be shared with external ODBC data sources

---

Yes | **Details:**

---

**Function 7.** eForms can be associated with documents inside or outside of workflow

---

Yes | **Details:**

---

**Function 8.** eForms can be moved, resized, hidden, and docked to the document viewer window

---

Yes | **Details:**

---

**Function 9.** Ability to print eForms as hard copy, electronic formats, or document management system files

---

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 10.** eForm source files used by multiple worksheets can be uploaded once and shared for increased efficiency and a common look and feel

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 11.** Multiple eForms can be associated with each document

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 12.** Pre-built sample eForms are included to illustrate eForm methods and features such as dynamic navigation, data management, and validation

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

### Electronic Capture and Object Support

**Function 1.** Capture a variety of physical and digital objects — paper documents, digital photos, faxes, e-mail, COLD output, native document files, and the print output of any Windows application with a print function — in a single, electronic repository

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 2.** Import, store, and display a wide range of digital object types in their native formats, including Microsoft Office, PDF, JPEG, TIFF, HTML, XML, DWG, DXF, and audio/video media files

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 3.** Support for compound documents (page 1 = TIFF, page 2 = Word document, page 3 = PDF) and on-demand document merging

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 4.** Automatically import single files or batches and send them directly into the imaging system's workflow environment

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 5.** Import files into the imaging system on demand using the desktop client software, thin client software, and business application-specific client modules

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 6.** Provide multiple methods for automatically indexing imported files

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 7.** Split or un-bundle multi-page TIFFs on import

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 8.** Automatically import, index, and route e-mail and attached files, preserving the original format of all attachments

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 9.** Provide multiple methods for automatically importing faxes

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 10.** Ability to transfer- documents from typical desktop business applications (e-mail, Office, Acrobat, proprietary applications that offer a print command) directly to the imaging system, without manual printing and scanning, at no extra charge

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 11.** Ability to -transfer documents, in bulk, directly to the imaging system from printing activity triggered by Windows batch scripts, UNIX "cron" jobs, or applications that schedule their own output, and perform text extraction without OCR

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 12.** Allow any user or application with network access to convert a PCL5 print stream into images, simultaneously creating physical print output and sending indexed images of the print output to the document management system

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 13.** Provide multiple options for capturing EDI (electronic data interchange) data.

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

## Forms Processing

**Function 1.** Option to collect data from scanned forms using advanced OCR functionality capable of following predefined rule sets

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 2.** Option to collect data from forms acquired as bitmap-format documents through either the software's own scanning subsystem or through an automatic import process from external systems

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 3.** Distinguish between document types (i.e., invoices versus transcripts) and identify variations within types (i.e., Company A invoice versus Company B invoice)

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 4.** Automatically index forms based on extracted data

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 5.** Ability to process both structured and semi-structured forms

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 6.** Ability to extract line-item data from forms

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Provide group verification of uncertain characters	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Provide context verification of text field contents for uncertain characters	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 9.</b> Provide tools to configure rule set-based recognition for a wide range of both structured and semi-structured documents, as well as custom forms design	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 10.</b> Share validated data with third-party applications in a variety of formats	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 11.</b> Automatically route captured and validated forms into workflow module of imaging system	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 12.</b> Tight integration of forms processing and imaging system	
<input type="checkbox"/> Yes	<b>Details:</b>

## Indexing / Advanced Metadata

<b>Function 1.</b> Flexible, customizable indexing options	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b> Dedicated “Document Type” index key to help classify documents and control security	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b> Creation and assignment of custom properties based on document type	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b> Ability to distribute indexing process among workstations and locations	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Configure document key assignments via user prompt prior to scanning	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Automatic scan-time indexing via bar code	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Automatic scan-time indexing via OCR	
<input type="checkbox"/> Yes	<b>Details:</b>

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**Function 8.** Index documents to records in existing business software without manual entry

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 9.** Use single keystroke to index multiple fields during batch processing

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 10.** Ability to re-index documents via manual entry or single click associated with host records

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<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

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**Function 11.** Ability to configure and select pre-defined index values via a drop-down menu or “pick list”

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 12.** Index documents with user-configurable data elements not taken from the host application, such as date/time, unique ID, serial number, predefined list, and free-form text entry

---

<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 13.** Index multiple documents as a group without re-entering index values for each page

---

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

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**Function 14.** Automatically index documents, based on a single known document key, through the retrieval and application of related index values from an external database

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<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

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**Function 15.** Automatically and periodically validate existing document keys against an external database

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 16.** Individual documents can easily be indexed “same as last document”

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<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

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## Integration

**Function 1.** Options for both programmatic and non-programmatic integration

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<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

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**Function 2.** Direct integration with many business applications without programming

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 3.** Graphical user interface allows visual, interactive, centralized design and testing of non-programmatic application integration configurations

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 4.** Non-programmatic integration with Windows applications

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<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 5.** Non-programmatic integration with browser-delivered applications

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Yes **Details:**

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**Function 6.** Extended integration functionality that allows placement of imaging application icon in the screens of business applications to initiate document retrieval or other actions in the imaging system

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Yes **Details:**

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**Function 7.** Prior history of integration with Oracle solutions

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Yes **Details:**

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**Function 8.** Prior history of integration with custom, “home-grown” applications

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Yes **Details:**

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**Function 9.** Integration via web services standards

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Yes **Details:**

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## Printing / Faxing / Output

**Function 1.** Print to any print device within a platform's standard desktop/network printing environment

Yes | **Details:**

**Function 2.** Ability to print documents with or without all annotations or only visible annotations

Yes | **Details:**

**Function 3.** Print single selected pages within a multi-page document

Yes | **Details:**

**Function 4.** Print multiple pages

Yes | **Details:**

**Function 5.** Print documents from a list view such as search results or workflow queue, without opening each document

Yes | **Details:**

**Function 6.** Print a list of documents, rather than the documents themselves, from a list view such as search results or a workflow queue

Yes | **Details:**

**Function 7.** Option to selectively overprint relevant document values such as page number, date and time, and document keys on each page

Yes | **Details:**

**Function 8.** Control printing permissions through application security

Yes | **Details:**

**Function 9.** Integrated outbound faxing

Yes | **Details:**

**Function 10.** Option to selectively export files in their original formats

Yes | **Details:**

**Function 11.** Option to selectively export files in alternate formats such as PDF or TIFF

Yes | **Details:**

**Function 12.** Ability to save, recall, and secure predefined output configurations for the control of automated document output, including options for native and converted file export, e-mailing, printing, and faxing

Yes | **Details:**

**Function 13.** Automated printing and exporting triggered by workflow events, server APIs, other application modules, or values generated by external applications

<input type="checkbox"/> Yes	<b>Details:</b>
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## Reporting

**Function 1.** Comprehensive workflow, security, and user activity reporting

<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 2.** Ability to restrict reporting to authorized users

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 3.** Report scheduling

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 4.** Ability to schedule, execute, and view report instances using a web browser

<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 5.** Comprehensive report library with ongoing report definition development based on user input

<input type="checkbox"/> Yes	<b>Details:</b>
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## Retrieval / Search / Presentation

**Function 1.** Integrated document retrieval from business applications; single-click access to documents from any customer/employee/vendor/patient/student record displayed

<input type="checkbox"/> Yes	<b>Details:</b>
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**Function 2.** Search documents, projects, and tasks via a single search condition relevant to the context currently being viewed

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 3.** Build complex, multi-condition queries on documents, projects, and tasks

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 4.** Ability to save both simple and complex queries for future use, creating dynamically generated lists of documents, projects, and tasks that meet both predefined and variable conditions such as current user name or current record value in an external application

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 5.** Ability to secure saved searches and the presentation of documents and projects by both individual user and group

<input type="checkbox"/> Yes	<b>Details:</b>
------------------------------	-----------------

**Function 6.** Ability for both individual users and groups to customize and refine the standard conditions of saved searches

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Ability for both individual users and groups to customize and save the presentation of search queries by column configuration, sort order, and grouping of results	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Ability to save and customize prompted search queries	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 9.</b> Full-text search the content of scanned documents and a wide range of native document formats simultaneously, with both full text and natural language search options and a variety of concept, proximity, and evidence operators	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 10.</b> Build and execute searches for enterprise/COLD reports from the same familiar interface as that used for simple, complex, and full text searches	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 11.</b> Determine item display sort order, before or after a search, using any combination of item metadata individually designated as ascending or descending	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 12.</b> Ability to group the display of documents and projects in any list view	
<input type="checkbox"/> Yes	<b>Details:</b>

### Scanning and Quality Assurance

<b>Function 1.</b> Save scanned images in open, industry-standard graphics format	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b> Batch scanning capabilities for high-volume production environment	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b> Supports both centralized and decentralized scanning operations, including remote scanning to multiple locations via TCP/IP route	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b> Upload scanned batches directly to the server	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Scan batches locally and upload batches to server at a time the user specifies	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Option to send scanning output directly to workflow	

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Easily configure, name, save, select, and distribute capture settings such as document source, proposed index keys, workflow routing, and OCR and page content indexing	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Configure, save, and apply scanner settings such as resolution, page size, orientation, brightness, threshold, and image processing	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 9.</b> Support for a full range of entry-level to high-speed scanners from a choice of manufacturers, with options including simplex and duplex, monochrome and color	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 10.</b> Support for deletion of blank pages during scanning	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 11.</b> Support for wide range of scan-time image processing filters (please detail)	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 12.</b> Options to perform quality assurance (QA) on images at scan time, and bypass QA if desired	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 13.</b> Distribute quality assurance of scanned batches to locations/resources outside of the scanning location	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Security</b>	
<b>Function 1.</b> Encrypted communication between server and clients	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b> Option for Secure Socket Layer (SSL) encryption between application server and browser-based client, if available	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b> Server storage subsystem with encrypted object path metadata, secure object store connectivity (no client-level direct access or drive mapping required) and the availability of volume-level data protection	

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b> Comprehensive designation of system privileges by user and group	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Document access control via logical filing hierarchy	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Control users' actions on documents based on defined "document type" value	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Control users' batch access	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Control access to integration presets	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 9.</b> Control document access via workflow queue	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 10.</b> Control access to project types	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 11.</b> Control ability to manage all workflow processes or only specific ones	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 12.</b> Multiple user authentication options which build on a company's existing security infrastructure, including user names, passwords, and identity servers	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 13.</b> Configurable, automatic user log-off due to inactivity	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 14.</b> Automatic client log-off can be initiated by new a log-on from a different location	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 15.</b> Provide options for logging client, server, and user authentication actions	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 16.</b> Audit actions of defined clients from an administrative interface	
<input type="checkbox"/> Yes	<b>Details:</b>

## Server Architecture

**Function 1.** Flexible n-Tier client-server design that supports centralizing or distributing processes via any combination of Microsoft or Linux server platforms

Yes | **Details:**

**Function 2.** Scalable server design

Yes | **Details:**

**Function 3.** Support for high availability configuration

Yes | **Details:**

**Function 4.** Support for clustering and load balancing

Yes | **Details:**

**Function 5.** Secure single-port client/server TCP/IP communication for efficient performance across firewalls

Yes | **Details:**

**Function 6.** Multiple user authentication options which build on a company's existing security infrastructure, including user names, passwords, and identity servers

Yes | **Details:**

**Function 7.** Ability to store or retrieve documents without drive mapping

Yes | **Details:**

**Function 8.** Encryption of object storage path for enhanced document security on server file system

Yes | **Details:**

**Function 9.** Use of platform-specific database drivers for maximum performance

Yes | **Details:**

**Function 10.** Server-side extensibility, including scripting and web services

Yes | **Details:**

**Function 11.** Supports wide variety of non-proprietary storage options, including RAID, Server Attached Storage, NAS, SAN, and hierarchical storage management schemes

Yes | **Details:**

**Function 12.** Consistent performance regardless of document quantity

Yes | **Details:**

**Function 13.** Consistent performance regardless of user load

Yes | **Details:**

## Server/System Administration

**Function 1.** Graphical administrator interface on Windows servers

Yes

**Details:**

**Function 2.** Ability to configure all server settings on one screen

Yes

**Details:**

**Function 3.** Ability to automatically distribute capture and device profiles to clients

Yes

**Details:**

**Function 4.** Ability to send messages to individual imaging system users or all users currently logged on, directly from the administrative interface

Yes

**Details:**

**Function 5.** Monitor workflow queues from administrative interface

Yes

**Details:**

**Function 6.** Configurable, automatic user log-off due to inactivity

Yes

**Details:**

**Function 7.** Ability to disable user accounts without deleting them

Yes

**Details:**

**Function 8.** Monitor license availability and usage from administrative interface

Yes

**Details:**

**Function 9.** View real-time list of logged-on clients, with information about licensing, group membership, IP address, and time connected

Yes

**Details:**

**Function 10.** Integrated server-side tools to provide on-demand performance analysis of server processes

Yes

**Details:**

**Function 11.** Audit specific actions of defined clients from the administrative interface

Yes

**Details:**

**Function 12.** View all database table names and properties directly from the administrative interface

Yes

**Details:**

**Function 13.** View server log files from the administrative interface

Yes

**Details:**

**Function 14.** Graphical interface for document repository configuration such as mirroring, spanning, set creation, tree creation, tree properties

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 15.</b> Add new users in bulk from the Windows domain, LDAP server, text file, or local machine	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 16.</b> Import of users from text file allows multiple delimiter types and interactive field mapping	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 17.</b> Available automatic synchronization of imaging system users and groups with those on an LDAP server or LDAP-enabled Active Directory server	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 18.</b> Inclusion of integrated SQL database which requires no full-time administration	
<input type="checkbox"/> Yes	<b>Details:</b>

#### Server operating systems supported

	Supported	Not supported
Microsoft Windows Server 2008 SP2 or later	<input type="checkbox"/>	<input type="checkbox"/>
Linux Intel x86 Server RedHat/Oracle 6 or later	<input type="checkbox"/>	<input type="checkbox"/>

#### Database Compatibility

	Yes	No
Oracle 11g/12c	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft SQL Server 2013 (Standard or Enterprise)	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

## Storage

**Function 1.** Data storage subsystem uses industry-standard file formats, file systems, and storage devices

Yes | **Details:**

**Function 2.** Support for multiple, customer-selected storage technologies, including hard drive, RAID, NAS, and SAN

Yes | **Details:**

**Function 3.** Server storage subsystem includes secure object path metadata, secure object store connectivity and the availability of volume-level data protection

Yes | **Details:**

**Function 4.** Support for flexible configuration and management of document storage structures

Yes | **Details:**

**Function 5.** Support for spanning object stores—Represent several physical drives as one logical drive, allowing a single designated storage area to be much larger

Yes | **Details:**

**Function 6.** Support for mirroring object stores—Distribute duplicate object storage structures to multiple sites

Yes | **Details:**

**Function 7.** Support for data set management—Move, copy, delete, and reconfigure object store structures based on business needs

Yes | **Details:**

## Web Services

**Function 1.** API to allow integration with external applications on a variety of platforms via web services-based data exchange

Yes | **Details:**

**Function 2.** Web services-based data exchange with external applications over firewall-friendly HTTP or HTTPS

Yes | **Details:**

**Function 3.** Allow external applications to retrieve documents or place them in the workflow process without invoking the document management system's user interface

Yes | **Details:**

**Function 4.** Allow development of external interactive applications based on web services standards such as REST, SOAP, XML and WSDL, maximizing options for development environments and platforms

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Allow development of external interactive applications based on Web Services Interoperability (WS-I) standards, maximizing options for development environments and platforms	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Asynchronous messaging option for web services to reduce complexity of real-world integration projects	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Option to initiate outbound web service requests to external applications and systems	
<input type="checkbox"/> Yes	<b>Details:</b>

## Workflow

<b>Function 1.</b> Integrated workflow environment at no extra cost	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 2.</b> Drag and drop graphical workflow design tool	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 3.</b> Point-and-click interface for assigning users and groups to queues and defining detailed routing privileges	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 4.</b> Ability to both print and export graphical workflow diagrams	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 5.</b> Ability to structure workflow efficiently in support of staff absences, turnover and workload balancing	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 6.</b> Ability to configure “out of office” setting for workflow users, in support of document re-routing and other automated actions	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 7.</b> Ability to use workflow independently, without integration into business applications	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 8.</b> Ability to use document management system independently, without requiring users to take advantage of workflow features	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 9.</b> Ability to create advanced workflow logic using plain language, meeting many workflow objectives without scripting	

<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 10.</b> Ability to automate workflow routing based on defined index values, priority, creation time, document type, length of time in queue, user/group who routed document, previous queue, document type, custom properties, and project type	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 11.</b> Ability to use annotations on a document to drive routing	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 12.</b> Ability to create and apply custom scripts written in industry-standard scripting language to automate queue actions on current, inbound, or outbound documents	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 13.</b> Ability to create workflow alarms based on triggers such as number of documents in queue, defined index values, document type, length of time in queue, custom properties, previous queue, and project type	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 14.</b> Ability to create workflow alarms that are centralized, reusable, and provide multiple notification methods	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 15.</b> Ability to dynamically display queue-specific workflow status, workflow alarms, and administrator messages on each client's workstation	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 16.</b> Full range of route types including sequential, sequential automatic, conditional, parallel, conditional parallel, and inter-process routes	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 17.</b> Availability of a workflow queue type that contains a collection of distinct sub-queues which perform the same workflow function, reducing the number of alarms, routes and rules that are needed	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 18.</b> Ability to route not only scanned paper but electronic objects such as e-mails, faxes, PDFs, Office documents and more	
<input type="checkbox"/> Yes	<b>Details:</b>
<b>Function 19.</b> Ability to capture information about workflow user actions and document routing—including the queues a document has been in, user interaction with the document, and additional relevant data for reporting	
<input type="checkbox"/> Yes	<b>Details:</b>

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**Function 20.** Ability to assign specific workflow process and queue management roles to defined users and groups

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Yes | **Details:**

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**Function 21.** Ability to automatically perform time-based document removal actions from any workflow queue

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Yes | **Details:**

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**Function 22.** Ability to route objects that are only partially indexed

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Yes | **Details:**

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**Function 23.** Ability to set queue-specific default destination queues for routed objects

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Yes | **Details:**

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**Function 24.** Ability to link document index values to a host application within a queue or validate document index values while routing forward or back

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Yes | **Details:**

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**Function 25.** Ability to send documents and projects into a specific workflow queue by dragging and dropping

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Yes | **Details:**

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**Function 26.** Ability to assign tasks, outside of formal workflow, which instruct a coworker or business partner to perform a document- or project-related action such as signing, addressing document and project deficiencies, or reviewing

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Yes | **Details:**

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### 3.5 PRICING.

Indicate any exceptions to Virginia529 requirements, and note any assumptions you have made in providing the price quote. Specifically note any exclusions or inclusions of which Virginia529 should be aware in reviewing your pricing. Provide the following information in this RFP response:

- 3.5.1 A summarized price schedule that clearly describes each of the software, professional services, training, support and maintenance, and hardware components we will be required to purchase to obtain a complete solution.
- 3.5.2 A detailed schedule of all software proposed for this project.
- 3.5.3 A detailed schedule of all professional services requirements needed to complete this project.
- 3.5.4 A detailed schedule of all training costs.

- 3.5.5 A detailed schedule of all software maintenance and support costs whether one-time or annual.
- 3.5.6 A detailed schedule of all hardware required for this project. Where appropriate, please include relevant specifications such as storage capacity or scanner performance information.
- 3.5.7 A link to the Firm's end-user license agreement (EULA).
- 3.5.8 The Firm's standard payment terms and conditions.
- 3.5.9 The Firm's standard software maintenance and support agreement.

## **4. GENERAL TERMS AND CONDITIONS**

### **4.1 EXECUTION.**

Execution and submission of a response to this RFP shall constitute agreement to all terms and conditions specified in the RFP, except such terms and conditions that the Firm expressly asks to exclude. Requests for exceptions to the general contractual provisions in this Section 4 will be taken into consideration as part of the evaluation process. Virginia529 reserves the right to negotiate final contract terms with the selected Firm. A final Agreement will be executed incorporating the following: the Agreement; the RFP and the selected Firm's proposal; any modifications and clarifications thereto that are submitted at the request of Virginia529 during evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence; the final executed Agreement; the RFP; any approved modifications and clarifications to the selected Firm's proposal; and the selected Firm's proposal.

### **4.2 APPLICABLE LAWS AND COURTS.**

This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Firm shall comply with all applicable federal, state and local laws, rules and regulations.

### **4.3 ANTI-DISCRIMINATION.**

By submitting their proposals, firms certify to Virginia529 that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, and where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia § 2.2-4343.1E).

- 4.3.1 During the performance of this contract, the Firm agrees as follows:

- 4.3.1.1 The Firm will not discriminate against any employee or applicant for Employment because of race, religion, color, sex national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Firm. The Firm agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- 4.3.1.2 The Firm, in all solicitation or advertisements for employees placed by or on behalf of the Firm, will state that such firm is an equal opportunity employer.
- 4.3.1.3 Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

#### **4.4 ETHICS IN PUBLIC CONTRACTING.**

By submitting their proposals, firms certify that their Proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other firm, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

#### **4.5 IMMIGRATION REFORM AND CONTROL ACT OF 1986.**

By entering into a written contract with Virginia529, the Firm certifies that the Firm does not, and shall not during the performance of the contract; knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

#### **4.6 DEBARMENT STATUS.**

By submitting their proposals, Firms certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

#### **4.7 ANTITRUST.**

By entering into a contract, the Firm conveys, sells, assigns, and transfers to Virginia529 all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by Virginia529 under said contract.

#### **4.8 MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFPs:**

- 4.8.1 Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, Virginia529 reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

#### **4.9 CLARIFICATION OF TERMS.**

If any firm has questions about the specifications or other solicitation documents, the firm should contact the person identified in Section 1.1 Instructions, in writing no later than 2:00 p.m. February 26, 2016. Any revisions to the solicitation will be made only by addendum issued by Virginia529.

#### **4.10 PAYMENT.**

- 4.10.1 Firm shall submit itemized invoices for services, including a description of such services, preferably by electronic mail, directly to [finance@virginia529.com](mailto:finance@virginia529.com) or by mail to Controller, 9001 Arboretum Parkway, North Chesterfield, Virginia, 23236. All invoices shall show Firm's federal employer identification number.
- 4.10.2 Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- 4.10.3 All goods or services provided under this contract that are to be paid for with public funds shall be billed by the Firm at the contract price, regardless of which public agency is being billed.
- 4.10.4 The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- 4.10.5 Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, Firms should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, Virginia529 shall promptly notify the Firm, in writing, as to those charges which it considers unreasonable and the basis for the determination. A firm may not institute legal action unless a settlement cannot be reached within 30 days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363).
- 4.10.6 Payments to Subcontractors. A firm awarded a contract under this solicitation is hereby obligated to pay any pre-approved subcontractor(s) within 7 days of the Firm's receipt of payment received for work performed by the subcontractor(s) under the contract; or to notify Virginia529 and the subcontractor(s), in writing, of the Firm's intention to withhold payment and the reason.

#### **4.11 PRECEDENCE OF TERMS.**

The following named terms in this Section 4. General Terms and Conditions shall apply in all instances: APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

#### **4.12 QUALIFICATIONS OF FIRMS.**

Virginia529 may make such reasonable investigations as deemed proper and necessary to determine the ability of the Firm to perform the services/furnish the goods and the Firm shall furnish to Virginia529 all such information and data for this purpose as may be requested. Virginia529 reserves the right to inspect the Firm's physical facilities prior to award to satisfy questions regarding the Firm's capabilities. Virginia529 further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such firm fails to satisfy Virginia529 that such firm is properly qualified to carry out the obligations of the contract and to provide the services and or furnish the goods contemplated therein.

#### **4.13 TESTING AND INSPECTION.**

Virginia529 reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

#### **4.14 ASSIGNMENT OF CONTRACT.**

A contract shall not be assignable by the Firm in whole or in part without the written consent of Virginia529.

#### **4.15 CHANGES TO THE CONTRACT.**

The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

#### **4.16 DEFAULT.**

In case of failure to deliver goods or services in accordance with the contract terms and conditions, Virginia529, after due oral or written notice, may procure them from other sources and hold the Firm responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which Virginia529 may have.

#### **4.17 INSURANCE.**

By signing and submitting a bid or proposal under this solicitation, the Firm certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. If any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with applicable state law. The Firm further certifies that the Firm and its subcontractors will maintain this insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

#### **MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**

- 4.17.1 Workers' Compensation – Statutory requirements and benefits.  
Coverage is compulsory for employers of three or more employees, to include the employer. Firms who fail to notify Virginia529 of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
- 4.17.2 Employer's Liability - \$100,000.

4.17.3 Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. Virginia529 must be named as an additional insured and so endorsed on the policy.

#### **4.18 ANNOUNCEMENT OF AWARD.**

Upon the award or the announcement of the decision to award a contract as a result of this solicitation, Virginia529 will publicly post such notice on the Agency's website for a minimum of 10 days.

#### **4.19 DRUG-FREE WORKPLACE.**

During the performance of this contract, the Firm agrees to (i) Provide a drug-free workplace for the Firm's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Firm's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Firm that the Firm maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000 so that the provisions will be binding upon each subcontractor or firm.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a firm, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

#### **4.20 NONDISCRIMINATION OF FIRMS.**

A Firm shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the Firm employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

#### **4.21 AVAILABILITY OF FUNDS.**

It is understood and agreed between the parties herein that Virginia529 shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

#### **4.22 BID PRICE CURRENCY.**

Unless stated otherwise in the solicitation, Firms shall state offer prices in US dollars.

#### **4.23 AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH.**

A firm organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the Virginia Public Procurement Act shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

#### **4.24 INDEMNIFICATION.**

Firm agrees to indemnify, defend, and hold harmless Virginia529, its board members, employees, and agents, with respect to any demand, cause of action, debt, or liability, including reasonable attorneys' fees and costs, to the extent based upon a claim that: (i) arises out of the negligence, recklessness, or willful misconduct of Firm or (ii) alleges that the Work Product, Third Party IP or the services performed by Firm pursuant to this Agreement infringe or otherwise violate any intellectual property right of any third party.

#### **4.25 HANDLING AND TREATMENT OF CONFIDENTIAL PERSONAL INFORMATION.**

- 4.25.1 At all times during and after the provision of services to Virginia529, Firm shall hold any and all nonpublic personal information, as defined in Section 6809 of the Gramm-Leach-Bliley Act corresponding regulations, (Confidential Personal Information) in strict confidence for use solely in connection with its obligations hereunder. Firm shall not disclose or disseminate or permit any employee, agent or other person to disclose or disseminate the existence, source, content or substance of any Confidential Personal Information to any other third party. Furthermore, Firm shall limit its disclosure of the Confidential Personal Information to employees within its own organization whom Virginia529 could reasonably expect to have a legitimate need to have access to such Confidential Personal Information in order to accomplish the obligations of this Agreement.
- 4.25.2 The parties agree that all Confidential Personal Information concerning Virginia529's customers (including prospective and former customers) to which Firm has access in connection with this Agreement shall be deemed to be Confidential Personal Information of Virginia529. Firm shall have access (and may afford access to third parties) to such information only as necessary to carry out Firm's obligations hereunder and that such information shall not be used for any purpose other than as provided for herein. Such Confidential Personal Information may not be disclosed to any third party without the express written consent of Virginia529 and as may be required or permitted under applicable law. Such information shall be accessed and disposed of (i) in accordance with the requirements of applicable law (including, without limitation, the privacy and security provisions of the federal Gramm-Leach-Bliley Act and applicable regulations and the provisions of the federal Fair Credit Reporting Act and applicable regulations), (ii) consistent with the initial, annual and/or amended privacy notices of Virginia529, and (iii) otherwise in accordance with the provisions of this Agreement. Firm shall be responsible for any breach of this Agreement by any of its employees, agents, and

representatives, and agrees, at its sole expense, to take all necessary measures to restrain its employees, agents, and representatives from prohibited or unauthorized disclosure or use of the Confidential Personal Information in violation of this Agreement. Firm agrees that they shall at all times protect the security and confidentiality of such information and maintain security measures in accordance with the regulations implementing the federal Gramm-Leach-Bliley Act's provisions relating to the safeguarding and security of customer information and shall employ the same standard of care as with their own Confidential Personal Information, which in any case shall not be less than reasonable care. Upon Virginia529's request, Firm shall afford Virginia529, its agents, employees and third party auditors access and assistance necessary to review, audit and verify to Virginia529 the adequacy of such security measures and the compliance of Firm with those measures. The expenses of such reviews, audits and auditors shall be borne by Virginia529.

- 4.25.3 Nothing in this Agreement will prohibit or limit Firm's use of Confidential Personal Information which (a) was in Firm's possession or was previously known to Firm before it was disclosed to Firm or its personnel by Virginia529; (b) is or becomes publicly available through no breach by Firm of this Agreement; (c) is received by Firm from a third party (other than Virginia529 or its representatives) who has a lawful right to disclose such information without any known obligation to restrict its further use or disclosure; or (d) is independently developed by Firm without use of or reference to Virginia529's Confidential Personal Information. In addition, Firm will not be considered to have breached its obligations under this Agreement to the extent Confidential Personal Information is required to be disclosed by any court or other governmental or regulatory authority or body, provided Firm, to the extent practicable, advises Virginia529 prior to making such disclosure in order that Virginia529 may object to such disclosure, take action to ensure confidential treatment of the Confidential Personal Information, or take such other action as it considers appropriate to protect the Confidential Personal Information.

## **4.26 HANDLING AND TREATMENT OF PROPRIETARY INFORMATION.**

- 4.26.1 "Proprietary Information" means all information, technology, data, patents, trademarks, copyrights or applications, know-how, processes, design, specifications, samples, inventions, ideas, past, current and planned research and development, current and planned sales and distributions methods and processes, customer lists, current and anticipated customer requirements, price lists and financial information, trade secrets or confidential or proprietary information designated in writing or orally as confidential by Virginia529. Proprietary Information also means any notes, analyses, compilations, studies, interpretations, memoranda, copies, derivative works, or other documents prepared by Firm or its employees, agents and representatives that contain, reflect or are based upon, in whole or in part, Proprietary Information furnished to Firm, including its employees, agents and representatives, pursuant to this Agreement. Without limiting the generality of the foregoing, Proprietary Information shall also be deemed to include all lists or other compilations that identify Virginia529 or business partners (including customer lists), and any other Virginia529 confidential information regardless of whether such information has been designated as confidential or proprietary information.
- 4.26.2 Firm (including its employees, agents, and representatives who are permitted to review Proprietary Information pursuant to the third sentence of this paragraph), shall use the Proprietary Information only for the purpose of providing the services contemplated by the parties to this Agreement, and the Proprietary Information shall not be used for any other purpose without the prior written consent of Virginia529. Firm, including its

employees, agents, and representatives, shall hold in confidence, and shall not disclose to any third party any Proprietary Information of Virginia529; provided, however, that Firm may make any disclosure of such information to which Virginia529 gives its prior written consent or which is required by law, regulation or decree. Proprietary Information may only be disclosed to the employees, agents and representatives of Firm who: (i) are necessary to carry out Firm's obligations hereunder, and (ii) are informed of the confidential nature of such information and of the terms of this Agreement. Firm shall be responsible for any breach of this Agreement by any of its employees, agents, and representatives, and agrees, at its sole expense, to take all necessary measures to restrain its employees, agents, and representatives from prohibited or unauthorized disclosure or use of the Proprietary Information in violation of this Agreement.

- 4.26.3 Nothing in this Agreement will prohibit or limit Firm's use of Proprietary Information which (a) was in Firm's possession or was previously known to Firm before it was disclosed to Firm or its personnel by Virginia529; (b) is or becomes publicly available through no breach by Firm of this Agreement; (c) is received by Firm from a third party (other than Virginia529 or its representatives) who has a lawful right to disclose such information without any known obligation to restrict its further use or disclosure; or (d) is independently developed by Firm without use of or reference to Virginia529's Proprietary Information. In addition, Firm will not be considered to have breached its obligations under this Agreement to the extent Proprietary Information is required to be disclosed by any court or other governmental or regulatory authority or body, provided Firm, to the extent practicable, advises Virginia529 prior to making such disclosure in order that Virginia529 may object to such disclosure, take action to ensure confidential treatment of the Proprietary Information, or take such other action as it considers appropriate to protect the Proprietary Information.