

Montana Department of Administration ITSD Request for Information Electronic Content Management System January 17, 2014



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January 17, 2014

Attention: Michele Burchette
Montana Department of Administration
State Information Technology Services Division
P.O. Box 200113
125 N. Roberts
Helena, MT 59620
MBurchett@mt.gov

Subject: CDWG Response to Montana DOA ITSD for ECMs RFI

Dear Michele Burchette,

CDW Government LLC (CDW•G) has over 29 years of experience and the right resources to support your mission by providing industry leading products and software to Montana Department of Administration State Information Technology Services Division (Montana DOA ITSD). CDW•G understands that Montana DOA ITSD, like many organizations today, is challenged with solving new problems amid a rapidly changing IT landscape and ongoing financial considerations. We offer Montana DOA ITSD the following specific advantages of partnering with CDW•G:

- **Strong IT Partnerships** - CDW•G has 350+ leading technology partners, drawing from a comprehensive selection of 160,000+ products and software enabling us to select the right partner solution for our customers
- **Experienced Account Team** - CDW•G has knowledgeable, dedicated State & Local Account Managers and technology specialists that can provide you with unbiased, in-depth expertise
- **Expert Guidance** - CDW•G's Solution Architects can help find the best solutions to help lower Montana DOA ITSD's total cost of ownership
- **National Coverage** - CDW•G currently employs over 6,800 co-workers across 25+ locations in the United States and Canada for local support whenever needed
- **Financially Stable Partner** - CDW•G provides confidence that we will be around for the term of this engagement and beyond. CDW•G sales in 2012 were \$10.1 billion and continue to grow

We value our relationship with Montana DOA ITSD and look forward to continuing to grow our partnership. Thank you for the opportunity to provide this proposal request for information on Electronic Content Management System (ECMs). If you have any questions pertaining to this response, please contact your dedicated CDW•G Account Manager, Jon Watters at 866.339.7081 or JonWatt@cdwg.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dwight Decoskey".

Dwight Decoskey
Manager, Proposals
CDW Government LLC

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CDW•G Company Overview

CDW is a Fortune 500 company and a leading provider of integrated information technology (IT) solutions in the U.S. and Canada. We help our customer base of more than 250,000 small, medium, and large business, government, education and healthcare customers by delivering critical solutions to their increasingly complex IT needs.



Our broad array of offerings range from discrete hardware and software products to integrated IT solutions such as mobility, security, data center optimization, cloud computing, virtualization, and collaboration. Our product portfolio includes more than 100,000 products from more than 1,000 brands. We provide our products and solutions through our sales force and service delivery teams consisting of more than 6,800 coworkers, including over 1,700 field sellers, highly skilled technology specialists and advanced service delivery engineers. In 2012, we generated over \$1 billion of revenue for three of our vendor partners and over \$100 million of revenue for an additional 12 of our vendor partners.

2012 Quick Facts

Headquarters: Vernon Hills, IL
Annual Net Sales: \$10.1 Billion
Customers: 250,000+
Coworkers: 6,800
Locations: 25
Fortune 500 Rank: 267
Ticker: CDW (NASDAQ)

Our goal is to have our customers, regardless of their size, view us as an indispensable extension of their IT staffs. We seek to achieve this goal by providing our customers with superior service through our large and experienced sales force and service delivery teams. Our multi-brand offering approach, which is not limited to any particular brand or product technology, enables us to identify the products or combination of products that best address each customer's specific organizational IT requirements.

History

CDW was founded in 1984 as a home-based business. As of January 1, 2013, CDW employed approximately 6,800 coworkers. Sales for the past five years are shown in the Sales Growth chart. In 2003, we purchased selected U.S. assets and the Canadian operations of Micro Warehouse, which extended our growth platform into Canada. In 2006, we acquired Berbee Information Networks Corporation, a regional provider of technology products, solutions, and customized engineering services in advanced technologies primarily across Cisco, IBM and Microsoft portfolios. This acquisition increased our capabilities in customized engineering services and managed services.

Sales Growth

Year	CDW Sales*
2012	\$10.1
2011	\$9.60
2010	\$8.80
2009	\$7.16
2008	\$8.07

*(Billions)

In 2007, CDW Corporation, an Illinois corporation, was acquired through a merger transaction becoming a wholly owned subsidiary of VH Holdings, Inc., a Delaware corporation. On August 17, 2010, VH Holdings, Inc. was renamed CDW Corporation, a Delaware corporation, controlled by investment funds affiliated with Madison Dearborn Partners, LLC and Providence Equity Partners L.L.C., certain other co-investors and certain members of CDW management. Moreover, on June 27, 2013, CDW became a publically traded entity under NASDAQ. Please see www.investor.cdw.com for detailed History and Financial Information.

Corporate Structure

CDW Government, LLC is a wholly owned subsidiary of CDW LLC, which is a wholly owned subsidiary of CDW Holdings, LLC. CDW Holdings, LLC is owned by CDW Corporation, is publically traded under NASDAQ, ticker symbol "CDW".

Customer-focused Philosophy

CDW is committed to running our business with honesty, integrity and the highest level of customer service. Our overall business strategy is to look long term when developing relationships and to measure our success by the number of repeat customers we service year after year. Satisfied customers are the key to our success. We adhere to a core philosophy known as the CDW Circle of Service, which dictates that everything we do revolves around you – the customer. Every CDW department is focused on your needs and success. This graphic is a reminder that good service leads to customer satisfaction and increased sales. It drives us to provide the best value to our customers.



We serve our customers through service delivery teams and channel-specific sales teams with extensive technical skills and knowledge of the specific markets they serve. This market segmentation allows us to customize our offerings for our customers, which often do not have the expertise or resources to effectively evaluate and optimally implement IT solutions. The scale and diversity of our customer channels provides us with multiple avenues for growth and a balanced customer base to weather economic and technology cycles.

Product Mix

CDW is a leading provider of technology solutions for business, government, education, and healthcare. We offer over 1,000 brands, from well-established companies such as IBM, APC, Apple, Cisco, EMC, Hewlett-Packard, Lenovo, Microsoft, NetApp, Symantec and VMware to emerging vendor partners such as Drobo, Fusion-io, Meraki, Nimble Storage, Salesforce.com, Sophos and Splunk. Our coworkers have enabled us to achieve the highest level of certification from major vendor partners such as IBM, Cisco, EMC, and Microsoft. These certifications reflect the extensive product and solution knowledge and capabilities that we bring to our customers' IT challenges and provide us with access to favorable pricing, tools and resources, including vendor incentive programs, which we use to provide additional value to our customers. Our vendor partners also regularly recognize us with top awards and select us to develop and grow new customer solutions.

Our software products include application suites, security, virtualization, operating systems, network management, and Software as a Service ("SaaS") offerings. We also provide a full suite of value-added-services, which range from basic installation, warranty and repair services to custom configuration, data center and network implementation services, as well as managed services that include Infrastructure as a Service ("IaaS") offerings.

Strategic Solutions and Services

CDW provides more than just product; we have the resources and expertise to deliver solutions and services that increase productivity and facilitate total lifecycle management of your IT assets.

Our full spectrum of technology services includes:

- Assessment/Planning/Design
- Configuration Services
- Installation and Deployment
- Product Protection and Support
- Software Licensing Management
- Microsoft Services
- Telecom Carrier Services
- Managed Services

Our world-class strategic solutions and services team has extensive experience and expertise regarding:

- Mobility
- Security
- Data Center Optimization
- Cloud Computing
- Virtualization
- Collaboration

Operational Expertise

Powerful logistic capabilities and organization to ensure **prompt product delivery to all of your locations**. With CDW, you have access to the industry's largest in-stock inventories. Our buying power attracts the industry's top manufacturers, along with their best prices. This means you get to choose from more than 100,000 products from more than 1,000 of the most respected brands around—without putting a strain on your budget.



- \$220M+ daily physical inventory
- **100,000+ products from 1,000+ manufacturers**
- Two state-of-the-art ISO 9001:2008 certified distribution centers
 - North Las Vegas, NV: 513,000 sq. ft.
 - Vernon Hills, IL: 450,000 sq. ft.
 - 54,000 boxes shipped daily

Purchasing Power

CDW offers MONTANA DOA ITSD competitive prices with the highest level of support. You reap the benefits of many distinctions we have earned. We are:

- HP's largest partner worldwide
- Microsoft's global LAR Partner of the Year
- Cisco's U.S. & Canada Partner of the Year!
- Lenovo's largest U.S. customer

With CDW and **onsite vendor funded badged support staff**, Montana DOA ITSD can access vendor consultation and design services at any time from pre-sale to post-sale.

- Dedicated onsite and field partner teams
- Pre-order capabilities
- Buy and hold capabilities
- 250+ Vendor-funded support staff

National Coverage

CDW additionally has a large team of field employees working out of regional and virtual offices in Florida, New York, New Jersey, Massachusetts, Michigan, Ohio, Wisconsin, Minnesota, Missouri, Georgia, Colorado, Nevada, Arizona, Texas, California, Washington, Ontario, and more. Our experts can offer you advice on site. We have locations in Pittsburgh and across the U.S. and Canada for local support to each of Montana DOA ITSD offices for a full range of solutions.



Local Presence

From unified communications to managed services, our experts can offer you advice on site, whenever you need it. We've got you covered close to Montana, in Bellevue, Seattle, Spokane, and Tacoma—local support for a full range of solutions. We can offer you advice and consulting on site, whenever you need it, for a full range of solutions:

- Cisco Unified Communication
- Cisco Wireless Site Survey & Implementation
- Cisco Borderless Networking & Security
- Microsoft Exchange Assessments & Upgrades
- Microsoft Active Directory Assessments & Upgrades
- Enterprise Server & Storage Solutions (EMC, HP, and NetApp)
- Entire IBM Platform and Software Stack
- Virtualization with VMware and Citrix



Best in Value

When you work with CDW Government, you can expect many value-added benefits including:

- **Dedicated State & Local Account Manager** who serves as your primary point of contact and help Montana DOA ITSD to streamline the procurement process
- Pre-sales System Engineers who assist with finding the best solution for Montana DOA ITSD
- Expert Technology Specialists who help develop solutions and provide ongoing consultation
- On-line purchasing via a CDW Extranet specifically designed for your organization so you can make the most cost-effective purchasing decisions
- Convenient **one-stop shopping** with more than 100,000 product offerings
- Access to immediate support from manufacturer partners and service vendors
- Quick product turnaround due to our large inventory and distribution partners relationships
- Competitive pricing and discounts for products and services always passed on to Montana DOA ITSD
- Outstanding customer service and post-sales technical support to help Montana DOA ITSD maximize productivity, minimize downtime, and save costs
- Pre-packaged and onsite technology services to protect, support, and service IT investments
- Commitment to quality control, efficient operations, and best practices so that CDW can offer more value-added services for Montana DOA ITSD's benefit

We believe that our business model provides the best value in the industry. We will continue to remain ahead of the curve with marketplace changes, expand, enhance our value proposition, and better serve Montana DOA ITSD's ongoing technology needs.

CDW Gets IT

Whether Montana DOA ITSD needs software, network communications, notebooks/mobile devices, data storage, video monitors, desktops, and printers—or you require more advanced virtualization, collaboration, security, mobility, data center optimization, and cloud computing solutions—CDW gets it. Our team of technology experts and dedicated account managers can tailor a piece of equipment, individual software, or an entire network to deliver the most effective and efficient results.

CDW's just-in-time inventory model and multiple distribution centers will ensure you have **the products and solutions you need when you need them...** no matter where you are in the world. That is what you expect from a trusted partner **with nearly 30 years' experience.**

In addition, that is what you get from CDW.

We're People Who Get IT.



Dedicated Montana DOA ITSD Account Team

Jon Watters, State & Local Account Manager

Your State & Local Account Manager, Jon Watters, is your primary point of contact and highly trained to address most Montana DOA ITSD questions or concerns. Jon is trained and experienced in the State & Local field, attending on-going training to ensure that he is knowledgeable regarding the latest technologies and changes in the industry. Excellence in customer service is a top priority for CDW•G. Your dedicated Account Manager is available to discuss your requirements, needs, and challenges.

The Account Manager's responsibilities include:

- Providing pre-sales consultation to Montana DOA ITSD
- Notifying Montana DOA ITSD of any availability issues before they occur
- Assisting with alternate sourcing options
- Providing product specifications and information to Montana DOA ITSD procurement
- Ensuring that there is sufficient lead-time to receive, configure, and evaluate new models before transitioning to a new standard
- Selecting standards with price, performance, and availability in mind
- Keeping open lines of communication between CDW, Montana DOA ITSD, and manufacturers
- Delivering product information and answering compatibility questions
- Making recommendations to Montana DOA ITSD regarding future acquisitions - i.e. purchase evaluation based on availability issues

Rodger White, Sales Manager

Your Sales Manager, Rodger White, leads the Montana DOA ITSD Account Managers to provide comprehensive solutions and outstanding sales support. Rodger is able to visit your sites for business planning and discussions of future projects, as needed. Rodger is also able to expedite certain orders and remedy problems that your Account Managers is unable to resolve.



Jon Watters

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CDW•G RFI Response

3.0 ECM/ERM Specifications

3.1 Definitions

3.1.1 Enterprise-wide Solution – a single solution that will support all agencies, offices, and commissions described in sub-section 1.2.

3.1.2 Enterprise Content Management System (ECMs) - a formalized means of organizing and storing an organization's documents, and other content, that relate to the organization's processes. The term encompasses strategies, methods, and tools used throughout the lifecycle of the content, including records management functionality.

3.1.3 Document Imaging - capability to capture paper-based information and convert it to electronic images that are stored electronically. Steps include:

- Sorting the documents
- Scanning preparation
- Scanning
- Indexing (so they can be retrieved and searched)
- Storing in a system.

3.1.4 Workflow – handles approvals and prioritizes the order documents are presented. In the case of exceptions, workflow also escalates decisions (based on pre-defined rules developed by system owners) to the next step in the hierarchy.

3.2 ECM/ERM Qualifications Submittal Requirements

3.2.1 Company Qualifications: Indicate your company's qualifications and experience as an ECM/ERM provider. Include information on the following:

Company Background

CDW is a Premier IBM Business partner—one of a select few in the United States able to bring customers the full portfolio of IBM software and IBM hardware solutions. We have nearly 100 coworkers dedicated to helping customers achieve their objectives by leveraging IBM solutions.

For IBM software, the CDW IBM Field Solution Architects work closely with our customers to understand their needs, inform customers of their options, and align and design the appropriate IBM solutions to achieve their objectives. They work with our customers to understand what professional services they may need to successfully deploy the solution, and construct Statements of Work for these services.

Our CDW IBM Sales Specialists work as our customer advocates insuring they receive the best possible pricing for the required IBM solution. They identify available IBM programs and licensing opportunities that will enable our customers to receive the greatest value for their investment in IBM software solutions.

Our CDW IBM Renewal Specialists work with our customers to help them keep their IBM software subscription and support up to date. They also work on our customer's behalf to make sure they receive the best value on their renewals, make customers aware of any opportunities for savings, and assist customers in staying compliant with IBM licensing requirements.

Our CDW Engineers help our customers successfully deploy IBM software solutions. Where CDW does not have the engineering resources on staff, we subcontract with leading solution providers to make these services available to our customers. This simplifies the procurement process for our customers, enables

them to receive the best pricing on software, and insures highly experienced resources are available to our customers. Our ECM services partner is a Premier IBM Business Partner headquartered in Minnesota. They are ECM and Social Business experts. Our partner has implementations worldwide, and with over 1,000 customer engagements in over 25 years of business. In that time, they have been recognized and have a proven track record of success in working with medium to large organizations.

Similar Projects:

Hennepin County in Minnesota

Customer References:

Hormel Foods. Additional references with specific contact information can be provided. Out of respect for the busy schedules of our references, we do not provide this information early in the evaluation process.

3.2.2 Solution Overview: *Provide an overview of your solution based on the requirements outlined below. Discuss options for migrating legacy ECMS systems listed in Section 1.4 and in Attachment A – State of Montana Agency ECMS Survey.*

CDW recommends IBM software for an integrated Enterprise Content Management solution at the State of Montana. IBM is a leader in the field of Enterprise Content Management receiving consistently high marks from industry analysts such as Gartner, IDC, and Doculabs. The individual, modular components of IBM's Enterprise Document Management solution are part of IBM's Enterprise Content Management offering which is used by more than 17,000 customer sites around the world addressing requirements for global content management systems, including firms such as JPMorgan Chase, Bank of America, Prudential Financial Services, T Rowe Price, and Citigroup, to name a few. It is deployed in numerous state government agencies in the United States, from Departments of Commerce, Transportation, Revenue, Human Services and more, including 19 state agencies in the State of New York alone. It is also deployed to meet the needs of US Counties, such as Hennepin County in Minnesota.

The solution that we have described is based upon a central core of well-integrated IBM mainstream software products. This core enterprise document management software provides the robust scalability, reliability, and functionality that others have used to solve similar organizational and technology challenges.

Migration

We have a proven methodology and toolkit to expeditiously complete a migration of content into IBM's ECM solution. This process leverages the out of the box functions included in the source and destination systems, but adds the use of tools developed in the course of completing many content migrations.

The challenge of migrating unstructured content, such as documents and images, versus structured content (columnar database data) is ensuring that all content migrates unaltered and intact, including all the associations between documents and their index values. We will complete a thorough analysis of all content in the source system prior to the start of the migration and then compare this analysis to the resulting content in the destination system. Historically, common issues with migration have included corrupt files in the source system, improperly indexed documents in the source system, and files deleted from the source system, but still contain a pointer in the associated dataset. Any objects that do not successfully migrate are identified by our reporting tools.

Any given migration project requires the following skills: project management (including communication with the client), ownership and technical coordination of the overall migration process, content migration initiation and monitoring, technical troubleshooting, an understanding of our migration tools sufficient to modify the tools as needed, an understanding of the functions of the source and destination systems, and data validation (generation of migration details reports).

In order to appropriately estimate the effort required for any migration project, we must obtain as much information regarding the project variables (described in the "Define Project Requirements" section below) as possible. For any one of the variables that is unknown when the project is estimated, we will state the assumption based on that variable that was used to determine the estimate. Any variations from the information provided about the project variables or the stated assumptions may result in additional effort and necessitate a project change request.

We will coordinate with state staff from project inception to ensure that the migration proceeds in a manner that makes effective use of client staff and technical resources and that it complies with all relevant policies and procedures. Steps in the migration process include all the following:

- Finalize Migration Plan, including timing to minimize impact on users
- Define Project Requirements
 - Define secure file transfer approach
 - Define phased approach to migration
 - Determine Current Electronic Content Specifications
- Document Classes-number and list
- Document Count
- Document Index Values-number, type, location, format
- Document File Formats
- File Storage (magnetic versus optical disk)
- Document annotations (number and type)
- Document Security
- Any other relevant electronic document properties
- Single versus multi-page images
- Large file sizes
- Compound or complex documents
- Multiple document versions
- Images with OCR results for full text searches
 - Document Security Configuration
 - Define Target System Electronic Content Specification, including data structure
- Deliverable: Project Requirements
- Perform Migration
 - Implement secure file transfer approach
 - Install XML Loader in client environment
 - Define data map (current system to future system)
 - Define XML format
 - Perform "proof of concept" migration of sample documents
 - Determine throughput/speed for extract and loading process
 - Estimate duration of complete migration
 - Modify Migration Plan as needed based revised estimate of duration
 - Validate "proof of concept" migration
 - Make source system content "read only" to prevent alteration during migration

- Export content
- Export metadata
- Modify XML Generation Utility, if necessary
- Generate XML
- Load XML files into destination
- Validate migration results
- Run Migration Details Reports
- Deliverable: Migration Details Report
- Repeat all migration tasks for "delta" documents, if needed
- Cleanup/retransfer of any files that did not migrate
- Uninstall XML Loader

3.2.3 Software Modules: *Indicate any modules (with descriptions of functionalities) necessary for the solution to meet these requirements.*

IBM Datacap Taskmaster

All content including images, faxes, etc., will be captured centrally or in a distributed manner using IBM's industry-leading solution for capture called IBM Datacap Taskmaster. Taskmaster is a full-featured capture platform that enables an organization to build and implement solutions for automating the transformation of paper documents to digital information. Datacap Taskmaster Capture provides technologies for automated document identification, extraction of data with OCR, ICR, OMR and barcodes, automated validation of data, an ergonomic GUI for editing and key from image, and delivery of images and data to ECM, ERP, and databases in a variety of formats.

Datacap Taskmaster Capture automates data entry of indexes by recognizing machine print, handprint, check boxes, and bar code to extract field level data – this significantly reduces the need for manual data entry and increases productivity of document processing staff. By automating data entry of indexes and transactional data, organizations typically reduce their data entry headcount by an average of 50%.

Datacap end-users repeatedly report that one of the unexpected benefits they received from document automation is the elimination of data entry errors. Incorrectly entered data causes enormous challenges when “bad” data is passed to line of business systems or ECM repositories – requiring a time-consuming discovery and reconciliation process.

Below is a summary of Datacap's functional capabilities:

- Scanning
 - Remote scanning via the web – even for high volumes!
 - Supports directly attached scanners, network scanners and Multi-Function Devices
- Processing
 - Industry first – Rules execution engine for Capture with Rulerunner technology
- Makes it easy for the business to make changes without programming
 - Best document processing, recognition, and extraction technology
- Image cleanup and enhancement – maximizes compression and readability
- Recognition (OCR/ICR/OMR/barcode) with multi-engine voting
- Automated document classification and separation
- Automated database lookup and validation with critical data sources and applications
- Distributed indexing and verification – securely in a web browser

- Exporting
 - Export to the IBM repository, SharePoint, and other Third Party Systems (non-IBM repositories are optional extras)
 - Package and export to business systems via XML services
- Managing
 - Web-based monitoring, configuration, and administration

When document processing requires extra strength to achieve high throughput or to enable many users, IBM offers a performance-enhancing add-on to Datacap Taskmaster Capture that leverages the power of multi-core processors and the flexibility of services oriented architecture (SOA).

Datacap Rulerunner Enterprise provides robust document capture scalability due to two key capabilities:

- Virtualization inside of Taskmaster Capture using the multiple processors available on many computers
- Service-based document identification and data location features to assure that this important background processing keeps pace with demand

Both capabilities deliver accelerated speed by eliminating potential processing bottlenecks as the number of documents or users elevates Datacap Taskmaster Capture open architecture.

Our Datacap solution is currently in use in multiple customer environments managing high volume capture of documents.

IBM Case Manager

IBM Case Manager delivers affordable agile ECM. It combines enterprise content management (ECM) and business process management (BPM) for companies who seek to optimize their mission critical business processes. This bundle includes:

- IBM Support Assistant Data Collector 2.0
- IBM WebSphere Application Server v8.5
- IBM Content Analytics with Enterprise Search 3.0
- IBM Content Management Interoperability Services for FileNet Content Manager 1.0
- IBM Content Management Interoperability Services for Content Manager 1.0
- IBM Case Foundation 5.2.0
- IBM Forms Server Classic 8.0
- IBM Forms Designer 8.0
- IBM Forms Viewer 8.0
- IBM Lotus Sametime Entry 8.5
- IBM Worklight Consumer Edition 6.0
- IBM Business Embedded Rules 8.5
- IBM Lotus Sametime Proxy Server 8.5
- IBM Content Navigator 2.0

IBM FileNet Content Manager is a repository for the storage, management, and distribution of all types of digital content. IBM FileNet Content Manager lets you manage all aspects of digital information processing including images, MS Office files, e-documents, video/audio clips, XML/HTML, faxes, as well as proprietary formats with content stored in its native format. IBM FileNet Content Manager will be the repository in which all of the documents such as word processing, images, fax, and forms as well as any other digital objects are stored. The solution is flexible, allowing you to define and easily implement the

attributes and metadata associated with the content. Content is stored once in the repository, with the ability to use the content as part of a case, assign retention, apply Records Management, or make available for external users. Our integrated hierarchical storage management capabilities will enable content archiving to near line and off line storage locations to help reduce storage costs over the life cycle of documents. The solution supports multiple storage devices for maximum flexibility.

Access to content stored in the repository is via a browser-based client. Users will have role-based security to content stored in the repository. Our solution can integrate with existing LDAP systems for user and group authentication.

The IBM repository is designed from the ground up to deliver unparalleled robustness, scalability, performance, and extensibility for managing an enterprise's information assets. Along with transaction, security, process integration, and life cycle services, IBM FileNet Content Manager provides a single, open, comprehensive, and consistent framework for managing, sharing, reusing, and archiving all types of digitized content.

IBM FileNet Content Manager comes standard with national language support-to-support global deployments in multiple languages.

IBM FileNet Content Manager also comes standard with the IBM DB2 database and IBM WebSphere Application Server limited use licenses for use with the solution. This can save thousands of dollars not having to separately license either a relational database or an application server. IBM's Content Management Suite runs on multiple platforms for maximum scalability. The following platforms are supported: Linux on z and other hardware platforms, UNIX (including AIX), and Windows.

IBM's FileNet Business Process Manager is a proven solution that increases process performance, reduces cycle times, and improves productivity by automating, streamlining, and optimizing complex processes to manage the flow of work throughout your organization. Our BPM solution is standards-based, flexible, and customizable to allow systems to easily support multiple workflow processes. It comes standard with the ability to monitor and measure user productivity.

IBM FileNet Business Process Manager includes a comprehensive set of integrated tools to build, execute, and manage content-centric processes, helping you reduce costs and complexity by:

- Enabling composite application development with Web 2.0 features such as widgets and mashups
- Supporting case management and rapid applications development
- Integrating electronic forms for efficient input and display of information
- Tracking use and processes to enforce accountability for compliance requirements
- Facilitating collaboration between the IT department, systems analysts and business users
- Integrating with a business rules management system (BRMS)* and business intelligence (BI) system*

IBM FileNet Business Process Manager stands apart from other solutions for the depth and breadth of its integrated capabilities, including support for active content and agile enterprise content management (ECM). The components needed to implement content-centric business process management (BPM) are in one place to help you implement the solution more quickly and cost-effectively than piecing together ECM and BPM offerings from multiple vendors.

Active content can represent literally anything that is of interest to the business, from unstructured documents through to line-of-business applications and customer cases. Each piece of content has

metadata that may include information about its creation date, owner, or keywords. Any change to content or its metadata is an event that can be captured and acted on. The result is processes that are inherently “aware” of the associated content (content-aware processes) and content that has an awareness of the related processes (process-aware content). IBM FileNet software is unique in capturing and leveraging this process-content relationship. Active content puts your content to work for you, helping to reduce latency and improve efficiency, accuracy, and decision-making.

Agile ECM enables business users, systems analysts and IT to work together collaboratively, offering leading build, execution and management software tools to optimize the overall application development and deployment process. Business users can leverage improved ECM widgets to quickly create powerful mashups of role-specific information. In addition, IT can use common business components and services to speed responses to changing business requirements.

As a foundation for achieving an agile ECM environment, FileNet Business Process Manager delivers a highly scalable, robust, content-centric BPM solution.

Imagine Solutions Encapture

This is an add-on to IBM Datacap that enables the capture of content from multi-function devices.

IBM Enterprise Records

The IBM Solution includes integrated Records Management with the IBM Enterprise Records solution. IBM Enterprise Records (IER) streamlines records-based activities across any electronic, hybrid and physical records to help enforce compliance with organizational defined retention policies without user participation to provide records governance to facilitate trustworthiness, accuracy, and compliance with organizational defined records retention policies. It combines content, process, federation, and connectivity streamlining records operations. IER can manage information in a federated environment to manage records in place in both IBM and non-IBM repositories with no migration of records required. The IBM Solution supports automatic collection, classification, de-duplication, metadata extraction, classification, and transformation of content. IER facilitates a lights out option to automatically execute various approved disposition phases without requiring user or administrator interaction. With its automated and dynamic hold initiation based on a patent-pending combination of content and metadata, IBM Enterprise Records provides automated and precise auditing and monitoring so that at any given time organizations have insight into their operational records activities.

The IBM solution is certified against the U.S. DoD 5015.02 V3 standard, and is designed for organizations that require a scalable, high performance enterprise records management solution on a J2EE platform. IBM Enterprise Records helps reduce compliance risks and increases records policy and organizational effectiveness by providing a proven solution that can:

- Automate the tedious manual activities performed by both users and records managers
- Enabled by Zero-Click technology, which enables the declaration and classification of records without user interaction
- Leverage the industry-leading IBM Business Process Management solution to address myriad and complex interdependent compliant processes
- Manage information in a federated environment to manage records in place in both IBM and non-IBM repositories with no migration of records required
- Deliver intelligent, jurisdiction-based management of records
- Facilitate a lights out option to automatically execute various approved disposition phases without requiring user or administrator interaction

- Exceed market requirements for automated and dynamic hold initiation based on a patent-pending combination of content and metadata
- Centrally manage multiple file plans to enable organizations to quickly control records from mergers and acquisitions or support records operations across multiple agencies
- Provide automated and precise auditing and monitoring so that at any given time organizations have insight into their operational records activities

IBM Content Collector

Content Collection and Archiving offerings from IBM work as part of an enterprise records management system - so important Records are not stored in multiple uncontrolled and isolated silos. With IBM, you decide what to keep and all your content resides together so you can use it together. In addition, IBM offerings are modular. You can begin using the components you need today and easily grow your capabilities as your needs evolve.

IBM's archiving platform, IBM Content Collector, is a next generation email file system and content archiving solution and is a key component of IBM Enterprise Content Management (ECM) product offerings.

IBM Content Collector ("ICC") is a universal collection utility with the ability to capture emails, files, and SharePoint and can be extended via open, supported APIs to support many other content sources including wikis, websites, instant messages, BLOGS, computer report output, and images. Combined with its rules and processing capabilities, this flexible product will be a workhorse for collecting varied electronic content of today and tomorrow. ICC can be used to perform a rules based capture of documents from many different sources for Records Management. Metadata properties and full text classification from email, files and SharePoint as well as information derived from the actual content can be used to automatically place this content in the proper records class and to automatically drive records retention schedules.

Content Collector enables the automatic archiving of content from a source system into an IBM ECM repository. It enables mail users to manually archive email, files or SharePoint documents, search and restore from the repository, and provide off-line user support.

IBM Content Collector performs more than simple archiving, ICC:

- Provides flexible processing and filtering options
- Assists companies in demonstrating compliance with regulations
- Address storage management issues

IBM eDiscovery Manager

IBM eDiscovery Manager enables authorized IT and legal staff to search, cull, hold, and export case-relevant content. This solution gives you the high performance and rich functionality you need to support complex cases throughout your enterprise.

eDiscovery Manager can help your organization:

- Mitigate escalating discovery costs—by streamlining and standardizing the electronic discovery process. eDiscovery Manager helps you respond to discovery requests cost-effectively and with agility.
- Preserve your electronically stored information (ESI) evidence—in a security-rich, auditable, high-scale, trusted evidence repository that includes chain-of-custody tracking.
- Organize ESI, email and other content—to further reduce discovery costs and risks

IBM Content Analytics with Enterprise Search

IBM Content Analytics with Enterprise Search is a search and analytics platform that combines the power of content analytics with the scale of enterprise search in one offering. It uses rich-text analysis to surface new, actionable insights from enterprise content. IBM Content Analytics with Enterprise Search tackles complex search analytics issues even as your information grows to “big data” scale.

Content Analytics with Enterprise Search:

- Transforms information into insights by uncovering trends, patterns, and relationships from enterprise content through intuitive analytics visualizations.
- Provides advanced content discovery and exploration by guiding users to relevant content through business understanding.
- Delivers an integrated development environment for rapid creation of powerful analytics applications.
- Provides greater scalability, flexibility, and integration with other IBM systems and solutions using an open-standards platform.

IBM Forms

IBM Forms enables you to rapidly build and deploy full-featured web form applications. It can help you collect data and automate forms-based business processes. Users of all skill levels can rapidly build and deploy form processing software applications standalone or within social and web experience software. IBM Forms software helps you improve efficiency; enhance customer service and speed time to revenue by becoming more responsive to citizen needs.

3.2.4 Licensing Options: Explain how your solution licensed, i.e. named user, concurrent user, enterprise license, server/processor, Storage capacity, etc. The State may require an enterprise-wide system that supports up to 5,000 users.

Product	Licensing Option	Quantity
IBM CASE MANAGER	AUTHORIZED USER VALUE UNIT	2,500 (Required for 5,000 total users)
IBM DATACAP TASKMASTER CAPTURE	AUTHORIZED USER VALUE UNIT	10 (Assumes 10 Scanning Stations)
IMAGINE SOLUTIONS ENCAPTURE MFP CLIENT	DATACAP ADD-ON FOR MFD USE	10 (Assumes 10 MFDs)
IBM ENTERPRISE RECORDS ADD-ON	AUTHORIZED USER VALUE UNIT	2,500 (Required for 5,000 total users)
IBM CONTENT COLLECTOR FOR EMAIL	AUTHORIZED USER VALUE UNIT	2,500 (Required for 5,000 total users)
IBM EDISCOVERY MANAGER	AUTHORIZED USER VALUE UNIT	10 (Assumes 10 users who need to do discovery)

3.2.5 Estimated Costs: Provide an explanation of your price/cost model and estimated cost range (i.e. \$100,000 to \$200,000) based on 5,000 users for your solution as described in sub-section 3.2.2

The software pricing below is for estimate purposes only, and does not take into account existing licensing of these products, which may reduce the total quantities required. Final pricing can be provided in a formal proposal upon request. IBM discounts will likely be available give the replacement of other ECM solutions. Services costs cannot be realistically estimated until a much more specific set of service requirements can be established.

Product	Quantity	Unit Cost	Total
IBM CASE MANAGER	2,500	\$1,700.00	\$4,250,000.00
IBM DATACAP TASKMASTER CAPTURE	10	\$6,222.00	\$62,220.00
IMAGINE SOLUTIONS ENCAPTURE MFP CLIENT	10	\$637.50	\$6,375.00
IBM ENTERPRISE RECORDS ADD-ON	2,500	\$238.00	\$357,000.00
IBM CONTENT COLLECTOR FOR EMAIL	2,500	\$95.20	\$238,000.00
IBM EDISCOVERY MANAGER	10	\$47.81	\$478.10
Total			\$4,914,073.10

3.0 ECMS Specifications

Document Imaging Specifications	Out of the Box	Customization Required	3 rd Party Application	Comments
1. Does the ECM provide imaging software to import basic scanned documents?	x			IBM FileNet Content Manager, IBM Content Navigator, and IBM Datacap Taskmaster together provide a complete capability for scanning, intelligently processing, and managing documents originating on paper.
2. Does the ECM support the following imaging capabilities:				
Optical Character Recognition (OCR)	x			IBM Datacap Taskmaster is a market leading, full-featured, intelligent forms processing platform. It can recognize both machine printed and human printed characters from a captured document, and process the captured data in a fashion that minimizes human intervention.
Intelligent Character Recognition (ICR)	x			IBM Datacap Taskmaster is a market leading, full-featured intelligent forms processing platform. It can recognize both machine printed and human printed characters from a captured document, and process the captured data in a fashion that minimizes human intervention.
Optical Mark Recognition (OMR)	x			
Optical Bar Code Reader (OBR)	x			

Document Imaging Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
	Mobile Capture – smart phones and other mobile devices	x			IBM Content Navigator provides a full-featured mobile client platform that is integrated with IBM Datacap Taskmaster. From that interface, users are able to capture documents using the device's camera, and forward the image on to Taskmaster for all the intelligent form processing available for a traditionally scanned document.
3.	Is the system compatible with Multi-functional Devices (MFDs) i.e. copiers, mobile device capture, fax server, email, and file import?			x	Encapture from Imagine Solutions provides a distributed capture solution that supports capture from MFDs and other networked sources. The software is available through IBM and is fully integrated with the entire IBM suite of ECM software offerings.
4.	Does the system have the capability to do batch scanning and indexing?	x			IBM Datacap Taskmaster allows for the organization of a capture requirement in virtually any fashion dictated by a particular business need.
5.	Does the system provide the ability to capture index information from scanning/capture software?	x			IBM Datacap Taskmaster provides a broad set of automated and human intervention indexing capabilities. Virtually every available capture software package, from vendors other than IBM, provides direct and tight integration with IBM FileNet Content Manager.
Content Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
1.	What kind of navigational capabilities does your solution support:				
	<ul style="list-style-type: none"> • Folders (similar to MS Windows Explorer) 	x			IBM Content Navigator provides browse navigation of the IBM FileNet Content Manager repository, both in desktop and mobile experiences, in a fashion very similar to the Microsoft interfaces users are typically familiar with.

Content Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
	<ul style="list-style-type: none"> Key word search 	x			IBM FileNet Content Manager's extensive data modeling capabilities allow for the intelligent association of properties to any piece of stored content. Those properties are easily searched using both simple and complex queries.
	<ul style="list-style-type: none"> Formal taxonomy using document types and classes 	x			
	<ul style="list-style-type: none"> All of the above 	x			There really are no limits on how data models can be created and managed within IBM FileNet Content Manager.
2.	Does your solution support remote access to the ECM system, i.e. for staff that works in the field and have the need to enter documents from the field?	x			IBM Content Navigator provides a full-featured mobile client for both iOS and Android based mobile devices.
3.	Does your solution provide access to documents on a public-facing online system?	x			IBM Content Navigator is web-browser based and is easily configured to provide a document retrieval experience suitable for use by the general public.
4.	Does the ECM support multiple naming and archiving processes?	x			IBM FileNet Content Manager is integrated with all of the industry leading data archiving platforms.
5.	Does the ECM fully integrate with Microsoft Office applications (Word, Excel, PowerPoint, etc.)?	x			IBM Content Navigator provides direct integration with Microsoft Word, Excel, PowerPoint, and Outlook.
6.	Does the ECM fully integrate with Microsoft Exchange?	x			IBM Content Navigator provides direct integration with Microsoft Exchange through Outlook. Additionally, IBM Content Collector provides a full-featured email-archiving interface that will extract content en masse from Exchange and store it in the IBM FileNet Content Manager repository.
7.	Does your solution support email archiving and	x			IBM Content Collector provides a full-featured email-archiving

	management capabilities?				interface that will extract content en masse from Exchange and store it in the IBM FileNet Content Manager repository.
8.	Does the ECM allow access to documents by an Apple iOS or Android device?	x			IBM Content Navigator provides a full-featured mobile client for both iOS and Android based mobile devices.
9.	Does the ECM allow access to documents via web browser? If so, list the compatible browsers and versions in the Comments section.	x			Browser Version Apple Safari: 5.1, 6.0; Microsoft Internet Explorer: 8.0, 9.0, 10; Mozilla Firefox: ESR 10, ESR 17.0, ESR 24; Google Chrome: 22, 23, 24, 25, 26, 27, 28, 29, 30
10	How does the solution manage documents with a retention policy?	x			IBM FileNet Content Manager provides retention definition for all document classes and subclasses. Retention is easily specified in terms of minutes, hours, days, weeks, months, or years. Full-featured information lifecycle governance within IBM FileNet Content Manager is available from IBM Enterprise Records. IER is fully integrated with Content Manager and is DOD 5015.2 certified.
11	Provide examples of reports that can be used to ensure retention policies are being adhered to.	x			IBM Enterprise Records provides a rich set of standard reports that allow a records manager to ensure policies are enforced.
12	Search Capabilities				
	Will the system accommodate full text OCR to search for and retrieve files?	x			IBM Datacap Taskmaster provides a full text OCR capability in addition to its intelligent forms processing capabilities. IBM Content Navigator is supplied with a limited use license for IBM Content Analytics. With the capability, a full Google-style search is available for any repository content that is text or has been stored using full-text OCR.
	Does the ECM offer web-based and desktop client interface search and retrieval?	x			IBM Content Navigator is completely web-browser based.

Content Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
	Does the ECM accommodate "Full Text Indexing" (i.e. OCR) to search for and retrieve files?	x			IBM Content Navigator is supplied with a limited use license for IBM Content Analytics. With the capability, a full Google-style search is available for any repository content that is text or has been stored using full-text OCR.
	Does the ECM allow users to configure custom searches that they commonly use?	x			Assuming they have authority to do so, users of IBM Content Navigator can develop and save search configurations that they often use. Saved searches can be personal or can be shared with other groups of users and with the entire user community.
Automated Workflow Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
1.	Does your ECMS support document-centric, author-review-approve automated workflow capabilities?	x			IBM Case Foundation provides a rich, easily configured content-centric workflow solution.
2.	Does your ECMS support workflow automation for processing:				
	E-forms for internal purposes	x			IBM Case Foundation is supplied with and integral electronic forms capability.
	E-forms for external customer purposes	x			
	Work items (documents, reports, etc.)	x			
	Automatic notifications and emails	x			
	Workflow status tracking	x			IBM Case Foundation is supplied with a broad set of pre-configured reports and status dashboards.
3.	Does the system allow users to perform workflow activities using a standard web browser such as Internet Explorer and Mozilla Firefox?	x			IBM Content Navigator is the end-user interface to IBM Case Foundation. Users access Navigator either from a web browser or from one of the available mobile clients.
4.	Does workflow allow users to define conditions?	x			IBM Case Foundation provides a graphical process definition facility that allows for the definition of workflow steps and the conditional routes that connect them.

Automated Workflow Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
5.	Can workflow be automated for a specific document type and workflow template?	x			
6.	Does the workflow include E-signature capabilities?	x			The eform capability integral to IBM Case Foundation provides for electronic signatures. Depending on how the author configured the form, one of the following signing services is used to sign a form: <ul style="list-style-type: none"> • I-Sign (P8) • I-Sign (Ink) • Microsoft CSP All signing services allow for signing the form and verification of the signature.
Records Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
1.	Include the use of back end migration to optical storage or similar technology that meets the State of Montana legislative compliance requirement for permanent records storage of documents. There should be assurance that records stored in the system cannot be altered.	x			IBM FileNet Content Manager is directly integrated with fixed content storage platforms including: <ul style="list-style-type: none"> • IBM Tivoli Storage Manager • EMC Centera • Hitachi Content Platform • NetApp SnapLock Those platforms carry many compliance certifications.
2.	Create, edit and manage a corporate “file plan” / records retention schedule, which contains information used to classify records.	x			IBM Enterprise Records provides a complete enterprise file plan management platform.
3.	Create and manage the record folders (and folder volumes) that are available to help organize the file plan.	x			IBM Enterprise Records allows for the automated and manual creation of record folder and volumes in a manner that is consistent with formal records management practices and the DOD 5015.2 specification.
4.	Configure the system to easily declare objects as records in native authoring tools and specify which object classes and properties to manage.	x			IBM Content Navigator, through all of its interfaces (e.g., Office, web, mobile), is integrated with IBM Enterprise Records such that a user is able to manually declare a record.

Records Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
5.	Create and manage records retention rules.	x			Records Managers and Records Administrators can easily manage the enterprise file plan from within the IBM Enterprise Records web-based user interface.
6.	Create and manage physical boxes, folders, and records.	x			IBM Enterprise Records is a full-featured records management platform for both electronic and physical record assets.
7.	Search for categories, folders, and records.	x			
8.	Place holds against record categories or search results.	x			
9.	Identify appropriate metadata for all formats and sources.	x			The rich data modeling capabilities of IBM FileNet Content Manager are extended into IBM Enterprise Records.
10.	Manage various record image / formats in an integrated manner.	x			
11.	Maintain the relationships between records and files, between file series and the file plan.	x			
12.	Retrieve information for personal use or to comply with Freedom of Information Act / discovery requests.	x			IBM eDiscovery Manager provides a mechanism for satisfying eDiscovery and FOIA requests. Within the software a case is created, the repository is searched and documents are gathered into the case. Once the case is complete, it is easily exported for delivery to the requesting party.
13.	Construct and manage audit trails and track system usage by department and user.	x			A broad set of auditing capabilities are implemented in both IBM FileNet Content Manger and IBM Enterprise Records.
14.	Manage the integrity and reliability of records once they have been declared as such.	x			IBM Enterprise Records allows for automated adjustments to a document's security profile as that document progresses through each step of the record lifecycle.

Records Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
15.	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.	x			IBM Enterprise Records is integrated with IBM Case Foundation for managing the record disposition process. Records eligible for disposition can automatically launch on a workflow process for review and approval prior to final destruction.
16.	Provide a seamless integration of the ERMS (providing the records management logic) with an ECMS,	x			IBM Enterprise Records is fully integrated with IBM FileNet Content Manger and IBM Case Foundation.
17.	Records Manager Application will be a 100% Web-browser based application.	x			
18.	Views file plans and retention and disposition policies.	x			
19.	Provide interface capabilities to existing systems that create electronic records, via an application program interface (API) to integrate properly with the proposed ECMS.	x			IBM Enterprise Records provides a comprehensive, rich API for all record management functions.
20.	ERP integration: support enterprise resource planning (ERP) systems APIs.	x			
21.	Typical Reports: Including, but limited to, the following:	x			IBM Enterprise Records is supplied with a broad set of standard reports that are easily extended and modified to meet specific enterprise needs. Some of the supplied reports include: <ul style="list-style-type: none"> •Categories and Folders by Disposition Actions •Disposition Schedules Defined in a File Plan •Disposition Schedules Allocated to Record Types •Electronic Categories and Folders Associated with a Disposition Schedule •Electronic Folders and Records by Protective Markings (PRO only) •Electronic Folders Created within a Specific Period •Electronic Records Created by a User within a Specific Period

					<ul style="list-style-type: none"> •Electronic Records Viewed by a User within a Specific Period •Electronic Volumes Opened and Closed within a Specific Period •Folders and Records Associated with a Disposition Schedule •Folders and Records by Disposition Actions •Folders and Records on Hold •Location of Electronic Records by Application Type •Records Due for Downgrading or Declassification (DoD Classified only) •Records Folders without an Associated Disposition Schedule •Review Decisions Taken within a Specific Period •Structured File Plan View •Vital Records Due for Disposition
	o Ready for Destruction report	x			
	o Future Disposition Schedules report	x			
22.	Maintain the relationships between records and files, between file series and the file plan.	x			
23.	Retrieve information to comply with Freedom of Information Act / discovery requests.	x			IBM eDiscovery Manager provides a mechanism for satisfying eDiscovery and FOIA requests. Within the software a case is created, the repository is searched and documents are gathered into the case. Once the case is complete, it is easily exported for delivery to the requesting party.
24.	Associate the contextual and structural data within a document.	x			IBM Content Analytics provides a broad capability for analyzing and otherwise extracting contextual data from within a document.
25.	Construct and manage audit trails and track system usage by department and user.	x			A broad set of auditing capabilities are implemented in both IBM FileNet Content Manger and IBM Enterprise Records.

Records Management Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
26	Manage the integrity and reliability of records once they have been declared as such.	x			IBM Enterprise Records allows for automated adjustments to a document's security profile as that document progresses through each step of the record lifecycle.
27	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.	x			An automated record disposition sweep within IBM Enterprise Records determines when content is eligible for promotion to its next lifecycle phase. Records may be queued for review or simply destroyed automatically when that phase is final disposition.
E-Forms Specifications		Out of the Box	Customization Required	3 rd Party Application	Comments
1.	Do your E-forms support the need to retain the look and feel of paper forms?	x			IBM Forms provides a very high fidelity capability for replicating current manual (paper) forms).
2.	Do your E-forms support E-signatures?	x			
3.	Does your solution support public-facing E-forms that can be filled out and submitted on line?	x			

4.0 Additional Information. Provide any additional information that may be of interest to the State regarding your solution.



AGENCY CUSTOMER ID: 10227766
 LOC #:

ADDITIONAL REMARKS SCHEDULE

Page _ of _

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED CDW Government LLC	
POLICY NUMBER See Certificate Number: 570051526030		EFFECTIVE DATE:	
CARRIER See Certificate Number: 570051526030	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MMDDYYYY)	POLICY EXPIRATION DATE (MMDDYYYY)	LIMITS
	WORKERS COMPENSATION						
F		N/A		WC026020307 WC OR SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020305 WC CA SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020306 WC FL SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020301 WC - IL KY NC NH UT VT SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020302 WC - MA ND OH WA WI WY SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020303 WC - AZ GA VA SIR applies per policy terms & conditions	10/01/2013	10/01/2014	
E		N/A		WC026020304 WC - NJ PA SIR applies per policy terms & conditions	10/01/2013	10/01/2014	



Supplier Diversity Commitment

At CDW, we know inclusion drives business. As a result, CDW's Supplier Diversity program intends to increase procurement opportunities for direct and indirect spending with small, minority-owned, women-owned, veteran-owned, disabled-owned, and other small, disadvantaged businesses. The CDW philosophy on diversity extends beyond our coworkers, the customers we serve, and the communities we live in, to include our valued supplier partnerships. Our commitment to strategically partner with qualified businesses enables CDW to continue to provide the best customer experience while contributing towards economic growth in diverse communities throughout the United States.

CDW launched its Supplier Diversity program in 2007 and has seen increases in diverse spend since the program's inception. As CDW does not manufacture products, increases in spend are accomplished by building relationships with qualified small, diverse businesses to assist our customers and us in meeting procurement goals. As of December 2011, there are 469 partnerships with minority and women owned and other small, disadvantaged businesses including, but not exclusive to, product manufacturers, distributors, and service providers that can be leveraged with the customers' needs when applicable. CDW has also partnered with women-owned and minority-owned leasing companies that can support customers' Tier 1 M/WBE spend requirements. Other Tier 1 small business partnerships continue to develop as our customers' needs arise. To locate qualified, certified diverse suppliers, CDW has leveraged an on-line registration tool where businesses can register their company's information for future opportunities at CDW.

To summarize the program's growth, in 2011 CDW spent over \$282 million with MBE and WBE partners alone which equates to 3 percent of our total spend. The company's overall diverse spend exceeded \$713 million dollars or approximately eight percent of total spend. Total diverse spend increased six percent over 2010.

An important aspect of the CDW Supplier Diversity program is our support and participation in various organizations and events focused on developing relationships and business opportunities within diverse communities. CDW is a National Corporate Member of the National Minority Supplier Development Council, Inc. and The Women's Business Enterprise National Council. CDW supports other organizations such as the Chicago Minority Business Development Council, Inc., the Women's Business Development Center of Chicago, the Minority Business Development Agency of Chicago, the National Veteran Owned Business Association, the National Gay & Lesbian Chamber of Commerce and ATHENA Lake County, IL to name a few. Not only does CDW contribute financially to these organizations, we also engage on advisory councils, attend and host events as well as provide resources when necessary to support the organizations' focus with their clientele for continued growth and success.

Our diversity and inclusion efforts have been noticed. On October 18, 2010, CDW received a perfect score in the 2011 Corporate Equality Index (CEI). CEI ranks top organizations based on criteria of non-discrimination practices for sexual orientation and gender identity or expression, domestic partner benefits, LGBT employee resource groups, advertising and marketing practices, and responsible citizenship. Other awards include 2009 Corporate Partner of the Year, NAWBO Chicago, Supplier Diversity Honorable Mention, Premier, Inc. and the Department of Labor provided CDW Corporation with the E.V.E. Award in October 2008.



Statement of Diversity for CDW LLC and Subsidiaries

The Company is an equal opportunity employer that values diversity. We commit to our coworkers, applicants and community to have job opportunities open to everyone equally.

It is the policy and practice of CDW not to discriminate against any coworker or applicant on hiring decisions or career advancement because of race, color, religion national origin, age, sex, disability, sexual orientation, gender identity, genetic information, marital status, citizenship status, status as a disabled veteran, veteran of the Vietnam Era, or any other characteristic protected by law. This policy includes but is not limited to the following:

- A. Employment of applicants who possess necessary skills, education, and experience.
- B. Promotion, demotion, transfer, layoff, return from layoff, termination, rates of pay and other forms of compensation, social and recreation programs, advertising or soliciting for employment.
- C. Training during employment and selection for training and apprenticeship.

In addition to a commitment to provide equal employment opportunities to all individuals regardless of race, color, religion national origin, age, sex, disability, sexual orientation, gender identity, genetic information, marital status, citizenship status, status as a disabled veteran, veteran of the Vietnam Era, or any other characteristic protected by law, we will endeavor to employ and advance qualified people from minority and female groups.

The Company and I as its Chief Executive Officer are committed to full implementation of this policy. Dennis Berger, Senior Vice President, Coworker Services has been designated to serve as the EEO Officer for this facility, and is responsible for the implementation of this program and the establishment of reporting and monitoring of procedures associated with its operation. Anyone wishing to view the Affirmative Action Plan covering individuals with disabilities and veterans should contact Dennis Berger, Senior Vice President, Coworker Services at the Corporate Headquarters office during normal working hours. If you are an individual with a disability or a veteran and would like to be included under CDW's affirmative action program, please tell us. You may inform us now or at any time in the future.

Thomas Richards
Chief Executive Officer

Dennis Berger
Senior Vice President, Coworker Services