

RFI Response

for

**The State of Montana, Department
of Administration - ITSD**

RFI Response

JANUARY 17, 2014

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Perceptive Software

22701 West 68th Terrace
Shawnee, KS 66226
United States of America
tel +1 800 941 7460
fax +1 913 422 3820

www.perceptivesoftware.com

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January 17, 2014

Michele Burchett
Montana Department of Administration
State Information Technology Services Division
P.O. Box 200113
125 N. Roberts
Helena, MT 59620

RE: Perceptive Software's RFI Response for The State of Montana, Department of Administration - ITSD, Due 1/17

Dear Ms. Burchett,

Perceptive Software is pleased to present this RFI Response for the implementation of enterprise content management technology for The State of Montana, Department of Administration - ITSD. The proposed solution consists of software licenses, planning and deployment services, training, and Software Maintenance and Support.

We are eager to welcome The State of Montana, Department of Administration - ITSD to our large family of satisfied customers who use our solutions to improve productivity and streamline business processes. As you may know, Perceptive Software is currently deployed at the Montana Department of Justice and at the Montana Insurance and Securities Commissioner's office. We feel Perceptive Software is uniquely qualified and suited to provide the enterprise solutions described in this Request for Information. Our simplified and patented integration tools, intuitive design, ease-of-use, and robust functionality can address each of the example use cases, as well as any others required in the future. Our goal is to make each customer as independent as they wish, providing an extremely low lifetime cost-of-ownership, as well as a very rapid and high Return-on-Investment. Perceptive Software has several customers installed in the State of Montana, as well as across the country, at local, state and federal governments, who will be happy to act as references.

The proposed solution includes costs for the specific scope of deployment illustrated and is based on our current understanding of your requirements. We would be pleased to submit an amended cost proposal if requirements should change during the planning phase of your deployment. If you have questions or would like to schedule a review of this RFI Response, please contact me at 1.800.941.7460 ext. 3203 or jeff.matthews@perceptivesoftware.com.

Sincere Regards,



Jeff Matthews, Account Executive
1.800.941.7460 ext. 3203



Vince Vecchiarelli, Director of Government Sales

This RFI and the pricing reflected expire in 90 days. Software versions and hardware models included herein are illustrative only and may be replaced at time of delivery by then-current versions or models.

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TESTIMONIALS

"Without Perceptive Search in place, sifting through the mountains of information is tedious at best and generally impossible."

SENIOR AGENT, US DRUG ENFORCEMENT ADMINISTRATION

"Our staff may be in a UN office location, equally they may be in a remote village in the rainforest, or in a secure political location such as an embassy, and in any instance they need to know that the information provided to them is right. It can impact situations that are critical for all sorts of reasons, given the remit of our organization."

SENIOR OFFICIAL, UNITED NATIONS

"Our special education staff has a greatly reduced workload and can now spend more time making sure the files are right instead of managing where the files are."

JIM DAVENPORT, SYSTEMS ANALYST, ANCHORAGE SCHOOL DISTRICT

"Overall, it's been an easy process to use Perceptive Content and extend it to other departments. It's very well thought out, especially compared to other ECM products that I've seen and used over the years."

MICHAEL CHOHRACH, PROJECT MANAGER, BLUEBONNET ELECTRIC COOPERATIVE

"All end users do is point and click from SAP and they see everything they need immediately."

HEATHER PUSHKAL, SYSTEMS ANALYST, OCEAN COUNTY UTILITIES AUTHORITY

"We looked at Perceptive Search as being a strong candidate, and what we were particularly impressed with during our initial tests was Perceptive Search's ability to scan multiple computers across multiple networks very effectively and efficiently. What's more, Perceptive Search proposed a very stealthy solution, which enabled us to carry out our work behind the scenes without any end-user disruption."

PAUL McDONOUGH, ACS

"Perceptive is so easy to use that there was a low impact on end users, but a big impact on our business process. It was immediately perceived by everyone as an improvement."

DAVID STUPAR, DIRECTOR OF INFORMATION TECHNOLOGY, OCEAN COUNTY UTILITIES AUTHORITY

"Perceptive Search is the only software we have used that truly met our need to provide highly accurate information to front-line officers quickly and with minimal effort."

DEBORAH BRYANT, INVESTIGATIVE SPECIALIST, LAS VEGAS METROPOLITAN POLICE DEPARTMENT

"It was no more than a week's work to set up the electronic replication of the manual payroll process that has taken us years to get right."

DAVID BINNING, PAYROLL MANAGER, MONMOUTHSHIRE COUNTY COUNCIL

Table of Contents

3.2	ECM/ERM QUALIFICATIONS SUBMITTAL REQUIREMENTS.....	1
3.3	ECMS SPECIFICATIONS	16
4.0	ADDITIONAL INFORMATION.....	52
	SUPPORTING MATERIALS.....	53

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(v2_US_Perpetual _proposal)

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

Response: Perceptive Software was initially founded in 1988 as Genesis Software, Inc., to build software to track accounts payable transactions for government agencies. While building new functionality for the accounts payable program in the early 1990s, our engineers developed the concept of scanning paper documents and attaching the image to a related transaction. Customers were intrigued with the imaging component — the precursor to ImageNow® Client. Development work advanced, and Perceptive Software capabilities grew as we earned our image-enabling integration patent in 1996.

Perceptive Software solutions are now deployed at customer locations in more than 50 countries. Customers are spread across many industries, including healthcare, financial services, federal, state and local government, higher education, manufacturing, and private services.

In 2010, Perceptive Software joined Lexmark International as a stand-alone business unit, and as a result, our presence is rapidly expanding into the global marketplace. Perceptive Software remains under the tenured leadership that achieved the marketability this acquisition demonstrates, including Perceptive Software CEO / Lexmark Vice President Scott Coons. As a wholly owned subsidiary of Lexmark, we continue to operate as an independent unit under Lexmark's corporate umbrella, and continue to produce process and content management products and solutions under the Perceptive Software brand name.

As part of strategic decisions made by Lexmark to transition from a hardware-centric company to a solutions company, Lexmark has made several acquisitions in recent years, many of which are now part of Perceptive Software:

> October 2011: Lexmark acquired Pallas Athena, a Netherlands-based software company specializing in business process management and document composition solutions. With the addition of these leading solutions, content and process come together to elevate the value and effectiveness of an organization's daily operations. By having full control of and flexibility in managing your processes, you can ensure you're working in the most effective ways, and the relevant content you need to fuel those processes is easy to access and act on when you need it. When used together, Perceptive Software's content management, document composition, and business process management technologies provide your organization with the optimal solution for working faster, smarter and in control.

> March 2012: Lexmark acquired Luxembourg-based BDGB Enterprise, including its U.S. subsidiary Brainware, Inc.; Australia-based ISYS Search Software and U.S.-based Nolij Corporation. Perceptive Intelligent Capture (powered by Brainware) accurately extracts critical information from paper and electronic documents, validates the extracted data and passes it to customers' data management systems, enterprise resource planning (ERP) and/or financial management systems. Perceptive Search enterprise solutions deliver powerful federated search, text mining, and mobile and embedded search capabilities across a wide range of formats, languages and platforms — enabling organizations to leverage corporate knowledge, reduce risk and facilitate rapid discovery of critical intelligence for more informed decision making. The Nolij software suite is a 100 percent web-based document imaging and workflow platform for the higher education industry that includes innovative, native support for mobile devices and forms processing capabilities.

> January 2013: Lexmark acquired Acuo Technologies, a recognized leader in high performance healthcare software and services for clinical content management, data migration and vendor neutral archives. Acuo Technologies' offerings include a single integration point for all medical imaging assets, lowering costs and risks through their technology's ability to work with different systems — enabling flexibility and efficiency across users and departments. Together, Perceptive Software and Acuo Technologies offer a unique set of technologies to the healthcare sector — enterprise content management, vendor neutral archiving with clinical content viewing, and database conversion — that combine to manage the entire range of content within the healthcare enterprise. With this acquisition, Perceptive Software becomes the only vendor able to provide a single, enterprise-wide access platform for patient-centric unstructured documents and medical images via any electronic medical record system.

> March 2013: Lexmark acquired San Francisco-based Twistage and Seattle-based AccessVia. Twistage offers an industry-leading, pure cloud software platform for managing video, audio and image content. When combined with Perceptive Software, Twistage enables customers to capture, manage and access all of their content, including rich media content assets, within the context of their business processes and enterprise applications. AccessVia is an industry-leading signage software platform that provides paper and digital solutions for the retail marketplace, offering the ability to design and print items such as product signs, shelf-edge labels, and fact tags. When combined with Lexmark's managed print services (MPS), customers can quickly design and produce in-store signage in a highly distributed store environment. AccessVia capabilities also help expand Perceptive Software's Document Output Management capabilities.

> August 2013: Lexmark acquired Germany-based Saperion AG, a leading developer and provider of ECM and BPM software in Europe. Saperion's ECM/BPM products feature a platform-independent, multilingual architecture, making the products highly scalable and easy to integrate with all major ERP, email and document management systems. Saperion has also developed leading cloud-based and mobile ECM solutions to provide workers easy and intuitive access to important content. Saperion joined Perceptive Software's global team of process and content management experts, offering leadership in the European market which further strengthens Perceptive Software's global footprint.

> October 2013: Lexmark acquired PacsGear, a leading provider of connectivity solutions for healthcare providers to capture, manage and share medical images, as well as related documents, and integrate them with existing picture archiving and communication systems (PACS) and electronic medical records (EMR) systems. With this acquisition, Perceptive Software is uniquely positioned to offer a vendor-neutral, standards-based clinical content platform for capturing, managing, accessing and sharing patient imaging information and related documents within healthcare facilities through an EMR and between facilities via PacsGear technology.

Key Differentiators

Perceptive Software ECM solutions easily scale to all departments and across agencies. Integration with virtually any business application requires no coding. New users quickly embrace the simplicity of our solutions, and our web-based solutions enable remote and field staff to manage documents as if they're in the office. Key differentiators of our company and solutions include:

- **Commitment to the State of Montana** – we are committed to partnering with the State of Montana to increase efficiencies. As a demonstration of our commitment to a long term relationship with the State, we have made a significant investment at no cost to the State by conducting numerous needs assessments and demonstrations that have allowed us to evaluate business needs and challenges across multiple State agencies and have a strong understanding of the State of Montana's needs in regards to content management.
- **Full Suite of Integration Options** – Including Non-Programmatic Integration with LearnMode. Perceptive Software's patented non-programmatic integration engine allows for

quick and easy integration to any application, without the use of programming, coding or API's. For customers that desire more automation and deeper level integration, Perceptive also offers a full set of API's and Web Services integration options.

- **Buy What You Need** – Perceptive Software is a full-suite ECM solution containing multiple integrated modules. This allows customers to only buy what they need, while avoiding the hassle of hiring programmers or service professionals to wire a "tool-kit" together. Perceptive Software offers a truly out-of-the box solution.
- **Expand on Your Own** – Due to Perceptive Software's intuitive and user-friendly approach to design, integration and user-interface, customers are truly independent. The vast majority of customers never hire us again for professional services following the initial implementation. Both Sky at DOJ and Ashley at Insurance and Securities are handling implementations on their own.
- **Flexibility** – Perceptive Software offers a full range of integration options. These include our native, patented integration engine, LearnMode, for simple integration for indexing documents from any host application. Scripting can be used for automating indexing or automated routing thru workflow. Additionally, Perceptive Software offers a full-range of API's as well as both in-bound and out-bound web service calls. Our goal is to provide flexibility to meet our customers' needs.
- **Product Stack Breadth & Depth** – Perceptive Software offers best in class solutions and software across virtually the entire spectrum of Enterprise Content Management. While we have developed the vast majority of our solution, the relationship with Lexmark has allowed us to acquire software to round out our solutions. Additionally, we have been able to ensure that these acquisitions are only of software that is built with the same languages, direction and goals of Perceptive Software, as well as only those that are truly best in class. Two great examples are Perceptive Intelligent Capture, powered by Brainware, a proven industry leader in data extraction software that provides comprehensive OCR, OMR, and ICR technologies, and Perceptive Search, formerly ISYS, an industry leading, simple to use set of federated search tools. Because we have been able to be picky in the acquisitions we have made, we have maintained our ease of use, simplified approach while creating an industry leading ECM suite of software and tried and true solutions. Gartner and Forrester, as well as many other analyst firms, have identified Perceptive Software as a leader in the industry.
- **Partnerships** – Perceptive Software has strong, long-standing partnerships with leading software and hardware providers, including SAP, Oracle, Microsoft, Lawson, Ellucian, Lexmark, Canon, Jenzabar and Fujitsu, to name just a few. In addition, we are strategic partners with selected system integrators in the states of WA, NM, CA, KS, FL, CO, RI and VA in current modernization and technology projects with the state and county governments. We are also strategic partners with selected major system integrators across multiple federal agencies. We value these alliances as a testament to our experience and commitment in designing software technology that works in perfect harmony with software applications and hardware. Our approach creates the most seamless integration possible to provide a holistic view for any user engaged in any process in any agency or department.
- **Value** – "Return on Investment" is a key metric that Perceptive Software continually seeks to improve for customers of all sizes in all sectors we are active. Perceptive Software solutions enable your staff to complete daily processes faster and more cost-effectively by capturing all of your unstructured business content, centralizing it in one place, and providing instant access to relevant information directly from core applications — Content in Context. Perceptive Software products also enable you to analyze, visualize, and model business processes with unprecedented clarity, and include tools to help you optimize every area of your organization. You'll experience an immediate savings in time, overhead costs, paper storage and shuffling, resources, and more.

- **Similar Projects**

Response: Perceptive Software provides user-friendly state government software solutions to align state agencies and fuel greater operational efficiency across their enterprises. From capturing content and removing workflow bottlenecks, to accessing critical information and improving collaboration, our software integrates quickly and seamlessly with existing systems to save time and money in every department.

With more than 100 government customers around the world, Perceptive Software recognizes the importance and complexities of Enterprise Content Management (ECM) implementations for government agencies. Perceptive Software has designed and/or implemented solutions for many local, state and Federal government agencies including the following:

- Health & Human Services Case Document Management in states such as California, Colorado, Virginia, Kansas and New Mexico.
- Health Benefits Exchanges Content Management in states such as Washington and Rhode Island
- Public Safety & Law Enforcement Business Office Functions (such as Accounts Payable & Human Resources content management) in Montana, as described below
- Freedom of Information Act (FOIA) Request Processing
- Department of Motor Vehicles Application & Document Management
- Professional Licensing Applications, Certifications, and Re-Certification Document Processing
- State Court Document Management.

Here are a few examples of specific customer projects:

Montana Department of Justice – Perceptive Content solutions are currently deployed within the Montana Department of Justice (DOJ) Motor Vehicles Division (MVD) for the purposes of back-file document management and utilization of workflow. This solution enables automation of historically paper based and manual processes to streamline workflow and improve efficiencies.

Additionally, the Montana Highway Patrol (MHP) is currently deploying solutions for capturing accounts payable (AP) related documents in district offices and electronically routing these documents through workflow to the main Helena office for the processing. When live, this solution will eliminate the need to physically transport documents from the field locations to Helena providing both a reduction in the time required for these documents to be processed, and the elimination of transportation related costs for this process.

Montana Department of Insurance and Securities Commissioner – The Perceptive Software solution is deployed. The system is currently being tested and documents are being scanned as a final step prior to go-live. Documents for Insure Montana are being scanned and stored in the repository and routed for processing.

State of Colorado – Perceptive Software is a selected standard for Electronic Content Management (ECM) cloud based solutions for the State of Colorado through the Statewide Internet Portal Authority (SIPA). These solutions are used in a multitude of agencies including Benefits Management and Revenue. For more information see:

<http://www.colorado.gov/cs/Satellite/SIPA-v2/SIPA2/1249666471477>

United States Coast Guard – Perceptive Software solutions, are being implemented across the Coast Guard Office of Health Safety including all Coast Guard Medical Clinics. They have implemented a distributed Capture environment using Lexmark MFDs where documents are scanned at the clinic. Once captured at the Lexmark device, the Perceptive Content workflow routes them to the appropriate review/approval process and ultimately makes them available

through a single view within EPIC, which is a COTS Electronic Health Record System (EHR) Coast Guard is currently rolling out to all clinics. Perceptive Software's integration with EPIC gives providers a "single view" into the entire patient chart, both the electronic encounter record and all supporting documentation.

County of Wayne, Ohio – utilizes Perceptive Software Content and Workflow to process Child Support applications. Since using Perceptive Software, they have the highest support order establishment rate in the state.

Las Vegas Metropolitan Police Force – The Las Vegas Metropolitan Police Force utilizes Perceptive Enterprise Search to provide federated search capabilities across multiple repositories to facilitate case investigations.

State of Idaho Legislature – utilizes Perceptive Enterprise Search to simplify constituent searches for information related to legislative proceedings and to simplify and minimize Freedom of Information Act requests.

For additional information on the services we provide to our state government customers, please visit the Process and Content Management Solutions for State Government page on our website: <http://www.perceptivesoftware.com/solutions/govt>. For additional information on the full spectrum of services that we provide, please view the following page: <http://www.perceptivesoftware.com/services/professional-services/spectrum-service>.

- Customer References

Response: Please see our customer reference information below.

- 1. Montana Department of Justice**

Sky Schaefer
Project Management Office-IT Project Manager
(406) 444-1914
sschaefer@mt.gov

- 2. Montana Insurance & Securities Commissioner**

Monica Lindeen
Insurance Commissioner
(406)444-2040
mlindeen@mt.gov

- 3. State of Colorado**

Steve Fowler
Director of Business Architecture
(303) 764-7871
steve.fowler@state.co.us

- 4. County of Wayne, OH**

Brynn Bunting
Administrator
(330) 287-5615
BUNTIB@odjfs.state.oh.us

5. Northwestern Energy

Judy K Staudinger, CPA
Business Analyst, Business Technology-Business Applications
(406) 497-3842
Judy.Staudinger@northwestern.com

6. Bozeman Deaconess Hospital

Julie Kindred
Information Systems Department
(406) 585-5047
jkindred@bdh-boz.com

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.

Response: Government agencies deal with more document-intensive processes than most industries. Disparate methods for handling various forms of documents slow and often break the flow of work. Our ECM solutions streamline document-intensive processes while offering a secure document repository that complies with privacy and retention policies. Our public sector solutions give state and local government agencies a direct connection to a secure repository of constituent, staff, business and administrative information so they can:

- **Increase staff productivity** – work directly from their business applications
- **Improve process efficiencies** – automate workflows, assign tasks, track status
- **Speed service delivery** – make information instantly available to all authorized users
- **Comply with privacy and retention policies** – control access and manage retention initiatives
- **Support “green” initiatives** – reduce paper, storage and associated costs
- **Realize quick ROI** – automate processes that drive efficiencies so the time, productivity and financial costs of manual methods can be redirected to the more essential task of serving constituents.

Based on the 9 example use cases provided in the RFI, we have outlined high level solutions for each use case below. The products referenced are described in the response to the next question (3.2.3). Please note that additional scoping and needs requirement gathering would be necessary to finalize each solution.

1. **Water Use Rights** – This business case would most likely require the use of the Perceptive Content Server, ImageNow/WebNow/Mobile user licenses, workflow, the Recognition Agent and Full Text Search Agent for full-text searching along with CaptureNow licenses for the purpose of driving desktop scanners. Folders, which are part of Perceptive Content, will be created for each case. Required documents will be set up for each case, and as documents are added to the case file, the folder will be routed for processing. Notifications will be sent through workflow notifying users of new tasks that need to be completed. As new documents need to be created, the Document Composition module optionally can be used to automate their creation. Additionally, eForms can be used to replace existing paper forms or electronic applications currently stored on a website. Constituents can simply fill out the application on-line and submit the form electronically, which will automate the start of the case file process. For similar case management examples, please see the case studies for Kansas State Board of Nursing and Wayne County, OH that are included in the Supporting Materials section of this response.

2. **Professional and Business Licensing** – Potentially, this business case would be solved with primarily the same functionality as listed above. Folders can be established to track required documents and notify case workers, and licenses can be created automatically with the Document Composition Module. As the Documents are created, they can be output to any format desired including outbound email, fax and print. An additional copy can be created and stored automatically in the case file, integrated to the case management system. For more information, please see the case study for Kansas State Board of Nursing and the *Professional Licensing Boards* brochure that are included in the Supporting Materials section of this response.
3. **Risk Management Claims** – Insurance Claims, of any variety can be handled using much of the same functionality. Each claim will have its own folder, potentially consisting of required documents. eForms can be posted on a website to allow users or constituents the ability to fill out an online form and submit a claim electronically. Workflow and tasks will be used to notify case workers of new claims, documents or tasks. The case file will be indexed and associated to the case file management system for single-click retrieval. For more information, please see the case studies for Amfed, Chartis Insurance, Illinois Mutual Life Insurance Company, and International Medical Group on our website (<http://www.perceptivesoftware.com/case-studies>).
4. **Boilers and Elevator Licensing and Inspections** – this solution will be similar to the professional and business licensing solution described above.
5. **Employee Insurance Claims** – This solution will be similar to that created for Risk Management Claims, described above
6. **Motor Vehicle Licensing** – This solution includes automated and streamlined workflows for content management and application processing for a variety of workflows including such areas as disability placard, commercial driver's license, or medical clearance application processing. For more information, please see the *Perceptive Software for DMV – Driver's Licenses* brochure that is included in the Supporting Materials section of this response.
7. **Supreme Court Docket Filings** – Case files can be scanned and linked to the records in the case system. Appropriate personnel can be notified via workflow routing or emails. If folders are required to associate documents together, they can simply be created. The Perceptive Enterprise Search tool can be used to make documents available to attorneys and other legal staff. The search tool can also be made public facing and allow constituents the ability to search for available documents. The Louisiana State Supreme Court utilizes this solution. Using Enterprise Search in this way also reduces the number of FOIA requests received by the Court. For more information, please see case study for Johnson County, KS and Tulsa County that are included in the Supporting Materials section of this response.
8. **Welfare Case Management** – This solution includes the comprehensive capabilities to manage application document or forms processing, content capture, storage and retrieval, automatic content indexing through a variety of content capture methods, document generation, and scalability to enable expansion into additional human services areas. For more information, please see case study for Wayne County, OH and the *Solutions for Public Sector – Human Services* brochure that are included in the Supporting Materials section of this response.
9. **Mining Permits** – A solution related to permits would be very similar to that created for other licenses and certifications. Please see descriptions above. For more information, please see case study for Rockingham County, NC and the *Professional Licensing Boards* brochure that are included in the Supporting Materials section of this response.

Migrating from Legacy ECMS Systems

Data conversion/migration is a standard service provided by Perceptive Software, and we have a proven track record of supporting customers in converting data from numerous legacy systems. Perceptive Software Professional Services has a team of solution development engineers focused on database analysis and conversion utility development specific to legacy system conversions to ensure that best practices are considered throughout the process. Our experienced team has developed a phased approach and verification

points to ensure your migration project is successful. We have a set of standard scripts that are utilized for the analysis of data, execution of the import process, and for detailed real-time reporting of the extract and transform processes. Also included is a careful analysis of the historical data, determining what is relevant to convert and what should be placed under standard retention policies.

The first step in confirming the conversion process and understanding the potential time involved is to complete the Perceptive Software conversion questionnaire, and then take a sample collection of objects/index values and conduct a trial import. The total time required for your conversion depends upon the time it takes to extract the data from your existing systems. Systems that have built-in export tools will speed this process greatly; if your systems do not have those tools, Perceptive Software will work with your organization to create the export file. If the index data sources are readily accessible (e.g., SQL Server, MSDE, Oracle, DB2, MS Access, MS Excel, or flat files such as TXT or CSV) and can be mapped to target index data structures, the process will be less labor intensive and less costly than converting from a proprietary system.

Based on the results of this initial assessment, there are four potential conversion methods to import documents and data from legacy systems:

> **Manual Import:** Several of Perceptive Software's client interfaces provide a manual import feature that allows any user with appropriate privileges to manually select files (including scans from other sources, bitmap-format files, PDFs, Microsoft Office files and more) for import into the repository. To capture from file, users can either click the "Capture" icon, invoking a dialog box that allows the user to locate the files to import from the computer or network directories, or drag and drop files into a client's capture window. This method may be useful for converting relatively small quantities of documents exported from a legacy system on an as-needed basis.

> **Import Agent:** The automatic import feature, Import Agent, can bring various types of files into the object store while automatically indexing them based on extracted index values. The agent can be configured to monitor multiple directories on Perceptive Server for new files, automatically importing and indexing them using separate text files associated with the new files or importing and extracting index values from the new files' embedded text or file name. Furthermore, Import Agent can be configured to send PDF and TIFF files directly to Perceptive Intelligent Capture (powered by Brainware) to facilitate automatic data extraction from forms.

Import Agent can be configured to run once or continuously, depending on the volume and nature of the data to be imported. It runs as an integrated yet completely separate service, allowing customers migrating from a legacy document management system to begin the solution to scan, index and work with new documents before the import process of the legacy data is complete. In fact, our conversion manager can manage more than one import process simultaneously. Users are able to access documents as soon as they are imported into the repository. This approach requires your organization to take responsibility for data manipulation and provide that data in such a way that Import Agent can act on it directly.

> **Perceptive iScript (Perceptive Software's ECMA 262-compliant scripting language):** If images and metadata cannot be provided in a format that Import Agent can accept, an iScript can be written and used to import them. The script functions similar to Import Agent, but can be customized to meet the special requirements of the conversion.

> **Third-Party Involvement:** A third party must be used for conversion when the following two requirements cannot be met: 1) Legacy data must contain the necessary metadata and a path of the location of each document. Most document management solutions come with a utility that will create this file for you; and 2) The legacy images must be stored on magnetic storage in a non-proprietary format such as TIFF or PDF. If the legacy storage medium is optical, the images would need to be moved to a magnetic format before the import could take place. Third-party conversions are generally the most expensive option, but provide your organization with the most flexibility for converting your legacy data. If your existing system has saved your image files in a proprietary format, your organization will need to request assistance from those vendors. Perceptive Software can only assist with importing non-proprietary files.

Please reference the attached *Conversion/Migration Services Project Guide* for more details on your conversion/migration options and responsibilities.

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

Response: Perceptive Software offers a full suite of integrated products which make up the Perceptive Software Enterprise Content Management solution. No development or integration work is necessary for these products to work together. Many customers have elected to deploy the full solution. However, the fact that the suite is broken up into individual components allows each customer to purchase only what they need. For example, the process for Motor Vehicle Licensing may require different components of the solution than the Supreme Court Docket files, and each customer is not required to purchase the full solution.

Perceptive Software offers innovative technology in the following families of products:

				
perceptive CAPTURE	perceptive CONTENT	perceptive PROCESS	perceptive SEARCH	perceptive INTERACT
Capture and extract data through imaging, e-forms and intelligent capture technologies	Manage all forms of content through their entire lifecycle	Discover, design, execute and improve business processes	Search, find, extract, analyze and use the precise information needed	Put processes and content in the context of your enterprise applications

Perceptive Capture

Perceptive Capture offers customers the option to capture documents in any method and format that they desire. To begin, documents can be captured directly into the repository or a workflow queue via a network-attached desktop utilizing a scanner. Each workstation attached to a scanner leverages a CaptureNow license, which incorporates image enhancement functionality, and can be configured to allow users to create and add documents directly to workflow along with other automations. Additionally, a multi-function device can scan documents directly into the system via the use of Interact for Lexmark, eCopy, or Dell. In this way users can scan documents directly into workflow, as well as begin indexing, at the touchscreen on the multi-function device. Additionally, documents scanned to a network directory can be automatically imported into the system via the Perceptive Software Import Agent. The Import Agent can monitor an unlimited number of network directories, and using an index file, the name and file type, or configured static values submit the captured documents to specific workflow processes or automatically index them. Regardless of how documents are scanned, Perceptive Software offers both single and batch scanning options.

Regardless of how documents are captured, Perceptive Software indexing capabilities enable users to quickly and successfully implement effective imaging solutions for the rapid and accurate capture and retrieval of documents. No repetitive keying is necessary to index documents. Perceptive Software solutions offer an exceptionally robust capture environment, with several methods of indexing, or classifying, documents, including automatic indexing (OCR, bar code and others), indexing via integrated linking (directly link to onscreen host application record), indexing via programmatic extraction (mining electronic imported data for index values) and indexing via manual data entry.

Perceptive Software solutions also let users group different types of documents together by assigning them the same predefined Document Type index value within the solution. Additionally, our solutions can piggyback on the security within your business application, only allowing your staff to view documents related to records your business application allows them to see. Perceptive Software solutions also support

modifying indexing data; when an index data element is altered, the old value can be stored in a text field that is part of the document and can be permanently referenced along with the new index values.

Additionally, the use of electronic forms can greatly enhance agency processing for documents and data. Perceptive eForms or Perceptive Transform can be used to replace existing paper forms, whether internal or constituent facing, that are typically used to gather data. For example, a mining application can be created as an eForm and placed on the state website where companies can apply online. The eForm can be routed through workflow for approval, coding and validation, and data from the eForm can automatically be extracted to third-party applications. This type of solution can be used in virtually any process.

Perceptive Content

Perceptive Content Server is the core of this product family. End user clients and software agents all interact with the Perceptive Content Server. It controls access to data through a robust security model, and it is a platform that is both vertically and horizontally scalable. Microsoft SQL Server and Oracle are supported database platforms. Microsoft Windows, Linux, and a couple of UNIX variants are supported OS platforms. The sum of this flexibility should allow Perceptive Content to be deployed in alignment with the IT best practices of the Montana Department of Administration. Perceptive Content can enable automation of all of the use cases described in section 3.2.3. For example, the processing of applications or recertifications of the Professional & Business Licensing use case can be automated and streamlined for capture of inbound content whether they are forms or scanned from mail and routed to the appropriate individual or set of individuals responsible for making a determination. The workflow would enable the ability to approve, reject, or route inbound applications for more information and content as needed. In addition, Perceptive Content would allow the creation of electronic retention policies to ensure content is managed appropriately based on your retention schedules.

Perceptive Content offers both thick and thin client options.

- ImageNow Client is the thick client that can either be locally installed on the end user's workstation or deployed within a Citrix environment.
- WebNow is the browser-based thin client designed to extend the availability of ImageNow Client's advanced document management and workflow functionality within a variety of industry-standard browsers using the Java platform.
- Perceptive Mobile provides an end user using an Android, Windows or iOS mobile device with the ability to open and view documents and corresponding eForms, update eForms, and route items in a workflow.

Folders allow you to organize content in the most efficient manner for your organization. There is no restriction on the number of folders you can create, and an unlimited amount of custom properties can be assigned to a folder. Additionally, an eForm can be associated with a folder, essentially giving you the ability to create a cover sheet for the folder, and can include the ability to write comments or notes that can be completed as the folder is managed through your business processes. Rules can be associated with folders to enable users or groups of users to be notified if certain documents are missing from a folder. These notifications can be very helpful for use cases such as licensing and permitting, as well as public assistance applications when constituents are required to provide certain forms of identification. For example, when applicants for child support have not completed a paternity test, their application folder can be routed to a hold queue.

The Perceptive Content solution offers multiple options for integration to various other applications. Our patented, non-programmatic integration engine, LearnMode, allows Perceptive Content to "learn" the associated screen of any third-party application, and extract data from specific fields for the purposes of indexing the associated documents. This method of indexing takes a single user-click, and does not require any code changes, programming or modifications to the third-party application. For example, when a SABHRS user is reviewing an invoice, she can navigate to the vendor record in PeopleSoft. Once the correct record is open, the AP processor can make a single click and index the invoice with the vendor name, number, invoice number, PO number, due date, and any other data necessary. Several hundred PeopleSoft and Oracle customers utilize Perceptive Content and LearnMode integration in this manner every day. Additionally, Perceptive Content provides a full set of API's and Web Services options for

integration. Regardless of the method of integration, workflow can be configured to automatically route documents or provide notifications based on data within the third-party application.

Document and user security can be configured to ensure that only the correct person sees the correct document. With potentially thousands of users, you can assign security privileges at the group level or on an individual level. You can also assign access and management privileges to a variety of features and functions, including Drawers, Document Types, Folder Types, Batch Users, Workflow and LearnMode Application Plans. Assigning privileges in these areas enables you to control the users who can access and manage these features and functions.

Perceptive Workflow is a standard, integrated component of our application. The Workflow Designer provides a streamlined and rapid environment for graphically creating and managing an unlimited number of workflow processes. Any non-technical user with appropriate privileges and basic operating system knowledge can quickly define a custom workflow process using the graphical, point-and-click interface — creating workflow queues, defining users of queues, creating alarms and developing document routing — without programming. Modifications take just a few clicks, and administrator training on workflow is accomplished during Perceptive Software training courses and on-site during implementation. Once the process has been created, rules can be assigned to queues and processes to automate routing and notifications. For example, a folder associated with a welfare case may be missing a certain document. The case can be routed to the case worker, and an alarm will issue an email to the case worker to notify them of a new case in their queue. If the case worker doesn't respond within a set period, or if the case file remains "incomplete" for a set time period, the case worker's manager can be notified via email, audible or visual alerts. Additionally, managers can utilize the Message Center Dashboard, or any of a number of standard reports, to view the workflow status of every case file and individual document. Workflow routing can be manual, automatic, parallel, or load balanced. Additionally, users can create out-of-office rules for automatically routing documents and cases to other users in the case of absences.

Document Control Suite lets individuals perform industry-standard document library services such as add to version control, check in, check out, promote, view history, and more using the full ImageNow client or WebNow. The suite also manages documents in tight integration with your preferred standalone applications on each workstation, while automatically protecting document integrity and tracking all versioning activities for future auditing

Retention Policy Manager allows organizations to manage the entire lifecycle of physical and electronic information, keeping valuable information within reach for as long as you must, and then securely and automatically destroying information when the retention period has expired. Along with retention management capabilities, users can execute and manage litigation and audit holds, ensuring information is retained and unchanged during the hold period. Compliance is the basis for all records management programs, and Retention Policy Manager was developed to assist users in complying with the many federal, state and industry specific regulations. Because it is built upon proven Perceptive Software enterprise content management (ECM) technology, managing your information lifecycle occurs automatically and seamlessly within the context of your existing business applications.

Perceptive Records Manager, set for release in early 2014, builds on the capabilities of Retention Policy Manager by adding the capability to centrally manage records within a formal file plan from inception through active management, retention and final disposition. Providing organizations with automated records management capabilities, this Department of Defense (DoD) 5015.2 certified offering automates and controls dispositions and holds without adding complexity to existing business processes. With a single view into the organization's records, users can prove compliance with internal and external regulations and policies without having a negative impact on day-to-day productivity. Records Manager allows an organization to manage all information consistently regardless of content or department/location while ensuring proper controls are in place to restrict access to private information. In addition, it supports the retention of information for the legally and administratively required amount of time, with proper destruction when its lifecycle is complete.

The Document Composition module provides an automated, cost-effective and consistent way to create and deliver the information you and your customers need, without time-consuming data gathering and manual assembly. Designed to readily integrate with the enterprise applications and office productivity software

you already use, Perceptive Document Composition products reduce the time and effort it takes to create individually personalized documents from standardized templates on demand, while fully supporting high-volume composition processes.

Finally, the Business Insight reporting tool is a suite of business intelligence features built for and integrated with Perceptive Content. Features include dashboards to provide high level graphics of various process and system metrics, operation reporting for more static “canned” reports, and ad-hoc query tools to allow users to easily create a simple chart or graph. Business Insight also features drag-and-drop tools to simplify the creation and modification of reports and dashboards so users can create content specific to their business. For customers who purchase Business Insight, all Perceptive Content users will have the ability to access and interact with Business Insight reports and dashboards. Examples of commonly used canned reports include document disposition, workflow activity, audit, and security. Please refer to the Report Library at the following link for a more detailed look at this program’s reporting capabilities: https://docs.perceptivesoftware.com/robohelp/robo/server/sample/BI_jar/inow.htm.

Perceptive Process

Perceptive Process lets customers automatically collect and quickly analyze system activity to visualize what is actually happening in their environment. Used with Perceptive Content or other enterprise applications that generate process data, Perceptive Process Mining shows all of the actions being taken in business processes in a graphical, animated way. It helps assess at a glance the effectiveness of people, departments, and process designs. This accurate, objective view of business processes allows users to identify resource-wasting breakdowns and bottlenecks and empowers users to efficiently define and manage continuous process improvement efforts. Perceptive Process Mining could be used to evaluate business process changes before and after they happen with any of workflow driven use cases described in section 3.2.3. For example, processing Water Use Rights determinations could be evaluated in a current state scenario. After physical or electronic changes are initiated by your staff to this particular business process, a re-baseline can be initiated to determine if meaningful return on investment has occurred by making those changes to ensure efficiency in your business process reengineering efforts.

Perceptive Search

The Perceptive Content module comes with a robust and native search tool that allows users to use public saved searches, or create and save customized searches, to find documents, folders or cases based on any index value. These can include document name, date ranges, dollar amounts, or any other value. Additionally, utilizing Full-Text Search Agent in conjunction with Recognition Agent, documents can be scanned in using OCR functionality to provide full-text searching on every word.

The Perceptive Enterprise Search tool allows for full-text searching from any repository. This search engine can be internally facing, to provide simplified searching of the Perceptive Content Repository, other document repository such as FileNet, Docuware, Laserfiche, Sharepoint, email servers such as Microsoft Exchange, and network directories. For example, state law enforcement officials can search the Supreme Court docket filings for related case information. Additionally, as is the case with the Louisiana Supreme Court and the City of Grand Junction Colorado, the search engine can be placed on a constituent facing web site to allow for public searches of available information. The use of the search engine in these types of scenarios can greatly assist in the processing of Freedom of Information Requests, as well as minimizing the number of requests that must be processed by State personnel.

Perceptive Interact

Perceptive Interact is a suite of products that are designed to allow end users to “interact” with the ImageNow repository within the context of their native business and collaboration applications. These products are delivered in the form of toolbars and other controls that may be seamlessly embedded within these commercial applications. A few examples include:

- **Interact for Office** – Perceptive Interact for Microsoft Office provides key ImageNow client functions in an interface that allows users to create and manage Office-format ImageNow documents directly from Microsoft Office 2003, Microsoft Office 2007 and Microsoft Office 2010.

- **Interact for Outlook** – Perceptive Interact for Microsoft Outlook allows users to capture email and/or attachments into Perceptive Content directly via right-click, drag-and-drop, or automatically when sending email from Microsoft Outlook 2010. Email messages captured into Perceptive Content are stored in their native format and after capture they can be viewed, replied to, or forwarded directly from Microsoft Outlook just as if it was accessed from a user’s personal inbox.
- **Interact for MFP’s** – Perceptive Software offers several pre-built integrations for multi-function printer devices. These include Interact for Lexmark, Interact for Dell, and Interact for eCopy. In all instances, the integration allows users to scan documents directly into workflow processes and begin the indexing process from the touch screen on the device.
- **Interact for SharePoint** – This pre-built integration allows SharePoint users to access the Perceptive Content Repository and participate in workflow from the SharePoint portal.

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.

Response: Software licenses are primarily available in two pricing models, seat licensing and concurrent licensing, which provide customers flexibility in configuring environments to match unique requirements. Each model requires a Perceptive Server license with client licenses bound to that specific server. Seat and concurrent licensing models cannot be mixed against a single Perceptive Server. Excluding Approving licenses, all core functionality is included with the client-licensing model you select: document linking and indexing, document viewing, annotation support, workflow processing and various integration capabilities. A few of our products use transaction package licensing. Others, like Perceptive Server, are licensed based on a one-time purchase cost.

ImageNow Client — Seat Licensing

When Perceptive Server is installed under the ImageNow Client seat licensing model, your system administrator enters a license key, which specifies the number of seats you have licensed from Perceptive Software. One license is required for each machine on which ImageNow Client is used. Each ImageNow Client seat license is bound to a specific Perceptive Server and is registered when that user first logs on.

ImageNow Client and WebNow — Concurrent Licensing

When Perceptive Server is installed under the ImageNow Client/WebNow concurrent licensing model, your system administrator enters a license key, which specifies the number of concurrent licenses you have purchased from Perceptive Software. A license is required for each simultaneous user of ImageNow Client/WebNow regardless of the machine from which they log on. This pricing model allows ImageNow Client to be installed and used on any machine owned by the customer. Please note that concurrent client licenses can be purchased as ImageNow Client only, WebNow only or a versatile “Client Combo”, which provides the system administrator the flexibility to manually designate the allocation of licenses between the ImageNow Client concurrent-use and WebNow licenses, as needed.

Approving Licenses

Approving licenses are targeted for users within an organization whose primary interaction with your Perceptive Software solution is to view and/or approve content. Currently, this license is available with the Perceptive Mobile client. Perceptive Mobile takes convenience and efficiency to the next level by allowing on-the-go users to participate in the document review and approval process from anywhere by updating an eForm or routing a document in workflow to indicate approval.

Transaction Package Licensing

Transaction package licensing limits transaction volume for a specified period. Transactions licenses are based on counting the number of transactions within our solution and decrementing this number over a period of time. The transactions are usually server calls or object retrievals. Once all of the transactions are used in a specified period, no more transactions can be done until the period expires. Products that use transaction package licensing are Message Agent Server, Integration Server, eAuthorize, and some Perceptive Interact products.

Licensing Options for the State of Montana

Perceptive Software is pleased to offer two options for the State Of Montana. Each Agency or County can purchase the solution independently, with each having their own Perceptive Software server. Additionally, an enterprise-wide system license can be made available. However, more discussion is necessary in order to determine which modules are required for all potential business cases.

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

Response: It is difficult to present accurate pricing or price ranges for an enterprise-wide system solution that supports 5,000 users without fully evaluating the scope and specific requirements, and solutions required for each agency. For example, the nine example business use cases described within this RFI could each use virtually every module offered by Perceptive Software, or only a few, depending on the specific requirements. It is our intent to work collaboratively with the State of Montana to design a series of repeatable solutions. The end result is to enable the State of Montana to roll out solutions on your own, or with assistance from Perceptive Software as needed. Based on our current understanding of the business requirements of the State, the following software products (as described in sections 3.2.2 and 3.2.3 above) would potentially be required:

- **ImageNow Enterprise Server**
- Estimated 2,000 **ImageNow/WebNow** concurrent-user licenses for user access to the content management application, workflow, reports, and business functions
- Several hundred **Perceptive Mobile** licenses for mobile content management
- iScript to develop customized integration, business rules, and workflow triggers where needed
- 2 Test Environments for comprehensive solution testing
- 1000-1500 **CaptureNow** licenses for use with scanning stations for desktop scanner integration
- **Mail Agent** for email capture
- Web Services engines **Envoy** and **Integration Server** for REST web services application integration where required
- **eForms & Transform** for internal and external forms capture and processing
- **Recognition Agent & Full Text Search Agent Server** for full-text searching, barcode processing, zonal OCR, and automatic forms identification where needed
- **Perceptive Enterprise Search** for federated searching across content, network share, business applications, and email server repositories for users which need access
- **Retention Policy Manager** for electronically managing the retention policies and schedules for content tailored to business or agency workflow
- Interact for Various Multi-Function Printers (MFPs) or Multi-Function Devices (MFDs) to capture and index content immediately upon scan from these devices for faster workflow processing
- **Interact for Office** enabling users to capture content electronically directly within Microsoft Office products
- **Interact for Outlook** enabling users to capture email content directly within the Microsoft Outlook product
- **Interact for SharePoint** for comprehensive content management of SharePoint material
- **Business Insight** for writing and running reports and dashboards, particularly for workflow optimization efforts

- **Document Control Suite** for Library Services for version control and management of documents
- **eAuthorize** for electronic signatures
- **Output Agent** for conversion from a TIFF format as desired for example
- **Document Composition Module** for document output creation and distribution.

Software maintenance and support costs, covered by the Perceptive Software SMSA (Software Maintenance and Support Agreement), are based on a percentage of a customer's software license costs. Currently, that level is set at 20% of the published, discounted pricing schedule. Although Perceptive Software has not established a maximum annual increase percentage, only a couple of increases in the SMSA price have occurred since the company began.

In addition, a comprehensive professional services staffing plan would be needed to implement each solution across the state, as well as training for Perceptive Content administrators. Our goal with professional services is customer enablement in order to allow the State of Montana to expand solutions independently once initial implementation is complete.

It is estimated that an enterprise solution of this type would cost between 2 and 7 Million dollars for the first year. The pricing range estimate also includes anticipated first year support and maintenance charges.

3.3 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		<p>The Perceptive Capture product suite drives the collection and processing of documents from any location across your organization with a rich collection of scanning and importing functionality. Users can collect documents manually or automatically from a centralized location or distribute the capture of documents to different locations. Using Capture, you can capture all types of documents, individually or in batches, into Perceptive Software solutions' secure, organized, and accessible repository. Easy-to-deploy and easy-to-use functions enable you to define hardware and software settings such as resolution, page size, orientation, brightness, threshold detection, and duplex scanning to optimize your unique capture environment. You can deliver captured documents directly into workflow processes and automate indexing with bar-code recognition and OCR processing. Quality Assurance features ensure images are clean and readable before they are indexed and placed into the repository or a specified workflow queue. In conjunction with the proper Pixel, Kofax or TWAIN product, Perceptive Software solutions can use a wide range of scanners from Lexmark, Canon, Fujitsu, and other manufacturers to ensure the most flexible batch and ad hoc capture environment possible.</p> <p>Perceptive Software solutions provide several options for manually and automatically importing scans from other systems or almost any document that can be captured electronically, along with associated metadata.</p> <p>Capture from File The manual import feature, capture from file, allows any user with permissions to manually import electronic files (TWAIN-scanned images, PDFs, Word, Excel, etc.) into the repository. To capture from file in "File" mode, users just click the capture icon to initiate import. Perceptive Software solutions display a window that allows the user to browse the computer or network to locate the files to import. This functionality is included as a core part of our solution.</p> <p>Import Agent Import Agent is responsible for handling all automated import routines on the server. The State can configure Import Agent to poll one or more directories on a given interval; if it finds a file or files of a certain type, it attempts to import the files while automatically indexing the files based on extracted index values. The agent indexes the content using separate text files associated with the new files or by importing and extracting index values from the new files' embedded text or file name. This functionality is included as a core part of our solution.</p>

				<p>Perceptive Mail Agent Perceptive Mail Agent allows organizations using POP3 or IMAP-capable mail servers to automatically accept emails into the Perceptive Software workflow system. Mail Agent captures, indexes, stores, and routes email messages and attachments based on business rules you configure. Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference by simply forwarding important emails they receive to the Perceptive Software solution email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store.</p> <p>Additional electronic capture methods include:</p> <p>Drag and Drop Users can drag and drop new files directly into the viewer. The system then automatically assigns the dropped files the same index values as the document open in the viewer, and automatically tiles the view to show all pages in the document. This functionality is included as a core part of our solution.</p> <p>Perceptive Interact Perceptive Interact is a suite of products that are designed to allow end users to “interact” with the repository within the context of their native business and collaboration applications. These products are delivered in the form of toolbars and other controls that may be seamlessly embedded within these commercial applications: Microsoft Office, Microsoft SharePoint, Microsoft Dynamics AX, Microsoft Dynamics CRM, Microsoft Outlook, Epic, and ESRI. Perceptive Interact also puts document management features at your fingertips directly from the following multifunction product (MFP) business technologies to reduce paper obstacles and improve efficiencies: Perceptive Interact for Lexmark, Interact for Dell, and Interact for eCopy. Please refer to our website at http://www.perceptivesoftware.com/products/perceptive-interact for more information on Perceptive Interact solutions.</p>
2.	Does the ECM support the following imaging capabilities:			
	Optical Character Recognition (OCR)	X		<p>Perceptive Software provides an array of OCR capabilities to meet your unique business needs.</p> <p>OCR for Automatic Indexing at Scan Time: Perceptive Recognition Agent Perceptive Recognition Agent can extract text from defined zones of documents being scanned, allowing up to five of the document’s index values to be populated with the extracted data based on Capture Profile settings.</p> <p>OCR for Full-Text Searching: Perceptive Recognition Agent Perceptive Recognition Agent can also be used to OCR full text from scanned or imported TIFF images and to send the text to Perceptive Full-Text Agent in support of full-text searching. You can associate a Perceptive iScript with the Capture Profile that will read the text obtained via OCR to make determinations based on content, such as determining the Document Type. Recognition Agent also makes the text obtained via OCR available to copy and paste into external systems.</p>

				<p>OCR for Advanced Forms Processing: Perceptive Intelligent Capture</p> <p>Perceptive Intelligent Capture (powered by Brainware) is a high-speed, intelligent data capture solution that performs context-based extraction without templates, keywords or dictionaries. Intelligent Capture utilizes built-in intelligence to find needed data regardless of its location on the page, and offers a simple point-and-click interface that “teaches” the system to recognize new formats and data fields for future extraction and capture of similar forms. Intelligent Capture offers advanced line-item recognition and extraction with an average field level data extraction accuracy of 80 percent to 90 percent out of the box. Intelligent Capture also can validate and share data with business applications in XML, CSV, Text, DBF, XLS and EDI formats.</p> <p>Depending on your organization’s strategy, documents can be submitted to OCR automatically or manually during the capture process.</p>
	Intelligent Character Recognition (ICR)	X		<p>Perceptive Intelligent Capture (powered by Brainware) is a proven industry leader in data extraction software that provides comprehensive OCR, OMR and ICR technologies for your solution. Intelligent Capture has the ability to read hand-printed text (e.g., block letters used to complete a form with individual boxes for each letter). The ability to read handwriting, such as cursive styles, is expected to be addressed with a future release of Intelligent Capture.</p>
	Optical Mark Recognition (OMR)	X		<p>Perceptive Recognition Agent and Perceptive Intelligent Capture (powered by Brainware) are capable of OMR (Optical Mark Recognition). Recognition Agent is better suited to relatively small-volume OMR processing intended to automate scan-time document indexing, while Intelligent Capture is a higher-volume solution that gives users the ability to store and share OMR results with other applications and perform additional data verification. Please discuss your OMR objectives with Jeff Matthews, your account executive, for a more specific recommendation.</p>
	Optical Bar Code Reader (OBR)	X		<p>Perceptive Software solutions support bar code recognition and the ability to convert bar-coded information into index values as well as trigger other functions while capturing documents.</p> <p>During bar code recognition, Perceptive Software solutions search the image for possible bar codes. If a potential bar code is found, the solution examines it for specific characteristics, such as the type, height, width, and length of the bar code, text format, and more. If the solution determines the code has the appropriate characteristics, the code is deemed recognizable.</p> <p>Perceptive Software solutions support the use of bar codes for three primary functions: separate documents, separate groups of documents, and assignment of index key values. These functions are triggered by Capture Profile settings which are configurable by users with the appropriate privileges.</p> <p>To use bar codes with our solution, you must have a Perceptive Capture for Kofax license or a Perceptive Capture ISIS Level I or higher license.</p>

	Mobile Capture – smart phones and other mobile devices	X			Perceptive Mobile Capture is tentatively scheduled for release in mid-2014. This HTML module will run within the Perceptive Mobile Client and enable users to capture images from a mobile device and upload to the Perceptive Server. Mobile Capture will offer flexible image processing capabilities as well as introduce off-line user functionality. Future versions of Mobile Capture will extend to mobile-based video capture.
3.	Is the system compatible with Multi-functional Devices (MFDs) i.e. copiers, mobile device capture, fax server, email, and file import?	X			<p>Perceptive Software solutions can be configured to manually or automatically import files from any file system, including network-accessible file directories of multifunction devices (MFDs) or multifunction peripherals (MFPs), fax servers and POP3 or IMAP-capable mail servers. Mobile device capture is tentatively scheduled for a mid-2014 release (see above response for further detail).</p> <p>Another way to use an MFD or MFP as an input device for Perceptive Software solutions is through the Perceptive Interact for Lexmark, Interact for Dell or Interact for eCopy modules. These innovative products provide seamless integration between our solutions and any Lexmark, Dell or eCopy ShareScan-managed MFP. The Interact modules for Lexmark, Dell and eCopy provide a quick and robust way to store documents inside the repository, all from the Lexmark, Dell or eCopy device console. Please refer to the attached <i>Technical Specifications</i> document for additional detail regarding version compatibility of Lexmark, Dell and eCopy products.</p> <p>Additional capture methods include:</p> <p>Capture from File The manual import feature, capture from file, allows any user with permissions to manually import electronic files (TWAIN-scanned images, PDFs, Word, Excel, etc.) into the repository. To capture from file in “File” mode, users just click the capture icon to initiate import. Perceptive Software solutions display a window that allows the user to browse the computer or network to locate the files to import. This functionality is included as a core part of our solution.</p> <p>Import Agent Import Agent is responsible for handling all automated import routines on the server. The State can configure Import Agent to poll one or more directories on a given interval; if it finds a file or files of a certain type, it attempts to import the files while automatically indexing the files based on extracted index values. The agent indexes the content using separate text files associated with the new files or by importing and extracting index values from the new files’ embedded text or file name. This functionality is included as a core part of our solution.</p> <p>Perceptive Fax Agent Perceptive Fax Agent works with our solutions and an unlimited number of inbound fax lines to automatically manage incoming faxes. The faxes the State receives become images within the repository, where they can be routed into and out of work queues, linked to your business software, indexed in a variety of ways, viewed, printed, faxed and emailed.</p>

				<p>Perceptive Mail Agent Perceptive Mail Agent allows organizations using POP3 or IMAP-capable mail servers to automatically accept emails into the Perceptive Software workflow system. Mail Agent captures, indexes, stores, and routes email messages and attachments based on business rules you configure. Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference by simply forwarding important emails they receive to the Perceptive Software solution email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store.</p> <p>Perceptive Interact for Microsoft Outlook Perceptive Interact for Microsoft Outlook allows end-users to capture, find, and view emails and attachments in the repository without ever leaving the Outlook environment. Add emails and/or attachments directly into your solution from your Microsoft Outlook 2010 email client via right-click, drag-and-drop or on send action. Captured emails are readily accessible from the Outlook client and can have any standard email actions performed on them (e.g., view, reply, forward).</p> <p>Interact for Outlook is delivered in the form of a pane within Outlook that can be resized and positioned to suit the user's preference. This pane provides direct access to the Perceptive Software solution's folder structure your organization develops, allowing users to capture emails (i.e. drag-and-drop into a folder), search and retrieve emails.</p> <p>Upon capture, index values are obtained automatically from the email (e.g., Sender, Recipient, CC, Reply To, Subject, Attachment Count, Header, Date Sent and Date Received) and can be accompanied by business data entered by the user at the time of capture. The State can also utilize predefined Capture Profiles to auto-assign index values and initiate workflow processing. Files attached to an email can be embedded within the Outlook message file or stored independently in their native format. If the exact email already has been captured into the repository, the user is alerted.</p>
4.	Does the system have the capability to do batch scanning and indexing?	X		<p>Perceptive Software solutions support multiple scanning and indexing scenarios, including scanning and indexing documents in batches. Batch scanning options include:</p> <ul style="list-style-type: none"> > Scanning a batch of documents from a scanner > Importing a batch of files from a disk or other electronic source (fax, email, mainframe, etc.) > Importing a batch of files into workflow > Distributing QA of scanned images in batches > Distributed indexing of scanned images in batches <p>The "Q/A Link" Options panel allows users to choose whether to assign an entire batch of documents the same index values, to select index values for each document in a batch, or to apply selected index values to a designated and repeating number of pages within a batch. The last option might be used when assigning index values to double-sided forms that each represents a single person.</p>

5.	Does the system provide the ability to capture index information from scanning/capture software?	X			<p>The Perceptive Capture product suite drives the collection and processing of documents from any location across your organization with a rich collection of scanning and importing functionality. Users can collect documents manually or automatically from a centralized location or distribute the capture of documents to different locations. Using Capture, you can capture all types of documents, individually or in batches, into Perceptive Software solutions' secure, organized, and accessible repository. Easy-to-deploy and easy-to-use functions enable you to define hardware and software settings such as resolution, page size, orientation, brightness, threshold detection, and duplex scanning to optimize your unique capture environment. You can deliver captured documents directly into workflow processes and automate indexing with bar-code recognition and OCR processing. Quality Assurance features ensure images are clean and readable before they are indexed and placed into the repository or a specified workflow queue. In conjunction with the proper Pixel, Kofax or TWAIN product, Perceptive Software solutions can use a wide range of scanners from Lexmark, Canon, Fujitsu, and other manufacturers to ensure the most flexible batch and ad hoc capture environment possible.</p> <p>Perceptive Software can also work with other capture solutions such as Kofax Capture. Perceptive Software's Export Connector for Kofax creates release scripts that are used to store documents in our solution indexed with metadata from the Kofax system.</p> <p>Perceptive Software solutions offer several methods of indexing, or classifying, documents, including:</p> <p>1) Automatic Indexing — Perceptive Software solutions allow for scan-time (automatic) indexing via OCR, bar code and predefined index value. Our solutions acquire the values from the page at scan time and automatically assign them as index values to the image. Any of the automatic indexing methods reduce indexing errors and duplicate field entries, and are easy ways of quickly assigning document type and other index values at scan time.</p> <p>Another way our software supports automatic indexing is via Perceptive Mail Agent and Perceptive Fax Agent, which can automatically index items they receive. Fax Agent can do this via caller ID, and Mail Agent can do this via an email message's To: field, From: field, Subject: field, Date and so on.</p> <p>2) Indexing via Integrated Linking — Once a document has been captured (either scanned or imported), your staff can link it to a record in your business application and other software by opening the record, opening the image in your Perceptive Software solution and pressing the key icon. Our solution retrieves data from the record displayed onscreen in your business application and assigns the data as index values to that image. This technology can be deployed without programming by non-technical users to integrate host screens for document capture and document retrieval. Nearly all of our customers use this method of indexing; in addition, it supports the ability to</p>
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					<p>assign index values, such as Document Type, by allowing the user to select from a drop-down list (no keying required). This unique and beneficial capability eliminates the need to type index values for documents, speeding the indexing process and supporting 100 percent accuracy of indexes and document retrieval.</p> <p>3) Indexing via Programmatic Extraction — You can extract data values from imported electronic objects, such as objects acquired via ImageNow Printer (print to TIFF).</p> <p>4) Indexing via Manual Data Entry — You have the option of manually typing in index values, if you choose.</p>
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			<p>In the Perceptive Software solution, folders allow you to organize content in the most efficient manner for the State. For example, a user might store content related to an employee, business or citizen, or a user might store all documents related to a case or permit application in a folder.</p> <p>Folder views (as well as document and task views) can be navigated using the views pane on the left side of the ImageNow Client's Explorer window. The views pane allows you to expand/collapse the list display in a manner similar to MS Windows Explorer.</p> <p>Search functionality within the folder viewer enables a user to quickly locate the content he or she is looking for within the folder. Additionally, the folder viewer can be used to determine the order in which documents appear (i.e., putting frequently used documents near the top or placing document types in alphabetical order).</p> <p>There is no restriction on the number of folders you can create, and an unlimited amount of custom properties can be assigned to a folder. Additionally, an eForm can be associated with a folder, essentially giving you the ability to create a cover sheet for the folder, and can include the ability to write comments or notes that can be completed as the folder is managed through your business processes.</p> <p>Depending on the indexing structure your organization chooses for your content, folders can provide additional capabilities.</p>
	<ul style="list-style-type: none"> • Key word search 	X			<p>Perceptive Software solutions offer robust search capabilities to ensure easy, on-demand document retrieval. Search is available to users with appropriate privileges in all clients, including ImageNow Client, WebNow and multiple Perceptive Interact clients.</p> <p>Authorized users can perform a basic search with one condition or a more robust search with multiple conditions. With Perceptive Full-Text Search Agent installed, users can perform full-text searches on content, while Perceptive ERM Server enables searching on enterprise COLD reports.</p>

Quick Searching — In a Quick Search, you can search for documents, folders, forms, tasks or workflow items in the current view based on a single index value (Name, Drawer, Field 1, Field 2, Field 3, Field 4, Field 5, or Document Type), custom property value, document name, or a word or phrase within a document (if Full-Text Search Agent is installed). You define the condition on the Quick Search tab of the Explorer window, which includes the property list, operator list, value box and the Go button. The options in the property list vary, depending on the view selected in the views pane, and the set of operators and the method for selecting the value vary with the selection you make in the property list. For example, when you search on a document key property, such as Drawer or Field 1, only documents and forms are returned. If you search on a folder property, such as Name or Type, then folders and forms are returned.

Advanced Searching — Perceptive Software solutions also provide a more advanced search option for locating documents, folders, forms, tasks or workflow items in the current view that meet multiple search criteria. Advanced searching offers additional operators, such as does not start with, ends with, does not end with, contains, does not contain, is blank, is not blank, is one of, is not one of, is between and is not between. In addition to search constraints such as name, index key or custom property, users can search for specific document properties, including check out comments, range of creation dates, document version, document ID, notes, number of pages, workflow item ID, summary task count, hold name and workflow queue. Document status can also be searched to find documents that are checked out, in workflow, private, version controlled, or have a hold applied, a physical reference, shortcuts, a specific digital signature, summary task or workflow status. A date or range of dates associated with document-specific actions such as checked out, created, last viewed, next task due and modified can also be included in a search. Finally, user IDs can be part of a multi-condition search, giving you the option to search by who checked out, created, last viewed, modified, made private, is pending approval or is the current workflow user associated with a document.

Full-Text Searching — The Full-Text Search Agent module allows users to search the content and notes fields of select document types. This agent extracts text from Word, Excel, PDF, WordPerfect, HTML and other files containing text, and extracts text via OCR from scanned images through Perceptive Recognition Agent. Full-Text Search Agent then creates searchable indexes based on the content of each document page. Full-Text Search Agent lets users perform various types of full-text searches, including fuzzy, phonetic, stemming, synonym and proximity searches. A search can also contain wildcards to represent one or more characters. The search result lists the document pages that contain matches for the search, complete with relevance rankings, and highlights matching search terms on the pages of documents when they are opened in viewer. Furthermore, the viewer displays a Content Toolbar, a pane that summarizes content results for the document and allows you to quickly navigate directly to individual search term instances.

					<p>Views — Beyond searching functionality, the views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders and tasks, based on metadata such as index values, document/folder properties, custom properties, status, date and user, so only the documents your users need to work with are displayed. Views can be configured using dynamic variables that adjust to the current user, so different users using the same view can access an entirely different set of documents or folders. For example, a 'My Folders' view can be configured to return a different list of folders for every user who has access to the view.</p>
	<ul style="list-style-type: none"> Formal taxonomy using document types and classes 	X			<p>Perceptive Software offers flexible indexing structures that allow the State to manage and preserve your content via the method that best fit your requirements. Content can be organized at the Drawer level using document keys or via the use of Content Models, which store content in a folder hierarchy. Each drawer can be structured differently; for instance, Drawer A can utilize the traditional document key-based indexing schema, while Drawer B is constructed via content modeling and folders. The indexing strategy you choose depends on the content organization needs of each Drawer in your system.</p> <p>In both structures, each document's Drawer value is its highest (broadest) level. Drawers are typically defined to represent high-level categories such as departments or any other taxonomy desired. Not only useful for organizing content at the broadest level, the Drawer value also serves as a primary security point for restricting/allowing individual and group access to content.</p> <p>Document Type is another key that categorizes a document, similar to the Drawer. For example, when you capture documents, you can assign all billing statements with the Document Type of Invoice, regardless of the Drawer. The Document Type index key allows increased organization capabilities while also adding another level of security by enabling restriction capabilities at the document type level.</p> <p>In addition, you can create and add unlimited custom properties to document and folder types as a means to capture all the additional metadata you need for every document and folder of that type. Custom property values are maintained in the database schema and are type-designated according to the type of metadata being stored. The types of data possible for custom properties include: string, number, date/time, flag, list, user and composite. Type-designating such properties provides more accurate sorting and calculation options. Custom properties are created once and then can be assigned to any number of document and folder types.</p>
	<ul style="list-style-type: none"> All of the above 	X			<p>Perceptive Software solutions support all of the above requirements. Please refer to the preceding comments for detailed information in response to each requirement.</p>
2.	Does your solution support remote access to the ECM system, i.e. for staff that work in the field and have the need to enter documents from the field?	X			<p>Perceptive Software solutions support remote access for users. First, we offer Perceptive Mobile, enabling users who are traveling or in the field to participate in Perceptive Workflow through their mobile device from any location where they have internet connectivity. Perceptive Mobile's simplified interface is easy to learn and presents users with just the workflow queues containing the documents they need to access. By delivering the</p>

				<p>precise content users need, when they need it, even when they're out of the office or away from their desktop, Perceptive Mobile eliminates delays and ultimately results in faster workflow and greater efficiency. Perceptive Mobile is available for iPad and iPhone (iOS 5 and above), Android 2.2 and 2.3.3, and Windows 8 tablets (see the attached <i>Technical Specifications</i> document for further detail).</p> <p>In addition to access via Perceptive Mobile, users can securely access the solution from anywhere, via the WebNow browser client or the ImageNow full client, as long as they have an IP route to the Perceptive Server. Over TCP/IP, any Perceptive Software client anywhere in the world can communicate with any Perceptive Server in the world via your LAN, WAN, intranet, extranet, or the Internet itself. The method you choose is entirely dependent upon your security policy and network configuration.</p>
3.	Does your solution provide access to documents on a public-facing online system?	X		<p>Perceptive Software solutions have the capability to integrate seamlessly with public-facing online systems (such as web portals, for example).</p> <p>Based on standard protocols for web services, including XML, SOAP and WSDL, Perceptive Message Agent provides robust inter-application integration capabilities, allowing organizations to incorporate Perceptive Software services directly into their existing enterprise systems, including customer service-centric web portals. This allows customers authenticated by a web portal to search, view and retrieve documents — and submit their own — via a web portal whose security structure and user interface is under the developers' full control.</p> <p>A middle-tier web service, Perceptive Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Server. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Integration Server is multi-threaded, which allows for concurrent execution of multiple client requests. For secure client-to-server and server-to-client communication, Integration Server supports SSL.</p> <p>In addition, you can use Perceptive Interact for Microsoft SharePoint to provide a seamless integration between Perceptive Software solutions and any Microsoft SharePoint Portal website. Interact for SharePoint is delivered in the form of a web part that can be embedded within existing portal sites via drag-and-drop. Interact for SharePoint provides core features such as search, view, document control (check in/out), document upload, workflow routing, digital signatures and access to views. In addition, the product provides single sign-on integration between SharePoint and Perceptive Software solutions. The web part also supports SharePoint's audience framework, allowing the customer to control the features/functions that are displayed within the web part simply based upon the SharePoint audience (group) of which the end user is a member. This Interact client has full and guest user</p>

					<p>licensing (for light users) and creates a gateway to leverage the power of the Perceptive Software portfolio.</p>
4.	Does the ECM support multiple naming and archiving processes?	X			<p>Perceptive Software solutions provide several features to support naming and archiving processes.</p> <p>Perceptive Software solutions provide a powerful indexing structure that permits the organization and representation of documents in a variety of flexible ways to support business and organizational storage and retrieval requirements. Indexing functionality enables users to quickly and successfully implement effective imaging solutions for the rapid and accurate capture and retrieval of documents. This functionality is provided in the basic license; no separate licensing is required for indexing users.</p> <p>No repetitive keying is necessary to index documents. Our solutions offer an exceptionally robust capture environment, with several methods of indexing, or classifying, documents:</p> <p>1) Automatic Indexing — Perceptive Software solutions allow for scan-time (automatic) indexing via OCR, bar code and predefined index value. Our solutions acquire the values from the page at scan time and automatically assign them as index values to the image. Any of the automatic indexing methods reduce indexing errors and duplicate field entries, and are easy ways of quickly assigning document type and other index values at scan time.</p> <p>Another way our software supports automatic indexing is via Perceptive Mail Agent and Perceptive Fax Agent, which can automatically index items they receive. Fax Agent can do this via caller ID, and Mail Agent can do this via an email message's To: field, From: field, Subject: field, Date and so on.</p> <p>2) Indexing via Integrated Linking — Once a document has been captured (either scanned or imported), users can link it to a record in a business application and other software by opening a record in the business application, opening the image in the Perceptive Software solution and pressing the key icon. Our solution retrieves data from the record displayed onscreen in the business application and assigns the data as index values to that image. This technology can be deployed without programming by non-technical users to integrate host screens for document capture and document retrieval. Nearly all of our customers use this method of indexing; in addition, it supports the ability to assign index values, such as Document Type, by allowing the user to select from a drop-down list (no keying required). This unique and beneficial capability eliminates the need to type index values for documents, speeding the indexing process and supporting 100 percent accuracy of indexes and document retrieval.</p> <p>3) Indexing via Programmatic Extraction — You can extract data values from imported electronic objects, such as objects acquired via ImageNow Printer (print to TIFF).</p> <p>4) Indexing via Manual Data Entry — You have the option of manually typing in index values, if you choose.</p>

					In regards to archiving, with Perceptive Retention Policy Manager, documents can be archived by transferring them online to another Drawer as well as to near-line or offline storage. Records Manager, Perceptive Software's Department of Defense (DoD) 5015.2 certified records management tool scheduled for a 2014 release, includes all of the functionality provided by Retention Policy Manager, as well as additional robust records management features (i.e., ability to create a file plan, automatic and manual record declaration, tracking vital records, and the ability to make transfers to NARA). Authorized users can create and apply powerful retention policies and holds to suit the State's archiving, retention management, and compliance initiatives using these tools.
5.	Does the ECM fully integrate with Microsoft Office applications (Word, Excel, PowerPoint, etc.)?	X			<p>Perceptive Software offers Perceptive Interact, a suite of products designed to allow end users to "interact" with the repository within the context of their native and collaboration applications. These products are delivered in the form of toolbars and other controls that may be seamlessly embedded within your existing commercial applications, such as Microsoft Office.</p> <p>Perceptive Interact for Microsoft Office extends the power of Perceptive Software solutions by bringing document management to every user of Microsoft Office, whether or not they have WebNow or ImageNow Client installed. Interact for Microsoft Office provides key functions in an interface that allows users to add, view, search, check in or check out Office-format documents, spreadsheets and presentations to the repository directly from Microsoft Office programs, such as Word, Excel and PowerPoint. Documents can be securely stored under strict version control and routed via electronic workflow for further editing, annotations and electronic signatures. This integration is seamless, with functionality available right inside the Microsoft Office application's toolbar.</p>
6.	Does the ECM fully integrate with Microsoft Exchange?	X			<p>Perceptive Software solutions provide several ways of integrating with Microsoft Exchange.</p> <p>Perceptive Mail Agent Perceptive Mail Agent is a server-based process that works with the State's existing POP3 or IMAP-capable mail server (such as Microsoft Exchange) to capture and index all incoming email, and their attachments, into your Perceptive Software solution without requiring programmatic integration with, or modification of, mail boxes on your existing mail servers. Mail Agent captures, indexes, stores, and routes email messages and attachments based on business rules you configure.</p> <p>Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference by simply forwarding important emails they receive to the Perceptive Software solution email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store.</p> <p>Perceptive Interact for Microsoft Outlook Perceptive Interact for Microsoft Outlook allows end-users to capture, find, and view emails and attachments in the repository</p>

				<p>without ever leaving the Outlook environment. Add emails and/or attachments directly into your solution from your Microsoft Outlook 2010 email client via right-click, drag-and-drop or on send action. Captured emails are readily accessible from the Outlook client and can have any standard email actions performed on them (e.g., view, reply, forward).</p> <p>Interact for Outlook is delivered in the form of a pane within Outlook that can be resized and positioned to suit the user's preference. This pane provides direct access to the Perceptive Software solution's folder structure your organization develops, allowing users to capture emails (i.e. drag-and-drop into a folder), search and retrieve emails.</p> <p>Upon capture, index values are obtained automatically from the email (e.g., Sender, Recipient, CC, Reply To, Subject, Attachment Count, Header, Date Sent and Date Received) and can be accompanied by business data entered by the user at the time of capture. The State can also utilize predefined Capture Profiles to auto-assign index values and initiate workflow processing. Files attached to an email can be embedded within the Outlook message file or stored independently in their native format. If the exact email already has been captured into the repository, the user is alerted.</p> <p>Finally, Perceptive Software solutions use MAPI to invoke whatever email client software is installed and auto-populates the body of the email. It is used whenever a user emails a link or an attachment as an email.</p> <p>If the State has more specific requirements for integrating with Microsoft Exchange, please speak with your account executive, Jeff Matthews, so that we can provide more detailed recommendations.</p>
7.	Does your solution support email archiving and management capabilities?	X		Perceptive Mail Agent and Interact for Microsoft Outlook both support email archiving and management capabilities (see detailed response above).
8.	Does the ECM allow access to documents by an Apple iOS or Android device?	X		<p>Perceptive Software solutions allow access to documents via Perceptive Mobile, which enables users to access documents using the following devices:</p> <p>> Compatible devices running iOS 5 and above</p> <ul style="list-style-type: none"> • iPhone 3GS • iPhone 4 • iPhone 5 • iPod Touch (3rd generation) • iPod Touch (5th generation) • iPad <p>> Android phone devices with operating system 2.2 or 2.3.3</p>
9.	Does the ECM allow access to documents via web browser? If so, list the compatible browsers and versions in the Comments section.	X		<p>WebNow is the browser-based thin client designed to extend the availability of ImageNow Client's advanced document management and workflow functionality within a variety of industry-standard browsers using the Java platform. WebNow requires Oracle JRE version 6 or 7. To use JRE 7, you must be running WebNow, version 6.7.0.2962 or higher.</p>

				<p>WebNow supports the following web browsers:</p> <ul style="list-style-type: none"> > Internet Explorer 7.x, 8.x, or 9.x for Windows > Apple Safari web browser 5.0.x, 5.1.x, and 6.0.x for Macintosh > Mozilla Firefox for Windows and Macintosh > Google Chrome for Windows <p>Supported browser versions are listed, however we recommend that you upgrade to the latest patch of the supported browsers. For further detail, please reference the attached <i>Technical Specifications</i> document.</p>
10.	How does the solution manage documents with a retention policy?	X		<p>We offer Perceptive Retention Policy Manager, which provides an intuitive way to track, audit and access documents and content in your Perceptive Software solution — from creation through final disposition. With Retention Policy Manager, the State can easily create powerful, time-based, event-based, and time-and-event-based retention policies using ordinary language to define rules in accordance with your unique business requirements. This retention management functionality is presented within a user-friendly Policy Designer and allows retention policies to be applied directly to the document type, ensuring all new documents captured into the system fall instantly under the correct policy. Users can specify retention schedules in days, months, years and indefinite time periods. You can apply holds and require approvals to prevent unintended modifications or deletions, and use the audit functionality to track actions within the system and produce a chain of custody for all information. Furthermore, the State can track physical documents to display the exact location of a box, folder or document.</p> <p>Whether creating simple policies or more complex ones with multiple time and event phases, retention policies can be configured to automatically transfer, destroy or permanently retain documents according to the State's unique business requirements and relevant legal standards. Content can be transferred to online, near-line or offline locations at a specific time as established by your organization. Administrators can require a user — or multiple users in a predefined order — to approve a document transfer or destruction before it occurs. For each approval level created within a policy, you can assign approvers to advance the approval request to the next level.</p>
11.	Provide examples of reports that can be used to ensure retention policies are being adhered to.	X		<p>Perceptive Retention Policy Manager enables the State to effortlessly follow information through its entire life cycle with audit data that includes user actions (print, email, fax and view) and system actions (transfer, destruction and hold).</p> <p>Perceptive Business Insight, our reporting tool, allows report authors to build reports with retention data and provides records management reports in the Report Library, a collection of ready-to-run reports. For instance, Business Insight can provide a list of all documents deleted on a specified date or range of dates. In addition, detailed auditing results can be viewed through Business Insight and utilized to generate a certificate of destruction for your documents.</p> <p>Pre-built retention reports include Documents under Retention Hold, Retention Policy Setup, Documents under Retention Policies, Document Types Without Retention Policies, Document Destruction Report and Document Disposition Report. Samples</p>

					of these reports can be viewed at https://docs.perceptivesoftware.com/robohelp/robo/server/sample/BI_jar/inow.htm , in the Records Management Reports folder.
12.	Search Capabilities				
	<ul style="list-style-type: none"> Will the system accommodate full text OCR to search for and retrieve files? 	X			<p>The Perceptive Full-Text Agent unites Perceptive Software’s capture, integration, workflow and storage technology with a sophisticated full-text search engine, letting you search the content of scanned images and virtually any document type, including Word, Excel, PDF, WordPerfect and HTML. Selectively submit documents to Full-Text Search Agent based on your unique business rules and retrieve them by constructing ad hoc queries, accessing saved queries (views), or using queries integrated directly with your existing application.</p> <p>Full-Text Search Agent lets you quickly target specific information contained across documents in the Perceptive Software repository and leverage the results to enhance productivity. Users can send retrieved documents into workflow, email copies or links to co-workers, or fax relevant documentation to customers or suppliers.</p> <p>Full-Text Search Agent provides a variety of options for conducting “fuzzy” queries of scanned and other electronic documents. With many search methods at your disposal, you can quickly and easily find the documents you need even when your search terms are limited or vague.</p> <p>The results of content search appear in the explorer window, which displays a Score and a Details column. The Score column shows the numeric relevance ranking of each document. The Details column lists each word that was found and, in parenthesis, the frequency in which it was found (for example, account(2), accounts(1)). The results of the search appear in relevance order, with the highest Score at the top of the grid.</p> <p>In addition, the Content Search Results pane displays the page-by-page results for any document that matches the results of the content search. This pane lists all pages in a multiple-page document where the search values appear and lists the total number of instances for the matching content search value. You can display these pages by ascending or descending page order or by frequency of occurrences.</p> <p>Note: Perceptive Recognition Agent must OCR TIFF images before they can be searchable via the Full-Text Search Agent. Other electronic objects such as TXT, DOC, XLS, and PPT files can be submitted directly to the Full-Text Search Agent without requiring processing via the Recognition Agent.</p>
	<ul style="list-style-type: none"> Does the ECM offer web-based and desktop client interface search and retrieval? 	X			<p>Perceptive Software solutions offer robust search capabilities to ensure easy, on-demand content retrieval from all clients, including web-based and desktop clients. Retrieval is available through search features in the Explorer window, through the State’s business applications as integrated with Perceptive Software solutions, and through your users’ designated workflow queues.</p> <p>Search Through Explorer Perceptive Software solutions offer robust search capabilities to ensure easy, on-demand document retrieval. Search is available</p>

to users with appropriate privileges in all the solution clients, including ImageNow Client, WebNow and multiple Perceptive Interact clients.

You can perform a basic search with one condition or you can perform a more robust search with multiple conditions. With Perceptive Full-Text Agent installed, you can perform full-text searches on your documents, while Perceptive ERM Server enables you to search enterprise COLD reports.

Beyond searching functionality, the views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders and tasks, based on metadata such as index values, document/folder properties, custom properties, status, date and user, so only the documents your users need to work with are displayed. Views can be configured using dynamic variables that adjust to the current user, so different users using the same view can access an entirely different set of documents or folders. For example, a 'My Folders' view can be configured to return a different list of folders for every user who has access to the view.

Integrated Retrieval

Perceptive Software solutions, as integrated with the State's business applications, will allow your staff to retrieve images with a single click of the mouse or via hotkeys. Users simply open the relevant record in your business application and click the solution icon in the system tray to display a list of all documents that have been linked to the onscreen record. This retrieval method is enabled through LearnMode's non-programmatic integration.

WebNow, the browser-based companion to ImageNow Client, offers a similar single-click option by allowing images stored within the repository to be queried and displayed by accessing a dynamically generated URL placed within any business application that can be configured to launch a browser.

Perceptive Software solutions can also be accessed programmatically by placing a button or hyperlink directly in screens or forms of your existing applications. All major solution functions are accessible via COM, so API calls to the solution can be made from applications developed in Visual Basic, C++ and other languages.

Furthermore, our middle-tier web service interfaces, Perceptive Message Agent and Perceptive Integration Server, can incorporate mission-critical functionality into your application, portal or desktop environment, including the capability to search, store, move, copy, delete, be notified of new documents in the repository, as well as access Perceptive Workflow functionality.

Workflow Retrieval

Another option for users to easily access documents is through their designated Perceptive Workflow queues. To open a document, a user only needs to click the selected document from the list of documents that have been routed to the queue. It is simple for your users to process the State's documents in a timely manner using workflow. Users do not need to search for

					work — it is simply delivered to them via their Perceptive Software client. Additionally, alerts such as a flashing icon, audible alarms, message alerts in the Message Center or email notifications make users aware when items arrive in a queue or other conditions arise, ensuring that items will be acknowledged and processed efficiently upon arrival.
	<ul style="list-style-type: none"> Does the ECM accommodate “Full Text Indexing” (i.e. OCR) to search for and retrieve files? 	X			<p>Perceptive Full-Text Search Agent is capable of indexing and providing full-text search for Word files and other imported, non-bitmapped documents containing text. Full text from scanned or imported TIFF images can also be extracted via OCR using Perceptive Recognition Agent, and then sent to Full-Text Search Agent in support of full-text searching.</p> <p>Full-Text Search Agent creates searchable indexes based on the content of each document page, allowing the State's staff to perform various types of full-text searches, including fuzzy, phonetic, stemming, synonym and proximity searches. Your search can also contain wildcards to represent one or more characters. The search result lists the document pages that contain matches for the search, complete with relevance rankings, and highlights matching search terms on the pages of documents when they are opened in viewer. Furthermore, the viewer displays a Content Toolbar, a pane that summarizes content results for the document and allows you to quickly navigate directly to individual search term instances.</p>
	<ul style="list-style-type: none"> Does the ECM allow users to configure custom searches that they commonly use? 	X			<p>Through the use of views, Perceptive Software solutions provide far more than the ability to merely save and recall searches. The views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders and tasks, based on metadata such as index values, document/folder properties, custom properties, status, date and user, so that only the documents your users need to work with are displayed. Views can be configured using dynamic variables that adjust to the current user, so different users using the same view can access an entirely different set of documents or folders. For example, a ‘My Folders’ view can be configured to return a different list of folders for every user who has access to the view.</p> <p>Public and private filters on views can be created and saved, allowing users with the appropriate privileges to further refine the results set returned by a given view. The views feature enables your users to customize their own document, folder and task views, allowing them to see only what they need in the exact way that they prefer.</p> <p>Views can be secured so that only certain users or groups can access them, adding another layer of protection to information on Perceptive Server, in addition to the access privileges to drawers that can be granted or denied to a user or group. A user can have access to one or more views, and collectively, a user’s access is defined by the views to which he has been granted access. By default, copying a view results in the creation of an identical view with the same user access privileges and filters applied to it. However, the action of copying a view can also be carried out without copying filters or applying user privileges, if desired.</p>

					<p>In addition, you can define calculated statistics that provide figures such as maximum, minimum and average of all the values in a specific column in the view. For example, you can display the total amount due for all invoices in the grid or the number of contracts that are past due, providing users with valuable, at-a-glance information about the results contained within the Explorer grid. Utilizing our reporting module Perceptive Business Insight, the column data defined in views can also be used to create dynamic reports.</p> <p>The user-friendly View Designer gives administrators or other authorized users the ability to create and manage view definitions. The State can set up the conditions, display settings and user access that give views their power, versatility and convenience.</p>
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			<p>Perceptive Workflow, a standard, integrated component of the Perceptive Software solution, supports a document-centric workflow model. Focus is on the document as the unifying object in the workflow process. Documents are associated with owners, applications, rules, and routes. Workflow lets you automate business processes and create checkpoints for document review and approval.</p> <p>Workflow processes are created in the Workflow Designer. This tool, accessible to authorized users from the Management Console, provides administrators with the ability to graphically create and manage queues and their workflow processes from start to finish. The Workflow Designer has a canvas-like area that provides authorized users with the basic building blocks to construct workflow processes and dictate actions to take on them, including queues, routing options, a rules engine, and alarms and messaging support. Six different types of queues, eight types of routes and multiple alarm types are available.</p> <p>At the heart of the accessibility and flexibility of Perceptive Workflow lies the Natural Language Rules Engine. Through the intuitive Rules Editor window, non-technical users can create statements based on a combination of plain-language conditions, actions and exceptions to create customized, sophisticated alarms and routes to automate many business processes without scripting.</p>
2.	Does your ECMS support workflow automation for processing:				
	<ul style="list-style-type: none"> E-forms for internal purposes 	X			<p>Perceptive Workflow can be configured to automatically route documents to specific workflow queues based on data captured from scanned forms or web-based forms in support of internal needs. Perceptive Software solutions can also be integrated with third-party forms processing and automated data-entry software products.</p> <p>Perceptive Software offers the following e-form solutions:</p> <p>The Perceptive eForms module allows the State's staff to collect business or process-specific information through user-friendly HTML based forms, which may be routed independently or with documents within your workflow processes.</p>

				<p>Perceptive eForms are tailored to your individual business needs. You can easily create simple, standard data entry forms with the user-friendly Forms Designer, or more complex forms using standard HTML, XSL and XML language in external editing tools, such as Microsoft FrontPage, Adobe Dreamweaver or Stylus Studio. Users can then quickly fill out eForms in a familiar environment while Perceptive Software solutions' built-in logic ensures data consistency and accuracy. eForms can automatically format, calculate, look up and validate form information while automatically routing eForms and documents within specific workflow processes. Once submitted, eForms can be located via search. In addition, data captured within eForms can be shared with external business applications to provide a seamless, automated business process solution.</p> <p>Perceptive TransForm allows you to quickly and easily transition from paper-based to electronic forms while maintaining the appearance of paper-based forms. The State can utilize existing forms from Perceptive Software's forms library or convert your own paper forms to electronic versions, transitioning to paperless processes without IT involvement. Perceptive TransForm consolidates your organization's forms into one access point, where they can be found easily, and provides versioning, so the most current forms are available. Forms can also be made available anywhere over the web (without client-side plug-in or Java requirements) or offline, giving you complete control and flexibility. Perceptive TransForm structures your data by collecting and sharing it with people and systems to automate and optimize standard business processes. It takes processes typically based on unstructured data and enables that same process to be completely structured.</p>
	<ul style="list-style-type: none"> E-forms for external customer purposes 	<p>X</p>		<p>Perceptive Workflow can be configured to automatically route documents to specific workflow queues based on data captured from scanned forms or web-based forms in support of external needs. Perceptive Software solutions can also be integrated with third-party forms processing and automated data-entry software products.</p> <p>Perceptive eForms allow organizations to reach beyond the licensed Perceptive Software solution user base by letting anyone launch, complete and submit an eForm with a single click from a URL hosted in a standard web environment. Such eForms can be instantly sent to an administrator-defined workflow queue and automatically indexed, using defined static values or dynamic data captured from the eForm itself. A standalone eForm can also be relinked using our patented LearnMode technology just like any normal document once in workflow; standalone eForms also appear in the document viewer like any other document.</p> <p>Using Perceptive Transform, forms can be made available anywhere over the web and accessed by recipients on any Windows or Mac device (without client-side plug-in or Java requirements) or offline, giving you complete control and flexibility. Once accessing the form, the user can opt to complete online as well as print or export the form as a PDF for offline completion. Downloaded forms can be accessed, completed and then submitted once a connection is re-established. In addition, completed forms can be received into</p>

				the Perceptive Software solution environment as a TIFF or PDF; forms can also be sent to external users as email attachments. Perceptive Transform structures your data by collecting and sharing it with people and systems to automate and optimize standard business processes.
	<ul style="list-style-type: none"> Work items (documents, reports, etc.) 	X		<p>Perceptive Workflow includes the tools to allow you to automate the processing of documents, reports, folders, and virtually any other document type or work item. These work items can be added to a workflow process and routed through any number of available queues. The Natural Language Rules Engine allows non-technical users to create statements based on a combination of plain-language conditions, actions and exceptions to create customized, sophisticated alarms and routes to automate many business processes without scripting.</p> <p>Reports within your Perceptive Software solution are created using Perceptive Business Insight. While these reports cannot be added immediately to Perceptive Workflow via Business Insight, they can be saved as documents in your solution, consequently making them available for workflow processing. When viewing a report from the solution's Explorer window, authorized users have the option to import a PDF or excel output version of the report into the repository, allowing them to be routed and processed within Workflow just like any other document in the repository.</p> <p>Business Insight provides a suite of business intelligence features which include: dashboards to provide high level graphics depicting views into your system, operational reporting for brochure-quality reports and ad-hoc query tools to allow users to easily create a simple chart or graph. With Business Insight, you can view, run, schedule, and archive instances of the reports used in your organization. Report managers can configure reports to run on a specified schedule at a time and date. After a schedule has been defined, the report runs at the scheduled interval, creates a report instance in the defined format, and delivers it as defined. Historical versions of that report can also be made available for viewing, as specified by the report manager. Flexible output allows you to retain instances of a report as an HTML page, a PDF document, an XML file, or as a Microsoft Excel spreadsheet. You can then distribute instances of the report instantly using email, shared file locations, or FTP.</p> <p>Drag-and-drop tools are provided to simplify report and dashboard creation or modification, and a library of prebuilt reports and dashboards are provided that the State can use out-of-the-box or customize to your specific needs.</p>
	<ul style="list-style-type: none"> Automatic notifications and emails 	X		<p>Perceptive Workflow includes alarms and notices to alert users and administrators when time limits have been exceeded, a defined number of documents have arrived in a specific queue, or other conditions arise based on rules defined with the Natural Language Rules Engine. Alarms are centralized, allowing a single alarm to be applied to an unlimited number of workflow queues. Finally, workflow offers multiple alarm types, consisting of the following four options:</p> <p>> Email: An email alarm causes an email message to be sent to a person or group through an SMTP server that may include a link</p>

				<p>to the workflow queue that triggered the alarm if configured to do so.</p> <ul style="list-style-type: none"> > Visual: An Icon alarm causes the solution icon, in the upper left corner of the toolbar, to flash until the user has taken appropriate action with the affected queue. It also causes the icon in the System tray to flash. > Audible: An audible alarm plays a .wav sound file on the user's computer when a specified condition in a queue occurs. > Message Center: A Message Center alarm scrolls across the marquee below the toolbar and also is listed in the Message Center window.
	<ul style="list-style-type: none"> • Workflow status tracking 	X		<p>Perceptive Workflow includes alarms and notices to alert users and administrators when time limits have been exceeded or when other defined conditions arise. The alarm messages and methods (visual, audible, email, Message Center) can be customized by your organization.</p> <p>Perceptive Software solutions maintain a complete audit trail of every item within workflow, including the queues in which items have been, every time items are touched by users, the actions taken and additional relevant data. Analyzing and presenting this data with Perceptive Business Insight allows administrators to investigate bottlenecks and effectively monitor productivity.</p> <p>In addition, the views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders, based on metadata such as index values, document/folder properties, custom properties, status, date and user. For example, if your documents contained a "Date Due" custom property, the supervisor could create a view that would return all documents that have passed their due date.</p>
3.	Does the system allow users to perform workflow activities using a standard web browser such as Internet Explorer and Mozilla Firefox?	X		<p>WebNow, our browser-based thin client, is designed to extend the availability of ImageNow Client's advanced document management and workflow functionality within a variety of industry-standard browsers using the Java platform.</p> <p>WebNow offers a focused set of key capabilities contained in ImageNow Client, without requiring individual installation of client software on every desktop. With WebNow, users can:</p> <ul style="list-style-type: none"> > Display documents associated with records within integrated applications > Search for documents via Quick Search, Search, Content and ERM search > Use views, so only the documents specific users need to work with are displayed > Add, modify, delete and hide annotations > Participate in workflow, including routing > Change the status (hold, cancel, delete or pending) of documents > Import documents from disk > Manually assign and/or edit document keys to index documents > Drag and drop items out of the Explorer grid or tree control to the desktop (or an application that supports drag and drop) to create a link back to WebNow

				<p>WebNow supports the following browsers:</p> <ul style="list-style-type: none"> > Internet Explorer 7.x, 8.x, or 9.x for Windows > Mozilla Firefox for Windows and Macintosh > Apple Safari web browser 5.0.x, 5.1.x, and 6.0.x for Macintosh > Google Chrome for Windows <p>Further details on the minimum and recommended specifications for WebNow are included in the <i>Technical Specifications</i> document attached to this RFI response.</p>
4.	Does workflow allow users to define conditions?	X		<p>At the heart of the accessibility and flexibility of Perceptive Workflow lies the Natural Language Rules Engine. Through the intuitive Rules Editor window, non-technical users can create statements based on a combination of plain-language conditions, actions and exceptions to create customized, sophisticated alarms and routes to automate many business processes without scripting.</p> <p>Routing rules and exceptions can be based on index values, document priority, creation time, length of time in queue, item creator, item router, queue routed from, document type, custom property, folder type, digital signature status and digital signature status by signer. Alarm rules and exceptions can be based on index values, document priority, document type, length of time in queue, custom property, queue routed from and folder type.</p> <p>Whether creating routing or alarm statements, authorized users are presented with highlighted statement variables, which, when clicked, show all valid choices for that statement, such as available queue names or current custom properties, ensuring that statement syntax is correct and will execute properly. A series of such statements can also be arranged in the Rules Editor according to a user-specified sequence to give complete control of the order in which they are executed.</p>
5.	Can workflow be automated for a specific document type and workflow template?	X		<p>Perceptive Workflow's Natural Language Rules Engine lets you automate many business processes by defining rules and conditions based on document type and other data (see above response for further detail).</p> <p>Perceptive Workflow gives workflow administrators the ability to copy all or selected components of a workflow queue within a particular process, essentially allowing the queue to act as a template and reducing the need to recreate similar queues from scratch. Additionally, workflow administrators can move a workflow queue from one process to another while retaining all users, permissions, and properties associated with the queue.</p> <p>Perceptive Workflow also includes super queue functionality. A super queue contains a collection of distinct sub-queues that perform the same workflow function. Super queues reduce the management of alarms, routes, actions, and rules by centralizing the administration of the queues contained within the super queue. The queues within a super queue are unique queues that work in parallel to process documents for a specific business function (e.g., AP approval).</p>
6.	Does the workflow include E-signature capabilities?	X		<p>Perceptive Software offers electronic signature functionality that enables both internal and external signing capabilities, allowing you to easily capture legally binding signatures from individuals within or outside of your organization. Whether your</p>

solution requires documents to be electronically sent to any user or third party to obtain compliant electronic signatures, or you're looking for internal signing capabilities that authenticate users via advanced public-key infrastructure (PKI) technology, Perceptive Software can provide the signing functionality the State needs.

Support for Electronic Signatures Outside of Perceptive Software Solutions

Perceptive eAuthorize is an electronic signature offering that enables external users to participate in document review and approval, using e-signatures to sign with all the legal authority of "wet ink". Prompted by an email notification, or the presentation of an immediate signing request following a specific transaction, customers, partners, and even employees without access to your Perceptive Software solution can be brought into a fully automated system that speeds up signing and securely routes documents to the proper recipients. Documents are protected via delivery through a secure HTTP connection, and can be signed by multiple parties in parallel or sequentially, while maintaining a single document source. eAuthorize is tightly integrated into the Perceptive Software process and content management solution, allowing signed documents to be automatically sent to your repository for storage or additional processing.

Support for Digital Signatures Within Perceptive Software Solutions

Perceptive Document Control Suite includes a robust digital signature capability that uses Suite B-certified PKI encryption algorithms, where Perceptive Server serves as the certifying authority. Users with the document signing privilege are able to sign documents from either the ImageNow Client or WebNow user interfaces. As a document is routed through workflow, additional signers may add their signature to the document or verify existing signatures. Verification is an automated check used to confirm the integrity of the document — to confirm that no changes have been made since the document was signed.

Signatures via Stamp Annotations

Perceptive Software solutions include a standard stamp annotation feature that can be configured to allow any authorized user to apply a scanned, handwritten signature to an image. When defined with appropriate permissions, such a stamp could be secured so only an authorized signature owner could apply or delete such a signature stamp.

Conclusion

Regardless of which electronic signature approach you choose, Perceptive Workflow can assist in pushing documents through a review process governed by your business rules. For example, our solutions can notify a case manager when required documents pertaining to a review and approval process are missing. As soon as the case manager adds a required document to workflow (via scan, import, print to TIFF, etc.), the reviewer is notified the document is available. Our software also supports deficiency reporting, giving administrators visibility to all items waiting to be signed or approved.

Records Management Specification		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			<p>Perceptive Retention Policy Manager's archiving capabilities allows the State to transfer documents to another Drawer as well as to near-line or offline storage. Records Manager, Perceptive Software's Department of Defense (DoD) 5015.2 certified records management tool scheduled for a 2014 release, includes all of the functionality provided by Retention Policy Manager, as well as additional robust records management features (i.e., ability to create a file plan, automatic and manual record declaration, tracking vital records, and the ability to make transfers to NARA). Authorized users can create and apply powerful retention policies and holds to suit the State's archiving, retention management, and compliance initiatives using these tools.</p> <p>Policies contain phases, paths, and path details. A phase is a stage (such as online, offline, protected, and unprotected) in a document's lifecycle. Paths, together with the options you set for them, determine where a document falls under a policy. For each path you define, you must also define path details. These details include event, time, or event and time based rules for a path in a phase, the duration of the retention period, and the disposition action (such as accession, online transfer, or offline transfer) that occurs when the retention period ends.</p> <p>To determine what documents can fall under a policy, you assign a document type to that policy. Retention Policy Designer allows you to assign one or more document types to a policy, and once assigned, documents indexed with that document type automatically fall under the policy. With Records Manager, policies can also be assigned to record types.</p> <p>Metadata for documents that are archived to an offline storage device can be maintained within the solution, allowing users with the appropriate permissions to track the location of offline documents. Perceptive Software's retention tools can also completely remove documents and associated metadata from the repository, making them no longer accessible from the solution's interface. If your organization desires to re-import documents into the live system, you can manually re-import the designated documents through a staging area.</p> <p>Perceptive Software solutions integrate seamlessly with your choice of third-party archiving hardware and software. Based on your archiving objectives, your Perceptive Software account executive can help you select and configure archiving technology to leverage the ease of use, high performance, and rapid integration of our solutions in the enterprise.</p> <p>Lastly, it is important to note that Perceptive Software solutions preserves document integrity by never allowing the editing of original documents. Our solutions always maintain the original document in unaltered form.</p>
2.	Create, edit and manage a corporate "file plan" / records retention schedule, which contains information used to classify records.	X			<p>Perceptive Records Manager, set for release in early 2014, centrally manages records within a formal file plan from inception through active management, retention and final disposition. Providing organizations with automated records management capabilities, this Department of Defense (DoD)</p>

					<p>5015.2 certified offering automates and controls dispositions and holds without adding complexity to existing business processes. With a single view into the organization’s records, users can prove compliance with internal and external regulations and policies without having a negative impact on day-to-day productivity.</p> <p>Records Manager allows an organization to manage all information consistently regardless of content or department/location while ensuring proper controls are in place to restrict access to private information. In addition, it supports the retention of information for the legally and administratively required amount of time, with proper destruction when its lifecycle is complete.</p>
3.	Create and manage the record folders (and folder volumes) that are available to help organize the file plan.	X			<p>The State can create and manage unlimited record folders with your Perceptive Software solution, developing a folder hierarchy with rule-based taxonomy. Automatically cut off record folders through a policy placed on a specific category. Place holds on record folders, as well as flag as vital. Access to records can be granted/secured at the Record type level, with additional security based on Access Control Markings.</p>
4.	Configure the system to easily declare objects as records in native authoring tools and specify which object classes and properties to manage.	X			<p>Records Manager can declare content as records from Interact for Microsoft Outlook. Other information can be declared as records within your Perceptive Software solution.</p>
5.	Create and manage records retention rules.	X			<p>Perceptive Retention Policy Manager allows the State to create powerful, time-based, event-based, and time-and-event-based retention policies using ordinary language to define rules in accordance with your unique business requirements. This retention management functionality is presented within a user-friendly Policy Designer and allows retention policies to be applied directly to the document type, ensuring all new documents captured into the system fall instantly under the correct policy. You can apply holds and require approvals to prevent unintended modifications or deletions, and use the audit functionality to track actions within the system and produce a chain of custody for all information. Furthermore, your organization can track physical documents to display the exact location of a box, folder or document.</p> <p>Retention Policy Manager enables users to specify retention schedules in days, months, years and indefinite time periods. Authorized users can configure time-based, event-based, and time-and-event-based retention policies utilizing specific index values, custom properties and other system metadata. To determine what documents fall under a policy, a Document Type index value must be assigned to that policy.</p> <p>Event-based rules can utilize custom properties, document keys and task properties to trigger a policy. Time-based rules can be set with custom properties, system date or date period. Event-and-time-based policies are configured using custom properties, date period, event date and system date.</p> <p>With Perceptive Records Manager, policies can also be assigned to record types. Retention policies can be triggered automatically via predefined data (e.g., record metadata cut</p>

					offs), and destruction approvals can be established for added protection from unintended data loss.
6.	Create and manage physical boxes, folders and records.	X			By creating physical references in your solution, the State can seamlessly track physical documents with Retention Policy Manager as well. Physical references can be related to an electronic original or copy and be managed with policies and holds. A physical reference is instantly accessible and displays the exact location of the box, folder or document. Additional metadata values can be assigned to track the current status of physical records, such as checked-out, user in possession, expected check-in date and more.
7.	Search for categories, folders and records.	X			The file plan functionality of Perceptive Records Manager allows you to organize, search and retrieve records within the file plan, based on record categories as well as other attributes of the file plan. Record declaration allows users to place records in the correct location of the file plan which manages access, policies, controls modification and deletion and provides detailed audit reports to ensure records are retained according to policy. Perceptive Software solutions can also determine if a record is complete or incomplete, based on additional required index values associated with declaring a document a record.
8.	Place holds against record categories or search results.	X			<p>Perceptive Retention Policy Manager and Records Manager both allow the placement of holds.</p> <p>Retention Policy Manager provides multiple methods for applying holds to relevant documents, based upon your unique business requirements. Holds suspend the disposition of a document and protect that document from modification or manual deletion.</p> <p>Users with the "Apply Document Hold" privilege can apply or remove direct holds to individual documents from the Explorer window or various viewers within the solution. You can search for relevant documents and select only the documents you need and quickly apply the hold. Holds can also be applied at the Document Type level via Retention Policy Manager. You can apply multiple holds to the same document. The document remains on hold until all applied holds are removed. When you view a document on hold in the Document Viewer, an icon appears on the status bar denoting that it is on hold.</p> <p>Records Manager includes all of the functionality of Retention Policy Manager, plus it allows privileged users to apply holds at the category, record folder and record level. These holds can be applied within the file plan or within the Perceptive Content search grid.</p>
9.	Identify appropriate metadata for all formats and sources.	X			Upon record declaration, users can select the record format and include metadata associated with PDF, Photos, Scanned Image, Web Page and TIFF. This is in addition to our other metadata fields.
10.	Manage various record image / formats in an integrated manner.	X			Perceptive Software solutions can handle various image formats and display them in an integrated viewer. Users can import, store and manage any file type, including bitmap images, text, word processing, spreadsheet, graphics, multimedia, presentation, fax and compression/encapsulation formats. Commonly used enterprise formats include TIFF, JPEG, GIF, BMP, PNG, Word, Excel, PowerPoint, PDF, HTML, DWG and DXF. Our solutions store each file on the server without altering its

				<p>original binary file format. That is, TIFF files are stored as TIFF, JPEG as JPEG, GIF as GIF, Word and Excel documents as DOC and XLS documents, and so on.</p> <p>Perceptive Software solutions may prompt the opening of separate applications to support presentation of files in formats their viewers do not render. ImageNow Client viewer can display about 240 different file formats without additional software, while WebNow can display the most widely used bitmap formats (TIFF, JPEG, GIF, BMP, PNG) and text files without additional software. WebNow users with the publicly available Adobe Acrobat browser plug-in installed can also configure WebNow to display PDFs in an independently opened browser window.</p> <p>In addition, media files playable in Windows Media Player or QuickTime can be viewed with either full or browser plug-in versions of such players, depending on workstation configuration and user preferences. Both ImageNow Client and WebNow also contain an embedded multimedia player, enabling native viewing of common audio and video file formats.</p>
11.	Maintain the relationships between records and files, between file series and the file plan.	X		Perceptive Software solutions allow you to develop folder hierarchies with rule-based taxonomy.
12.	Retrieve information for personal use or to comply with Freedom of Information Act / discovery requests.	X		Records can be retrieved for personal use or to comply with FOIA / discovery requests with out of the box functionality and can be enhanced with further customization to forms and integration.
13.	Construct and manage audit trails and track system usage by department and user.	X		<p>Perceptive Software solutions provide comprehensive auditing capabilities for monitoring the actions of users/groups and the content they access. The Management Console includes a user-friendly interface that allows administrators to configure multiple audit templates to log more than 500 different functions. Additionally available is a set of pre-defined audit templates for some of the most widely used audit conditions such as document creation, deletion, search, user login, and more.</p> <p>Audit log files record each action being tracked (such as viewing, deleting, printing, or re-indexing an object) along with the user ID, user name, time and date, duration, status, audit type, description, audit category, and additional action, source, destination, and operation details. Client information saved in audit logs includes API versions, IP address, Windows user name, Windows domain, computer name, and client type.</p> <p>There is no limit to the number of audit templates you can create, and you can assign audit templates to specific users or groups. While an audit template is assigned to a user or group, the Perceptive Software solution either outputs directly to the database in real time or exports an XML file for each 24-hour period during which an audited user is logged onto the system. Once auditing is started, you can view the auditing data using Perceptive Business Insight (our reporting tool) or the XML tool of your choice. Business Insight also offers several ready-to-run</p>

				<p>reports on auditing that show documents viewed, documents modified, and actions taken that may externally expose documents (i.e., users who may have printed, exported, emailed, or faxed a document).</p> <p>Audit trail metadata that is automatically generated without the use of an audit template and assists in collecting the history of a document includes:</p> <p>> Workflow History — When content is in workflow, the Perceptive Software solution tracks every object (document or folder) and maintains an audit trail as it moves through workflow. This tracking includes the queues in which the object has been, every time it was touched by a user, the action taken, and additional relevant data, allowing you to effectively monitor productivity. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a document’s Document Properties window under the “Workflow Archive” tab.</p> <p>> General Document Properties — Document properties include the document name, ID, type, path, and information about the folder where the document is stored. Document properties also include created and modified information, custom properties, workflow history, shortcut locations, task history, version history, and retention history. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a document’s Document Properties window under the “General” tab.</p>
14.	Manage the integrity and reliability of records once they have been declared as such.	X		<p>Perceptive Records Manager allows an organization to manage all information consistently regardless of content or department/location while ensuring proper controls are in place to restrict access to private information. In addition, Perceptive Software’s reporting capabilities give you the ability to see — through pre-defined reports — what information is due for destruction as of a specified date range, as well as audit modification and deletion actions to ensure information is managed according to policy and regulations. Reports can be configured to display information on the entire file plan or portions of the file plan. In addition, Records Manager offers the ability to define properties that add additional access security on the record. These capabilities are offered out of the box and require no scripting or workflow. The State can manage vital information with review dates to ensure all information is kept up to date.</p>
15.	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.			<p>Perceptive Software’s reporting capabilities give you the ability to see — through pre-defined reports — what information is due for destruction as of a specified date range, as well as audit modification and deletion actions to ensure information is managed according to policy and regulations.</p> <p>Perceptive Business Insight, our reporting tool, allows report authors to build reports with retention data and provides records management reports in the Report Library. Pre-built retention reports include Documents under Retention Hold, Retention Policy Setup, Documents under Retention Policies, Document Types Without Retention Policies, Document Destruction Report and Document Disposition Report.</p>

16.	Provide a seamless integration of the ERMS (providing the records management logic) with an ECMS,	X			Perceptive Records Manager is a module/product that integrates seamlessly with the Perceptive Software ECM solution.
17.	Records Manager Application will be a 100% Web-browser based application.			X	Records Manager is not currently available via a web client. The goal of Retention Policy Management and Records Management is to enable secure and efficient means of managing your records throughout the lifetime of that content. Records Manager is not a tool that you must regularly access and should only be accessed by specific staff designated for that responsibility due the critical nature of ensuring content is managed consistently, securely, and effectively. The purpose of the application is to setup and activate retention schedules and enable the system to manage your document retention for you. Our strategy is to continue to expand our Perceptive Everywhere client set that encompasses the various client platforms outlined within the proposal to ensure key functionality takes precedence over multiple means of accessing a tool, which, if designed correctly, should only be utilized infrequently for schedule creation and occasional modification by a limited group of users
18.	Views file plans and retention and disposition policies.	X			Perceptive Records Manager, set for release in early 2014, centrally manages records within a formal file plan from inception through active management, retention and final disposition. Providing organizations with automated records management capabilities, this Department of Defense (DoD) 5015.2 certified offering automates and controls dispositions and holds without adding complexity to existing business processes. With a single view into the organization's records, users can prove compliance with internal and external regulations and policies without having a negative impact on day-to-day productivity.
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			<p>Designed to integrate tightly and quickly with virtually any desktop-level or web application, Perceptive Software offers a wide variety of programmatic and non-programmatic integration products and features.</p> <p>Non-programmatic Integration with LearnMode LearnMode is a patented client-side, non-programmatic feature for integrating the screens in your business application with our solutions. This component learns where key data resides in each screen of your application and uses that data to expedite document indexing, retrieval and search.</p> <p>> Document Indexing: Once a document has been captured into Perceptive Software solutions, your staff can link it to a record in your business application by opening the record in your business application, opening the image in our solution and pressing the key icon. Instantly, our solution retrieves data from the record displayed onscreen in your business application and assigns the data as index values to the image as defined by your organization. Your organization can also configure Capture Profiles to automatically link documents upon capture.</p> <p>> Retrieval: Once your business application has been integrated with our solution using LearnMode, users simply open the</p>

				<p>record in your business application and click the Perceptive Software solution icon in the system tray to display a list of all documents that have been linked to the onscreen record. The same index values used to link captured content in our software with your business applications can also be leveraged while using the solution’s robust search functionality.</p> <p>LearnMode supports all user interfaces — from terminal emulators and MS-DOS interfaces to Windows application and web browser interfaces. It involves a one-way transfer of data from your business software to our software; information does not have to be passed to your application to achieve integration — only gathered from it. LearnMode has been used to integrate our solutions with more than 500 enterprise- or department-level, custom and legacy, software applications and versions.</p> <p>LearnMode integration significantly reduces the complexity and cost commonly associated with integration, while eliminating the risk of inadvertently altering transaction logic or business rules in your other applications. It also minimizes the complexity and cost associated with keeping the integration in step with upgrades to your other applications. Once our software has “learned” the screens of your business software, and a change occurs to your software, it is a simple matter for your system administrator to “re-teach” the fields on the revised software screens to your Perceptive Software solution.</p> <p>APIs for Programmatic Integration When programmatic integration is needed, Perceptive Software solutions provide APIs based on COM, URL API integration and web services. It is also capable of creating COM calls to other applications for specialized functions.</p> <p>> API Desktop Integration: Our solutions can be accessed programmatically by placing a button or hyperlink directly in screens or forms of existing applications. All major functions are accessible via COM, so API calls to our solution can be made from applications developed in Visual Basic, C++ and other languages.</p> <p>> WebNow URL API: Through its built-in URL API functionality, WebNow, the browser-based thin client, provides yet another option for programmatic integration. WebNow allows documents stored within the repository to be searched and displayed based on a dynamically generated URL created by any business application that can be configured to launch a browser. This URL API integration feature also allows you to leverage views and display a particular workflow queue within WebNow, all via a URL placed within any application capable of launching a browser.</p> <p>The URL API integration capabilities also allow the retrieval and display of folders, tasks and ERM reports. In fact, the WebNow URL API facilitates the capture of documents via WebNow. For example, a button can be placed within any application capable of launching a browser. That button, once clicked by a user with the appropriate privileges, could prompt the generation of a URL to open the capture screen of WebNow and automatically</p>
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				<p>pre-populate the index fields with values from the business application. The user could then simply drag and drop the relevant document into the capture screen and click the 'Create Document' button to store and index the document within the repository, according to the values pre-populated from your business application.</p> <p>> Server-Side Integration: Perceptive Message Agent provides a middle-tier interface to our system using web services standards (SOAP, WSDL, XML) to incorporate mission-critical functionality into your application, portal or desktop environment. This enables users to be more effective without having to learn a new interface or technology. It provides the capability to store, search, move, copy, delete, be notified of new documents in our solutions and access workflow functionality. In addition, Perceptive Envoy enables the initiation of outbound web service requests to remote applications and systems. Authorized users can easily create and configure these services through the use of a user-friendly GUI, which allows our software to create and modify business transactions and other related data within these third-party systems, as well as retrieve data for updating documents or for display within an eForm. All of these outbound transactions can then be invoked within a workflow process or an eForm. This allows our solutions to integrate with external business processes and solutions in a much tighter manner.</p> <p>Perceptive Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Server. Integration Server is a middle-tier web service that provides communication over a network between our software and third-party applications. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Integration Server is multi-threaded, which allows for concurrent execution of multiple client requests. For secure client-to-server and server-to-client communication, Integration Server supports SSL.</p> <p>> Outgoing COM: VBScript and Perceptive iScript, a scripting utility, can make COM calls from our software to other applications, as well. iScript is used to automate various functions and can be used to update and retrieve information from external databases (directly via ODBC or at the API level), create foreign transaction records or trigger events in another application. For example, the viewer interface offers several user buttons that can be configured via a VBScript to place a COM call to an external application to retrieve a record related to a document being displayed in our solution. You could also create an iScript that sets a value in an external system's database table to indicate that a particular workflow step has been completed or a particular document has arrived. Users would then see this status indicated in their business application screens.</p>
20.	ERP integration: support enterprise resource planning (ERP) systems APIs.	X		<p>Perceptive Software provides a number of options for integrating with major ERP systems, including Oracle, PeopleSoft, JD Edwards, Infor Lawson, SAP, Microsoft Great</p>

Plains Business Solutions and Microsoft Dynamics Business Solutions. The most popular option is LearnMode, our patented tool that “learns” specific screens of your ERP application within moments – without any programming – and uses that information to seamlessly present just the right content to the user at their precise moment of need. Perceptive Software customers have used LearnMode to integrate with more than 500 different commercial or custom business applications.

In addition to LearnMode, Perceptive Software offers an integration framework that is ideal for most ERP applications. This framework validates data captured via Perceptive Capture technologies, transforms it into actionable information, and passes it into the ERP.

Further integration capabilities are made possible because of Perceptive Software's collaborative partnerships with major ERP systems, such as:

Oracle / PeopleSoft / JD Edwards

An Oracle partner since 2001, Perceptive Software is a Gold Level Oracle Independent Software Vendor (ISV) partner. Perceptive Software developed our solutions to seamlessly integrate with all modules and versions of Oracle, PeopleSoft Enterprise and JD Edwards applications, regardless of back-end platform and without programming. Integration options for PeopleSoft include Voucher Build Connector for PeopleSoft, Checklist Connector for PeopleSoft Campus Solutions and Transcript Connector for PeopleSoft.

SAP®

As an SAP Powered by NetWeaver Certified Partner, SAP Partner - Software, SAP Certified Integration, and SAP ArchiveLink Certified Solution, Perceptive Software developed the Perceptive Connector for SAP components which allow SAP users to seamlessly leverage SAP ArchiveLink and SAP Financial Accounting functionality within the context of SAP or within Perceptive Software solutions. Our product suite has been designed to fully and seamlessly integrate with all SAP applications, providing SAP users with Perceptive Software functionality directly from SAP records.

Lawson®

A Lawson Complementary Software Partner since 2001 and named Lawson's 2011 Product Partner of the Year, Perceptive Software creates process and content management solutions that are fully integrated with Lawson's software products such as Lawson S3 or M3, Lawson Interactive Desktop (LID), Portal or Smart Office. Our solutions integrate with every Lawson application regardless of release, version, hardware platform or operating system. Our solutions are also optimized to integrate tightly with Lawson ProcessFlow Standard and ProcessFlow Professional, extending the reach and power of these key Lawson technologies by providing instant access to the exact documents associated with a Lawson workflow transaction.

Microsoft®

As a Microsoft Gold Certified Partner, Perceptive Software boasts extensive integration experience with both Microsoft Great Plains Business Solutions and Microsoft Dynamics

				<p>Business Solutions. Perceptive Software is proud to partner with Microsoft in bringing complementary process and content management products to Microsoft Great Plains/Microsoft Dynamics users worldwide. Regardless of the Microsoft Great Plains/Dynamics application or version, including Dynamics AX, CRM, NAV, GP and SL, technology from Perceptive Software seamlessly integrates with Microsoft Great Plains/Dynamics applications to instantly deliver secure, digital versions of paper and electronic documents associated with your daily business routines.</p> <p>As a part of the Microsoft Dynamics Partner Alliance Program, Perceptive Software has also developed an advanced process and content management solution that integrates directly into Microsoft Dynamics AX and Microsoft Dynamics CRM. For more information, please visit http://www.perceptivesoftware.com/products/perceptive-interact/application-integration/microsoft-dynamics-ax and http://www.perceptivesoftware.com/products/perceptive-interact/application-integration/microsoft-dynamics-crm.</p>
21.	Typical Reports: Including, but limited to, the following:	X		<p>Perceptive Business Insight provides a suite of business intelligence features built for and integrated with any Perceptive Software process and content management solution. High-level dashboards, operational reporting for brochure-quality reports, and other flexible options enable the State to evaluate and improve the efficiency of content-related routines by putting detailed worker and process productivity data right at your fingertips.</p> <p>With Business Insight, you can view, run, schedule, and archive instances of the reports used in your organization. Drag-and-drop tools are provided to simplify report and dashboard creation or modification, and a library of prebuilt reports and dashboards are provided that your organization can use out-of-the-box or customize to your specific needs.</p> <p>The Report Library's collection of ready-to-run reports is used to view details about the configuration and use of the Perceptive Software solution. Reports are available in the following categories: Administrative, Dashboards, Document, Records Management, Sector-Specific, Task, and Workflow. For example, the Workflow Item Aging report enables you to calculate the number of workflow items in each queue that fall into user-defined aging periods. Workflow and Tasks Dashboards allow you to see an at-a-glance view of your workflow processes (such as the number of items in particular queues) and tasks.</p> <p>All Perceptive Software users can access the Report Library using the Reports button on the toolbar. Please refer to the Report Library at the following link for a more detailed look at this program's reporting capabilities: https://docs.perceptivesoftware.com/robohelp/robo/server/sample/BI_jar/inow.htm.</p> <p>The Business Insight report designer and completed dashboards and reports are available from both ImageNow Client and WebNow.</p>
	o Ready for Destruction report	X		<p>Business Insight's Document Disposition Report displays summary information for documents that are scheduled for a disposition action (such as destruction). Authorized users can</p>

				<p>then customize this report, or create a new custom report, to include more/specific details as required by the State.</p> <p>For simple report modification and creation, Business Insight features drag-and-drop tools so users can create content specific to their business. For more advanced report building capabilities, the Business Insight Author can create or modify reports using either Query Studio or Report Studio. With these tools, your organization can report against metadata by building both simple and complex, customized reports.</p>
	o Future Disposition Schedules report	X		<p>The Document Disposition report displays the retention policies that performed a disposition action for the selected date. For each retention policy, the report displays the disposition action (Accession, Destruction, Next phase, Online transfer, Offline transfer, and Permanent retention), the number of documents, and the document type associated with the documents scheduled for or pending disposition on the selected date. It also includes a Documents Scheduled for or Pending Disposition chart, which displays the total number of documents that are scheduled for a disposition action or pending disposition for each retention policy. (Report sample can be viewed at the link provided in the previous response.)</p>
22.	Maintain the relationships between records and files, between file series and the file plan.	X		<p>Perceptive Software solutions allow you to develop folder hierarchies with rule-based taxonomy.</p>
23.	Retrieve information to comply with Freedom of Information Act / discovery requests.	X		<p>Records can be retrieved to comply with FOIA / discovery requests with out of the box functionality and can be enhanced with further customization to forms and integration.</p>
24.	Associate the contextual and structural data within a document.	X		<p>While additional clarification and a business example would assist us in addressing this response, if by “associating contextual and structural data” you mean relating the content of a document to its data properties (i.e. indexing, custom properties), then yes, Perceptive Software solutions can fulfill this requirement.</p> <p>Our solutions provide powerful indexing features, including scan-time (automatic) indexing via OCR, bar code and predefined index value. Our solutions acquire the values from the page at scan time and automatically assign them as index values to the image. Any of the automatic indexing methods reduce indexing errors and duplicate field entries, and are easy ways of quickly assigning document type and other index values at scan time.</p> <p>Another way our software supports automatic indexing is via Perceptive Mail Agent and Perceptive Fax Agent, which can automatically index items they receive. Fax Agent can do this via caller ID, and Mail Agent can do this via an email message’s To: field, From: field, Subject: field, Date and so on.</p> <p>In addition, the State can associate document context into eForm data. Perceptive eForms allow anyone in your organization to collect business or process-specific information through user-friendly HTML-based forms, capturing additional data associated with your existing documents or folders.</p>

25.	Construct and manage audit trails and track system usage by department and user.	X			This is a duplicate of Specification #13 above. Please refer to the response for that specification.
26.	Manage the integrity and reliability of records once they have been declared as such.	X			This is a duplicate of Specification #14 above. Please refer to the response for that specification.
27.	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.	X			This is a duplicate of Specification #15 above. Please refer to the response for that specification.
E-Form 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			<p>In addition to Perceptive eForms, which allows anyone in your organization to collect business or process-specific information through user-friendly HTML-based forms, we also offer Perceptive TransForm, which allows you to quickly and easily transition from paper-based to electronic forms while maintaining the appearance of paper-based forms.</p> <p>The State can utilize existing forms from Perceptive Software's forms library or convert your own paper forms to electronic versions, transitioning to paperless processes without IT involvement. Perceptive TransForm consolidates the State's forms into one access point, where they can be found easily, and provides versioning, so the most current forms are available. Forms can also be made available anywhere over the web (without client-side plug-in or Java requirements) or offline, giving you complete control and flexibility. Perceptive TransForm structures your data by collecting and sharing it with people and systems to automate and optimize standard business processes. It takes processes typically based on unstructured data and enables that same process to be completely structured.</p> <p>Perceptive TransForm makes it simple to transfer existing paper-based forms to electronic format, and in most cases, paper forms can be converted and published in minutes, while complex forms can be created within hours rather than weeks. Using a simple and intuitive user interface, the form designer makes it easy to import PDFs or to design forms, without programming, and to publish electronic forms that look like paper forms. Because Perceptive TransForm is highly intuitive and easy to learn, with training also available, it doesn't require technical ability to create, publish and manage forms, eliminating the need for your IT department to be involved in constructing or approving them. Unlike other solutions, users can complete forms on any Windows or Mac device with no plug-in or client-side Java requirements. Furthermore, forms only need to be created once for all platforms, and they look the same, whether they're viewed online or offline, or on an iPad or an iPhone.</p>
2.	Do your E-forms support E-signatures?	X			<p>Perceptive Software offers two options for electronically signing a form created with Perceptive TransForm.</p> <p>The first option is Perceptive eAuthorize, which allows for a legally binding electronic signature. Users can send an email</p>

				<p>containing a link to a document to users inside or outside of your organization who then electronically sign the document by using a mouse, typing a signature or using an external signing device (i.e., signature pad). Once the recipient clicks 'Complete,' the executed document is stored in the Perceptive Software solution. Authentication logs are also captured and stored with the form in the repository.</p> <p>Secondly, for digital signature functionality within your solution, Perceptive Document Control Suite includes a robust Digital Signature capability that uses Suite B-certified PKI encryption algorithms and makes both document management and digital signatures available via web services. Users with the document signing privilege are able to sign documents from either the ImageNow Client or WebNow interfaces. As a document is routed through workflow, additional signers may add their signature to the document or verify existing signatures.</p> <p>Additionally, digital signatures and annotations may be applied to a Perceptive eForm once it has been converted from an HTML to a TIFF file through a Convert Form Automated System Queue. This is a workflow queue that converts standalone and supplemental form types from HTML to TIFF without requiring customization or scripting. Converting a form to TIFF gives users the ability to email, export or annotate that form.</p>
3.	Does your solution support public-facing E-forms that can be filled out and submitted on line?	X		<p>Perceptive eForms allow organizations to reach beyond the licensed Perceptive Software solution user base by letting anyone launch, complete and submit an eForm with a single click from a URL hosted in a standard web environment. Such eForms can be instantly sent to an administrator-defined workflow queue and automatically indexed, using defined static values or dynamic data captured from the eForm itself. A standalone eForm can also be relinked using our patented LearnMode technology just like any normal document once in workflow; standalone eForms also appear in the document viewer like any other document.</p> <p>Using Perceptive Transform, forms can be published online and accessed by recipients on any Windows or Mac device — without additional software installation. Once accessing the form, the user can opt to complete online as well as print or export the form as a PDF for offline completion. Downloaded forms can be accessed, completed and then submitted once a connection is re-established. In addition, completed forms can be received into the Perceptive Software solution environment as a TIFF or PDF; forms can also be sent to external users as email attachments.</p>

4.0 ADDITIONAL INFORMATION

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

Response: As demonstrated by Montana Department of Justice, as well as Insurance & Securities Commissioner, it is possible, and typically common, for customers to perform much of the implementation, configuration and integration services on their own, without utilizing professional services from Perceptive Software. The software is simple to use and implement. Many customers have utilized our services team for the initial implementation. Then, using the knowledge gained, they have expanded their use of Perceptive Software across their entire enterprise, without the use of any additional professional services from Perceptive Software.

In this way, our world class Perceptive Software offerings are truly distinguished from other products on the market today in regards to customer independence for expanding use of the solution implemented. This type of customer independence allows our customers to realize a much lower Total Cost of Ownership, and a much higher Return on Investment, more quickly.

Our team would be happy to provide any additional information and clarifications needed to assist the State of Montana's understanding of our comprehensive approach to streamline and automate the process and content management services discussed or proposed within this RFI.

SUPPORTING MATERIALS

GENERAL

Inspire 2014 Informational Flyer
Technical Specifications for ImageNow 6.7.x
Recommended Scanner Guide
Conversion and Migration Services Project Guide
Software Maintenance and Support Services brochure
Global Support Services Guide
Master Software and Services Agreement

INDUSTRY AND BUSINESS PROCESS BROCHURES/DATASHEETS

Perceptive Software Solutions for Government – State and Local
Perceptive Software Solutions for Government – FOIA Solution
Solutions for Public Sector – Human Services
Perceptive Software for DMV – Driver’s Licenses
ImageNow for State Board of Nursing Agencies
Perceptive Software Solutions for Government - Health Benefits Exchange

TECHNOLOGY-SPECIFIC OVERVIEWS

Perceptive Document Composition datasheet
Business Insight datasheet
Document Control Suite datasheet
Perceptive eForms datasheet
Perceptive Enterprise Search datasheet
Retention Policy Manager datasheet
Perceptive Workflow datasheet
WebNow datasheet
Perceptive TransForm datasheet
Perceptive eAuthorize datasheet
Perceptive Mobile for iPhone datasheet
Perceptive Mobile for Windows datasheet

CASE STUDIES

In addition to the case studies listed below and attached to this document, please refer to our website (<http://www.perceptivesoftware.com/case-studies>) for a full list of more than 100 case studies demonstrating our success across all departments and industries.

City of Lethbridge
Johnson County, Kansas
Kansas State Board of Nursing
Las Vegas Metropolitan Police Department
Rockingham County, North Carolina
Tulsa County