



2024 OnBase Maintenance 7/1/2023 – 6/30/2024

RFQ # 024186

SUBMITTED BY:

3SG PLUS

April 7, 2023





Vendor Contact Information:

Company Name: **3SG Plus, LLC**

Company Location: 8415 Pulsar Place, Suite 300, Columbus Ohio 43240

State Term Schedule (STS): 534577 (Expiry 6/30/2023)

Sales

Company Point of Contact: Nanda Nair

Contact Title: Chief Sales Officer

Phone Number: 614.652.0019

Email Address: NNair@3sgplus.com

Delivery

Company Point of Contact: Lisa Warnock

Contact Title: Director, Professional Services

Phone Number: 216.312.0503

Email Address: LWarnock@3sgplus.com

3SG Plus – Relationship with Hyland

For the last 20 years, 3SG Plus has been providing document imaging and document/content management solutions. 3SG Plus has been developing, designing, operating, installing, and supporting OnBase for our customers since 2006, seventeen (17) years. Our partnership with Hyland as resellers of OnBase software has helped us provide innovative solutions to our customers in and around Ohio, including to the City of Columbus, as well as the State of Ohio, Franklin County, City of Dayton, and the Ohio Turnpike and Infrastructure Commission, to name a few.

3SG Plus has 70 full-time staff spread across multiple locations. Our core OnBase team consists of Hyland-certified engineers who have helped us develop, implement, and support solutions for our customers for the last 17 years. Our staff is comprised of certified OnBase engineers, API developers, network engineers and document scanning specialists. 3SG Plus's Senior Management Team possess over 100+ years of combined ECM experience serving both private and public sector clients.

Equal Employment Opportunity

It is the policy of 3SG Plus to provide equal employment opportunities to all qualified individuals and to administer all aspects and conditions of employment without regard to the following:

- Race
- Color
- Age
- Sex
- Sexual orientation
- Gender
- Gender identity
- Religion
- National origin
- Pregnancy
- Physical or mental disability
- Military or veteran status
- Citizenship and/or immigration status
- Genetic information, including family medical history
- Child or spousal support withholding
- Wage garnishment for consumer debt if two or fewer per year
- Exercise of civil rights
- Familial status
- Expunged criminal records
- Any other protected class, in accordance with applicable federal, state, and local law

References and Client Experience

3SG Plus has worked with the City of Columbus using a “shared service” model for supporting OnBase since 2015. The Department of Technology is responsible for managing and maintaining the infrastructure for the various departments within the City. 3SG Plus has implemented OnBase solutions for the following City agencies:

- Building and Zoning Services
- Public Service
- Public Health
- Public Utilities
- Human Resources and Risk Management
- Recreation and Parks

As part of these implementations, we have created solutions for scanning, custom workflows, electronic plan review, birth and death certificate requests, claims management, and directly integrated OnBase with the City's permitting software, Accela.

As we work closely with the City to expand the system and make solutions available to additional agencies, we look forward to continuing our partnership for providing the software maintenance and support for OnBase through our relationship with Hyland.

In addition to our experience with the City of Columbus, we also provide OnBase maintenance and support services to the following customers:

❖ **Franklin County: Data Center & Auditor's Office**

- **Contact:** Julie Lust, Chief Financial Officer
- **Address:** 373 S High St. Columbus, OH 43215
- **Telephone Number:** 614.525.5826
- **E-mail Address:** jalust@franklincountyohio.gov
- **Date of Engagement:** May 2014 – Present
- **Description of Services Provided:**
 - Current Hyland maintenance provider for OnBase support
 - Implemented and now support Board of Revisions (BOR) solution for Franklin County Auditor
 - Implemented and now support external OnBase document retrieval for public-facing BOR case documents
 - Implemented and now support Case Management solution for Franklin County Child Support Enforcement Agency
 - Provide managed services to all Franklin County OnBase users in conjunction with Data Center
 - Perform routine OnBase upgrades
 - Work with Hyland directly on database conversion from 32-bit to 64-bit

❖ **State of Ohio, Department of Rehabilitation and Correction**

- **Contact:** Kathy LaFond, Project Manager Bureau of Information Technology
- **Address:** 4545 Fisher Rd. Columbus, OH 43228
- **Telephone Number:** 614.601.3338
- **E-mail Address:** kathryn.lafond@odrc.state.oh.us
- **Date of Engagement:** July 2018 – Present
- **Description of Services Provided:**
 - Current Hyland maintenance provider for OnBase support
 - Provide dedicated support for all ODRC OnBase users, for installation and issue resolution
 - OnBase upgrade
 - Configuring **Offender Case Management** solution for offender records from intake to release
 - Implemented and now support and provide enhancements for **Records** retrieval solutions
 - Implemented and now support and provide enhancements for **Offender Release Processing:**
 - Application Enabler integration with DOTS portal for capture of sentencing data
 - Workflow for routing offender information for processing release from institution
 - Electronic Checklists for dynamic capture of offense, sentencing and release details
 - Reporting Dashboards for administrative review of releases by institution

- Implemented and now support and provide enhancements for **Facilities Maintenance**:
 - Replaced prior Work Order ticketing system with OnBase
 - Approval Workflow for routing and assignment of maintenance work order tasks
 - Reporting Dashboards for administrative monitoring of work in progress, work completed and financials across all facilities

❖ **Franklin County Municipal Court**

- **Contact:** Lori Tyack, Clerk of Courts
- **Address:** 375 S High St. Columbus, OH 43215
- **Telephone Number:** 614.645.8186
- **E-mail Address:** tyackl@fcmcclerk.com
- **Date of Engagement:** 2008 – Present
- **Description of Services Provided:**
 - Current Hyland maintenance provider for OnBase support
 - Integrated OnBase with CourtView as well as other line-of-business applications
 - Provided document imaging services for over 30 million records

❖ **Cardinal Health**

- **Contact:** Willis Miller, Manager, Application Development and Maintenance
- **Address:** 7000 Cardinal Pl., Dublin, OH
- Telephone Number:
- **E-mail Address:** willis.miller02@cardinalhealth.com
- **Date of Engagement:** October 2020 – Present
- **Description of Services Provided:**
 - Ongoing Managed Support Services
 - Dedicated OnBase support, monitoring daily activity, incident response and resolution, system enhancement implementation
 - OnBase upgrade

In addition to the references provided, 3SG Plus provides OnBase maintenance and support to the following customers. References available upon request.

- ❖ NiSource Corporation
- ❖ Ohio Turnpike Infrastructure Commission
- ❖ Treasurer of State of Ohio
- ❖ State of Ohio, Department of Natural Resources
- ❖ State of Ohio, Civil Rights Commission
- ❖ City of Dayton, Ohio
- ❖ City of Toledo, Ohio
- ❖ Warren County, Ohio

Maintenance Pricing

The following module costs are for a 12-month period, starting 7/1/2023.

Module Name	Module Code	Qty	Contract Term	Maintenance Price
Integration for Accela	AAMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Enterprise Application Enabler	AEMPI2	1	7/1/2023-6/30/2024	\$9,093.86
Integration for ESRI ArcGIS Desktop	AGMPI1	1	7/1/2023-6/30/2024	\$1,273.13
Desktop Document Imaging (15 ppm max)	AIMPW1	5	7/1/2023-6/30/2024	\$454.76
Desktop Document Imaging (30 ppm max)	AIMPW2	28	7/1/2023-6/30/2024	\$5,092.59
Desktop Document Imaging (Unlimited)	AIMPW3	12	7/1/2023-6/30/2024	\$3,273.73
Ad-hoc Automated Indexing	AZMPW1	1	7/1/2023-6/30/2024	\$909.38
Enterprise Document Composition	BDMPI1	1	7/1/2023-6/30/2024	\$9,093.86
Bar Code Recognition Server	BSMPW1	1	7/1/2023-6/30/2024	\$909.38
Context Search Framework	CFMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Concurrent Client	CTMPC	19	7/1/2023-6/30/2024	\$4,146.78
Concurrent Client (1-100)	CTMPC1	100	7/1/2023-6/30/2024	\$25,460.84
Concurrent Client (101-200)	CTMPC2	4	7/1/2023-6/30/2024	\$873.01
Concurrent Client PE	CTIPCE_SUBS	5	7/1/2023-6/30/2024	\$0.00
Named User Client (1-100)	CTMPN1	17	7/1/2023-6/30/2024	\$2,164.17
EDM Services	DMMPI1	1	7/1/2023-6/30/2024	\$909.38
Document Import Processor	DPMPW1	1	7/1/2023-6/30/2024	\$909.38
Document Retention	DRMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Distributed Disk Services	DSMPI1	1	7/1/2023-6/30/2024	\$909.38
Integration for ESRI ArcGIS Server	EGMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Encrypted Diskgroups	EHMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Advanced Capture	IAMPW1	1	7/1/2023-6/30/2024	\$4,546.94
Interactive Data Capture	IDCMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Full-Text Indexing Server for Autonomy IDOL	IDMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Multi-User Server	OBMPW1	1	7/1/2023-6/30/2024	\$1,455.02
Batch OCR	OCMPW1	1	7/1/2023-6/30/2024	\$272.81
Mobile Access for Windows	OMMPI1-WINDO	1	7/1/2023-6/30/2024	\$909.38
Integration for Microsoft Outlook	OUTMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Plan Review Concurrent Client	*See Below*			
Plan Review Named User Client	OPRMPN1	25	7/1/2023-6/30/2024	\$11,367.31
Plan Review Named User	PLMPN1	50	7/1/2023-6/30/2024	\$22,734.62
Plan Review Integration Toolkit	PRTMPI1	1	7/1/2023-6/30/2024	\$2,728.15
PDF Framework	PDFMPI1	3	7/1/2023-6/30/2024	\$1,636.91
Signature Pad Interface (TWAIN)	PWMPPI1	1	7/1/2023-6/30/2024	\$1,091.26
Reporting Dashboards	RHMPPI1	1	7/1/2023-6/30/2024	\$1,818.77
Report Services	RPMPPI1	1	7/1/2023-6/30/2024	\$909.38
Production Document Imaging (TWAIN)	TIMPW1	1	7/1/2023-6/30/2024	\$909.38
Production Document Imaging (TWAIN)	TIMPW2	2	7/1/2023-6/30/2024	\$1,091.27
Unity Integration Toolkit	UIMPI1	1	7/1/2023-6/30/2024	\$1,818.77
Unity Client Server	UNMPI1	1	7/1/2023-6/30/2024	\$1,818.77
WorkView Concurrent Client SL	VLMPC	5	7/1/2023-6/30/2024	\$1,364.08
Workflow Concurrent Client SL	WLMPC	19	7/1/2023-6/30/2024	\$6,220.20

Workflow Concurrent Client SL (1-20)	WLMPC1	20	7/1/2023-6/30/2024	\$8,002.04
Workflow Concurrent Client SL (21-50)	WLMPC2	16	7/1/2023-6/30/2024	\$5,237.48
Workflow Named User Client SL (1-20)	WLMPN1	14	7/1/2023-6/30/2024	\$3,564.42
Conv. From Microsoft Office To Image Framework	WTMPI1	1	7/1/2023-6/30/2024	\$543.89
Conv. From Microsoft Office To Image Framework (Aspose)	WTMPI1-AS	1	7/1/2023-6/30/2024	\$545.64
Web Server	WTMPW1	1	7/1/2023-6/30/2024	\$1,818.77
Subtotals		374		\$162,429.05
Plan Review Concurrent Client	OPRIPC1_SUBS	10	7/1/2023-6/30/2024	\$19,335.80
Totals		384	Discount	\$181,764.85
				- \$5,452.95
				\$176,311.90

Notes:

- 3SG Plus has already paid Hyland upfront for 10 Plan Review Concurrent Client subscription licenses (Module Code: OPRIPC1_SUBS) through 12/31/2023.
- As part of our longstanding and valued partnership, 3SG Plus is pleased to offer a discount to the City of Columbus.