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PROPOSAL:

City of Columbus Human Resources Incident and Claims Management

Submitted by,

3SG PLUS, LLC

September 19, 2018

STS: 533272-3 (Software) & 534577 (Professional Services)



September 19, 2018

Talya Horton
City of Columbus Dept. of Human Resources
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RE: Incident and Claims Management

Dear Ms. Horton:

3SG Plus started with a vision to help companies “go-digital” and ease their problems storing, filing and retrieving paper documents. As a growing expert in document imaging we realized our customers need to do more with their digital images and 3SG Plus expanded its services to include Enterprise Information Management solutions using the OnBase Software Platform. With the power of OnBase, 3SG Plus helps our customers improve timelines and process efficiencies using file, case, incident and data management as well as workflow solutions.

3SG Plus caters to customers in a wide variety of markets including local, state, and federal government; healthcare and senior living; higher education; corporate; and industrial. In Ohio, 3SG Plus works extensively with Franklin County, City of Columbus, City of Dayton, City of Toledo, and the Ohio Turnpike. 3SG Plus is located in Columbus Ohio and holds the following designations: **Ohio MBE & State Term Schedule.**

3SG Plus. is pleased to submit a proposal to the City of Columbus Department of Human Resources for an OnBase implementation. We sincerely appreciate all the time and effort you and your department have invested to help us better understand your needs. Through this collaborative effort, we have put together this statement of work for the best possible system recommendation for you. 3SG Plus is dedicated to the customers and communities we serve and live in and look forward to working with your organization on this significant project.

Respectfully,

A handwritten signature in black ink, appearing to read "Nanda Nair", written in a cursive style.

Nanda Nair

President, CEO



Vendor Contact Information

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1 Project Approach

3SG Plus has adopted a client focused approach to the configuration and deployment of their solutions. By actively engaging our clients throughout the solution development life cycle, 3SG Plus has found that projects are more likely to have successful outcomes with fewer change management efforts.

3SG Plus implementations include the following phases:

1. Project Preparation and Kickoff
 - a. Client Pre-Kickoff – (Typically Call with Project Sponsor and Client PM to review the goals, expectations and anticipated time frame (including expected go live) of the project to make sure we understand the project objectives and driving factors.
 - b. Technical Assessment- 3SG Plus SE test server access and readiness of infrastructure
 - c. Kick Off Meeting – 3SG Plus and client project team introductions, full review of the SOW, document client expectations, review high-level project timeline, schedule project status update on the clients expected schedule (weekly, biweekly, meeting, call, report, etc.).
2. Analysis
 - a. Discovery – in depth discussions with identified client SME(s) will be held to gather the details of the business process and the requirements for a solution. The requirements will be documented and define the scope of the solution to be configured.
3. Design – The details of the Requirements document will be used to design the proposed solution.
4. GAP Analysis
 - a. Once the Functional Requirements Document and Design is complete the 3SG Plus team will perform a GAP analysis of the Requirements against the Initial Statement of Work (Proposal details and estimate).
 - b. Any “gaps” will be reviewed with the client to identify if there has been a change to the requirements or additional functionality/features requested. At that time, it will be decided if a change order is appropriate. The only alternative to a change order would be a modification of the requirements to keep efforts within the original estimate.
 - c. Implementation cannot commence until both parties accept the Functional Requirements Document, Solution design/configuration documents and change order if one is required.
5. Implementation
6. Unit Testing and Fixes
7. Training and User Acceptance Testing
 - a. Training (Train the Trainers/Testers)
 - b. User Acceptance Testing (UAT) - The goal of UAT is to simulate actual business process scenarios, validate that the solution performs as expected and that the established acceptance criteria have been met. UAT will be performed on both the TEST and PROD environments.
8. Go Live Deployment
9. Solution Support
 - a. A Support Agreement and Procedures will be delivered and reviewed with you prior to transferring your solution to the 3SG Plus Support Team.

2 Statement of Work

The following Statement of Work has been developed based on preliminary discussions with representatives of your organization. It should not be considered a “final” solution design but more so the framework of the solution overview.

Solution Overview – INCIDENT AND CLAIMS MANAGEMENT

The City of Columbus (CITY) Department of Human Resources has requested a proposal of services for 3SG Plus to configure an incident reporting and claims management using the CITY’s OnBase Information Management Application. With the help of the CITY HR Team members and CITY Business Analyst 3SG Plus was able to conduct initial discovery to better understand the current state of the system being used. In a collaborative effort, we have been able to identify inefficiencies with the current system that relate to processing claims, document storage, document retrieval, incident reporting and basic file management of associated records to these processes.

High Level Solution Scope of Work Details:

1. Migration Overview

- CoC HR department estimates the below volume for this migration:
 - Number of documents: Unknown
 - Number of images: Unknown
 - Format of documents: Unknown
 - Total storage size: **100GB**
- 3SG Plus will be responsible for “exporting” all existing data from Intellivue.
- CoC HR department will provide full access to 3SG Plus to the servers that host Intellivue data (documents and index values/database).
- CoC HR will assist 3SG Plus to identify document types, index values from the exported data and provide mapping of these data points.
- Once the data is exported out of Intellivue, 3SG Plus will perform a full analysis of the data to check for the following:
 - 1-to-1 correspondence of images/documents to index values.
 - 1-to-1 correspondence of index values to images/documents.
 - Identify discrepancies and provide them to CoC HR for resolution.
- CoC HR will assist 3SG Plus to clarify and/or rectify and discrepancies identified.
- After all the discrepancies are resolved, 3SG Plus will perform required tasks (configure DIP, document type groups, document types, keywords) to prepare for import into OnBase.
- 3SG Plus will perform a TEST migration on the above sample set of documents into the TEST environment.
- CoC HR department will perform their testing and confirm the migration results.
- After successfully completing the above, 3SG Plus will migrate the entire exported data into the PROD environment. **(FULL migration will be performed in the PROD environment ONLY).**
- CoC HR will perform their testing after the full migration and confirm the results.
- Other requirements to be captured during the migration process:
 - For all the documents migrated, “Document created date” should be set to migration date.
 - “Original created date” should be stored as a keyword in OnBase, assuming this data is available in the Intellivue system.



2. DayForward Claims Document Management Overview

- A scan queue will be created in OnBase for mail room users to scan claim related documents
- The Office Assistant (OA) typically will be responsible for sorting and scanning the documents in OnBase.
- Documents received via FAX (which come into an Outlook mailbox), OA will download those documents and uploads/imports into OnBase individually. Alternatively, the fax documents can be stored in a specific network location by OA and a scheduled sweep process can be configured within OnBase to automatically save them as PDF.
- OA will index the scanned documents in OnBase with as much information as possible.
 - Employee related data is stored in PAP 970, which is an electronic payroll report stored in a network drive (X:\). This report is updated at the end of every pay period on a set schedule. 3SG Plus assumes the format of the PAP file will not change.
 - This information will be updated on a scheduled basis in OnBase and is used to auto populate the index values during the indexing process.
 - If information changes in PAP 970, client will have to confirm if they require the updates to be reflected only on day forward documents or ALL documents in OnBase.
 - No employee record shall ever be deleted from OnBase even if the employee has been terminated their employment with the city and has that update in PAP 970 report.
- After the documents are quality checked, they are routed to one of the following workflow queues initially by OA and later by the HR analyst(s) manually:
 - HR analyst queue(s)
 - General queue
 - Fax queue
 - Duplicate queue
 - Orphan queue
 - Exception queue

DayForward Configuration Details:

- Configuration will be completed according the details listed below:

<u>Documents types:</u>	<u>Keywords/index fields</u>	<u>Users:</u>
1. Accident Reports	1. Suffix	1. Cressida Boley
2. Approval decisions	2. First Name, Middle Initial, Last Name	2. Marvin Walker
3. Injury Leave Packet	3. Department	3. William Gaines
4. Claim Packets	4. Division	4. Joe Somark
5. Hearing File	5. Incident Number	5. Dan Doyle
6. Hearing Notices	6. Date of Injury/Date of Disability	6. Phyllis Gray
7. Medicals	7. Owner (HR analyst)	7. Natalie Washington
8. Record of Proceedings	8. Date of Birth	8. Eric Weeden
9. BWC orders	9. Claim number	9. Sarantis Karousis
10. Doctor's note	10. Social Security Number (primary key)	10. Robyn Chambers
11. Authorization Form		11. Rick Brewer
12. Short Term Disability		12. Alice Evans
13. Correspondence		13. Teresa Lenahan
14. Witness Statement		14. Lauren Nye
15. Pictures-accident investigation		



16. Miscellaneous

- Configure OnBase rights and privileges as needed
- Configure “Advanced Capture” module in OnBase for up to 16 document types. This module will automate the process of identifying the document scanned.
- Configure “Document Composition” to create one (1) letter template Notice of Hearing.
 - Client to provide the letter template (word) that will be created in OnBase.
 - Upon need, HR analyst can create a letter (to be identified) in OnBase, make changes if required and save as a PDF and send via email through Microsoft Outlook. OnBase saves a copy of the letter associated to the applicable employee record.
- Configure one (1) electronic form (“Unity Form”) for Injury Leave Decision Form.
- Configure the default OnBase and MS Outlook integration.
- Configure “Redaction” process in OnBase.
 - Upon need, HR analyst will be able to redact sensitive information (manually) in OnBase and send the “redacted” copy to the requesting party. Note: redaction can only be performed on TIF image files and once redaction is burned on the image it becomes permanent. One (1) separate document type will be set up to store any redacted images. The original non-redacted copy of the document should also be available in its respective original document type in OnBase for internal use.

3. Incident Management Overview

Incident Management is a solution designed to accommodate the requirements for processing and handling incident events. This solution will allow an organization to specify what types of incidents should be recorded and how each incident of a given type should be handled by workers. The organization will add information required to handle the incident and what and how incidents need to be escalated. This solution reduces the amount of time and effort required to find, investigate, and record the information. Based upon security, the information about all incidents is only available to specific users that have a need to know. Incident details include both structured and non-structured information; including documents, interviews, photographs, notes, dates and times, and other information that can be captured electronically. Consistency in handling any given incident is greatly improved with the system providing staff the correct procedures for any incident event. Built in dashboards and reports make it easy for the person in charge of handling incidents to analyze trends or fulfill the requirements of an audit.

NOTE: As a prepackaged solution details and requirements specific to your organization will be gathered as we prepare for implementation.

The Value of OnBase Incident Case Management

- Know that all the information about an incident can be accessed immediately by those with permissions to view. No information is lost on a desk somewhere or saved to someone’s inaccessible desktop or stored in some unknown network share.
- Easily create incident reports with the click of a button. Select from either the full report or a redacted report that removes the names of the people involved as appropriate.
- Create dashboard reports on demand that allow analysis on the information. Easily spot trends in incidents by instantly aggregating information into easy to read graphic formats that can be customized to show exactly the information that is required.
- Help case workers enter in all the required information by providing data sets and instructions built into the incident details screen.
- Secure the data by incorporating network application best practices, utilizing optional encryption, and securing access based upon user account credentials.



- Track all entries that have been changed by seeing the exact date and time of the edit along with the person who made the edit. This also shows exactly what was changed by providing the before and after edit values.
- Create incidents that include all the people involved; Anyone that is involved whether internal or external to the organization can participate in the electronic solution without direct access to the system.

Communicated Requirements:

Access requirements

No	Description	Functionality in OnBase
1	System shall provide ability for all users to access and view each other inbox as and when needed.	This will provide ability for each user to see ALL queues in workflow including queues of other HR analysts. Individual HR analysts will not work on items in another queue unless specified by their supervisor(s).
3	Scanned documents should default to the inbox of the individual who is logged in the system.	Scanned documents will be routed to individual HR analyst inbox by the office assistant (OA) who will be scanning those documents.
4	System shall have following inboxes/queues: 1. Individual HR analyst queue(s) 2. General queue 3. Fax Queue 4. Duplicate queue and 5. Orphan Queue 6. Exception Queue	The "Individual user queue" will be segregated so that the 14 users will have their own inbox within this queue.
5	System shall allow all users to access (view) documents from Fax queue and move (assign) to the appropriate analyst.	OnBase workflow will be configured with tasks to be able to manually move documents from Fax queue to individual user queues.
6	System shall allow all users to delete a record in a fax queue.	All users will be granted delete rights.
7	System shall only allow an admin to delete an assigned document.	All users will be granted delete rights.
8	System shall allow all users to move documents to duplicate or orphan queue.	All users will be granted rights accordingly.
9	System shall only allow an admin to delete records in duplicate or orphan queue	All users will be granted delete rights in duplicate and orphan queue.
10	System shall allow the admin to perform the following functions: 1. Add a new user 2. Delete a user profile 3. Delete orphan document and 4. Delete duplicate files	1. This task will be handled by CoC DoT staff. 2. This task will be handled by CoC DoT staff. 3. All users will be granted rights accordingly. 4. All users will be granted rights accordingly.
11	Deleting/Deactivating user profiles and reassigning associated documents.	This task will be handled by DoT. It is recommended that OnBase user profiles are only deactivated and not deleted as to preserve the document history of the document. Deactivated user profiles can later be manually deleted when a sufficient period of time as passed and the actions of this user is no longer relevant. The request to deactivate a user profile will be sent by the CoC HR admin to DOT only after they reassign



No	Description	Functionality in OnBase
		any documents associated with that user to different user(s). Any documents that are not reassigned in this manner will be “unassigned” within that queue once the user profile is deleted.
12	Admin should have the ability to manage work load between the resources.	Specific users will have rights to move documents within Individual HR analyst queues.

* Note #1: Identifying Duplicate and Orphan files: All users will be provided with the ability to select an individual document in their queue and the ability to search for ALL documents in OnBase repository that has the same “Social Security Number” index value. Based on the review of these search results (if any), users will be provided a button (“ad-hoc task”) to move the document in the current queue to the duplicate queue or orphan queue as needed.

Functional requirements

No	Description	Functionality in OnBase
1	System shall have the ability to scan legal and letter size documents	OnBase will be configured accordingly.
2	System shall have the ability to scan colored documents	OnBase will be configured accordingly. However, the scanners should have the capability.
3	System shall have the ability to import attachments and index them.	“Import” functionality is available OOTB and users can import one document at a time and index them.
4	System shall have the ability to scan documents of irregular sizes.	OnBase will be configured accordingly. The scanner should be able to handle them.
5	System shall have the ability to publish documents including but not limited to “Notice of Hearing” on shared network drive.	OnBase will be configured so that office assistant (OA) can “save” selected documents on a network drive and provide them with the ability to send links to the documents stored within OnBase. Users will be provided with the ability to “compose” letter template (based on a specific format) and send them to requestor via email.
6	System shall have the ability to auto-index documents.	OnBase will be configured with “Advanced Capture” functionality. With this, OnBase will be setup to identify document types by the system and “read” index values from the documents based on their location. The accuracy depends on the quality of the documents. Typically, faxed documents have poor quality. Alternatively, if CoC HR can provide a database with index values, they can be used to auto populate.
7	System shall have the ability to automatically capture index date as system date.	OnBase will be configured to capture this.
8	System shall automatically generate and index an “Injury Leave Decision” form.	OnBase e-form will be configured as per “Injury Leave Decision” paper based form that CoC uses currently.
9	System shall have the ability to search for records by the following:	OnBase will be configured accordingly.



No	Description	Functionality in OnBase
	<ol style="list-style-type: none"> 1. First Name, Middle Initial, Last Name 2. Department 3. Division 4. Incident Number 5. Date of Injury 6. Date of Birth 7. Claim number 	
10	System shall have a very dynamic search engine when searching for records by name.	OnBase search is dynamic and documents can be retrieved based on the index value assigned to them.
11	System shall have the ability to search for records by a wild card.	OnBase will be configured with wild card search functionality.
12	<p>System shall allow users to index documents by the following 9 categories:</p> <ol style="list-style-type: none"> 1. First Name, Middle Initial, Last Name 2. Department 3. Division 4. Incident Number 5. Date of Injury/Date of Disability 6. Owner (HR analyst) 7. Date of Birth 8. Claim number 9. Social Security Number (this is the primary key) 	OnBase will be configured accordingly.
13	If a scanned record cannot be indexed by any of the standard 9 indexing categories, system shall allow to move the record to a general folder or a bin for further investigation	OnBase will be configured with a separate queue in workflow where office assistant (OA) can route documents with insufficient indexing information.
14	System shall have the ability to track duplicate or incorrect files (in a general bin or uniquely indexed etc.)	OnBase will be configured to track duplicate files using "ad hoc tasks" for individual users. Incorrect documents will need to be manually identified by users in the system. (see Note #1 above)
15	System shall allow the ability to index by document type. (Add "Doc Type") in the indexing categories.	OnBase will be configured accordingly.
16	<p>Following are the document categories in the system:</p> <ol style="list-style-type: none"> 1. Approval decisions 2. Injury Leave Packet 3. Claim Packets 4. Hearing File 5. Hearing Notices 6. Medicals 7. Record of Proceedings 8. Tentative/BWC orders 9. Doctor's note 10. Authorization Form 11. Short Term Disability 12. Correspondence 13. Witness Statement 14. Pictures from accident investigation 15. Miscellaneous 	OnBase will be configured accordingly.



No	Description	Functionality in OnBase
17	System shall provide an ability to export files.	OnBase will be configured accordingly.
18	System shall track audit history of changes made to a document (who/what/when and why). Capture notes/comments on the case file by an Analyst to get a snapshot of what has occurred on the file along with an explanation.	OnBase audit trail captures all events on every document stored in the repository which can be used to track the who/what/when. The “why” can be tracked only when newer versions/revisions of Word documents are created within OnBase (user will be prompted to enter this information upon saving). Any such Word documents need to be identified and communicated by CoC HR to 3SG Plus before configuration in the DEV environment.
19	System shall provide an ability to create document packages and email to internal (CoC) and external requestors. Attaching multiple files to an email would be sufficient.	OnBase will be configured for users to select multiple documents after retrieval and email them as attachments to requestors.
20	System shall have an ability to add reminders. Set reminder or action item on a file that can be viewed by everyone. Anyone with access to the file could address this if needed.	OnBase will be configured so that users can set an email (note: not a meeting invitation or appointment - these are not available in the current version of OnBase) to be sent out by the system at a given date. The email will also contain a “reason” that the user enters. This email will serve as a reminder to perform certain tasks. The email will be sent out to a group of users (determined at the time of configuration on the DEV environment).
21	System shall provide an ability to redact and un-redact sensitive information on documents.	Will be configured as per the “Configure “Redaction” process in OnBase” section on page 11 of this document.



High Level Project Implementation Overview:

Activity	Description
Base System Configuration Services	
Server Infrastructure	The necessary OnBase server components have been installed on the Department of Technology Development, Staging and PROD servers. No additional Configuration is required with exception of: <ul style="list-style-type: none"> Disk Group(s) – The File Storage location for all documents IIS Application Server – Provides user access through the OnBase client applications
Module Licensing	OnBase modules will be purchased, installed and configured on the Development, Staging and PROD environments as outlined in the Software Pricing section of this proposal.
Client Access	Direct User Access (OnBase UI) The following UI components will be installed: <ul style="list-style-type: none"> Unity Client – Primary user interface
Discovery Services	
Requirements Analysis	Through the initial scope discussions, 3SG Plus has established a high-level understanding of CoC HR’s functional requirements. Additional discovery sessions will be necessary to refine the current understanding and to create the design of the solution. SME’s from the Client business and technical teams are required and will be scheduled accordingly.
Design Services	
Solution Design	Once discovery is complete the use cases will be fully understood and documented. 3SG Plus will then develop the proposed solution design. A detailed design document will be created with the necessary configuration details for review and approval before implementation efforts will begin.
Configuration Services	
Document Taxonomy	The document taxonomy provides the classification and organization of documents. The following taxonomy will be created to support the proposed solution: <ul style="list-style-type: none"> Details will be documented during discovery and reviewed during GAP analysis for alignment with the numbers provided above.
Content Ingestion	OnBase will be configured to allow users to add new content to the system through the following sources: <ul style="list-style-type: none"> Migration – Bulk import of documents exported from the Intellivue system will happen via Document Import Processor (DIP) module. Ad Hoc Unity Scanning – Unity scanning will be available for Users to import supplementary data into the system from their desktop scanners.
Workflow	Configuration of Workflow to meet the needs described in the “Scope details” section. Additional requirements details will be established during formal project discovery.
User Security Configuration Services	
OnBase Security	OnBase internal security will, if necessary, be configured to facilitate only specific user access that is not appropriate for Active Directory controlled logins.
Security – Single Sign On	Integration to Microsoft Active directory will be configured to allow users to access the OnBase solution with their existing network credentials and not require an additional prompt when logging in from an Active Directory workstation. <p>Estimate Includes:</p> Active Directory integration to a single client domain. Client must configure Active Directory Groups to align with the security requirements defined during formal discovery.



Security – Rights and Privileges	OnBase will utilize user groups to define the security model. These groups will be configured to meet the security needs of the system as defined during the discovery phase of the project. Estimate Includes: Up to 10 user groups each with custom security permissions, which can be adjusted, as reasonable, during data analysis. All management of user group membership will be administered by the client IT department through Active Directory, if available.
Training Services	
User Training – Train the Trainer	3SG Plus will provide training through a “train the trainer” approach. Class attendees will be provided the tools and knowledge to allow them to train the user population on proper use of the system. Customer will provide meeting space and necessary workstations.
Testing Support Services	
User Acceptance Support	The client project team will be responsible for testing the solution within the current business process. 3SG Plus will assist CoC HR in defining the appropriate duration of end user testing. This will involve the process of end users identifying potential issues or changes to the initial configuration of the. Customer shall notify 3SG Plus of such change requests identified during the process. 3SG Plus will show CoC HR project team how to create test scripts and track issues and resolutions. Test scripts are the responsibility of the client.
Go-Live Support Services	
System Go-Live	Upon completion of implementation, end user training, customer testing phase and end user sign off, 3SG Plus will provide onsite go-live preparation services and go-live support. Go-live preparation will include the migration of the solution into (1) production environment, system testing of the solution, and go-live support for the Software solution.
Project Management Services	
Project Management	Project Management activities facilitating the deployment of the solution will include; Status Reports, project scheduling and scope management. The 3SG Plus PM and the customer PM will be the primary points of contact.

3 Deliverables

Activity	Deliverable
Base System Services	
Server Infrastructure	<ul style="list-style-type: none"> • Development Instance: 1 • Staging Instance: 1 • Production Instance: 1
Module Licensing	<ul style="list-style-type: none"> • Software certificates as listed in section “Software and Maintenance cost”.
Client Access	<ul style="list-style-type: none"> • Unity Client will be configured on up to 14 Workstations for use in testing, training and production. • Consultation with Client IT team on creation of client deployment package.
Discovery	
Requirements Analysis	<ul style="list-style-type: none"> • Functional Requirements Document
Design	
Solution Design	<ul style="list-style-type: none"> • Design and Configuration Details Document
Implementation	
Document Taxonomy	<ul style="list-style-type: none"> • 16 Document Type Groups • 16 Document Types • 9 Keywords • 1 Scan queue • 1 Workflow
Content Ingestion	<ul style="list-style-type: none"> • 1 Scan Queue – This will be used by the office assistant (OA). • Fax and sweep into system • Document Import Processor (XML and/or CSV) • Ad Hoc Unity Scanning • Virtual Print Driver
User Security	
Security – Single Sign On	<ul style="list-style-type: none"> • Active Directory integration to a single client domain.
Security – Rights and Privileges	<ul style="list-style-type: none"> • Up to 4 user groups each with custom security permissions <p>All management of users and user group membership will be administered by the client IT department (DOT) through Active Directory, if available.</p>
Training	
User Training – Train the Trainer	<ul style="list-style-type: none"> • User guide • 2 sessions of 3 hours each
Project Management	
Project Management	<ul style="list-style-type: none"> • Status Meetings and/or Report • Project Schedule



4 Assumptions

This proposal is based upon the below assumptions being true. If for some reason these assumptions prove not to be true, this could result in a scope change and may have an impact on the proposed cost and/or timeline to deliver.

1. Both the 3SG Plus and Customer shall provide a Project Manager (PM) or Project Lead (PL) to oversee tasks assigned to their prospective resources to meet the scope of this SOW and timeline once established.
2. Configuration will be performed to the specifications of the documented and approved requirements and design documents. Should a request for significant change from the approved design/requirements or unknowns not previously communicated result in an additional effort of more than 1 hour a change order will be required.
3. 3SG Plus assumes no additional software other than outlined within this proposal will be required. If there is any change to the requirements or design that results in the need for additional software it will be the Customer's responsibility to procure them with separate funding.
4. Customer team will provide their full participation to meet the timeline agreed to by all parties in the project schedule.
5. Customer will provide sufficient sample documents for development and unit testing if requested.
6. Customer will define, allocate, and schedule the Subject Matter Experts (SME's) for scheduled and impromptu discovery sessions.
7. Customer is responsible to identify, allocate and schedule users to attend, and identify testing scripts/cases/documents to perform User Acceptance Testing.
8. Customer will provide remote access to the Development/Test and Production environments for software installation, configuration, user acceptance testing/training and support.
9. Outlook integration will be configured on all the 14 workstations that will be used by HR analysts.
10. Client will give full Intellivue access to 3SG Plus which includes documents stored in Intellivue and database.
11. Data migration estimates are provided based on 100GB of data. If the volume is higher than this estimate, Customer will be billed on time and materials for the additional effort.
12. Scan queues are not specific to individuals.
13. Customer will use their existing scanners and we assume they are compatible with either TWAIN or Kofax drivers to work with OnBase.
14. CoC HR and/or CoC DOT will coordinate with any external vendors as needed if issues arise related to Intellivue, scanners or any other external component that 3SG Plus has no control over.
15. Documents that need to be emailed to external parties will be selected via the search and retrieve functionality in OnBase.
16. All images scanned will be in TIFF format.
17. Advanced Capture
 - a. Images must be scanned in at 300dpi or higher.
 - b. Only one image will be used as a template for configuration per document type.
 - c. Claim number location on page does not change (for OCR).



- d. Each image must have the same scale and be consistent so that area of image to capture claim number is in the same area for each image. (faxed images will usually not be to scale and therefore will not have the information accurately filled out)
- e. Advanced Capture will still require manual updates, changes, and indexing.

5 Exclusions

Activity	Description
3rd Party integrations	It is assumed that integration efforts including solutions that need to perform data transfer/entry/exchange is considered out of scope for this project unless specifically defined 'In Scope'. Work shall not be commenced until both parties execute the change order.
Custom Code Development	Unless specifically outlined in this proposal, it is assumed that there will be no requirements that will need custom development and therefore this is not included in the quote. If the need arises for custom development, scripting, etc. a change order will be development and submitted for client approval to address the changes in scope. Work shall not be commenced until both parties execute the change order.
Custom Interfaces	Standard OnBase interfaces will be leveraged for this project. Customized web front-ends, applications, or web services are not in scope and will require an approved change order. Work shall not be commenced until both parties execute the change order.
Records Management	The scope of this project does not include the update to or creation of a records management policy to manage the document types referenced in this SOW.
Reporting Services	As no specific requirements have been provided for reporting, this is considered as out of scope.
Case Management ("WorkView")	The scope does not include OnBase case management ("WorkView") module for the Claims Management portion of this project. Currently, this will be only document based as described.
Activities not listed	Activities not listed in the "Scope details" section will require a change order. Work shall not be commenced until both parties execute the change order.



6 Pricing

Professional Services Pricing – STS# 534577

3SG Plus Professional Service Type	STS Product Code	STS Hourly Rate	Hours	Extended Cost
Data Migration	6015	\$188.85	200	\$37,770.00
OnBase Configuration, Documentation, and Training	6015	\$188.85	580	\$109,533.00
Business Analysis	6014	\$205.79	200	\$41,158.00
Project Management	6012	\$146.29	100	\$14,629.00
Total Professional Services Cost				\$203,090.00

- Hours are estimated and can be shared across roles dependent upon need.

Software and Maintenance Pricing – STS# 533272-3

Software License Name	Product Code	Qty	Unit Cost	Extended Price	Maintenance (20%)	Total Price
Concurrent Client	CTIPC2	14	\$967.25	\$13,541.50	\$2,708.30	\$16,249.80
Advanced Capture	IAIPW1	1	\$20,151.13	\$20,151.13	\$4,030.23	\$24,181.36
Enterprise Document Composition	BDIPI1	1	\$40,302.27	\$40,302.27	\$8,060.45	\$48,362.72
Desktop Imaging (for sweep)	AIPW3	2	\$1,209.07	\$2,418.14	\$483.63	\$2,901.77
Production Document Imaging (TWAIN)	TIIPW2	1	\$2,418.14	\$2,418.14	\$483.63	\$2,901.77
Outlook Integration	OUTIPI1-10	1	\$8,060.45	\$8,060.45	\$1,612.09	\$9,672.54
PDF Framework	PDFIPI1	1	\$2,418.14	\$2,418.14	\$483.63	\$2,901.77
Workflow Concurrent Licenses	WLIPC2	14	\$1,450.88	\$20,312.32	\$4,062.46	\$24,374.78
Interactive Data Capture	IDCIPI1	1	\$8,060.45	\$8,060.45	\$1,612.09	\$9,672.54
Ad-hoc Advanced Capture	AZIPW1	1	\$4,030.23	\$4,030.23	\$806.04	\$4,836.27
Total Software Cost				\$121,712.77	\$24,342.55	\$146,055.32

Software is estimated based on our understanding of the requirement. If for some reason there is additional software that may be required, 3SG+ will reach out directly to the City for procurement steps

Total Project Cost

Project Pricing Summary	
Software Licenses – Billed upfront, one time fixed	\$121,712.77
Software Maintenance (1 st Year) – Billed upfront, annual and recurring	\$24,342.55
Professional Services – Billed monthly	\$203,090.00
Estimated Project Budget	\$349,145.32

Payment terms are Net 30 days.



7 Proposal Acceptance

Customer acknowledges that they have read and agree to the proposal as documented. Acceptance of this proposal is an agreement to pay the services as estimated and detailed above.

CITY OF COLUMBUS HR DEPARTMENT APPROVAL

Approver/Title	Signature	Date Signed
3SG PLUS APPROVAL		
Nanda Nair/President, CEO		9/19/2018
