

# Hyland<sup>®</sup>



## **North Carolina Community College System**

Enterprise Content Management System Replacement RFP

Bid No. 50-NCCCS-073020

10/09/2020

Ruth Risser,  
200 West Jones Street  
Raleigh, North Carolina 27603

Dear Ruth:

Thank you for considering Hyland Software, Inc. ("Hyland") and our product suite. We understand that you're trusting us in not only for our technical abilities to deliver, but to be an extension of, and partner to, your organization for this transformational work, in which we are confident in our ability to meet and exceed your requirements.

Hyland is pleased to offer North Carolina Community College System (NCCCS) a full platform of best in class Content Services including:

- OnBase Content Services platform equips you with the power to point-and-click configure a variety of business applications of low-code configuration.
- Hyland Credentials, the global leader in blockchain verified academic credential issuing systems.

As a leading Content Services provider we are able to offer:

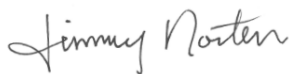
- Flexible deployment options (*hosted and on-premise*)
- Unmatched levels of higher education expertise with dedicated industry consultants and technical resources

NCCCS has a diverse range of requirements and applications throughout your 58 colleges. Hyland is well positioned to respond to the complex needs of both the system and individual campuses. With over 900 higher education customers, including prominent schools from the NCCCS, Hyland is an experienced leader in ECM, electronic forms, digital credentialing, and workflow solutions. We have several technology partnerships and have successfully integrated with hundreds of applications, including AWS, Colleague, Banner, ServiceNow, and Salesforce.

Hyland currently supports more than 20 NCCCS campuses, and we look forward to building on our collaborative success across the North Carolina Community College System.

Thank you again for reviewing our proposal. Please contact us directly with any questions.

Sincerely,



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Holly Raider  
Account Executive  
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## Signed Execution Page

<b>STATE OF NORTH CAROLINA</b>  <b>North Carolina Community College System (NCCCS)</b>	<b>REQUEST FOR PROPOSAL NO.50-NCCCS-073020</b>
	Offers will be publicly opened: October 9, 2020 Issue Date: September 2, 2020
<b>Refer <u>ALL</u> inquiries regarding this RFP to:</b>  Ruth Risser 919-807-7199 <a href="mailto:risserr@ncccommunitycolleges.edu">risserr@ncccommunitycolleges.edu</a>	Commodity Number: 209
	Description: <b>Enterprise Content Management System Replacement</b>
	Using Agency: NCCCS
	Requisition No.: N/A

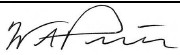
### OFFER

The State solicits offers for Services and/or goods described in this solicitation. All offers and responses received shall be treated as Offers to contract.

### EXECUTION

In compliance with this Request for Proposal (RFP), and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all Services or goods upon which prices are offered, at the price(s) offered herein, within the time specified herein. By executing this offer, I certify that this offer is submitted competitively and without collusion.

**Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.**

OFFEROR: Hyland Software, Inc.		
STREET ADDRESS: 28500 Clemens Drive	P.O. BOX: N/A	ZIP: 44145
CITY, STATE & ZIP: Westlake, Ohio 44145	TELEPHONE NUMBER: 440.788.5000	TOLL FREE TEL. NO
PRINT NAME & TITLE OF PERSON SIGNING: Bill Priemer, Chief Executive Officer		FAX NUMBER: 440.788.5100
AUTHORIZED SIGNATURE: 	DATE: October 9 <sup>th</sup> , 2020	E-MAIL: Bill@hyland.com

Offer valid for one hundred twenty (120) days from date of offer opening unless otherwise stated here:  
 \_\_\_\_\_ days

### ACCEPTANCE OF OFFER

If any or all parts of this offer are accepted, an authorized representative of NCCCS shall affix their signature hereto and any subsequent Request for Best and Final Offer, if issued. Acceptance shall create a contract having an order of precedence as follows: Best and Final Offers, if any, Special terms and conditions specific to this RFP, Specifications of the RFP, the Department of Information Technology Terms and Conditions, and the agreed portion of the awarded Vendor's Offer. A copy of this acceptance will be forwarded to the awarded Vendor(s).

#### **FOR NORTH CAROLINA COMMUNITY COLLEGE USE ONLY**

Offer accepted and contract awarded this date 6/25/2021, as indicated on attached certification,  
by Thomas A Stith III JS (Authorized representative of NCCCS).

\*This is acceptable, subject to the parties' execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland's standard SaaS and services agreement has been included on page [44](#) for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.

# Table of Contents

<b>SIGNED EXECUTION PAGE</b> .....	<b>1</b>
<b>TABLE OF CONTENTS</b> .....	<b>3</b>
<b>DESCRIPTION OF OFFEROR (ATTACHMENT D)</b> .....	<b>1</b>
HISTORICALLY UNDERUTILIZED BUSINESSES .....	2
<b>VENDOR RESPONSE TO SPECIFICATIONS AND REQUIREMENTS</b> .....	<b>3</b>
1) SOFTWARE RETRIEVAL FEATURES:.....	3
2) SCAN FEATURES: .....	6
3) ELECTRONIC FORMS FEATURES:.....	8
4) WORKFLOW FEATURES:.....	10
5) INTEGRATION FEATURES: .....	15
6) MIGRATION FEATURES: .....	16
7) RETENTION MANAGEMENT: .....	17
8) SYSTEM COMPATIBILITY:.....	19
9) INTEGRATION WITH DIGITAL CREDENTIALS AND DIGITAL CREDENTIAL PROVIDERS.....	23
10) SEARCH CAPABILITIES .....	25
11) SUPPORT .....	26
12) REPORTING: .....	27
13) TECHNICAL ARCHITECTURE .....	27
14) ELECTRONIC COMMUNICATIONS .....	28
<b>SECURITY VENDOR READINESS ASSESSMENT REPORT (VRAR)</b> .....	<b>31</b>
<b>ARCHITECTURE DIAGRAMS</b> .....	<b>32</b>
<b>COST OF VENDOR'S OFFER (ATTACHMENT E)</b> .....	<b>33</b>
<b>SCHEDULE OF OFFERED SOLUTION</b> .....	<b>35</b>
<b>SIGNED VENDOR CERTIFICATION FORM (ATTACHMENT F)</b> .....	<b>36</b>
<b>LOCATION OF WORKERS UTILIZED BY VENDOR FORM (ATTACHMENT G)</b> .....	<b>37</b>
<b>REFERENCES (ATTACHMENT H)</b> .....	<b>39</b>
<b>ERRATA AND EXCEPTIONS</b> .....	<b>40</b>
<b>VENDOR'S LICENSE AND MAINTENANCE AGREEMENTS</b> .....	<b>44</b>
SAMPLE AGREEMENTS.....	44
<b>SUPPORTING MATERIAL</b> .....	<b>45</b>
<b>ADDITIONAL SUPPORTING MATERIAL</b> .....	<b>46</b>
<b>FIRM'S TAX IDENTIFICATION INFORMATION (ATTACHMENT J)</b> .....	<b>47</b>
<b>ALL PAGES OF THIS SOLICITATION DOCUMENT (INCLUDING ATTACHMENTS A, B, AND C)</b> .....	<b>48</b>
<b>NOTICE</b> .....	<b>49</b>

## Description of Offeror (Attachment D)

Offeror's full name	Hyland Software, Inc.
Offeror's address	28500 Clemens Road Westlake, Ohio 44145
Offeror's telephone number	440.788.5000
Date established	Hyland filed its Articles of Incorporation in the State of Ohio on December 11, 1991.
Ownership	<input type="checkbox"/> Public <input type="checkbox"/> Partnership <input type="checkbox"/> Subsidiary <input checked="" type="checkbox"/> Other (specify)  Hyland is a private company and is a wholly owned subsidiary of HSI Holdings II, Inc.
If incorporated, state of incorporation.	Ohio
Number of full-time employees on January 1 <sup>st</sup> for the last three years or for the duration that the Vendor has been in business, whichever is less.	2020 – 3,806 2019 – 3,617 2018 – 3,395
North Carolina Secretary of State Registration Number, if currently registered	1178316
Offeror's contact for clarification of offer Contact's name Title Email address Telephone number	Holly Raider Account Executive E-mail: Holly Raider Phone: +1.440.216.6790
Offeror's contact for negotiation of offer Contact's name Title Email address Telephone number	Jennifer Cook AVP, Global Sales Contracting Jennifer.Cook@hyland.com 216.225.2371

## Historically Underutilized Businesses

Historically Underutilized Businesses (HUBs) consist of minority, women and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) of the categories. Also included as HUBs are disabled business enterprises and non-profit work centers for the blind and severely disabled.”

Pursuant to N.C.G.S. §§ 143B-1361(a), 143-48 and 143-128.4, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this RFP. Contact the North Carolina Office of historically Underutilized Businesses at 919-807-2330 with questions concerning NC HUB certification. <http://ncadmin.nc.gov/businesses/hub>

Respond to the questions below.

1. Is Vendor a Historically Underutilized Business?  Yes  No
2. Is Vendor Certified with North Carolina as a Historically Underutilized Business?  Yes  No

If so, state HUB classification:

# Vendor Response to Specifications and Requirements

## 1) Software Retrieval Features:

**a) Software should perform searches across multiple document types and categories using key index searches. Describe how searches can be performed in the system.**

Fast, consistent, and secure access is provided to all documents stored in the OnBase system. Retrieving a document is nearly instantaneous through several search methods, including the Document Retrieval dialog box, Foldering, custom queries, text search, and cross-referencing. The client is the central location to import, organize, secure, retrieve, enhance, and distribute all of your data.

Powerful tools are provided to retrieve stored data quickly and accurately. The OnBase client offers several methods of searching, including:

- The Document Retrieval Dialog Box offers an efficient, user-friendly way of displaying any and all documents stored in OnBase. It enables users to retrieve the exact document(s) desired with minimal effort. Entering keyword values allow users to find documents in seconds. Keywords and dates can be used to filter and sort unrelated documents. Retrieval searches can limit searches by document type group, document type, document date, and keywords.
- Cross-referencing is a powerful retrieval method that enables users to double-click on an open document and automatically retrieve any or all related documents regardless of data type. The links between document types for cross-referencing are created with only a few mouse clicks and never require programming. For example, to find and display the image of a receipt related to an item in an expense report, the user would only have to double-click on the expense report that lists the expense.
- Custom queries enhances security and make routine retrievals one click away for users who repeatedly perform the same search. A user-defined, custom query provides a faster, more direct way to search for a specific item. To enhance security and usability, OnBase can be configured to have only the custom queries display on startup. If a workstation is set up in this fashion, it will present the user with only specified queries. The user will not be aware of any other information in the OnBase system and have no way of accessing it. Custom queries can be configured to search against document types or folders. Folder queries retrieve folders that satisfy your search criteria, rather than documents.
- Text searching is used to locate COLD and other text documents that contain a specific string of text. The search is performed where the data is stored so that OnBase does not have to send all the raw data to the workstation to complete the search, saving time and limiting network traffic. Combining keyword searching and text searching narrows down the results even further.
- Full-Text Search provides a simple, unified interface for retrieving textual information stored in OnBase documents. This module extends native OnBase search capabilities to both structured and unstructured data, including images, emails, PDFs, Microsoft Office files and electronic forms. Advanced searches can be performed based on keywords and phrases that exist within OnBase documents to quickly and easily locate relevant content.
- File Foldering can be customized to meet user needs. This search method is very similar to using Windows Explorer. A file cabinet window displays the folder type, all available file cabinets, and all tabs or sections within a selected folder. Navigation features include double-clicking on a folder to display the next directory, and pressing the backspace key to move to a higher-level directory.
- A Note Search initiates a search for all documents with notes that contain the text entered by the user.



When OnBase finds documents with notes, highlights, or staples text that match, a list is generated in a separate window. The user can also restrict the search to certain note types, users, and/or dates by making a selection from a drop-down list of note types.

- The Document Handle Search provides a way to retrieve a document by its master "item number" in the OnBase database. This is useful for administration and troubleshooting.

**b) Software should search full text across all documents stored in the repository. The system should search across multiple file types to include, but not limited to, industry standard business automation software (Microsoft, Apple, Google products, PDF, and TIF).**

Yes, OnBase includes the ability to perform full text searching across all document types in OnBase. Full-text searches can be conducted in the OnBase Client, Web Client, and Unity Client. Searches can be limited by document type or document type group, document date, and index fields. Searches also support the use of wildcards and allow exact phrase, Soundex, fuzzy, Boolean, thesaurus, and near searches. Searches are easily performed by entering the word or phrase for which you are searching in the search field. When a search results list is returned, each document is listed by name with a numerical score that indicates how closely the document matched the search criteria. Once the document has been opened, the highlighted search results are displayed and buttons are available that allow you to navigate between the pages of the document that contain the phrase or content for which you are searching. OnBase Full Text Search is a server process. It does not require any special software on a user's computer to perform full text searches.

**c) Software should have unlimited index fields.**

Yes, OnBase provides an unlimited number of index fields per document. OnBase fully supports numeric (up to 9 digits and up to 20 digits), date, date and time, currency, specific currency, floating point, and alphanumeric keyword types. Data sets and drop down lists are also fully supported, as are cascading data sets.

**d) Software is Web based and tablet/mobile device friendly.**

Yes, the OnBase Web Server provides users with access to their information and documents anywhere, anytime via standard Web browsers. Through intuitive, point-and-click customizable interfaces, users can view, print, annotate, and distribute any information object stored within the OnBase system. Standard Web browsers function as OnBase thin-clients in both Internet and intranet environments for Windows and Mac client operating systems. The OnBase Web client is written in HTML5 and thus works on a tablet that is running any of the supported web browsers. The Web Client is supported with Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari.

**e) Software performs check in/check out with versioning.**

Yes, check-in, check-out, revisions, and versions are all standard document management functions with OnBase. Users can check documents in and out of OnBase into a virtual, disconnected briefcase. OnBase will track any check-out and check-in transactions that took place on the document, which can then be viewed using the Document History window. Revisions are copies of an original document where the content has been modified, but the same file format is maintained. Users can create and manage revisions. When a document's content changes, the modified document can be saved as a

revision. Previous revisions are retained, allowing users to view prior revisions and track document history. OnBase also keeps check on documents being used, to prevent more than one user from changing a document at the same time. As an optional setting, OnBase also supports co-authoring of documents. Revisions of Word documents can be 'compared' so that users know exactly what has changed between copies. Finally, versions comprise a series of revisions made to one document. They can also provide a way of limiting which documents certain users can see; certain users may be blocked from seeing the final version of a document until it has been stamped as a version. A perfect use for this might be a legal contract that will go through a lengthy process while being drafted and reviewed.

#### **f) Software can provide security based on index fields.**

OnBase allows user accounts to be configured to provide users with as many or as few document types as needed for any deployment. A user account could be configured to provide a user with a single document type if so desired. Security Keywords can be used to control access to individual documents.

Alternatively, user accounts may be enabled for many different document type groups and document types. Similarly, user accounts can be configured to provide users with varying levels of functionality including various module applications. For example, one class of users might be configured to access only images using the standard retrieval interface and/or custom queries. Another user group may have access to Workflow, Document Retention Administration, COLD Processing, and Scanning.

User accounts can also be configured to provide or restrict the user's ability to add, delete, modify or change keywords (re-index) a document. User rights are permissions that are configured to provide each user or user class with rights that are appropriate for their role.

Reviews and approvals are commonly found within a Workflow process. Access to Workflow life cycles and queues within the life cycles is controlled at the user level. Approval rights and limits can be assigned to users as is appropriate and practical for each deployment.

The ability to audit an individual document is supported in OnBase. OnBase provides a single document audit log on every document in the system. In addition to the single document audit, OnBase can audit the entire system per user or user group level. The log displays the Log Date, Log Time, User Name, Action (brief description of the action that took place), and Detail (detailed account of everything that happened during the action).

OnBase also provides a complete and comprehensive transaction logging and reporting functionality. Each action taken within the OnBase system is logged from login, retrieval, update, logoff, etc. OnBase provides an administration interface to select the desired events group or filtered by a number of parameters including date range, user group, document type, etc. Additionally, custom reports can be designed in order to capture detailed data. Due to the extensive nature of the logging performed by the OnBase system, a wide range of reporting capabilities exist that are well suited to meet the majority of implementation requirements.

**g) Software can create ad hoc folders in addition to a predetermined folder structure.**

Yes, OnBase supports the use of ad hoc folders through a feature called Envelopes. An envelope is like an inbox or filing tray. Users can place whatever documents they want into the envelope, regardless of whether the documents have anything in common. When an envelope is opened, it displays a list of documents that have been placed in it. Envelopes provide users with a personal filing system to group documents together for easy access. Envelopes can also be shared with other users. When sharing an envelope, users can select whether the receiving user can view or modify the envelope.

**h) Software allows drag and drop documents from Microsoft Outlook® and Google Gmail® into the system.**

OnBase does support drag and drop documents from Microsoft Outlook, but does not support drag and drop from the web-based Gmail interface. Outlook stores each message (and related attachments) as individual files (i.e. MSG). Because of this, dragging and dropping an email into OnBase is just like dragging and dropping any document into OnBase. Gmail is a purely web-based application and when emails are displayed, they are displayed as a section of HTML within the overall web interface. As such, each email is not displayed as an individual document. A workaround to this is to either save the email as a document (i.e. PDF) and then drag and drop the PDF into OnBase, or to virtually print the email into OnBase. OnBase includes a virtual printer that users can access just like a real printer on the network. When a document is virtually printed into OnBase, the document is rendered as a TIF image and displayed for the user to define the proper document type and indexes.

## 2) Scan Features:

**a) Software must scan documents simplex, duplex, bitonal, grayscale, and color.**

Yes, OnBase supports all of these scanning options using a feature called scan formats. Scan formats contain information about scanner settings and are user configurable. These settings include duplex emulation for scanning double-sided documents on a simplex scanner, as well as:

- Paper size, contrast, etc.
- File formats include - Group IV TIFF, JPEG, BMP and PDF.
- Document setup - duplex emulation, rotate on scan, etc.
- Indexing information.

Formats retain specific settings for different types of source documents, making scanning faster and easier. After selecting a scan format, a user scans documents into the scan queue to be verified and identified.

**b) Software must automatically detect blank pages.**

This is a feature of the OnBase Document Imaging module. Blank pages can be detected by entering a minimum number of pixels necessary to detect if data is present on a page. Blank pages are automatically detected (via the preset minimum pixel threshold) and removed from the batch prior to storage.

**c) Software must recognize barcode separator sheets when used in between documents for batch scanning.**

OnBase provides multiple methods to automate the indexing of scanned documents using bar codes. Bar code recognition in OnBase is performed via our scan interface using our included bar code recognition engine. Bar code processes are configured and assigned to a scan queue. These processes are flexible enough to allow detection of document type, keyword values, and document date, for use in automated indexing. An additional feature allows for the appendage of scanned pages to existing documents when a bar code keyword value matches that of an existing document. Hyland also offers bar code generator functionality that can print bar code separator sheets. OnBase automatically recognizes these separator sheets without the bar code process needing to be pre-configured.

**d) Software must index the scanned documents for retrieval.**

OnBase provides multiple methods to automate the indexing of scanned documents. One way to provide automated, unattended indexing for documents is by using bar code values. Bar code recognition in OnBase is performed via our scan interface using our included bar code recognition engine. Bar code processes are configured and assigned to a scan queue. These processes are flexible enough to allow detection of document type, keyword values, and document date, for use in automated indexing. An additional feature allows for the appendage of scanned pages to existing documents when a bar code keyword value matches that of an existing document. Hyland also offers a Bar Code Generator module that can print bar code separator sheets using OnBase Application Enabler to scrape the index values from an enabled business application. OnBase automatically recognizes these separator sheets without the bar code process needing to be pre-configured.

In addition, the OnBase Advanced Capture module allows for zonal OCR, full-page OCR extraction logic (searching by 'Tags' or expression logic), mark-sense capability (Optical Mark Recognition (OMR)), signature detection, Intelligent Character Recognition (ICR) support (handwriting recognition), line-item capture, 'Point-and-Shoot' indexing (rubber band), automatic redaction, and more. Advanced Capture takes OnBase OCR to the next level. Pre-defined forms and rules, combined with an accurate and reliable OCR engine, provide the means to not only automatically classify and index scanned images, but also capture valuable transactional data (optionally, to an XML schema) that can be leveraged by other systems for integrated validation tasks.

Furthermore, AutoFill Keyword Sets allow a group of related keyword values to be stored in OnBase and used when incoming documents are indexed. The keyword sets can be exported from a business application and imported into OnBase for use in indexing documents. AutoFill Keyword Sets are used to fill in secondary keyword values of a document once the primary keyword value is entered. The primary keyword can be entered either manually or via bar code. Users can also update the AutoFill Keyword Set when new values are entered, so that they can be used the next time a document arrives that shares the same primary keyword value.

Lastly, index values can be scraped to the indexing screen from business application screens that have been enabled with the Application Enabler module. This allows for single entry of business information so that information does not need to be re-keyed during document indexing, eliminating dual entry and reducing keyed-entry errors.

Hyland also offers Brainware Intelligent Capture, our industry leading data extraction software. Brainware Intelligent Capture pulls key information directly from paper and electronic documents faster and more accurately than other technologies, without requiring templates, anchors, keywords or zones. Documents can be captured in an OnBase capture process, classified, indexed, and verified, as part of an integrated solution. While Brainware Intelligent Capture is a configurable capture tool for any document type, pre-configured solutions for invoices, transcripts and remittance are available.

#### **e) Software allows default values and index validation on index fields.**

Yes, to support data integrity and processing efficiency, OnBase includes the ability to use default values and offers multiple index validation options when a document is indexed. Default values can apply to any index field, can include any data format, and can be defined on a document type by document type basis. Similarly, index validation can be applied to any index field and be defined on a document type by document type basis. Data validation can be performed against data that exists internal to OnBase or external to OnBase through a multiple real-time connection options (i.e. ODBC, web service) to the external system.

Furthermore, OnBase includes a type of index validation called AutoFill Keyword Sets. Autofill Keyword Sets allow a group of related keyword values to be stored in OnBase and used when incoming documents are indexed. The keyword sets can be exported from Colleague and imported into OnBase for use in indexing documents. AutoFill Keyword Sets provide a form of data validation by filling in secondary keyword values of a document when the primary keyword value is entered. The primary keyword can be entered either manually or via bar code. Users can also update the AutoFill Keyword Set when new values are entered, so that they can be used the next time a document arrives that shares the same primary keyword value.

### **3) Electronic Forms Features:**

#### **a) Describe how the forms design process allows drag and drop fields onto the form.**

OnBase Unity Forms provide users with the ability to submit pre-defined electronic forms directly to OnBase. Electronic forms add significant functionality and time savings in everyday work. Forms that were previously completed on paper and scanned into the OnBase system can now be created directly within the system. Paper is eliminated, consistency is improved, and the result is a more streamlined process.

Used in conjunction with OnBase Workflow, OnBase Unity Forms products can drive a completely paperless business process. Once the form is submitted, OnBase automatically indexes the document using field values and makes it available for retrieval within OnBase. The form may trigger an OnBase Workflow, completing or initiating a work process. Additionally, forms can be exposed to any web page or portal to enable the the submission of online forms by users external to the traditional OnBase system (i.e. students, parents, prospective employees, faculty, etc.).

Unity Forms are a configurable forms product that are created via a robust, integrated Forms Designer. Users can easily create form templates with OnBase-specific features and test the forms before publishing them to all users. Unity Forms give organizations the ability to create forms with dynamic behavior and validation without requiring any scripting or programming knowledge. To further extend forms for many business processes, Unity Forms have an "integrations" feature that allow forms to be pre-populated with values passed from a portal or other environments when they are shared externally.

**b) Describe how the software allows pre-population of information.**

Yes, OnBase Unity Forms can be pre-populated in a variety of ways. This includes, but is not limited to, information based on date/time, information based on form type, or information based on the specific user submitting the form. The most traditional use case in Higher Education is to use the Unity Form Integrations functionality to allow a portal to be linked behind a gated portal and when the user clicks on the link to display the form, the users username, student ID, first name, last name, and other key information is pulled from the portal and auto-populated on the form. This data can also be set to read-only so that students submitting the form cannot change critical data that maintains the forms authenticity.

**c) Software must create a packet or set of forms that need to be completed.**

Yes, this can be accomplished by using a single Unity Form as the master template and then using the Pages feature of Unity Forms to house all of the additional forms that could be part of the packet. If the packet of forms is always the same, every page would display as a new form, and information from one page can be carried to the next. Optionally, if not all pages need to be completed based on different conditions, pages can be automatically hidden and listed as not required so that users do not waste time or provide more information than necessary.

**d) Software should carry information from one form to another form. For example, if a phone number is completed on one form, and the phone number is listed on a subsequent form, then the phone number will carry over from the first form.**

Yes, when a multiple forms are being completed as part of the same packet, OnBase can easily copy values completed earlier to other sections, pages of the form packet.

**e) In addition to web forms, software can use Adobe PDF forms, to include the ability to pre-populate Adobe forms with information.**

No, OnBase does not support the use of Adobe PDF Forms natively. In the event that Adobe PDF Forms are required as part of state and/or federal requirements, Hyland has multiple workarounds to ensure that Adobe PDF Forms are used in to meet the final submission requirements to the state or federal agencies that require it.

**f) The software should have the ability to copy a form and create in either a GUI builder or HTML to allow going back and forth.**

Forms can be created by either using the Unity Forms Designer (GUI), or by using your html editor of choice. Forms can be copied to quickly create new forms. A form that is born in the Unity Form Designer will always live in the designer and a form born in an HTML editor will always live in an HTML editor.

## 4) Workflow Features:

**a) Describe how software allows users to configure workflow processes for multiple points of automation.**

Yes, OnBase Workflow is a rules-based electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. OnBase Workflow is beneficial whenever successive points of input or action are required in order to complete a task, process, or procedure. From processing applications to approving expense reports to managing remittance processing, Workflow streamlines collaboration and accelerates the completion of critical business tasks.

Workflow, which is entirely point-and-click configurable, has been designed to allow for quick implementation. Much, if not all, of the programming that is required by traditional workflow systems has been eliminated. Workflow configuration consists of two central windows: the Tree View configuration window and the Graphical View configuration window.

The intuitive design of the Tree View configuration window provides a workflow designer with the tools to define the work (e.g., system, user, or timer) to be accomplished at each queue and define the rules and actions that determine how documents will be routed. Simple right-click mouse functions and easy to understand configuration windows give non-programmers an unprecedented ability to design and deploy sophisticated workflow solutions.

The Graphical View configuration window allows the designer to determine how the actual flow of a Life Cycle will appear and how documents will be transitioned through the Life Cycle. Through the use of a configuration toolbar and grid map, Workflow Life Cycles are designed in minutes. Upon the creation of the Life Cycle, the graphic layout and the transitions, a basic workflow has easily been established.

Once the Workflow layout and transitions have been defined, the designer completes the Life Cycle queue attributes by returning to the Tree View configuration window. The designer can choose from a large pre-defined list of rules and actions through OnBase Workflow.

**b) Software should provide workflows for common academic processes such as course drop/add. Describe how student and class data is retrieved and how hours may be calculated when a drop class request is made and how documents are routed for approval.**

A Class Add/Drop process is a classic use case for OnBase Unity Forms and Workflow among our Higher Education customers. The process would start with an OnBase Unity Form being available on the web for a student to access and submit. When available, Hyland recommends placing this form behind a student self-service portal so that a student is required to first log in to the portal and then data about that student is pre-populated and marked as read-only on the Class Add/Drop form. If additional information about the student is necessary, the OnBase Unity Form can pull this information real time from Colleague using the Student ID as a primary key field to query Colleague.

A single Unity Form can be used to accommodate the capture of data for both Adding and Dropping a class. This is accomplished by allowing multiple line items. A student would create a line item, select if they are adding or dropping, and then complete the remaining fields for that action. In the event of a Drop, OnBase can integrate with Colleague and display the student's existing class schedule to enforce data integrity. In the event of an Add, OnBase can use a concept called cascading data sets to easily select from the available courses. An example would be a three steps dataset where the student first selects the subject, then only the available course numbers would appear for that subject, and then only the available sections would appear for that specific course and number.

Regarding credit hour calculations, OnBase Unity Forms can calculate any number of fields without any scripting or programming. The Unity Form would have a field called a calculated field and it would add or subtract to current enrolled credits with the proposed additions or drops to display an accurate count to those that need to see it. Optionally, the OnBase Unity Form could dynamically display messages to the student based on the value of this field. For example, if a student is required to be enrolled full time to be eligible for sports or other activities, the form can recognize when the calculated field falls below a full time credit threshold and display a message to the student that their athletic eligibility would be impacted by the change.

After all of this information is complete, the OnBase Unity Form can capture a student signature, if required. The form would allow the student to use their mouse if submitting the form from a computer, or use their finger or a stylus to sign if the form is submitted from a touch-enabled device such as a mobile phone or a kiosk.

When the Class Add/Drop form is submitted, the document will enter OnBase Workflow where any number of things can happen. The first step might be an email notification. This could be a confirmation to the student and also a confirmation to any faculty/staff that need to know about the form submission. Next, the form could be routed to any number of people for review and approval. This could start with the instructor, then the advisor, then the dean, and then to the Registrar's Office, for example. Also, any of these approvals can happen in parallel or in sequence. This means that maybe the first levels of approval go to the instructor and the advisor at the same time. Then it goes to the Dean and finally the Registrar's Office. This approval path is completely configurable and there are no limits on the number of approvers, the sequence, or if a document ever needs to go backwards in a review process for any reason.



Finally, Hyland would recommend the use of a Class Add/Drop dashboard so that the proper personnel can always view the real time statistics of this process. Using OnBase Reporting Dashboards, dynamic and interactive dashboards can be designed with point-and-click configuration to show the process statistics, including any bottlenecks or trends that should be reviewed to ultimately support better retention and graduation rates.

**c) Software should provide a secure external portal for external users to participate in the workflow process. Explain the functionality available on the external portal and how authentication is handled.**

Yes, the OnBase Web Portal Toolkit allows organizations to create web sites/portals to provide secure access to external users such as students, parents, or B2B partners. Providing simple, intuitive interfaces, users can interact with content and workflow processes without requiring full access to OnBase. Built-in security features restrict access to only the documents users should see and allow users to request access to the system. Standard functionality requires no development ability and includes document searches, use of electronic forms, ability to upload documents, play a role in Workflow processes, view OnBase folders, and more. All functionality is provided in a responsive way, which means it can be accessed on phone, tablet or desktop with the view automatically customized to the device being used.

**d) Describe how the software can add a digital signature to including adding a saved signature, drawing a signature, and using a signature pad.**

Within OnBase there are multiple ways to sign a document: Digital Signatures, Electronic Signatures, and integration with a cloud signature vendor.

Digital signatures refers to the ability to sign a document using a certificate to authenticate the user and verify that the document is unaltered. OnBase allows for certificate-based signing of any type of document within the system. Certificates obtained from any certificate authority (CA) or internally-created certificates can be used within OnBase.

An electronic signature is captured with a signature pad or touch device. The OnBase Signature Pad Interface allows for physical signatures to be applied to an E-Form, Image, or PDF file type through the use of a signature pad device or saved signature. Additionally, Unity Forms and Image Forms can be signed with a signature pad.

Lastly, OnBase has an integration with a leading cloud-based e-signature solution from DocuSign. This integration allows OnBase users to obtain electronic signatures from individuals outside of their organization.

With any of these signature methods, documents can be signed as part of a business process within Workflow.

**e) Describe how the software and workflow can be setup to accommodate employee contracts to include creating contracts, sending contracts to employees not yet employed with the college to acquire signatures, and route for approvals.**

First, the necessary contract data needs to be captured in OnBase. Assuming this data resides in Colleague, this data needs to be exported from Colleague to OnBase. This can happen on a scheduled basis, usually overnight, where Colleague generates a list of new contracts that need to be created. This data would be exported as a flat file and imported into OnBase using an automatic document import processor.

When this data is captured into OnBase, each set of data would be imported into an OnBase Unity Form. This presents the data as a document and allows it to be reviewed and updated even before a contract is generated, sometimes eliminating unnecessary contract redlines. There are a couple different options when it comes to the actual creation of the contract. The first would be to utilize the Unity Form as the contract itself. The flexibility of Unity Forms allows for secure and read-only views of all necessary data but allows for easy signature capture from both traditional OnBase users and users external to OnBase who don't have an OnBase username and password. Another option would include composing a document into a Microsoft Word or PDF document. OnBase Workflow has rules and actions to take data from any source, including Unity Forms, other OnBase documents, or even external databases, to compose documents without any human interaction. These documents can be saved as Microsoft Word documents if they might need editing before the signing process starts, or directly to PDF if the signing process should be immediately started.

The signing process can also happen a few different ways. First, signing using a Unity Form provides the greatest flexibility since it is a secure method, requires no additional software, and it does not require users to have an OnBase username and password. If the contract is a PDF, other signing methods need to be used. OnBase supports the signing of PDF documents, but it does require the user to be logged into OnBase. Also, OnBase has integrations with external signing providers DocuSign and AdobeSign. If Piedmont Community College has a subscription with either of these electronic signing providers, OnBase can send the PDF contract to the signing service; the signing service would send notification to all parties that need to sign; and when the signing is completed, the fully executed document would automatically be archived into OnBase.

After all signing is complete, OnBase Workflows and Reporting Dashboards can be setup to route the executed document for final review and processing as well as provide an overall view into the speed and progress of the process.

**f) Describe how the software can be configured to automatically send out contract renewals for signatures.**

Building on the workflow process described above, part of the final processing of the initial contract would be setting a renewal date. This can be set for any number of minutes, hours, dates, months, or years into the future. This renewal date would be captured as an index value on the executed contract (or any other document, such as an employee profile form). Then the document would be sent to a workflow process that reviews the document each day and determines if the contract is up for renewal. Depending on PCC's preferences, OnBase could automatically generate a renewal by repeating the process described above, or OnBase could notify the proper users that a contract is up for renewal in 30 days (for example), and the renegotiation with the employee needs to start.

**g) Describe the workflow process on how employees enter timesheet information and route for approvals.**

There are a couple of ways to address a workflow around timesheet information. The biggest variable is how employees enter their clock in and clock out information. If PCC would like to have a daily or weekly form to capture information, OnBase can generate a new timesheet (i.e. Unity Form) for each affected employee for every time period (i.e. day, week, month). The form would be available from the employee portal to capture their clock in and clock out. This would be done by using a feature of Unity Forms call Condition Buttons. When the "Clock In" button is clicked, it would capture the current date and time, down to the second. This value would be recorded as a read-only value and used to calculate the total number of hours. Optionally, a manual override could be included on the form to manually enter clock in and clock out.

A second way would be to use a new OnBase Unity Form for each clock in and clock out. This would remove the need for a daily, weekly, monthly form that the user needs to navigate to. Instead, buttons to clock in and clock out could be placed on the employee portal. When clicked, they would create a new Unity Form that captures the employee information and the exact date and time, down to the second, of when the form was created. This data would then be used to calculate the employees total time worked.

Regardless of how the timesheet information is captured, all of this data would be aggregated to a master timesheet behind the scenes. At the end of each period, this new form, with all of the aggregated information, would be sent to management for approval. PCC would be able to determine how many approvals need to take place and also decide if OnBase should auto-approve timesheets. An example of this would be timesheets that range between 36 - 44 total hours for the week. These timesheets fall within the regular amount of work and could be auto-approved by OnBase and skip over one or more approval steps. This would allow management to focus on the outliers - employees that worked less hours than expected or more hours than expected.

Similar to all of the other workflow processes described, the use of OnBase Reporting Dashboards would be recommended to provide visibility to all timesheets, especially the ones that require overtime pay so that HR has an accurate an holistic view of overtime expenses as it relates to budget.

**h) Describe how the software can redirect the recipient in a workflow when required.**

OnBase process owners can configure workflow using OnBase Studio to enable automatic or manual redirection and routing of items. For example, utilizing OnBase's rules based actions library, an invoice could be routed to any number of recipients automatically based on criteria such as the invoice amount, invoice due date, etc. Routing to specific recipients can also be accomplished on-demand. OnBase Studio provides process owners the flexibility and configurability to create workflow designs to meet virtually any process need.

**i) Describe how the software provides the ability to copy workflows.**

OnBase Studio makes it easy to super easy to copy entire workflows with standard menu driven copy / paste functionality.

**j) Explain how the software provides the ability to impersonate a user for workflow troubleshooting and testing.**

OnBase Unity Forms Designer offers a "Test Drive" feature that allows process owners to test and simulate how their electronic form will function by clicking a checkbox next to the User Group that they want to impersonate, and workflow queue location of the form.

**k) Explain how the software provides the ability to create custom workflow notification emails.**

OnBase Workflow provides the ability to automatically send email notifications to let users know that there is work that requires their attention. These emails can even be setup with a hyperlink that will take them directly to that item in OnBase Workflow. Email notifications can be customized to include keyword data about the document, making the experience more personable for the recipient. Workflow, which includes email notification setup, is entirely point-and-click configurable. It has been designed to allow for quick implementation. Much, if not all, of the programming that is required by traditional workflow systems has been eliminated.

**l) Explain how the software provides inactivity reminders.**

This would be accomplished through OnBase Workflow. Users can set alerts and reminders on documents in a number of ways. It could be as simple as changing a keyword on a document, such as date. Another option would be to have a user select a Workflow task. That Workflow task can then prompt the user with an electronic form where they can select a date that they would like to receive a reminder on. Email notifications can then be sent alerting and reminding the user that a document needs their attention. To take it a step further, with some customization, OnBase Workflow can even send out Outlook Meeting Requests within the email notification for the users Outlook Calendar.

**m) Describe how the software provides ability to delete individual or a set of forms within a workflow at any point within the workflow.**

Point and click functionality allow users to quickly delete one to many forms in a workflow, given they have the permission to do so. Click, Shift-Click with the mouse will select many rows. Right-mouse, Delete, will delete the selected forms.

## 5) Integration Features:

**a) Describe how the software can integrate with Enterprise Resource Plan (ERP) platforms including, but not limited to, Ellucian Colleague®, Ellucian Banner®, Salesforce and ServiceNow, to pull both Student and Employee information. Describe how integration will be accomplished.**

Hyland is a proud Strategic Partner of Ellucian. Hyland has in house Colleague environments for testing integrations with Colleague. Hyland has more than 700 Ellucian customers integrating OnBase with either Colleague or Banner.

OnBase supports two types of integration with Colleague. First is the ability to retrieve OnBase documents directly from the Colleague interface. This is performed using integration methods supported by both Ellucian and Hyland.

The second way is the ability to pull information from Colleague into OnBase (and vice versa). AutoFill Keyword Sets consist of related keywords whose values can be automatically supplied via a single keyword entry. This group of keywords represents a specific structure in the database. AutoFill Keyword Sets use a primary, unique keyword (i.e. Colleague Student ID or Employee ID) to identify and return a group of related keywords. By simply supplying the value of the designated primary keyword during indexing, all of the values of the associated keywords in the set are automatically retrieved by the system and assigned to the document, greatly increasing the speed and accuracy of indexing. OnBase can pull student and employee data from Colleague into OnBase using flat file data transfers (not realtime, usually on a nightly basis), or web services (realtime using Ellucian web services).

## 6) Migration Features:

### **a) Explain how the software can migrate images and indexes from existing enterprise content and document management systems.**

Conversion efforts often coincide with ongoing solution implementation activities and must manage the potential impact on users, their day-to-day business activities and work in progress.

Working collaboratively with your organization through final closing activities, Hyland ensures the conversion plan aligns with your business and technical objectives. Discovery processes clearly identify when legacy systems will be replaced as well as potential constraints on the conversion effort. Hyland offers various conversion services levels—including Comprehensive Turn-key, Transform & Load or Extraction Only—so you can choose the level that best fits your conversion project's scope, timeline and budget.

Your organization need only commit limited resources, primarily for discovery/validation, that are familiar with the legacy system, as well as individuals responsible for IT infrastructure and security. Hyland provides ECM conversion analysts, database engineers, and project managers. This team ensures that conversion planning takes into account concurrent implementation efforts as well. You will have a dedicated conversion Project Manager to drive the project from the beginning discovery stages, to effectively address matters in this complex environment.

The conversion is performed within your environment to minimize data security concerns and eliminates the need for you to ship your database and content. Before any data is migrated, a comprehensive test conversion is performed that enables your organization to verify the success of the conversion routines and content taxonomy early in the process. This helps prevent costly delays and lengthy corrections.

Our staff completes their services by delivering to your organization detailed, validation reports accounting for 100% of your legacy content. We report on and reconcile any exceptions—consulting with you on solutions and attempting to reconvert any exceptions.

**b) Explain how the software solution can provide an option of extracting the documents and indexes from the existing enterprise content and document management systems.**

Hyland Global Services provides a broad range of services including conversion. Customer works collaboratively with our certified, experienced conversion experts to bring your legacy documents and data into your Hyland solution.

- When customers need Hyland to extract the documents from their legacy system as well as load the legacy documents into a Hyland product, Hyland's comprehensive data conversion services are required.
- Where the customer has a means to extract the documents from their legacy system into an accessible location, Hyland can perform a Transform and Load service offering.
- If the Customer has skills to use the Document Import Processor (DIP) processing module, a customer may want Hyland to perform the data extraction phase of a data migration.

Best practices for data migration from a legacy system include completing a discovery and review of existing data, performing mapping exercises to the new solution, extracting data into a specified, agreed-upon structure and format, testing a sizable sample migration, and performing validation of the sample, all prior to performing a production migration. When possible, native rather than customized tools should be utilized to import the data.

Whether you're looking to convert one solution or consolidate several content repositories, your Hyland platform can handle it all.

Conversion efforts often coincide with ongoing solution implementation activities and must manage the potential impact on users, their day-to-day business activities and work in progress. Working collaboratively with your organization through final closing activities, Hyland ensures the conversion plan aligns with your business and technical objectives. Discovery processes clearly identify when legacy systems will be replaced as well as potential constraints on the conversion effort. Hyland offers various conversion services levels—including Comprehensive Turn-key, Transform & Load or Extraction Only—so you can choose the level that best fits your conversion project's scope, timeline and budget.

## 7) Retention Management:

**a) Describe how the software provides an option to manage the life cycle of documents to include purging documents ready to start a retention period or notifying an administrator documents have met retention.**

Document Retention manages the retention and disposition of stored documents according to predefined business rules per class of document. The destruction process is initiated by the passage of time, allowing for automatic destruction and/or removal from OnBase. As a result, organizations avoid fines and reduce legal risks associated with expired content. Document Retention is often the initial, critical component of a completely automated records management solution.

OnBase Document Retention allows for the automatic destruction and removal of qualified documents that have exceeded their retention period and have not been marked for exclusion from the retention schedule. This qualification process varies, depending on whether a static or dynamic retention type is specified at the Document Type or Document Type Group level.

**Static Retention** automatically purges documents according to a pre-configured time interval, based on either the document date, the date stored in OnBase, or a date keyword. Once the retention period has expired, OnBase purges the unnecessary document. Static retention requires no user intervention, saving time and ensuring that documents are deleted at the appropriate point in time. For example, a manufacturing company may produce a daily production report that may contain information that is relevant for up to ten (10) days. After the tenth day, the information becomes irrelevant. Each daily report is purged when the retention period has been reached.

**Dynamic Retention** is a two-step process, allowing the date of deletion to be variable, based on additional data (custom OnBase Workflow, Visual Basic Script, or external line-of-business application). Step 1 evaluates the data for that document; based on the review of the additional data, Document Retention could place a group of documents in the deletion queue. Step 2 is the process of actually destroying those documents. Take, for example, the termination of an employee from a company. By law, the company is required to maintain the employee's file for a period of three (3) years before removing the employee's records from OnBase. The company can trigger the retention period of the employee's documents when they log the employee's release date in their payroll system. If the employee ever returned, the company could reactivate the employee in their payroll system. This would suspend the previously-imposed retention period and reactivate the documents, provided that the retention period has not already passed.

b) Describe the retention management process and how retention profiles can be configured. The OnBase Document Retention module allows for the automatic destruction and removal of qualified documents that have exceeded their retention period and have not been marked for exclusion. This process varies, depending on whether a static or dynamic retention plan is set for that document type. The Document Retention module will provide the ability to effectively manage regulatory requirements and ensure that documents are not maintained longer than required, thus providing limited liability in case of an e-discovery / audit on your company records. Evaluating and purging documents for retention is provided by choosing from the following two (2) retention types:

- **Static Retention** - Static retention plans will automatically purge documents when the user-specified time interval has elapsed. The retention period can begin based on either the creation date of a document (date stored), the document date, or a date keyword that has been configured for the document type. To remove documents associated with a static retention type, system administrators must configure a single, purging Document Retention Processor. This may be the most effective means to meet long-term storage requirements.
- **Dynamic Retention** - Dynamic retention plans work in conjunction with the OnBase Workflow engine to ensure that once a retention period elapses, documents are reviewed prior to purge. Based on the Workflow, Visual Basic script, or external action, Document Retention processors can place a group of documents in a review queue, where additional evaluation can be done before the document is removed from the OnBase system. For sensitive documents or documents with unique requirements, the dynamic functionality will be most effective.

Based on other conditions, Document Retention also allows you to suspend a retention plan and reactivate the documents provided the documents have not been purged.

## 8) System Compatibility:

### a) Describe how the proposed solution is compatible with:

- **Industry standard operating systems including, but not limited to, Microsoft, RedHat, Linux®, and Oracle.**

The OnBase and Unity clients must be run on a Windows operating system (Windows 8.1, Windows 2012 R2, Windows 10, Windows Server 2016, Windows Server 2019). The Web Client is accessible via the Macintosh and Windows operating systems. The database can be run on any operating system (UNIX, Linux, Windows) provided it is a supported database product and it is capable of using ADO.NET and ODBC. The disk groups on the file server can reside on any platform (UNIX, Linux, Windows, etc.) that can be accessed via a UNC path. If the OnBase deployment includes the Web and/or Application Server, Windows Server 2012 R2, Server 2016, or Server 2019 are required.

Within these operating systems, the following platforms are supported:

- All OnBase software runs on Windows (Windows 8.1, Windows 2012 R2, Windows 10, Windows Server 2016, Windows Server 2019), hence 100% of the install base runs OnBase on a Windows platform.
- Supported Server Platforms for OnBase Database: Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, UNIX, and Linux (Oracle and SQL).
- Supported Server Platforms for OnBase File Server: Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 or any platform that supports access to the files via UNC path. S3 storage is also supported.

Please see the Recommended System Specifications OnBase document for additional information.

### RECOMMENDED SYSTEM SPECIFICATIONS ONBASE



Recommended  
System Specification

### • Existing Twain compatible scanners.

Yes, OnBase supports all industry standard scanning protocols. Any TWAIN, Kofax, or ISIS compliant scanner will work with the OnBase solution. OnBase is not limited to any specific scanner hardware connections; both USB and SCSI scanners are supported.



• **Industry standard database technologies including, but not limited to, Microsoft SQL, Sybase, Unidata, and Oracle to capture a variety of documents such as transcripts, certificates, purchase orders, checks, vouchers, contracts, etc.**

OnBase can be deployed on either Microsoft SQL or Oracle. Please see our list of supported database platforms in the attached Recommended System Specifications document. OnBase does not store the physical document files in the database.

#### **OnBase Database Server (required)**

The OnBase database maintains all OnBase configuration and metadata (i.e., index values) related to stored content. There are a variety of OnBase database server solutions, each providing varying degrees of redundancy and high availability.

#### **OnBase File Server (required)**

The OnBase File Server solution houses all stored content including scanned images and electronically imported documents. OnBase content storage addresses high availability and redundancy with its native functionality to support multiple “copies” of OnBase disk groups (physical storage locations for documents and content).

There is no limitation imposed by the software on the number of document types that you create in the system. There is also no limitation imposed by the software as to the number of documents that can be stored in the system.

Please see the Recommended System Specifications OnBase document above for additional information.

#### **• Import data from various file types.**

OnBase is the only complete information management system engineered to treat image, COLD, application and workflow documents the same way, as information objects. This uniformity makes the entire system exceptionally easy to use. All documents are stored in their native format, so OnBase uses standard protocols for storage and retrieval. As long as the viewer associated with a certain file can be registered, it is supported in OnBase. Supported formats include, but are not limited to:

- 24-bit Targa
- Emtex AFP/Metacode
- PDF
- Amiga IFF
- Export Transfer Document
- PCX
- Digital Certificate Signatures
- GIF
- Packbits TIFF
- AVI Movie
- Group II TIFF
- Quick Time Movie
- AFP Document
- Group IV TIFF

- Redacted Image
- Brooktrout
- HTML
- Text/Rich Text Format
- CALS
- Hit-Highlights
- Sun Raster
- Clip
- Image
- Text Report Format
- Compressed BMP
- JPEG
- Uncompressed BMP
- Custom
- LZW TIFF
- Virtual Electronic Form
- DCX
- Macintosh PICT (Raster Only)
- WAV Audio File
- Data Mining Format
- MS Word/Excel/PowerPoint
- Windows Ico
- Dynamic Document
- OLE Active Page
- WMF (Raster Only)
- EPS (Screen Preview Only)
- OLE Server
- WPG (Raster Only)
- Electronic Form/Virtual Electronic Form
- PCL (Dictionary Import, Filter, Full Size) X-Windows Bitmap Pixmap/Drawing

Additional file formats can be added, deleted, changed, or renamed after installation. It is important to note that new document types can be created inside of OnBase and linked to new file formats that are unsupported. The new file format's native image viewer typically handles image-viewing capabilities.

Importing content into the repository can be accomplished in a variety of different methods, including the following:

- **Document Imaging** - Scans, indexes and stores documents as digital images. Advanced features include distributed capture and indexing, image enhancement, bar code recognition, blank page separation and auto-enabled indexing.
- **COLD/ERM Processing** - Automatically identifies, compresses, indexes, and stores reports and statements that are output from computer systems as printer, COM, or text files.
- **PDF Input Filter to COLD/ERM** - Text-based PDFs can automatically be brought into OnBase using the PDF Input Filter to COLD/ERM. This allows PDFs to automatically be brought into OnBase, separated into multiple documents (if need be), and indexed from metadata contained within the file.
- **Document Import Processor (DIP)** - Processes batches of third-party-generated documents and indexes into the OnBase system. Support for scheduling and polling allows for hands-off operation.

DIP also lends itself to performing large back-file conversions from legacy systems and can be used as a convenient tool used for system/platform conversions.

- **Directory Import Processor** - Allows OnBase users to import documents from practically any structured directory. Valuable information contained within folder or file names is used to determine document types and keywords, allowing the indexing of documents to be automated. This is an efficient use of logical structures already created from multi-function devices or external scanning sources.
- **Ad Hoc Document Import** - Allows a user to bring a single document (image, report, application documents, video, audio, etc.) into the OnBase system by automatically storing the document into a permanent disk group. The user can also bring a document into the system from Windows Explorer using drag and drop.
- **API Archival** - Allows for the storage of documents from third-party systems into the OnBase system via the OnBase API.
- **Electronic Forms** - Enables users to complete and submit online forms that are automatically captured, indexed, and stored as documents in the OnBase system. These can be completed from a portable device or a website, or at the desktop level.
- **EDM Services** - Stores and manages application files such as word-processing documents, spreadsheets, and presentations. Features include ad hoc document storage, revision control, and check-in/checkout.
- **Mailbox Importer** - Automatically captures and stores email messages and attachments directly from Microsoft Exchange.
- **Archive Services for Microsoft SharePoint** - Captures documents generated and stored in SharePoint and transfers this content into OnBase, allowing for advanced ECM features such as Robust Storage Solutions, Complex Workflow Processing, and Centralized Records Management.
- **XML Tagged Import Processor (TIP)** - Automatically parses, indexes and stores XML document data streams (files) into OnBase, regardless of XML source. A single XML file can contain multiple documents, which can be parsed into one or more OnBase document types. Once the XML documents are in OnBase, they can be displayed using a variety of XML style sheets for viewing and printing.
- **EDI Import Processors** - Automatically parses, indexes, and stores EDI datafiles as individual OnBase documents. A single EDI (Electronic Data Interchange) file can contain multiple documents, which can be parsed into one or more individual documents. Once the documents are in OnBase, they can be displayed using a variety of XML style sheets for viewing and printing. EDI formats supported include 130 (Transcripts), 810 (Invoices), 835 (Explanation of Benefit), and 837 (Insurance Claim).
- **ShareBase** - ShareBase by Hyland is an Enterprise File Sync and Share (EFSS) that directly interacts with OnBase. OnBase Workflow can be configured to send a user a link to a ShareBase folder where that user can upload a document. Documents uploaded to the folder can automatically be classified and indexed into OnBase without manual interaction.
- **External Access Client (EAC)** - The EAC is a portal solution configured through simple portlet configuration. Portlets contain existing OnBase functionality such as importing documents, creating new forms, and interacting with OnBase workflows.
- **Application Enabler (AE)** - This point-and-click configuration tool allows organizations to integrate OnBase with nearly any third-party line-of-business application with no custom coding. Applications enabled with AE can allow users to take advantage of OnBase functionality such as uploading documents, creating new forms, and interacting with Workflows without having to leave their existing application.

## 9) Integration with digital credentials and digital credential providers.

**Explain how the proposed solution provides the ability to integrate with digital credentials and digital credential providers.**

Since 2017, Hyland Credentials has been partnering with governments, higher education institutions and companies to deploy secure credentialing systems that leverage the blockchain as a secure anchor of trust. Hyland Credentials works with customers around the world to stand up Enterprise Credentialing Systems that issue verifiable records using the Blockcerts open standard. Blockcerts, developed by Learning Machine (acquired by Hyland in 2020) with the MIT Media Lab, is the world's leading open standard for issuing recipient-owned records to any blockchain.

Blockcerts is the most widely adopted global, open standard for creating, issuing, viewing, and verifying any type of credential using any blockchain as a secure anchor of trust. Examples of credentials that may be issued by the North Carolina Community College System include: diplomas, transcripts, certificates, awards, and licenses. These digital records are registered on a blockchain, cryptographically signed, tamper proof, and shareable. To ensure the longevity and interoperability of these records, we are ongoing contributors to international standards communities, including Blockcerts, IMS Global, and the W3C.

Blockcerts is published under the MIT License, a Free and Open Source Software (FOSS) license, meaning it is not owned by Hyland Credentials or MIT and can be used without charge by institutions around the world to build their own applications for issuing, receiving, sharing, and verifying official records. This is important as it ensures vendor independence over time protecting The North Carolina Community College System from lock-in.

Hyland Credentials has built a best-in-class Issuing System to enable The North Carolina Community College System and other educational institutions to issue Blockcerts at scale. Institutions license issuing accounts which allow them to design certificates, import recipient data, and issue batches of credentials to thousands of recipients. At the Enterprise level (Federated license), the Hyland Credentials Issuing System becomes a tool for policymaking, student mobility and curriculum development, as large institutions like the North Carolina Community College System can centralize their credentialing operation across multiple organizations and capture actionable analytics about their student body over time. Student credentials are issued as natively digital machine readable documents that may be ingested into systems across the NC Community College System significantly enhancing efficiencies and empowering students to continue to pursue lifelong learning opportunities.

## Hyland Credentials Issuing System: Features and Capabilities.

Main Features and Capabilities	Hyland Credentials Products		
	Open Badges 2.0	Blockcerts 2.0	
	Microcredentials (Badges)	Simple Credentials (Certificates & Diplomas)	Complex Credentials (Transcripts & Examinations)
Unlimited Issuances	X		
Open Badges 2.0 Validator	X		
Recipient Shareable File (PNG)	X		
Recipient Shareable URL (Hosted Credential)	X	X	
Simple Credentials Designer Tool	X	X	
Data Transfer: Manual CSV Upload	X	X	
Credential Analytics	X	X	
Recipient List based Batch Issuances	X	X	X
Revocable Credentials	X	X	X
Issuer Public Key		X	X
Recipient Public Key		X	X
Recipient Shareable File (JSON)		X	X
Credential Metadata		X	X
Preview & Test Issuances		X	X
Blockchain-Anchored Credentials (Bitcoin or Ethereum)		X	X
Blockcerts Wallet App (iOS & Android)		X	X
Blockcerts Universal Verifier		X	X
Custom Branded Verification Portal		X	X
QR Code		X	
Complex Credentials Designer Tool			X
Data Transfer: Manual JSON Upload			X
Data Transfer: API (JSON format)			X
Issue non-Hosted Credentials			X

Customers are serviced by a team of dedicated regional Account Delivery Leads available at the single account and/or Federated Account level who work with them to develop and scale custom credentialing roadmaps and ensure project success.

Hyland Credentials offers a solution built to issue multiple types of credentials (badges, transcripts, diplomas, etc.) that utilize data imported from any enterprise system. These credentials can also accommodate any data schema from the variety initiatives underway. Recipient data may be uploaded as a CSV file directly to the Hyland Credentials Issuing System, or imported as JSON from existing SIS/LMS systems using our import API. These import methods allows Hyland Credentials to be integrated with Hyland OnBase or other enterprise systems. Finally, issued credentials can be verified by third parties without any proprietary software.

## 10) Search Capabilities

**Describe search capabilities, including, but not limited to, name, SSN, and ID numbers, as well as the ability to search archived records.**

Fast, consistent, and secure access is provided to all documents stored in the OnBase system. Retrieving a document is nearly instantaneous through several search methods, including the Document Retrieval dialog box, Foldering, custom queries, text search, and cross-referencing. The client is the central location to import, organize, secure, retrieve, enhance, and distribute all of your data.

Powerful tools are provided to retrieve stored data quickly and accurately. The OnBase client offers several methods of searching, including:

- The Document Retrieval Dialog Box offers an efficient, user-friendly way of displaying any and all documents stored in OnBase. It enables users to retrieve the exact document(s) desired with minimal effort. Entering keyword values allow users to find documents in seconds. Keywords and dates can be used to filter and sort unrelated documents. Retrieval searches can limit searches by document type group, document type, document date, and keywords.
- Cross-referencing is a powerful retrieval method that enables users to double-click on an open document and automatically retrieve any or all related documents regardless of data type. The links between document types for cross-referencing are created with only a few mouse clicks and never require programming. For example, to find and display the image of a receipt related to an item in an expense report, the user would only have to double-click on the expense report that lists the expense.
- Custom queries enhances security and make routine retrievals one click away for users who repeatedly perform the same search. A user-defined, custom query provides a faster, more direct way to search for a specific item. To enhance security and usability, OnBase can be configured to have only the custom queries display on startup. If a workstation is set up in this fashion, it will present the user with only specified queries. The user will not be aware of any other information in the OnBase system and have no way of accessing it. Custom queries can be configured to search against document types or folders. Folder queries retrieve folders that satisfy your search criteria, rather than documents.
- Text searching is used to locate COLD and other text documents that contain a specific string of text. The search is performed where the data is stored so that OnBase does not have to send all the raw data to the workstation to complete the search, saving time and limiting network traffic. Combining keyword searching and text searching narrows down the results even further.

- Full-Text Search provides a simple, unified interface for retrieving textual information stored in OnBase documents. This module extends native OnBase search capabilities to both structured and unstructured data, including images, emails, PDFs, Microsoft Office files and electronic forms. Advanced searches can be performed based on keywords and phrases that exist within OnBase documents to quickly and easily locate relevant content.
- File Foldering can be customized to meet user needs. This search method is very similar to using Windows Explorer. A file cabinet window displays the folder type, all available file cabinets, and all tabs or sections within a selected folder. Navigation features include double-clicking on a folder to display the next directory, and pressing the backspace key to move to a higher-level directory.
- A Note Search initiates a search for all documents with notes that contain the text entered by the user. When OnBase finds documents with notes, highlights, or staples text that match, a list is generated in a separate window. The user can also restrict the search to certain note types, users, and/or dates by making a selection from a drop-down list of note types.
- The Document Handle Search provides a way to retrieve a document by its master "item number" in the OnBase database. This is useful for administration and troubleshooting.

## 11) Support

**Support (response time must be 4 hours or less) for: a) Business hours, after hours, weekend, and holiday support. b) System use and availability support. c) Access and authentication support.**

Hyland does not guarantee response times; however, support issues that materially impact production use of the system are addressed immediately. Hyland endeavors to identify a workaround whenever a permanent solution to a software error cannot be provided within a reasonable timeframe. The Technical Support analyst assigned to a support issue is empowered to determine its impact on a customer's solution per defined Severity Levels, and to obtain immediate attention to the issue as required. Additionally, Technical Support Success Advisors have the ability to request and coordinate resources from multiple departments. Hyland Technical Support is available 24/7, excluding major US holidays which may have limited staff.

Please see the Hyland Technical Support Overview for additional information.

**HYLAND TECHNICAL SUPPORT OVERVIEW**



Hyland Technical  
Support Overview.p

## 12) Reporting:

### a) Describe the proposed solution's method for dashboard capabilities

Organizations who need interactive, real-time reporting surrounding data contained in an OnBase system will benefit from Reporting Dashboards. Reporting Dashboards is used to graphically display data returned from a configured data provider. The dashboard items available for dashboards include basic pie, chart, and bar graphs, or more advanced displays such as gauges, pivot tables, and maps, all of which allow users to quickly identify relevant information and trends surrounding the data managed by the data provider. Multiple dashboard items can be displayed in a single dashboard, and the dashboard can be configured to allow the elements of one dashboard item to update the information displayed in other dashboard items, allowing for a dynamic, real-time view of measurements surrounding stored data.

### b) Describe the proposed solution's ability to run reports on number and type of forms, documents, etc. maintained within the proposed solution.

The ability to audit an individual document is supported in OnBase and is very important for compliance initiatives including HIPAA and Sarbanes-Oxley. OnBase provides a single document audit log on every document in the system. The log displays the log date, log time, user name, action (brief description of the action that took place), and a detailed account of the action.

OnBase also provides a complete and comprehensive transaction logging and reporting functionality. Each action taken within the system is logged from login, retrieval, update, logoff, etc. OnBase even offers the ability to track administrative changes to the system. OnBase provides an administration interface to select the desired events, grouped or filtered by a number of parameters including date range, user group, document type, etc. This transaction logging and reporting is standard out of the box functionality.

## 13) Technical Architecture

### Describe the proposed solution's technical architecture – specifically production, development and test environments, as well as user system access, account management, and user's ability to access electronic forms and associated licensing requirements.

In a typical OnBase deployment, a two- and three-tiered architecture is used:

*CAPTURE/PROCESSING STATIONS (COLD SERVER, PRODUCTION SCAN STATIONS):*

In order to maximize the processing speed with the OnBase database and file storage, the high-volume processing stations utilize a two-tier model. OnBase connects directly to the relational database server while running all the rules and business logic at the workstation. This strategy permits OnBase to fit an architecture in which each additional user added provides more processing power to the system and is responsible for its own tasks.



Hyland has developed a three-tier application with the .NET platform installed. In this environment, the application server contains all of the business logic, including the workflow routing logic. In this deployment model, the client acts as a presentation layer because all of the processing occurs on the application server. Hyland's application server can be scaled using multiple servers and load-balancing routers with sticky address capabilities.

Regardless of deployment model choice, OnBase uses the same two back-end tiers:

**DATABASE LAYER:**

OnBase was designed as a centralized repository for all documents. The heart of the system is the single database, which acts as the central nervous system for the repository. The only requirement is that the application layer needs an ADO.NET or ODBC connection to the database layer.

**DOCUMENT FILE STORAGE:**

The document storage layer is handled through OnBase disk groups. A disk group is a logical storage area for documents and data. All data that is added to the document management system is stored in a disk group. This logical structure to where the data is physically stored on the network allows the document management system to track, categorize, and perform specialized maintenance functions on the data. It also allows for the segregation of data based upon the security or retention requirements of the documents. Multiple disk groups can be created to further help organize the data storage.

OnBase Test and Training environments, similar to the Production environment, provide a single OnBase infrastructure that can facilitate solutions for numerous departments and entities with complete segregation of data if required, or sharing of specific information where necessary. These non-production environments are a best practice recommendation for OnBase installations. There is no additional cost for these environments for on-premise deployments. For hosted deployments there is a fee.

## 14) Electronic communications

**Describe how the proposed solution has the capability to analyze, route, and store electronic communications based on specific information contained within the electronic communication**

The OnBase Mailbox Importer module automatically polls a mail account inbox to capture and store e-mail messages and attachments directly into the OnBase repository, supporting Outlook, Notes, GroupWise, O365, Exchange Web Services and Gmail. Specifically, the module allows users to define subscriptions, identify the e-mail messages and attachments to be archived. Email messages and attachments can participate in full-text search, Workflow processing, and retention.

Electronic communications, in a broader sense, can be captured into the repository in a variety of different methods, including the following:

- **Document Imaging** - Scans, indexes and stores documents as digital images. Advanced features include distributed capture and indexing, image enhancement, bar code recognition, blank page separation and auto-enabled indexing.
- **COLD/ERM Processing** - Automatically identifies, compresses, indexes, and stores reports and statements that are output from computer systems as printer, COM, or text files.

- **PDF Input Filter to COLD/ERM** - Text-based PDFs can automatically be brought into OnBase using the PDF Input Filter to COLD/ERM. This allows PDFs to automatically be brought into OnBase, separated into multiple documents (if need be), and indexed from metadata contained within the file.
- **Document Import Processor (DIP)** - Processes batches of third-party-generated documents and indexes into the OnBase system. Support for scheduling and polling allows for hands-off operation. DIP also lends itself to performing large back-file conversions from legacy systems and can be used as a convenient tool used for system/platform conversions.
- **Directory Import Processor** - Allows OnBase users to import documents from practically any structured directory. Valuable information contained within folder or file names is used to determine document types and keywords, allowing the indexing of documents to be automated. This is an efficient use of logical structures already created from multi-function devices or external scanning sources.
- **Ad Hoc Document Import** - Allows a user to bring a single document (image, report, application documents, video, audio, etc.) into the OnBase system by automatically storing the document into a permanent disk group. The user can also bring a document into the system from Windows Explorer using drag and drop.
- **API Archival** - Allows for the storage of documents from third-party systems into the OnBase system via the OnBase API.
- **Electronic Forms** - Enables users to complete and submit online forms that are automatically captured, indexed, and stored as documents in the OnBase system. These can be completed from a portable device or a website, or at the desktop level.
- **EDM Services** - Stores and manages application files such as word-processing documents, spreadsheets, and presentations. Features include ad hoc document storage, revision control, and check-in/checkout.
- **Mailbox Importer** - Automatically captures and stores email messages and attachments directly from Microsoft Exchange.
- **Archive Services for Microsoft SharePoint** - Captures documents generated and stored in SharePoint and transfers this content into OnBase, allowing for advanced ECM features such as Robust Storage Solutions, Complex Workflow Processing, and Centralized Records Management.
- **XML Tagged Import Processor (TIP)** - Automatically parses, indexes and stores XML document data streams (files) into OnBase, regardless of XML source. A single XML file can contain multiple documents, which can be parsed into one or more OnBase document types. Once the XML documents are in OnBase, they can be displayed using a variety of XML style sheets for viewing and printing.
- **EDI Import Processors** - Automatically parses, indexes, and stores EDI datafiles as individual OnBase documents. A single EDI (Electronic Data Interchange) file can contain multiple documents, which can be parsed into one or more individual documents. Once the documents are in OnBase, they can be displayed using a variety of XML style sheets for viewing and printing. EDI formats supported include 130 (Transcripts), 810 (Invoices), 835 (Explanation of Benefit), and 837 (Insurance Claim).
- **ShareBase** - ShareBase by Hyland is an Enterprise File Sync and Share (EFSS) that directly interacts with OnBase. OnBase Workflow can be configured to send a user a link to a ShareBase folder where that user can upload a document. Documents uploaded to the folder can automatically be classified and indexed into OnBase without manual interaction.
- **External Access Client (EAC)** - The EAC is a portal solution configured through simple portlet configuration. Portlets contain existing OnBase functionality such as importing documents, creating new forms, and interacting with OnBase workflows.

- **Application Enabler (AE)** - This point-and-click configuration tool allows organizations to integrate OnBase with nearly any third-party line-of-business application with no custom coding. Applications enabled with AE can allow users to take advantage of OnBase functionality such as uploading documents, creating new forms, and interacting with Workflows without having to leave their existing application.

# Security Vendor Readiness Assessment Report (VRAR)

**NOTE:** In Edit mode, double-click the document icon below to open and view all pages.




**SECURITY VENDOR READINESS ASSESSMENT REPORT (VRAR)**



VRAR-Vendor\_Read  
iness\_Assessment\_R

## Architecture Diagrams

Please see the attached OnBase Hosted and On Premise Architecture Diagrams and the Hyland Credentials Architecture Diagram.

<b>ARCHITECTURE DIAGRAM HOSTED</b>	 Architecture Diagram Hosted.pdf
<b>ARCHITECTURE DIAGRAM ON PREMISE</b>	 Architecture Diagram - On-Premi:
<b>HYLAND CREDENTIALS ARCHITECTURE</b>	 Hyland Credentials Architecture.pptx

## Cost of Vendor's Offer (Attachment E)

ITEM	QTY	UNIT	DESCRIPTION	UNIT COST
			Support Response time: Tickets are created immediately upon submission by our customer portal. Our tech support team is domestic and available 24/7. We also have a support hotline for tech support escalation as well as a handbook that describes our tech support policies, escalation path, and reporting structure.	Support is covered by subscription /SAAS fees. See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
1	1	Each	Document Imaging Software License – Year 1 On-Premises List pricing for each feature: Software Retrieval Scan Electronic Forms Workflow Integration Migration Retention Management System Compatibility Digital Credentials	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
2	1	Each	Document Imaging Software License – Year 1 SaaS Solution List pricing for each feature: Software Retrieval Scan Electronic Forms Workflow Integration Migration Retention Management System Compatibility Digital Credentials	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
3	1	Each	Hardware This section must be itemized and defined in detail	N/A
4	1	Each	Configuration and Implementation Services – On-Premises Solution This section must be itemized and defined in detail	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.

5	1	Each	Configuration and Implementation Services – SaaS Solution This section must be itemized and defined in detail	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
6	1	Each	Staff Training This section must be itemized and defined in detail	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
7	1	Each	Year 2 Non-warranty annual maintenance and support for the software acquired under item 1 above – On-Premises Solution Includes upgrades, patches and support services of all associated software	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
8	1	Each	Year 2 Non-warranty annual maintenance and support for the software acquired under item 2 above – SaaS Solution Includes upgrades, patches and support services of all associated software	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
9	1	Each	Year 2 Hardware Maintenance	N/A
10	1	Each	Year 3 Non-warranty annual maintenance and support for the software acquired under item 1 above – On-Premises Solution	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
11	1	Each	Year 3 Non-warranty annual maintenance and support for the software acquired under item 2 above – SaaS Solution	See attached supplemental pricing sheet for OnBase or Hyland Credential pricing.
12	1	Each	Year 3 Hardware Maintenance	N/A

**Total Offer Cost**           **TBD**          

Please see the North Carolina Community College System - Pricing document for additional information.

**North Carolina Community College System - Pricing**



NCCCS - Pricing.pdf

## Schedule of Offered Solution

No single project schedule can fit all Hyland customer deployments due to the unlimited variety of possible configurations and project objectives. Each customer's situation is evaluated individually, and a customized project plan is developed to best meet customer needs and goals. Generally though, Hyland's flexible project methodology allows our project teams to complete simple, single-process deployment in a matter of weeks, and larger solution implementations in a span of months. The formal project plan will be delivered after the Discovery phase of each Services engagement. The final timeline will depend on a number of variables including the finalized and contracted scope and approach, availability of resources, timely completion of project deliverables and organizational readiness. In order to achieve the least possible timeline, the customer shall commit to providing the required resources necessary in each phase, completing all deliverables in a timely fashion (e.g., reviewing and approving documented requirements, delivering sample data, completing testing, etc.), and preparing the organization internally for the new solution (e.g., communication plans, change management, etc.). The standard phases of a Hyland implementation are noted below, as are common durations for each phase.

- Initiation: Variable lead time from contract signing plus approximately 2 weeks
- Discovery (Requirements Analysis): Approximately 2 to 4 weeks
- Implementation (Installation, Design, Configuration, and Development): Variable based on scope of services (e.g., 1 to x months)
- Training and Testing: Approximately 3 to 4 weeks
- Go Live (Prepare and Execute): Approximately 2 to 3 weeks
- Closure: Approximately 1 week



# Signed Vendor Certification Form (Attachment F)

## ATTACHMENT F: VENDOR CERTIFICATION FORM

### 1) ELIGIBLE VENDOR

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The Vendor certifies that in accordance with N.C.G.S. §143-59.1(b), Vendor is not an ineligible vendor as set forth in N.C.G.S. §143-59.1 (a).

The Vendor acknowledges that, to the extent the awarded contract involves the creation, research, investigation or generation of a future RFP or other solicitation; the Vendor will be precluded from bidding on the subsequent RFP or other solicitation and from serving as a subcontractor to an awarded vendor.

The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Vendor, or as a subcontractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP or other solicitation.

### 2) CONFLICT OF INTEREST

---

Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32. The Vendor shall not knowingly employ, during the period of the Agreement, nor in the preparation of any response to this solicitation, any personnel who are, or have been, employed by a Vendor also in the employ of the State and who are providing Services involving, or similar to, the scope and nature of this solicitation or the resulting contract.

### 3) E-VERIFY


---

Pursuant to N.C.G.S. §143B-1350(k), the State shall not enter into a contract unless the awarded Vendor and each of its subcontractors comply with the E-Verify requirements of N.C.G.S. Chapter 64, Article 2. Vendors are directed to review the foregoing laws. Any awarded Vendor must submit a certification of compliance with E-Verify to the awarding agency, and on a periodic basis thereafter as may be required by the State.

### 4) CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA

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As a condition of contract award, awarded Vendor shall have registered its business with the North Carolina Secretary of State and shall maintain such registration throughout the term of the Contract.

Signature: 

Date: 10/9/2020

Printed Name: Bill Priemer

Title: Chief Executive Officer

## Location of Workers Utilized by Vendor Form (Attachment G)

### ATTACHMENT G: LOCATION OF WORKERS UTILIZED BY VENDOR

In accordance with NC General Statute 143-59.4, the Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of this Contract. The State will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award. Please complete items a, b, and c below.

- a) Will any work under this Contract be performed outside the United States?  YES  NO

If the Vendor answered "YES" above, Vendor must complete items 1 and 2 below:

- List the location(s) outside the United States where work under this Contract will be performed by the Vendor, any sub-Contractors, employees, or other persons performing work under the Contract:
- Describe the corporate structure and location of corporate employees and activities of the Vendor, its affiliates or any other sub-Contractors that will perform work outside the U.S.:

- b) The Vendor agrees to provide notice, in writing to the State, of the relocation of the Vendor, employees of the Vendor, sub-Contractors of the Vendor, or other persons performing services under the Contract outside of the United States  YES  NO

NOTE: All Vendor or sub-Contractor personnel providing call or contact center services to the State of North Carolina under the Contract **shall** disclose to inbound callers the location from which the call or contact center services are being provided.

- c) Identify all U.S. locations at which performance will occur:

U.S. offices:  
 Alpharetta, GA  
 Andover, MA  
 Auburn, CA  
 Bloomington, MN  
 Greenwood Village, CO  
 Irvine, CA  
 Lansing, MI

Lincoln, NE  
Olathe, KS  
Phoenix, AZ  
Pleasanton, CA  
Salt Lake City, UT  
Tampa, FL  
Westlake, OH (corporate headquarters)

## References (Attachment H)

**CONFIDENTIAL**- The following customer reference information is confidential.

### Central New Mexico Community College

**Location:** Albuquerque, New Mexico

**Customer Since:** June 2009

**Reference Relevancy:** Higher Education customer utilizing Hyland Credentials

**Case Study:** <https://www.hylandcredentials.com/customer-story-cnm/>

**Contact:**

Philip Guiliano, Associate Director, Enrollment Services

Email: [pgiuliano@cnm.edu](mailto:pgiuliano@cnm.edu)

Phone: 505-224-2000 ext 5306

### Rowan-Cabarrus Community College

**Location:** Salisbury, North Carolina

**Customer Since:** November 2011

**Reference Relevancy:** Higher Education customer using OnBase for Admissions and Records, Human Resources, Information Technology, Financial Aid, Educational Resources/ Distance Education, and Finance and Business Services with extensive use of workflows throughout.

**Contact:**

Rebecca Anderson, Executive Director

Email: [Rebecca.anderson@rccc.edu](mailto:Rebecca.anderson@rccc.edu)

Phone: (704) 216-7155

### Lone Star College System

**Location:** The Woodlands, TX

**Customer Since:** February 2004

**Reference Relevancy:** Higher Education customer using OnBase for Employee File Management, AP, Admission Processing & Review, Registrar Processing, President's Office, and Budgeting & Planning

**Contact:**

Longin Gogu, Associate CIO

Email: [longin.gogu@lonestar.edu](mailto:longin.gogu@lonestar.edu)

Phone: (832) 813-6262

## Errata and Exceptions

### 1. On page 4 of the RFP, it states:

#### **Contract Term**

A contract awarded pursuant to this RFP shall have an effective date as provided in the Notice of Award. The term shall be three (3) year(s), and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend the Contract for two (2) additional one (1)-year periods at its sole discretion.

**Term Contract** - This solicitation will result in an Agency Specific Term Contract enabling the System Office and 58 North Carolina Community Colleges (hereinafter individually known as the “Entity” and collectively known as the “Entities”) to purchase a replacement for a document imaging system..

The State reserves the right to make partial, progressive or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated specifications as to quantity, quality, delivery, service, geographical areas; and where other factors are deemed to be necessary or proper to the purchase in question.

Unless specifically provided, all costs provided shall apply to all Community Colleges and the System Office of the NC Community College System. Should a lower cost be offered to the System Office or a Community College on a product or service provided under the Contract, such lower price shall be applicable to all remaining Community Colleges and the System Office from the date such lower price applies to the original offeree. Colleges will have the choice to choose which features they need in the document management and integration solution offered by the Vendor.

The contract resulting from this RFP will be an Agency Specific Contract for the NC Community College System (except under the conditions specified in G.S. §115D-58.14(a) and G.S. §116-13).

**Products and Services will be provided in accordance to the terms and conditions of this RFP.**

Hyland Software agrees, subject to the parties’ execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland’s standard agreement has been included below for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.

### 2. On page 5 of the RFP, it states:

#### **3.1.4 ENTERPRISE LICENSING**

In offering the best value to the State, Vendors are encouraged to leverage the State’s existing resources and license agreements. The agreements may be viewed at:

<http://it.nc.gov/services/license-and-agreements>

a) Identify components or products that are needed for your solution that may not be available with the State’s existing license agreement.

b) Identify and explain any components that are missing from the State’s existing license agreement.

**c) If the Vendor can provide a more cost effective licensing agreement, please explain in detail the agreement and how it would benefit the State**

If applicable, Hyland Software agrees, subject to the parties' execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland's standard agreement has been included below for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.

Hyland solutions are not available through the State's existing license agreements. While Hyland does have cooperative purchasing contracts available for these eligible schools in North Carolina, Hyland's response to this RFP incorporates a cost structure that's in alignment with the pricing and discounts offered under our other cooperative purchasing agreements.

**3. On page 15 of the RFP, it states:**

**6.1.5 E-PROCUREMENT**

**This is not an E-Procurement solicitation. Attachment B, subparagraphs #33(a) and 33(b) of the attached North Carolina Department of Information Technology Terms and Conditions Services for General Purchases do not apply to this solicitation.**

**The Terms and Conditions made part of this solicitation contain language necessary for the implementation of North Carolina's statewide E-Procurement initiative. It is the Vendor's responsibility to read these terms and conditions carefully and to consider them in preparing the offer. By signature, the Vendor acknowledges acceptance of all terms and conditions including those related to E-Procurement.**

**a) General information on the E-Procurement service can be found at <http://eprocurement.nc.gov/>**

**b) Within two days after notification of award of a contract, the Vendor must register in NC E-Procurement @ Your Service at the following website: <http://eprocurement.nc.gov/Vendor.html>**

**c) As of the RFP submittal date, the Vendor must be current on all E-Procurement fees. If the Vendor is not current on all E-Procurement fees, the State may disqualify the Vendor from participation in this RFP**

Hyland Software agrees, subject to the parties' execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland's standard agreement has been included below for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.

Hyland does have an existing registration with NC e-Procurement site and we are current on all fees.

**4. On page 16 of the RFP, it states:**

#### **6.2.3 COSTS RELATED TO OFFER SUBMISSION**

**Costs for developing and delivering responses to this RFP and any subsequent presentations of the offer as requested by the State are entirely the responsibility of the Vendor. The State is not liable for any expense incurred by the Vendors in the preparation and presentation of their offers.**

**All materials submitted in response to this RFP become the property of the State and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the State and the Vendor resulting from this RFP process.**

While Hyland understands that NCCCS may review and use Hyland's submission as part of the RFP process and may reproduce portions of Hyland's submission for the purposes of enabling NCCCS to evaluate Hyland's RFP response, Hyland's response submission will remain the property of Hyland and no license or other rights in the submission or ideas contained therein are granted to NCCCS.

**5. On page 21 of the RFP, it states:**

#### **7.4 VENDOR'S LICENSE OR SUPPORT AGREEMENTS**

**Vendor should present its license or support agreements with its proposal for review and evaluation. Terms offered for licensing and support of vendors' proprietary assets will be considered; terms governed by applicable state or other laws or by policies authorized by law will be superseded by such applicable laws or policies.**

**The terms and conditions of the Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this RFP may apply to the extent such terms and conditions do not materially change the terms and conditions of this RFP. In the event of any conflict between the terms and conditions of this RFP and the Vendor's standard agreement(s), the terms and conditions of this RFP relating to audit and records, jurisdiction, choice of law, the State's electronic procurement application of law or administrative rules, the remedy for intellectual property infringement and the exclusive remedies and limitation of liability in the DIT Terms and Conditions herein shall apply in all cases and supersede any provisions contained in the Vendor's relevant standard agreement or any other agreement. The State shall not be obligated under any standard license and/or maintenance or other Vendor agreement(s) to indemnify or hold harmless the Vendor, its licensors, successors or assigns, nor arbitrate any dispute, nor pay late fees, legal fees or other similar costs.**

Hyland Software agrees, subject to the parties' execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland's standard agreement has been included below for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.

**6. Attachment B: Department of Information Technology Terms and Conditions.**

Hyland Software agrees, subject to the parties' execution of a mutually acceptable final and binding agreement which may include mutually acceptable revisions to such terms. For your reference, a form of Hyland's standard agreement has been included below for your reference, and, subject to mutual agreement, will be revised to incorporate RFP terms.



# Vendor's License and Maintenance Agreements

## Sample Agreements

**NOTE:** In Edit mode, double-click the document icon below to open and view all pages.

**CONFIDENTIAL** – The following document is confidential.




**Sample Master Agreement**






Sample Master Agreement.pdf

**Note:** The licensing agreement is dependent on the deployment method. If a different deployment is chosen, an alternate agreement may apply.

## Supporting Material

<b>Hyland Platform Infographic</b>	 Hyland Platform Infographic.pdf
<b>Hyland Cloud Brochure</b>	 Hyland Cloud Brochure.pdf
<b>OnBase Customer Training Resources Brochure</b>	 OnBase Customer Training Resources.pdf

## Additional Supporting Material

<b>Hyland Overview</b>	 Hyland Overview.pdf
<b>Hyland Credentials Brochure</b>	 Hyland Credentials Brochure.pdf
<b>Hyland Global Services Brochure</b>	 Hyland Global Services Brochure.pdf

## Firm's Tax Identification Information (Attachment J)

### Request for Proposal # 50-NCCCS-073020

For internal State agency processing, including tabulation of proposals in the Interactive Purchasing System (IPS), please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page is to be filled out and returned with your proposal.  
Failure to do so may subject your proposal to rejection.**

**ID Number:**

**34-1699247**

---

Federal ID Number or Social  
Security Number

Hyland Software, Inc.

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Vendor Name

# All pages of this solicitation document (including Attachments A, B, and C)

**NCCCS RFP**



13818300RFP -  
Enterprise Content I

## Financial Statements

Hyland is a privately held company. Financial statements can be made available upon the execution and return of an appropriate non-disclosure agreement.

For additional information, please see our Letter of Financial Stability.

**Hyland Software Letter of Financial Stability**



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## Notice

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